

Our COVID-19 Safety Plan

Our safety plan facilitates the safe operations of our fish market during the COVID-19 pandemic.

Our goal is to meet and exceed the directives of the provincial health authorities to keep our staff and customers safe during this time.

The risk

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and touch your face.

The risk of a person to person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

- We have identified the areas where there may be risks, either through close proximity or through contaminated surfaces. The closer our workers are and the longer they are close to each other, the greater the risk.
- We have involved our staff in creating solutions to address the risk.
- We have identified areas where people gather, such as the processing table, staff room/office, and service area.
- We have identified tasks and processes where workers are close to one another or close to our customers.
- We have identified tools, machinery, and equipment that our workers share while working.
- We have identified surfaces that people touch often, such as door handles, light switches, and point of sale machines.

Reducing the risk

- Following industry-specific guidelines, we have implemented protocols to reduce and minimize the risk of transmission.
- All new protocols have been reviewed with staff.
- We are following all orders and guidance issued by the provincial health officer.

Reducing the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, close contact, or through surface contact transmission, we have reviewed the following levels of protection:

First level protection (elimination):

Use policies and procedures to limit the number of people in the Market at any one time. Implement protocols to keep staff at least 2 metres (6 feet) from fellow staff members, delivery drivers, customers and others.

Second level protection (engineering controls):

If physical distancing cannot be maintained, we have implemented physical barriers, such as display crates to encourage maintaining a physical distance of 2 metres (6 feet).

Third level protection (administrative controls):

Establish rules and guidelines, such as cleaning protocols, increased signage, and the use of staff to direct customer traffic.

Fourth level protection (PPE):

If the first three levels of protection aren't enough to control the risks, our staff will use personal protective equipment such as gloves or face coverings, if required. PPE will not be used as the only control measure. It will only be used in conjunction with the other measures.

First level protection (elimination):

We have limited the number of people by:

- We have established and have posted the occupancy limit for our customers. This includes requesting only one person per household come into the Market to shop
- Changing the number of people on shift to process orders, reducing the number of staff to increase the amount of work space for physical distancing
- We have installed physical distancing spots on the floor to guide customers

Second level protection (engineering): Barriers and partitions

- We have set up a second cash desk to reduce the risk of a customer line up
- We have moved display shelving to create acceptable distancing for customers and exit traffic

Third level protection (administrative controls): Rules and guidelines

- We have identified rules and guidelines for how staff should conduct themselves.
- We have clearly communicated these rules and guidelines to our staff through a combination of training and signage.
- We are not accepting any custom fish processing orders during the pandemic.
- We are not accepting any customer containers or bags.
- Customers have been asked not to place anything on surfaces within the Market.

Fourth level protection (optional measure in addition to other control measures): Using masks

- We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
- Staff have been assigned their own gloves.
- Staff are aware of the handwashing procedure for wearing and taking off gloves.
- Single use gloves are to be used when handling products for a customer.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site for our staff. Handwashing locations are clearly visible and easily accessed.
- We have policies that specify when staff must wash their hands and have communicated good hygiene practices to them. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- We have implemented cleaning protocols for all common areas and surfaces — e.g. staff bathroom, knives, desk, telephone, light switches, door handles, fridge and freezer doors. This includes the frequency of cleaning (number of times per day, before opening and after closing).
- Staff who are cleaning have adequate training and materials.
- Handwashing protocols have been established with the staff washing their hands on arrival to work and keeping their belongings within their designed locker space.
- Handwashing after taking payment and before moving on to serve another customer. Handwashing signage has been posted at the handwashing sink and in the staff bathroom.
- Sanitization at the opening and closing of the Market, each day.
- Staff bathroom is cleaned at the end of every shift.
- Staff breaks are to be scheduled separately.



- Hourly (or more, based on customer traffic) front and back of house cleaning. Each shift sanitization is performed by one staff member only and includes designated cleaning materials separated by front and back of house.
- Hand sanitizer stations have been put out for staff and customer use at both cash desks.

Our workplace policies ensure that staff and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache.
- Anyone directed by public health to self-isolate.
- Anyone who has arrived from outside Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- Visitors are limited in the workplace.
- Staff that start to feel sick while at the workplace will be asked to wash their hands and directed to go straight home and monitor their symptoms.
- Staff that are feeling unwell will not report to work.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including customers and staff with symptoms.
- Supervisors have been trained on monitoring staff and the workplace to ensure policies and procedures are being followed.

We will continue to monitor the risks in our workplace and will make changes to policies and procedures as necessary.

List of procedures and forms:

- 1 Fish 2 Fish Fresh Seafood Market Hygiene Policy
- Cleaning and Distancing Procedures
- Opening and Closing Checklist