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Convenience stores are an essential service and an integral part of the community as Canadians deal with the impact of COVID-19. Keeping our customers and employees safe and healthy is our top priority along with ensuring that our customers have access to the products they need.

CICC has put together the following guidelines to help operators navigate during these challenging times.

SIGNAGE:

- Put up a sign instructing customers not to come into the store if they are unwell or if they have travelled outside of Canada in the last 14 days.
- Encourage social distancing for when customers are in the store.

ENHANCED CLEANING:

- Increase cleaning of surfaces touched by customers and employees, such as:
 - Front counter area/cash
 - PIN pad at cash
 - Cooler door handles
 - Store interior and exterior door handles
- Surfaces should be cleaned at least twice per shift and more often if possible
- In the event of a shortage of cleaning supplies, 1 teaspoon of bleach combined with 3 cups of water will make an effective cleaning solution.

CUSTOMER FACING SUPPLIES:

- The counter should have hand sanitizer and alcohol-based wipes available for customer and staff use.

STAFF/CUSTOMER INTERACTIONS:

- When possible, all staff should thoroughly wash their hands with soap and water at regular intervals throughout their shift and should also use hand sanitizer frequently between hand washings.
- Many staff are wearing gloves to prevent the transfer of germs from customers.
- Customers are being asked, when possible, to pay with debit or credit cards.
- Staff are also being encouraged to ask customers to handle their payment card to reduce touchpoints.

SITES WITH SELF-SERVE COFFEE OR FOOD:

- Coffee is an essential service for stores with front-line customers. Adjustments are being made by increasing sanitization of self-service handles of items like creamers. Similar adjustments being made for other beverages and slushies, some stores suspending temporarily.
- Self-serve food items are being converted to a full-serve model, pre-packaged or discontinued.
- Sites in British Columbia, Ontario, Nova Scotia, and Prince Edward Island are not permitted to have any seating available for customers and are strictly limited to take-out.

SITES WITH GAS:

- Increase frequency of cleaning for PIN pad on fuel dispensers, handwarmer on nozzles and fuel pumps
- Consider requiring or at least encouraging pay at the pump

The CICC is dedicated to supporting you, your staff and your business during this unprecedented time of crisis. We will be updating you as things develop including information on financial aid packages that are being made available by the government.