

Shopping During Covid-19

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Prepared by Inclusion Saskatchewan's
Self Advocacy Committee



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Stores will look and feel different during covid-19. Stores are required to have a lot of extra procedures in place to help keep the customers and staff safe.

There are also rules that stores need their customers to follow as well.

This guide will provide information about what shopping will look like from when you arrive at the store to when you are finished.



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What you can expect from stores:



- Stores may be open fewer hours or they might not be open. Check their website or Facebook page or phone the store to find out the hours.



- Dedicated shopping hours for seniors, people who experience disabilities and people who are higher risk.



- Increased cleaning and disinfecting in stores including carts, tills, change rooms, washrooms (if open), etc.



- Hand washing station or hand sanitizer at the entrance and exit of the store.
- Staff counting how many people come in and out of the store to keep the number of people in the store low.
- Posted signs and staff to help you know where to go in the store.



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Important reminders for anywhere you go:



- Keep at least 6 feet between you and everyone else at all times.



- Stay home if you are sick or you have been around someone sick.



- Wash your hands or use hand sanitizer after you leave each store.



- Don't touch your eyes, nose or mouth in public. Only touch your face with clean hands.



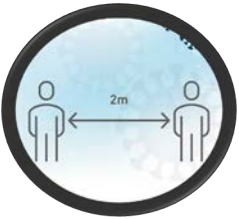
- Wear a face mask when you cannot keep 6 feet away from others.



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What the stores need from you:



- Only go shopping when you really need to. Continue to online shop or use curbside pickup if you can.



- Keep at least 6 feet between you and other shoppers and staff.
- Use the hand sanitizer or hand wash station at the entrance to the store.



- Following the posted signs and directions given by the staff and the store.
- Be patient as shopping takes longer now with line ups.

Shopping tips!

If you have to go to the store, try to go when the store will be quieter. Stores are generally slower close to store closing time, and during the day on weekdays (Monday to Thursday).

Remember that lots of stores have dedicated shopping hours for people who are higher risk for catching the virus. Check their website, Facebook page or call the store to find out if they offer that.

Bring hand sanitizer to use while you are out shopping.



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Arriving at the store

- Some entrances into the bigger stores and malls will be closed. Look for the open entrance.
- You may have to wait in a line up to go into a store or mall.
- If you have to wait in a line up please check the ground for markers (tape or chalk or cones) to show you where to stand.
- Wait until you are in the store to get a cart. There should be sanitizing wipes or cleaner available to wipe the cart clean. Lots of stores don't have baskets, so get a cart.
- You may be asked to wash or sanitize your hands at the entrance of the store.





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In the store

- Aisles in the stores may be one way. Check for tape or markers on the ground.
- Only touch what you are going to buy (including fruits and veggies and clothing)
- Keep as much space as possible between you and the other shoppers and staff.
- If you have to pass someone in an aisle, leave as much room as possible.
- If a staff member is stocking or working somewhere you need to go, ask them if you can get to that area on the shelf or item.
- If another customer is shopping and by an item you need, please wait until they move to go get the item off the shelf.
- You have the right to ask people to keep 6 feet away from you.
- When you are at the checkout lineup please check for floor markers to know where to stand.





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At the checkout

- Ask the cashier if you can put your items on the counter. They are cleaning them between customers.
- Avoid touching any extra surfaces (edge of the till, magazine rack, etc.)
- If you brought a reusable bag, don't put it on the counter. You will have to bag your own groceries.
- Use debit or credit card. Avoid using cash.
- If there is a rewards program at the store, hold the card up so the cashier can scan the barcode on the card.
- Hand sanitize as soon as you leave the store and wash your hands when you get home.





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Other things to remember

- Don't dig through the clothing racks to find your size. Ask a staff member for help.
- Returning or exchanging items will be harder or not allowed. Ask the staff if you aren't sure.
- Only half of the change rooms will be open and they will be cleaned in-between each customer. So you might have to wait to get a change room.
- Elevators and Escalators will be slower as people have to physically distance on them.
- Shopping will take longer. Wear comfortable footwear and bring any mobility devices you need as you may have to wait in line ups.

Summary

Do	Don't
Only go to stores & malls when you really need to.	Go to the mall to hang out.
Have a list of what you are going to buy.	Spend time browsing.
Only touch what you are going to buy.	Dig through the racks to find your size.
Continue to online shop or use curbside service if possible.	Touch stuff you aren't going to buy.
Call the store ahead of time to see if they have your item.	
Ask the staff for help or if you have any questions.	
Keep at least 6 feet between you and everyone else.	
Wear a face mask anytime you visit a store or service.	
Wash your hands or use hand sanitizer often.	
Be patient and leave extra time to shop.	