



Advisory

to food establishment operators

GOVERNMENT RECOMMENDED BEST PRACTICES FOR MERCHANTS (FOOD ESTABLISHMENTS)

How can I better protect customers in my establishment?

- Ensure that staff are aware of, and up-to-date on, issues related to COVID-19.
- Review with your staff the different hygiene measures required to limit spread.
- If possible, provide customers the opportunity to wash their hands when both entering and leaving the establishment, and encourage them to do so.
- Increase cleaning and sanitation procedures for items that are exposed to public handling (handles, baskets and carts, crates, counters, menus, etc.). When cleaning, use water and soap or household cleaning products. For more information: www.mapaq.gouv.qc.ca/nettoyage
- Remind customers:
 - that they must keep a distance of two metres between employees and cashiers (it is possible to visually indicate the required distance when necessary);
 - that they must maintain a distance of two metres between one another and respect self-isolation guidelines if they have symptoms;
 - that it is strongly recommended that only one person per family enters the establishment.
- Invite customers to pack up purchases themselves.
- Encourage payments be made by card, Paypass, smart phone or via the Internet, and avoid using cash whenever possible.
- Allow employees to wash their hands frequently. This is the best way to protect oneself and others against the coronavirus (COVID-19).
- Temporarily suspend the use of reusable cups and mugs.
- Understand that wearing gloves is not required when handling food and may even provide a false sense of security. Rather, frequent hand washing is preferable.

More information for food establishment operators and food handlers can be found in the FAQ at the following link: www.mapaq.gouv.qc.ca/COVID19.

Government information on COVID-19 can be found at the following link: Quebec.ca/coronavirus.