



COVID-19 GUIDANCE: SOCIAL DISTANCING (CONSUMERS)

This document is intended to provide general guidelines on social distancing in store during the COVID-19 pandemic.

This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or Regulatory body.

Objective

- To ensure we protect our team members and our customers and ensure everyone maintains proper social distancing

Actions Required

- **Communicate to all team members** on requirement around social distancing
- **Remind customers and team members to practice social distancing**
- **Review communication** from (applicable) Health Authority
- **Install Floor Stickers and Distance Markings** as described below

Social Distancing means: We should keep 2 meters (6 feet) away from each other

For Team Members: Ensure to maintain social distance for each other and customers

Setup:

- **Front Tills** – Post signage for appropriate social distancing when in line to help customers understand what a 6 foot distance looks like.
- **Social Distance Guidance Posters** – Place posters near entrances and around checkout.
- **Health Authority Community Guidance Poster** – Post near front entrance and other common areas (ie washrooms)
- **Floor Markings** – place markings on the floor to indicate what 6 feet of separation looks like, especially where the checkout line ups would be expected. See attached store diagram example.
- **Floor Stickers** – place floor Stickers approximately as shown in the attached store diagram example. Stickers are designed to be installed in sets of two, 6 feet apart, measured edge to edge. Stickers in front of checkouts should be 6 feet from the edge of the checkout belt.

Ongoing Procedures

Remind Customers

- Inform all customers that in the interest of safety they should allow 2 shopping buggies (as a visual cue) distance (approximately 6 ft) between themselves and the next customer.
- Where possible to stand beside other patrons in an aisle, encourage customers to move 6 ft past the next person.

Store

- **Recognizing that the volume of customers flowing in and out of the building changes**, when necessary, reduce the capacity of customers that enter the establishment
- If necessary, setup lineup protocol per below.
 - o Assess how many customers based on store size (Store sq ft/100)
 - *NOTE THAT: accounting for fixtures and fixed displays, an example would be 25,000 sq ft/125 = approximately 200 customers in store*
 - *The table below sets out the recommended limit on people in the store for different store sizes*

Store Size	# people in store
10,000	80
15,000	120
20,000	160
25,000	200

- o Only one entrance to store
- o **If crowding occurs and social distancing is a challenge** reduce the number of people allowed in the store.

Checkouts

- When line control is determined to be needed, enact "store opening line management protocol" with no more than 50 max in central lineup for checkout.
- At the checkout, the customer should load products and proceed end of till. Cashier maintain distance from customer throughout.

Back Office

- Ensure that workplace rest areas have adequate space to have 6ft of space between each other. This may require staggering breaktimes to limit the number of people in the staffroom.

OPENING DELI AREA

This document is intended to provide general guidelines for deli seating areas, cafes, and patios in store during the COVID-19 pandemic.

This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or Regulatory body.

Objective

- To ensure we protect our team members and our customers and ensure everyone's safety through the process of minimizing touch points between customers and employees.

Action Required

- Communicate to all team members on the requirements for the deli seating areas, cafes, and patios.
- Communicate the requirements to all customers using the deli seating areas, cafes, and patio.
- Stores that have store security guards or employees at the entrance, remind customers of the deli seating areas, cafes, and patios as they enter the store.
- Install signage at in the deli seating area, cafes, and patios, regarding new policy as described below

Under Phase 2 of the B.C. Government's relaxation guidelines, identified seating areas as well as cafés & patio will be allowed to resume under "New Normal" operations effective May 19th. All stores are expected to follow the set of guidelines listed below to ensure safety of both staff and customers, physical distancing requirements are being met, and all disinfecting, hygiene, SOP protocols are being maintained daily:

1. Maintaining physical distance / barriers

- a. Plexiglas barriers have been installed in all stores
- b. 2-meter spots for the line
- c. Need to have employees in a 'designated spots' behind the deli's (i.e. by the hot case, by the grill or pastry case) during serving hours to make sure physical distancing measures are being kept up.
- d. The transfer of food take place through the passes in the plexiglass barrier's or left at the end of the deli counter.

2. Food preparation and serving

- a. Staff should be wearing non-medical masks (optional) in addition to already wearing gloves. while serving customers.
- b. Separate utensils must be used for each hospitality pan / stores may need more serving utensils
- c. Washing hands and changing gloves / increased hygiene measures as per Covid-19 protocols
- d. Must have a designated dishwasher / can't mix between food prep and dishes

Cleaning & disinfecting

- e. Additional cleaning / disinfecting schedule to be developed for enhanced cleaning protocols

3. Plates, cutlery, and condiments

- a. No cutlery / plates / coffee condiments /glasses on customer side of counter
- b. All condiments kept behind the counter – on customer request only

(NOTE: DO NOT save any unused or unopened condiment containers and try to reuse them. Once they pass over the counter into the customers hands they cannot be used again)

4. Additional signage for customers

- a. Messaging (I.e. Customers not shopping while they are sick, wash their hands before and after eating).

Employees that have concerns with the requirements to open the deli/food service notify their Store Manager to discuss a suitable solution.

The guidance is subject to change as further guidance from the PHO and WorkSafe is provided.

PRECAUTIONS FOR COVID-19

We are in unprecedented times so our measures for safety will continue to evolve with the updates from our medical community. These precautions are mandatory in-store. Please refer to this page for any precautions in place.

ELDERLY SHOPPING HOUR

- Please do your shopping **AFTER** 9am. The first hour of shopping at Southside Market (8am) is best for the elderly and immune compromised, who have the highest risk of COVID-19 being fatal to them

MASKS ARE MANDATORY

- All customers and staff are expected to properly wear face masks/face coverings when in the store, except for children 5 years of age and under.
- If you have a medical exemption:
 - Complimentary face shields are available at the front entrance for your shopping needs in-store.
 - Online shopping for curbside pick up is an option at southsidemarketgrocery.com

SANITIZING

- Please sanitize your hands and shopping cart handle as you enter the store. Please throw out your used paper towels, wipes or gloves in the garbage provided. Do not leave them in the baskets, carts or on the floor.
- High traffic touch points are being sanitized frequently. Please make sure to only use the sanitized baskets on the right of the store entrance as you walk in.
- If you touch a sanitized basket and then decide not to use it, please bring it over the check out to be properly sanitized. Do not put the basket back with the sanitized baskets.

SOCIAL DISTANCING

- Practice social distancing: Please keep at least 6 feet away from others in our store and in public!
- There are floor markers by the check out and deli areas to help gauge that distance.
- When lining up to check out:
 - Please line up along the rope dividers. There are also blue floor markers, spaced out every 6 feet, indicating how customers should be lined up.
 - Please do not move to the next social distance marker until the customer in front of you has cleared the area. For example, if the customer ahead of you is still putting away their wallet and gathering their bags after payment, please do not move forward until they leave. On the other hand, please move forward if the next floor marker is clear! It moves the line along much quicker that way!
 - Also, the area by the tills/aisles are cleared to help maintain social distancing for customers around store; anything blocking the flow of traffic defeats the purpose. So if you are waiting for someone, please wait outside; and if you are done with your shopping cart, please return it to the corral outside.
 - Finally, limiting the shopping for your household/social group to just 1 person will help with social distancing immensely.

BAGGING & REUSABLE BAGS

- To help get everyone through the tills quickly, we ask that all customers help the cashier to pack their groceries.
- Plastic and paper bags are available for use
- If you prefer to use your reusable bags/backpacks, they can only be used to pack your groceries after cashing out. Please do not place items inside your bags as you shop, before check out.

LIMITATIONS

- Please respect the limits for products set in place. These limits have been set so we can provide necessities for everyone in the community.
- Limitations in place: None at the moment

DISCONTINUED SERVICES

- Our washroom facilities can no longer be shared with the public. We do not have a separate staff washroom and need to keep our team safe.
- Anything self serve (water, kombucha, bulk buns and soup) has been discontinued

PREVENTATIVE ACTIONS

- Do not come into the store if you are feeling any COVID-19 symptoms. For more info, click [here](#).
 - Please wash your hands as often as possible.
 - Please do not touch your face (or mask), even if you are wearing gloves.
 - If you have gloves or masks, please use them properly and dispose of them in the garbage bin.
 - Aim to make your grocery trip as quick as possible: Make a grocery list ahead of time, do not idle in the aisles, try to limit your household/social group to just 1 shopper
-

CLEANING AND DISINFECTING DURING COVID-19 PANDEMIC

As an essential service during the COVID-19 pandemic and as our part of our role in keeping our customers and team members healthy and safe, routine cleaning and disinfecting is of great importance. This document is intended to provide guidance for routine cleaning and disinfecting, highlight the difference between the meaning of cleaning and the meaning of disinfecting, and reinforce the need for appropriate protective wear while cleaning and disinfecting.

We continue to monitor events closely, following all government advisories, and adopting new procedures as needed to keep our workplaces safe and these protocols may be amended or updated over time. Please ensure you are referencing the most current version of this document.

Frequency of Cleaning and Disinfecting Required:

Cleaning and Disinfecting of all high contact areas is required once every 2 hours during business hours using gloves provided by authorized suppliers.

Provide disinfecting wipes for customers to use on carts and hands (if possible and available).

Provide hand sanitizer for customers at the entrance to use.

During Business hours – Use CHEMFAX TRIPLE D - with 20mL to 1L of water concentration. The product can be used on carts, handles, conveyors, and any hard surface where contact is prevalent.

This product is available through our designated supplier.

A complete clean of the store should be conducted at the **end of the day** with frequently touched surfaces cleaned and disinfected. Disinfect with CHEMFAX TRIPLE D - with 20mL to 1L of water concentration.

List of disinfecting agents and their working concentrations known to be effective against coronaviruses 1 & 2 : Agent and concentration

1:100 dilution Chlorine: Bleach – sodium hypochlorite (5.25%)

Uses

500 ppm solution

Used for disinfecting surfaces and common touch surfaces equipment (e.g. counters, door knobs,

10 ml bleach to 990 ml water

Allow surface to air dry naturally

A 'High Touch' Cleaning and Disinfecting checklist has been created for documenting and tracking that cleaning and disinfecting is performed. It is laminated and posted for daily completion and reuse the next day.

High contact areas on the checklist include:

- all door handles, including all entrance, exit cooler, freezer and container handles, throughout the premises, as well as swing door surfaces
- all deli or bistro surfaces, including the service counter and prep areas (separate checklist)
- reach in bunker ledges
- PIN pads, cheque stands, tops of cash lanes, checkout belts, scanners, till keyboards, and all surfaces at cash areas
- all shopping cart and basket handles
- computer keyboards, mice, and areas surrounding workstation surfaces
- phones
- communication book areas
- all washroom surfaces
- all staff room surfaces

6:30PM STORE SANITIZING

CASH AREA	
LOTTO SCREEN	
CUSTOMER SERVICE COUNTER	
HANDLES OF TOBACCO CASE	
UPSTAIRS OFFICES	
PHONES	LIGHT SWITCHES
KEYBOARD & MOUSE	DOOR HANDLES
PRINTER	FILING CABINET HANDLES
ALL CASHIER TILLS (4)	
PHONE	CONVEYOR BELT
PINPAD	BAR SEPARATORS
MAIN SCREEN	LIGHT SWITCH
SCANNER	BAG HOLDERS
COUNTER	PROTECTIVE SCREEN (USE WINDEX)
STAFF ROOM/WAREHOUSE	
LIGHT SWITCH	TOPS OF CHAIRS
TABLE & COUNTER	DOOR HANDLE
FAUCET & HANDLES	HANDLES OF CARTS & PALLET JACKS
MICROWAVE HANDLE/BUTTONS	MAIN DOORS OF WAREHOUSE (BACK/FRONT)
REFRIGERATOR HANDLE	
WASHROOMS	
LIGHT SWITCH	COUNTER
SOAP DISPENSER	DOOR HANDLE
PAPER TOWEL DISPENSER	TOILET HANDLE
FAUCET & HANDLES	TOILET SEAT
FREEZERS, COOLERS, DELI	
FREEZER HANDLES	
COOLER HANDLES (PEPSI/COKE/ETC)	
DELI GLASS (WINDEX, SPRAY ON PAPER FIRST)	
BASKETS	
SANITIZE THE INSIDE AND HANDLES OF BASKETS BY THE EXIT. MOVE THE SANITIZED BASKETS TO THE ENTRANCE.	
SANITIZE AS MANY AS POSSIBLE IN THE 10 MIN ONLY	

7:00PM CLOSING (30 MIN MAX)

Lock main entrance doors
Place divider across main exit so customers will use the side exit
Turn off all lights around the store
Throw out garbage on cleaning cart
Move all empty sanitizer bottles to the crate in the staff room marked "EMPTY"
Prepare cleaning cart for the next day: 3 full bottles of sanitizer, 3 boxes disposable masks, 3 hand sanitizers, 2 rolls brown paper towel
Unplug water kettle and coffee maker in staff room
Stack all carts on top of each other and leave in warehouse
Check that dairy, frozen and meat walk in doors are fully closed and that temperatures are in correct ranges *** <i>(0-4 for dairy & meat, -15 to -25 for freezer) Alert a manager if they are not correct</i> ***
Bring in metal ramp from dock
Lock main warehouse doors
Lock produce dock doors
Round up all shopping carts in the parking lot
Remove any garbage inside shopping carts and place in garbage bin
Sanitize all carts and lock them up afterwards
Bring sandwich boards inside front vestibule
Face all displays in front vestibule
Change date for COVID staff sign in sheet
Face all endcaps, displays and coolers around the store
Make sure cleaning cart is at end of till #4
***If done early, sanitize any remaining baskets
Check in with closing manager to sign off on cleaning sheet

Cleaning Products:

Cleaning products are products that remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Hard surfaces should be cleaned using regular surface cleaning products or soap and water prior to disinfection.

Read and follow manufacturer's instructions for safe use of cleaning products. It is mandatory to wear gloves while cleaning and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.

Disinfecting Products:

Disinfecting products (store-bought disinfectant solutions and/or sprays) kill germs on surfaces using chemicals. Read and follow manufacturer's instructions for safe use of disinfection products (e.g. use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used). It is mandatory to wear gloves while disinfecting and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.

When bleach and water are mixed together to create a cleaning or disinfecting solution, the solution is only good for 24 hours. The temperature of the water does not affect the cleaning or disinfecting abilities of the solution. In order to preserve and have the product be effective, only make enough solution to last for 24 hours.

Larger mix in the departments; To clean hard surfaces such as plates and counter tops, mix 1 cup (240 milliliters) of bleach with 5 gallons (18.9 liters) of water.

In the spray bottle for the till area and the front end; To make a 1:10 solution to disinfect Our Stores that may you'll need 1part bleach for every 9 parts water.

FOR YOUR SAFETY DO NOT MIX:



Bleach + Vinegar = Toxic Chlorine Gas

-Coughing, Breathing Problems, Burning & Watery Eyes



Bleach + Ammonia = Toxic Chloramine Vapours

-Shortness of Breath & Chest Pains



Bleach + Rubbing Alcohol = Chloroform

-Highly Toxic, Breathing Problems & Respiratory Failure



Hydrogen Peroxide + Vinegar = Paracetic Acid

-Highly Corrosive, Eye Damage, Burns & Breathing Problems

COVID-19 EMPLOYEE SCREENING PROCEDURE

Employees are responsible for contributing to workplace health and safety and are expected to perform work in a safe manner, including reporting in a condition that is safe to work. Screening employee symptoms prior to beginning work may provide an indication of potential infectious disease. Identification of symptomatic individuals can minimize the spread of COVID-19 in the workplace.

Screening Standards

- Employees are expected to complete a self-assessment prior to beginning work by responding “Yes” or “No” to the following statements:
 1. I have returned from international travel within the past 14 days.
 2. I am experiencing cold, flu or COVID-19-like symptoms, even mild ones.

Symptoms include: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite.

3. I provided care or have close contact with a person with confirmed COVID-19.

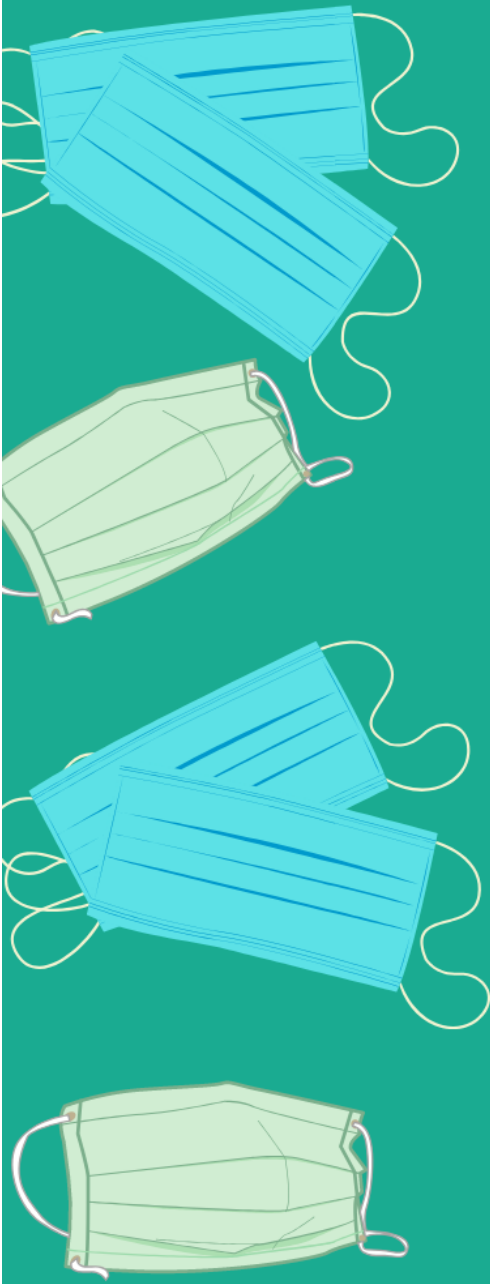
If the employee states “Yes” to any of the above statements, they are expected to return home immediately and self-isolate in accordance with guidance from the BC CDC. For additional guidance, please refer to the BC CDC Self-assessment tool: <https://bc.thrive.health/covid19app/selfcheck>

Please refer to the *Leave of Absence Policy* to types or leaves available.

- Managers are expected to have regular touchpoints with their employees to observe and investigate any symptoms that may be related to illness. Periodic audits may occur where department managers will screen all employees on shift using the screening questions listed above.

Screening Process

- Prior to each shift, employees will complete a self-assessment of their symptoms based on the questions above or as per the guidance from the BC CDC in relation to COVID-19.
- Signage will be posted at the entrance of the store, outlining the screening questions required to be asked prior to signing in for their shift.
- Signing in acts as confirmation that the employee has read, understands, and acknowledges that they are not displaying any symptoms and meet the safety requirements needed to be at work.
- Managers are expected to have regular touchpoints with their employees to observe and investigate any symptoms of illness.
- Upon observing any illness related symptom, the managers will ask the employee the screening questions above. Should the employee respond with “Yes” to any screening question, the manager is to advise the employee to go home and self-isolate.



HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK



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WHEN TO USE A MASK

For healthy people wear a mask **only if you are taking care of a person with suspected 2019-nCoV infection**

Wear a mask, if you are coughing or sneezing

Masks are effective only when used in **combination with frequent hand-cleaning with alcohol-based hand rub or soap and water**

If you wear a mask then you **must know how to use it and dispose of it properly**



Importance of proper mask use:

Improper donning and removal of a face mask creates greater risk of infection.

If you are going to wear a mask, it is critical that you follow these instructions for proper donning, removal and disposal of your face mask.

How to put on and remove a face mask

Disposable face masks should be used once and then thrown in the trash. You should also remove and replace masks when they become moist.

Always follow product instructions on use and storage of the mask, and procedures for how to put on and remove a mask. If instructions for putting on and removing the mask are not available, then follow the steps below.

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Before putting on a mask,
clean hands with alcohol-
based hand rub or soap
and water**



HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Cover mouth and nose
with mask and make sure
there are no gaps
between your face and
the mask**



How to put on a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask or any other part of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
5. Follow the instructions below for the type of mask you are using.
 - *Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.
 - *Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
6. Mold or pinch the stiff edge to the shape of your nose.
7. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
8. Pull the bottom of the mask over your mouth and chin.
9. Once the mask is secured to your face **DO NOT TOUCH YOUR FACE OR ADJUST THE MASK!** If you do, you **MUST** wash your hands for 20 seconds with soap and water before touching anything else.

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Replace the mask with a
new one as soon as it is
damp and do not re-use
single-use masks**



HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Avoid touching the mask
while using it;
if you do, clean your
hands with alcohol-based
hand rub or
soap and water**



How to remove a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask may be contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
2. Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.
3. *Face Mask with Ear loops:* Hold both of the ear loops and gently lift and remove the mask.
4. *Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
5. *Face Mask with Bands:* Lift the bottom strap over your head first then pull the top strap over your head.
6. DO NOT SHAKE THE MASK. Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.
7. Place the mask in a plastic bag, double bag in a second plastic bag and then throw the double bagged mask in the trash. DO NOT TOUCH YOUR FACE until you clean your hands with soap and water or hand sanitizer.

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water



REFERENCE FOR CLOTH TYPE MASKS/FACE COVERINGS

A. Background

The Public Health Agency of Canada (PHAC) and the Centers for Disease Control (CDC) are now advising that the wearing of a cloth face covering in public settings, particularly where other social distancing measures are difficult, cannot hurt and **may** provide some measure of protection to others in the event that the wearer of the mask is contagious for Covid-19 or other respiratory infections. It has been stated that a cloth face covering is not thought to protect the wearer from potential infection, therefore, it is still important to try to maintain the recommended 6-feet of physical distancing even when wearing a face covering.

The information below describes the recommended construction, proper use, and required sanitation of cloth coverings.

NOTE: N95 respiratory and surgical grade masks must be used only by healthcare and first responders. The general public does not need nor should wear these types of masks.

B. Cloth Covering Construction

1. There are four main considerations when designing, constructing, and wearing cloth face coverings:

A. Adequate Size

- Cover the nose and mouth to allow for entry of air only through the covering.
- Knit fabrics have some stretch and can be used to make coverings that fit the face snugly without being uncomfortable, many woven fabrics have no stretch.

B. Adequate Filtration

- Use multiple layers of closely knitted (or woven) fabrics.

C. Breathability

- The layered fabrics must be breathable.
- Dense or close weaved fabrics may inhibit adequate airflow and make it harder to breath.

D. Comfort against the skin

- Important especially with the high humidity conditions created by breathing through the covering and the risk of saturation.
- Using a stay dry, wicking fabric on the inside can move the moisture away from the face would make the covering comfortable to wear.

2. There are a variety of different designs and types of face coverings. The CDC has stated that face coverings can be as simple as a scarf wrapped around the nose and mouth, or as formal as a sewn covering similar to a surgical mask. Any of these options will prevent the expelling of droplets while in public.

C. Proper Use of Cloth Coverings

1. The CDC recommends the following for proper use of face coverings:

- fit snugly but comfortably against both sides of the face
- completely covers nose and mouth
- secured with ties or ear loops to minimize movement
- allow for breathing without restriction

2. How to put on a face mask:

- Clean your hands with soap and water or hand sanitizer before touching the mask.
- Follow the instructions below for the type of mask you are using.
 - Face Mask with Ear loops: Hold the mask by the ear loops. Place a loop around each ear.
 - Face Mask with Ties: Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
- If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
- Pull the bottom of the mask over your mouth and chin.
- Once the mask is secured to your face **DO NOT TOUCH YOUR FACE OR ADJUST THE MASK!** If you do, you **MUST** wash your hands for 20 seconds with soap and water before touching anything else.

3. How to remove a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask may be contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
- Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.
 - Face Mask with Ear loops: Hold both of the ear loops and gently lift and remove the mask.
 - Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
 - Face Mask with Bands: Lift the bottom strap over your head first then pull the top strap over your head.
- **DO NOT SHAKE THE MASK.** Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.

D. Required Cleaning and Sanitation of Cloth Coverings

1. Cloth coverings are designed to capture droplets expelled when breathing. These droplets deposit and accumulate on the cloth fabrics while in use. It is critical that these soils be removed on a daily basis to maintain the covering efficiency, and prevent the accumulation of microorganisms on the cloth.

A. Machine Washing (Recommended)

- Use hot water setting on machine
- Use laundry detergent that DOES NOT contain fabric softeners.
- Add an extra rinse cycle as needed.
- Air dry or machine dry on a warm cycle. If machine drying, consider using a mesh bag to prevent damage to elastics or ties.

B. Hand wash

- Use very hot water (>180°F) and ordinary dish washing soap (not lotion/moisturizing soaps).
- Immerse the face covering(s) fully in the water and detergent solution.
- If heavily soiled, add an oxygen cleaner (i.e., Oxyclean) according to the package instructions.
- Agitate, soak, rinse very well in plenty of water. Squeeze well. Let air dry.

2. Sanitizing during use –

A. In between short term uses or if washing a covering is not an option:

- Spray the covering (both inside and out) with either 60% ethyl alcohol, or 70% isopropanol/isopropyl alcohol.
- Make sure all surfaces are damp
- Allow to air dry before reusing