

INTERNATIONAL STANDARD



Contagion Control – Facility Management

CCFM 110 *Retail - outbreak prevention* *management and control*

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Contents

Table of Contents

1 INTRODUCTION	3
1.2 General.....	3
1.2 Certification.....	3
1.3 Scope of Certification.....	3
2 TERMS & DEFINITIONS.....	4
3 ROLES & RESPONSIBILITY	4
4 EMPLOYEE HYGIENE.....	4
5 SANITIZATION.....	5
6 PHYSICAL DISTANCING.....	5
7 RESTROOMS.....	6
8 OPERATIONAL CONTROLS – RETAIL.....	6
8.1 Assessment of Customers & Employees.....	6
Assessment of Customers.....	6
Assessment of Employees.....	7
8.2 Shopping Policy & Other Requirements	7
Fresh Produce	7
Open Bulk Bins	7
Restocking Shelves.....	7
9 TRAINING, COMPETENCE & AWARENESS.....	8
9.1 Employees.....	8
9.2 Contractors	8
10 MONITORING & MEASUREMENT	8



STANDARDS and SPECIFICATIONS

1 INTRODUCTION

1.1 General

As our society continues to be impacted by pandemics, retail food and grocery stores play an essential role in every community by ensuring people have safe access to food and supplies. All workers and customers in grocery stores, the retail supply chain and retail sector must adjust how they operate to help reduce the potential transmission of contagious diseases.

The purpose of this Standard is to ensure the protection of the public, employees and other stakeholders when they enter a retail facility. It is meant to ensure that all have a sense of confidence that measures are in place to reduce the risk for potential exposure to COVID-19. This Standard defines requirements around employee hygiene, sanitization, customer and employee assessment, physical distancing and other related measures needed to reduce the risk of transmission of COVID-19 and similarly-transmitted contagious diseases.

1.2 Certification

Certification to this Standard may only be done through Orion Assessment Services of Canada Inc. or Orion Registrar, Inc., unless otherwise approved in writing by one of them.

The Contagion Control Facility Management (CCFM) Audit Scheme must be followed when certifying facilities to this Standard.

1.3 Scope of Certification

The scope of certification is defined by the legal name of the organization and the specific address of the facility, including all aspects of the operation which are under the control of the organization and its management.

No exclusions are allowed under this Standard.



2 TERMS & DEFINITIONS

Contagions – *“the communication of disease by direct or indirect contact.”*¹

Contagious Disease - *an illness, disorder or disease “capable of being transmitted by bodily contact with an infected person or object.”*²

COVID-19 - *the contagious human coronavirus disease known as “COVID-19”.*

Facility – *“a place, especially including buildings, where a particular activity happens.”*³

Infectious Disease – *“disorders caused by organisms — such as bacteria, viruses, fungi or parasites.”*⁴

Resources - *“a source of supply, support, or aid, especially one that can be readily drawn upon when needed”*⁵.

Sanitization – *“cleaning something to make it free of bacteria or disease-causing elements.”*⁶

Social distancing, or physical distancing – *“methods for reducing frequency and closeness of contact between people in order to decrease the risk of transmission of disease”*⁷

¹ <https://www.dictionary.com/browse/contagion>

² <https://www.dictionary.com/browse/contagious>

³ dictionary.cambridge.org/dictionary/english/facility

⁴ www.mayoclinic.org/diseases-conditions/infectious-diseases/symptoms-causes/syc-20351173

⁵ www.dictionary.com/browse/resource

⁶ <https://www.yourdictionary.com/sanitizing>

⁷ https://en.wikipedia.org/wiki/Social_distancing#cite_note-cdc2007-10

3 ROLES & RESPONSIBILITY

Top management shall demonstrate leadership and commitment to ensuring the requirements of this Standard are implemented and effective. Top management shall:

- Establish all policies required by this Standard.
- Provide resources as needed to ensure the requirements are met.
- Assign a representative or representatives at the facility who have been given the authority to enforce all required policies and ensure the requirements of the Standard have been established, implemented and maintained.

4 EMPLOYEE HYGIENE

The facility shall have a documented employee hygiene policy, which specifies the internal practices. The policies for hygiene shall include hand washing, conduct when sneezing/coughing, disposal of tissues, reporting of symptoms of illness, as well as any other physical contact with co workers, external contractors or vendors. The policy should also include required conduct when entering the building for beginning of work as well as re-entering after breaks, lunch and external meetings. Policies and practices shall follow local regulatory requirements (if any), set by local Public Health authorities or by applicable by-laws or statutes or regulations.



The facility will ensure these practices are communicated to all staff and make documented efforts to ensure they are followed.

The plan will ensure frequent hand washing, coughing or sneezing into a tissue or an elbow rather than a hand (if a tissue is not available), and avoiding touching one's face.

It will ensure that employees who touch objects that are subject to direct customer contact, such as cash or credit cards, must wash their hands with soap and water before and after shifts, breaks and before leaving at the end of the day. In addition, they must have quick access to hand sanitization.

If employees are using gloves, hands must be washed with soap and water prior to using the gloves and after removing and properly disposing of the gloves and other protective equipment.

All employees should be allowed a break at least every sixty (60) minutes to wash their hands.

If employees are provided with a shared telephone or telephones then an approved disinfectant must be kept at or near the telephone(s) and the telephone(s) must be sanitized after each employee's use. The same applies to computer or other electronic equipment that is shared such as keyboards, electronic 'mice' or remote controls.

If the facility has a keypad that must be used to activate an alarm system, then it must be sanitized after each use.

5 SANITIZATION

Hand sanitizer dispensers shall be available near or at all doors, pay stations, time clocks, washrooms, check out counters/cash registers, and any high-touch locations for customer and employee use. A minimum of 60% ethyl alcohol or a public health or governmental approved product is required. These dispensers must be checked regularly to ensure they are not empty.

If the facility provides shopping aids such as carts, and baskets, they must be sanitized before each and every use. The sanitization may be done by the facility's personnel.

High touch surfaces such as facility entrance handles, elevator buttons or bagging areas shall be sanitized at a minimum prior to opening, after closing and at least every four (4) hours during operations.

Touchless payment methods are encouraged; however, if the use of a touchpad is required, the touch pad shall be sanitized after every use or, the customer shall be provided with an approved sanitization method and product.

A list of approved products can be found here:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>

6 PHYSICAL DISTANCING

A physical distancing policy must be documented and communicated to customers and employees and enforced by management. This policy will ensure local public health authority, state or provincial guides are followed. If public health authority, state or provincial guides are not specified, a minimum of two meters or six feet is required.

Distance markers shall be placed at higher traffic areas such as entrances, checkout lines to provide customers with visual aids to support physical distancing.



Only one family member is encouraged to shop at any one time. A second adult may accompany them if essential. Essential adults are defined by existing public health or governmental regulations that may include parent, guardian or primary caregiver. The adult may be accompanied by children but must maintain control over the children to ensure that they follow the policies regarding physical distancing, and not touching products.

Where physical distancing is limited by size, such as retail shopping aisle, measures are to be taken to ensure that traffic flow will be regulated. For example, traffic flow shall be unidirectional under said circumstances and regulated by retail personnel or signage. Signage would be displayed to demonstrate customer flow, such as, all aisles would be 'one way' to indicate the direction to be travelled in each aisle.

To ensure physical distancing can be accomplished, the facility will indicate the maximum number of customers allowed in the facility at any given time using public health or governmental advice where possible, and have a system in place to ensure the maximum has not been surpassed.

Employees will ensure the physical distance policy and verbally notify customers if they are not following the policy. For continued violation, the employee shall request that the customers exit the facility immediately.

To minimize the exposure during check-outs, the facility shall install clear plastic barriers between the customer and the cashier.

7 RESTROOMS

A restroom maintenance schedule and procedure shall be established and documented. The procedure will document what cleaners shall be used and how often all high touch or contact points such as door handles, faucets and flush handles are to be cleaned and sanitized.

The schedule shall ensure that the washrooms are stocked with liquid soaps, drying mechanisms are available, and that hot running water is available. Facility checks shall be ongoing based on traffic but not longer than sixty minutes apart to ensure maximum cleanliness. The checks shall be documented.

Proper handwashing instructions shall be displayed in the restrooms promoting hand washing with soap for at least twenty seconds. If there are regulatory requirements, they must be followed.

A hand sanitizer dispenser, shall be installed and maintained, at or near the entrance to all washrooms

Any employee cleaning any washrooms or common areas must wash their hands with soap and hot water, per recommended hand washing instructions after completing the cleaning task and prior to performing any other duties.

8 OPERATIONAL CONTROLS – RETAIL

8.1 Assessment of Customers & Employees

Assessment of Customers

Customers who arrive must be observed and if required questioned as to whether they have cold, flu, fever or existing pandemic related symptoms and, if so, required not to enter the facility and asked to return home and request delivery services.



If a customer in the store is displaying noticeable symptoms, they shall be requested to leave the facility immediately.

Assessment of Employees

Employees that have cold, flu, fever or pandemic related symptoms must not be permitted to enter or remain in the facility and asked to remain at home and follow any state or provincial medical or isolation measures.

Any employee showing signs of illness such as continual coughing, sneezing, fever symptoms (lethargy) should be immediately assessed and sent home for the protection of employees and customers. Staff members who have been sent home for these reasons shall not be allowed back into the facility until the facility is sure they are clear of these symptoms. This may include self-isolation or quarantine for a period recommended by the public health authority or confirmation from a medical authority or practitioner that it is safe for the worker and those with whom the worker may come into proximity, for the worker to return to work.

Lunch hours and breaks are to be staggered to ensure that common areas such as lunch/break rooms and employee washrooms are not crowded, allow for physical distancing and meet any public health or regulatory requirements regarding crowds or meetings. This also includes staggering shifts and/or start times to avoid line-ups near any time clocks.

Employee break rooms and spaces where employees congregate must have the applicable policies posted and Standards in place related to this Standard.

8.2 Shopping Policy & Other Requirements

A customer shopping policy shall be documented and communicated to customers. This may include being posted on entrances, and on any organizational websites. The policy shall communicate all applicable requirements and ensure that:

- Customer supplied packaging or containers (e.g. bags or totes) are not allowed to be used or placed on checkout counters. Note that some facilities may choose a policy where personal packaging or containers are not allowed in the facility.
- Customers are encouraged to look with their eyes and shop with their hands. Constantly picking up products, viewing them and placing back on the shelves shall be discouraged.

Fresh Produce

If a customer picks up any unpackaged fruits or vegetables, they are not to return them to the bins or shelves. Signs should be placed accordingly to inform customers of this policy. Businesses where there are customers shopping open consumable items such as fruit and vegetables must post clear messaging of such policies for customers reminding them that these policies are for the protection of the public health as well as their own well being.

Open Bulk Bins

The facility may not allow open bin access to food. (e.g. bulk grains, self serve soups, pasta dishes etc.) Only closed bins or containers are allowed for dispensing bulk foods. All bins must be covered.

Restocking Shelves

Prior to handling inventory and stocking shelves, the employee must ensure that they have followed the Employee Hygiene Policy including washing their hands, using soap and hot water, per the recommended hand washing procedure.



9 TRAINING, COMPETENCE & AWARENESS

9.1 Employees

All employees shall be trained on the various policies and requirements. Documented training records shall provide evidence that they have been trained on at a minimum:

- Facility policies
- Employee Hygiene
- Hand washing procedures
- Reporting of any illnesses or symptoms
- How to approach customers who are not respecting the facility's rules
- Sanitization
- Physical distancing
- Any other internal requirements

9.2 Contractors

Contractors entering the facility shall be made aware of, trained, and shall be required to abide by the facility policies and requirements related this Standard. A record of training of these contractors shall be documented.

No contractors may be allowed to enter the facility without an appointment or prior confirmation of their arrival.

All contractors must follow the organization's requirements regarding social distancing, and hygiene.

10 MONITORING & MEASUREMENT

Management shall monitor and ensure the effective implementation of the Standards and requirements.

Monitoring efforts shall include:

- Documented, daily inspections of the facility to ensure all requirements are understood and followed. These inspections are to include the time of the inspection and the name of the person conducting the inspection.
- Documentation of all training, including the names of the staff who have received the training, the date of the training and the trainer's name.
- Documentation of all facility cleaning and sanitizing. This should include records or a chart for all washrooms, check out counters or cash registers, hand sanitizer stations, break/lunchrooms and any other high touch areas. This shall include the date, the time and the person who conducted the cleaning and/or sanitization.
- If the facility is not in a pandemic, an annual documented internal review of the requirements to ensure they are still current. This will include a review of legal and regulatory requirements to ensure all policies and procedures are current and up to date.
- All documentation is to be retained for a period of at least twenty-four (24) months.

