

RELAUNCH CONSIDERATIONS

To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

Guidelines:

Distancing Measures

Considerations: How will you ensure people maintain 2 meters between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?

- Installation of Social Distancing Floor decals for maintaining safe 2m space between customers implemented in store where customers are required to wait for purchase, deli, front end and bakery area
- Staff stagger breaks to limit congregation in staff room
- Number of customers allowed into the store are 25 maximum (does not include staff)
- Plexiglass installed at front end registers so cashiers are protected
- Delivery Service for people on self-isolation, quarantine and seniors
- Cafe tables are placed 2m apart. Limited seating in cafe

Cleaning

Considerations: How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)? How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?

- Employees are to wash hands often, cover their mouth/nose when coughing/sneezing, and to regularly clean surfaces and shared items.
 - Sanitizer stations have been installed throughout the store, most importantly in entrances and next to restrooms. Signs indicating "Please sanitize upon entering store" signage has been implemented.
 - Cashiers have sanitizer at tills and wipe down debit machines, cash register, work surfaces
 - Staff are designated to clean high touch surfaces during shifts - bathroom, doorknobs, counter tops, break rooms, stair railings
 - We outsource our deep cleaning every night which includes all restrooms- we maintain throughout the day
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RELAUNCH CONSIDERATIONS

Screening for Symptoms

Considerations: How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?

- Staff have memos in prominent work area, as well as, upstairs in staff room, outlining all symptoms and self-monitoring of symptoms.
- All employees have been advised that should they have ANY signs of being sick with Covid19 symptoms, they are to remain at home, call 811 and immediately complete a self-assessment and get tested if required.
- Adequate staff are available should anyone become sick.
- Staff have all been advised that if they are required to stay home due to sickness, looking after children, or someone who is ill, there are options available for them to ensure they are taken care of, and where to look for help.
- Should anyone become ill while at work, they will be sent home immediately. All surfaces and areas which the sick staff members may have touched will be cleaned and disinfected.
- All staff who worked that day, and 48 hours prior, will be advised that a staff member was sent home sick.
- The staff member who is ill will not be allowed back to work until a mandatory 14 days have passed.

Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

Considerations: How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?

- Masks and disposable gloves are available to staff who are unable to social distance (deli, deli production, cafe, bakery service and bakery production areas) and provided by IB Mercato. Staff are also allowed to use their own protective mask should they have one available to wear

Responsibilities

Considerations: Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?

COVID-19 INFORMATION

RELAUNCH CONSIDERATIONS

- I am responsible, along with Dept managers, for ensuring staff and customers are following safety guidelines and precautions.
- Contact information is maintained for all staff, and will be advised should there be an event of known exposure
- Encourage staff to download app "Alberta Trace Together" on phones

Owner/Manager: _____

Amo Kun

Date: _____

18/05/2020



120 BELLEROSE DRIVE - ST ALBERT, AB - T8N 8N8

PRODUCE **CAFFÈ** **GROCERY** **DELI** **BAKERY**

780.569.4488 - MERCATOFOODS.COM

March 11, 2020

RE: COVID-19

Amid this unfortunate crisis we are facing Italian Bakery's Mercato has taken drastic changes to protect our customers and our employees.

All though Alberta Health Services assess the risk of being exposed to Covid-19 in Alberta as low we have taken the following precautionary measures.

- All in store demos and vendor demos have been suspended until further notice.
- All employees have been instructed to wash there hands more than usual.
- All counter tops, tables, seating, cashier surfaces, shopping baskets and shopping carts will be sanitized throughout the day.
- All though we have a ZERO TOLERANCE policy when it comes to food safety, we made it mandatory to use disposable gloves when handling any food.
- In addition, we are closely monitoring all inventory arriving daily, Italian Bakery's Mercato has implemented a set of precautionary procedures surrounding the Covid-19 outbreak.

Thank you for your consideration as we work together to help protect our employees, customers, and communities.

Adamo Rossi

Eat, Drink and Enjoy



120 BELLEROSE DRIVE - ST ALBERT, AB - T8N 8N8

PRODUCE CAFFÈ GROCERY DELI BAKERY

780.569.4488 - MERCATOFOODS.COM

March 18, 2020

RE: COVID-19

As the COVID-19 situation evolves, Italian Bakery's Mercato is monitoring the developments across the globe and we are acting in a proactive manner, the health, well-being and safety of our staff, customers and community are top priority.

Effective immediately;

- Our café seating area will be limited seating only. All café products can be purchased in a TO-GO format only.
- We continue to emphasize to our employees the importance of following high standards for personal hygiene. Reminding employees to wash their hands often, cover their mouth/nose when coughing/sneezing and to regularly clean surfaces and shared items.
- Furthermore, we are advising all staff members to stay home if they feel ill as well as to self-isolate for 14 days if they have been travelled outside of Canada.

The Italian Bakery's Mercato family wishes to recognize the incredible devotion of our healthcare workers as their unparalleled efforts to aid their communities. We thank them and their families for their remarkable support during these difficult times.

We will continue to remain diligent and monitor the situation as it continues to unfold.

Please take care of yourselves and your family. Together, we will come out stronger and united.

Adamo Rossi

Eat, Drink and Enjoy



120 BELLEROSE DRIVE - ST ALBERT, AB - T8N 8N8

PRODUCE CAFFÈ GROCERY DELI BAKERY

780.569.4488 - MERCATOFOODS.COM

March 23, 2020

RE: COVID-19

We know that these are uncertain and challenging times. Italian Bakery's Mercato is taking every step to ensure our staff, customers and community is safe – that is our top priority.

Effective immediately

- Our café seating area will be closed until further notice, all products can be still purchased in a TO GO format only
- We have installed sneeze guards at our tills, deli counters and bakery counters for the safety of our staff and customers
- We have temporarily removed all bulk breads - only packaged bread available
- We implemented a delivery service to limit customers in our store for seniors and people in self-isolation or quarantine. Visit our website at www.mercatofoods.com or call 780-569-4488 Ex 1 for details.

We will continue to support our community in this difficult time, we know you feel the weight of this crisis as much as we do.

Stay safe, stay healthy and god bless you and your families!

Adamo Rossi

Eat, Drink and Enjoy



120 BELLEROSE DRIVE - ST ALBERT, AB - T8N 8N8

PRODUCE **CAFFÈ** **GROCERY** **DELI** **BAKERY**

780.569.4488 - MERCATOFOODS.COM

April 2, 2020

COVID-19 Update

With the increasing and dynamic challenges that COVID-19 presents worldwide, these are challenging times like none we have seen.

As the ongoing issues surrounding COVID-19 pandemic increases, we are forced once again to make changes to our operations for the safety of our staff, customers and community.

As our provincial government has implemented new restrictions on businesses, we will limit the amount of people in our store to 25. We've noticed shoppers have been coming in as large groups, please limit the group to one or two people per visit.

We have installed hand sanitizer stations throughout our store, most importantly in our entrances and next to our restrooms. Please sanitize your hands once entering the store.

Please, always respect your fellow shopper and practice social distancing. We have installed social distancing floor decals for your reference.

We have successfully implemented a delivery service for people in self-isolation, quarantine and seniors; we want to say **THANK YOU** to all using this service.

We are with you and continue to stand with you and together we can get through these difficult times. You have my full commitment that Italian Bakery's Mercato will do everything possible to continue to serve you in a safe manner. I firmly believe that we will get through these difficult days by supporting each other and having faith in one another.

Be safe and God Bless you and your families.

Adamo Rossi

Eat, Drink and Enjoy