

GUIDANCE FOR MALLS AND SHOPPING CENTRES

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support mall and shopping centre operators in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to these settings.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

COVID-19 Risk Mitigation

General Guidance	<ul style="list-style-type: none">• Place COVID-19 signage around all entries and throughout the mall outlining:<ul style="list-style-type: none">○ physical distancing requirements (2 metres).○ prohibitions on attendance by sick or isolating patrons.○ hand hygiene and respiratory etiquette.○ cleaning and disinfection practices.○ numbers to call to report sanitation and distancing concerns (i.e. mall administration).○ Encourage attendees to download the ABTraceTogether app to help let them know if they've been exposed to COVID-19.• Provide hand sanitizer, with at least 60% alcohol content, at entrances, exits, escalators and food courts.• Develop strategies to minimize the handling of objects between multiple attendees and ensure frequent cleaning and disinfecting of these objects. If an items is shared between attendees, attendees should:<ul style="list-style-type: none">○ Wash hands with soap and water for at least 20 seconds or alcohol-based hand sanitizer with a minimum of 60% alcohol before and after handling a shared item.○ Hard-surfaced items, or items which can be laundered should be cleaned and disinfected.○ Soft-surface items, or other items that cannot be cleaned and disinfected should be isolated for a period of 24 hours.
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Physical Distancing	<ul style="list-style-type: none">• Consider physical controls to support spacing of at least 2 metres or physical barriers to prevent direct contact between staff and patrons. These types of controls reduce the opportunity for transmission. Businesses should consider the following examples and implement appropriate controls for their settings and services:<ul style="list-style-type: none">○ Placing barriers or partitions between attendees.○ Reducing or removing seats from waiting areas, lunch rooms and dining areas.○ Closing toilets or urinals that are less than 2 metres apart without barriers between them. Washroom capacity must allow for protection of attendees. For example, consider or installing barriers between urinals or close off every second urinal.○ Placing additional hands-free garbage bins with removable linings at all entrances and exits.○ Removing or spreading out seating in common spaces.○ Limiting operating hours and the number of people allowed in the mall.• Where physical controls are not possible or appropriate, the business should consider:<ul style="list-style-type: none">○ Support vulnerable populations with access to dedicated mall hours.○ Restricting and directing the flow of patrons into, throughout and leaving the mall (e.g., designate doors for entry or exit to avoid two-way traffic, designate hallways for one-way flow of patrons with signs and floor decals).○ Reservations and staggered entry times.○ Dedicated entry and exit points.○ Encourage patrons to exit the business as quickly as possible following their purchase or completion of their visit.○ Assigning staff or security to assist with distancing in high-traffic areas.○ Limiting the number of people in washrooms at a time.• Consider increasing staffing to support the enforcement of requirements for physical distancing and increased frequency of cleaning and disinfection.• Ensure customer service staff are able to assist guests with understanding protocols.
Cleaning and Disinfection	<ul style="list-style-type: none">• In addition to the cleaning and disinfecting recommendations found in the COVID-19 General Relaunch Guidance:<ul style="list-style-type: none">○ Enhance the cleaning and disinfection of public washrooms.○ Maintain cleaning logs and supervise daily cleaning and disinfection efforts.○ Maintain an adequate inventory of gloves, masks and other cleaning supplies.

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	<ul style="list-style-type: none"> ○ Respond immediately to sanitation concerns from patrons. ○ Perform thorough cleaning and disinfection each night. ● Increase frequency of cleaning and disinfection of high-touch surfaces, such as door handles, railings, elevator buttons, taps, toilet flush handles, change tables, touch screen directories etc. ● Eliminate “self serve” strollers and wheelchairs. Clean and disinfect any rentable mobility aids immediately upon return by shoppers. ● Frequently wrangle shopping carts and increase the frequency of cleaning and disinfection.
<p>Food Courts & Food Services</p>	<ul style="list-style-type: none"> ● There is no cap on capacity for food courts, as long as there is a distance of at least 2 metres or appropriate barriers between attendees. <ul style="list-style-type: none"> ○ Manage line-ups and traffic flow to promote physical distancing. ● Food service providers in the malls (e.g., food court vendors, restaurants, cafes pubs and bars) are required to follow the Food Regulation and Food Retail and Foodservices Code and existing occupational health and safety requirements. <ul style="list-style-type: none"> ○ Operators should also follow the COVID-19 General Relaunch Guidance and the Restaurants, Cafes, Pubs, and Bars Guidance ● Buffets and self service options may only be offered if facilitated and overseen by a commercial caterer who holds a food handling permit in accordance with the Guidance for Restaurant, Cafés, Pubs and Bars. ● Consider elimination of reusable trays and replace with take-away containers and bags. ● Water fountains or water coolers may remain open and should be cleaned and disinfected frequently.
<p>Staff</p>	<ul style="list-style-type: none"> ● Ensure staff are trained on hygiene, sanitation and any updated policies or procedures related to preventing transmission of COVID-19. ● Encourage proper hand hygiene and coughing and sneezing etiquette. ● Ensure staff have access to hand sanitizer, as required. ● Are permitted to wear non-medical face masks if preferred, even if a mask is not necessary for the work they are performing. Guidance is available online. ● Stagger staff arrival and departure times, lunch times, breaks and meetings to reduce the number of workers in one place at a given time. ● Designate lockers and storage spaces to individual workers. ● Encourage staff to launder uniforms between shifts. ● Continue to follow existing occupational health and safety (OHS) requirements.

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	<ul style="list-style-type: none">• A rapid response plan sets out a fast-action plan for businesses when an attendee shows symptoms or tests positive for COVID-19.• Staff members should be familiar with and follow the business’s rapid response plan if a staff member starts feeling symptoms during a shift. This should include:<ul style="list-style-type: none">○ Immediately isolating the attendee from others.○ Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee.○ Requiring hand hygiene and masking of the attendee.
Recommendations for Shoppers	<p>Operators can provide advice to shoppers on how to reduce risk of transmission of COVID-19. For example:</p> <ul style="list-style-type: none">• Do not visit if you are feeling unwell or are required to be in quarantine or isolate.• Use alcohol-based hand sanitizer upon entering and exiting the mall.• Wash hands thoroughly with soap and water when using washrooms.• Follow all directions provided by both mall and individual stores.• To keep everyone safe, dispose properly of used gloves and face masks.• If a store is busy, consider coming back outside of peak times or visiting another store.• Consider wearing a mask to protect yourself and others.