COVID-19 INFORMATION
GUIDANCE FOR MALLS AND SHOPPING CENTRES

Overview

This guidance is intended to support mall and shopping centre operators in reducing the risk of transmission of COVID-19. It supplements the Workplace Guidance for Business Owners, which supports all business and sectors (excluding health care settings) in reducing the risk of transmission of COVID-19 among workers, volunteers and patrons.

All businesses within malls and shopping centres should review the Workplace Guidance for Business Owners as well as any specific guidance that pertains to their sector.

Public access to the following businesses within malls remains prohibited:
- recreational and entertainment facilities (such as arcades, waterparks, rinks, gyms, casinos, bowling alleys, bingo halls and amusement parks);
- personal services businesses, except for hairstyling and barbershops;
- wellness services, including massage and reflexology;
- movie theatres; and
- nightclubs.

COVID-19 Risk Mitigation

<table>
<thead>
<tr>
<th>Layout and Patron Flow</th>
<th>Place COVID-19 signage around all entries and throughout the mall outlining:</th>
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<tbody>
<tr>
<td></td>
<td>o physical distancing requirements (two metres),</td>
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<td>o prohibitions on attendance by sick or isolating patrons,</td>
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<td></td>
<td>o hand hygiene,</td>
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<td>o coughing and sneezing etiquette,</td>
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<td>o cleaning and disinfection practices, and</td>
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<td>o numbers to call to report sanitation and distancing concerns (i.e. mall administration).</td>
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<td>Provide hand sanitizer, with at least 60% alcohol content, at entrances, exits, escalators and food courts.</td>
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<td>To help ensure that patrons and workers are able to maintain physical distancing requirements, the following strategies should be considered:</td>
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<td>o 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).</td>
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<td>o Assigning staff or security to assist with distancing in high-traffic areas.</td>
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### COVID-19 INFORMATION

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- Removing or spreading out seating in common spaces.
- Limiting the number of people in washrooms at a time and, if sinks and urinals are close together, block off alternate fixtures to allow physical distancing.
- Limiting operating hours and the number of people allowed in the mall.

### Cleaning and Disinfection

- In addition to the cleaning and disinfecting recommendations found in the workplace guidance:
  - 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; and
  - 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.

### Food Courts

- Reduce seating capacity to 50% and space out remaining seating to allow for physical distancing.
- Consider elimination of reusable trays and replace with take-away containers and bags.
- Increase the cleaning and disinfection frequency of shared objects and high-touch surfaces, such as tables and garbage receptacle handles.
- Manage line-ups and traffic flow to promote physical distancing.
- Provide hand hygiene supplies for customers such as sanitizing wipes, or hand sanitizer containing at least 60% alcohol.
- Consider turning down music so patrons can communicate without having to lean in.
### Staff

- Provide a health self-screening tool for staff to use before coming to work.
- Designate lockers and storage spaces to individual workers.
- Encourage staff to launder uniforms between shifts.
- 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.

### Recommendations for Shoppers

- Operators can provide advice to shoppers on how to reduce risk of transmission of COVID-19. For example:
  - 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.
  - Bring or purchase your own water to avoid public water fountains.
  - Follow all directions provided by both mall and individual stores.
  - To keep everyone safe, do not litter.
  - Avoid gathering in groups of more than 15 people, and maintain two metres distance from others.
  - Avoid socializing, mall walking and other gathering activities.
  - If a store is busy, consider coming back outside of peak times or visiting another store.
  - Consider wearing a non-medical mask.