



## INSTRUCTIONS FOR SELECTED PUBLIC ACTIVITIES/WORK SETTINGS FOR THE PREVENTION AND CONTROL OF COVID- 19

The instruction notes are given for a range of public activities and work settings. Some sectors such as tourism, large shopping malls, event management, etc. would require reference to several instruction notes.

The Instructions are subject to overall permission given by the Ministry of Health to resume functions (totally/selected)

Each instruction note is issued by the Director General of Health Services, Ministry of Health and Indigenous Medical Services and are for the establishment /owner /responsible authority to follow in prevention of transmission of COVID-19.

Further guidance on occupational (work) settings if needed - please refer to

[http://eohfs.health.gov.lk/occupational/index.php?option=com\\_content&view=article&id=61&Itemid=208&lang=en](http://eohfs.health.gov.lk/occupational/index.php?option=com_content&view=article&id=61&Itemid=208&lang=en)



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TOWARDS A NEW NORMAL



MINISTRY OF HEALTH  
AND INDIGENOUS  
MEDICAL SERVICES



GOVERNMENT MEDICAL  
OFFICERS ASSOCIATION



SRI JAYAWARDENEPURA  
KOTTE MUNICIPAL  
COUNCIL



## 31. Supermarkets

### Description

Different scales of operation exist for supermarkets. Strict maintenance of physical distancing, hand hygiene, wearing of mask and respiratory etiquette should always be encouraged.

### Specific message/ Instructions

#### For the owner/employer

- Before opening, reserve adequate supplies of masks, disinfectants, etc.,
- Strengthen personnel training on COVID - 19 prevention methods.
- Establish an employee health surveillance system and a process of getting appropriate medical advice to them.
- Provision to dispense hand sanitizer/wash hands and insist on wearing a mask at entrance for employees
- The outside of the premises needs to have a shelter with one metre marked spaces for the clients to wait till their turn to enter and have the adequate covering from heat and rain.
- Making available mask at the entrance to those who do not have one (AT A PRICE) and enforcing no one to go in without one.
- Strengthen ventilation; ensure the normal operation of the AC, increase the fresh air flow.
- Clean and disinfect frequently contacted public supplies, surfaces (e.g. – door/fridge handles, shopping basket/cart handles, display windows/counters, elevator buttons, stair rails) and facilities
- Attempt to minimize handling of doors – leave doors open if non air conditioned, or allocate a single staff member for the purpose of opening/closing the entry/exit door
- Public toilets should be provided with enough liquid hand soap (or soap) and ensure the normal operation of water facilities such as faucets.
- A “one meter spacing in line” (to wait in line at an interval of 1 meter) should be set to remind customers to keep a safe distance when queuing for payment and checkout.
- Control people flow and reduce the number of customers in the mall. (entrance to display permitted number)
- If there is a confirmed COVID-19 case, terminal disinfection should be conducted at the relevant place under the guidance of the local health authorities, and the air conditioning and ventilation system should be cleaned and disinfected at the same time, and it should not be re-started until passing the hygienic evaluation.
- Most frequently purchased items may be placed near entrance. A uniform order of placing items with clearly displayed signs will encourage easy identification and minimizing time spent
- Items such as sugar, rice, dhal, etc can be pre-packaged into set weights to minimize handling of measuring containers and waiting time
- Give special incentives to promote online shoppers.
- Plan for the minimum number of staff to be present on roster
- Restrict operation of weighing machines only to dedicated employees
- Encourage cashless transactions where possible. Disinfect pen used for signing card slips between each customer. Cashiers should maintain good hand hygiene by using hand sanitizers frequently. Cashiers are not recommended to use gloves.
- Separate counter for pick-ups may be arranged to minimize waiting time and interaction with other customers



#### Instructions for selected public activities/work settings for the prevention and control of COVID - 19

- You are required to fill the provided Assurance form, indicating compliance with the instructions given. The original of the Assurance form should be submitted to the area Medical Officer of Health. A copy of the same should be sent to the local government authority (municipal council/ urban council/ pradeshiya sabha) and another copy should be kept with you. The owner/ employer/ manager of the organization/ premises is responsible to ensure that the above guidelines are strictly adhered to.

#### **For the user/ client / self**

- Practice general instructions to prevent infection with COVID-19: maintain a physical distance of at least 1 meter from others, wear a face mask, regular hand washing and practice respiratory etiquette
- Use of online shopping as much as possible and use of online fund transfers as much as possible.
- Plan your shopping in advance so that you can spend little as much time at the shop and if possible, send your list to the supermarket in advance for making ready. Avoid frequent shopping
- Visit the supermarket nearest your home where possible and avoid crowded areas
- Minimise handling of cash. Try to give exact amount where possible
- Minimize touching common surfaces – door handles, displays/counters, pens used to sign
- When standing in line, ensure you maintain a distance of 1 m from those before and after you
- Customers should have the option of calling and enquiring best times to shop.

#### **Methods of instruction**

- Signages on use of mask, hand hygiene, Respiratory etiquette, physical distancing, entry of restricted number can be used at entrance
- The guidelines need to be validated and published by the national health authorities and this can be further reinforced by same being endorsed and being replicated by the relevant national and subnational local authorities.
- Posters to be placed at supermarket / mall – multiple places
- This needs to be communicated via Social media and mass media to the public
- E mails sent from local supermarkets to their clients via e mail / SMS / social media through their marketing networks
- Supermarket chains to make own video commercials and advertise on national TV / RADIO
- Refer to section 4.5 in operational guidelines on Preparedness and Response for COVID-19 outbreak for work Settings, Ministry of Health

#### **Further comments**

*Any such contribution from the supermarkets can be accommodated as CSR*



  
Director General of Health Services

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