5.1 SUGGESTED INTERIM GUIDANCE ON CANTEEN OR CAMP STORE [5/17/20]

The following provides guidance and procedures to reduce COVID-19 exposure risk while operating or shopping in the canteen or camp store.

ADMINISTRATION

Policy

- Instruct employees to report any COVID-19 symptoms\(^1\) to their supervisors.
- If employees report respiratory illness symptoms, instruct them to stay home or in overnight camps to report to the health center and comply with isolation guidance.
- If an employee reports symptoms during work, send them home immediately or to the health center. Clean and disinfect their workstation. Inform the health center and follow the camp’s communicable disease plan (CDP).
- Allow camper access to the canteen on a schedule consistent with camper groups or activity cohorts determined by the *Using Cohorts at Camp* section so that only campers of the same pre-defined group shop together.

Planning and Preparation

- Maintain a roster of qualified and trained staff to fill canteen positions.
- Stock disposable gloves, facemasks, and cleaning supplies. Enact a plan for the distribution and resupply of these items.
- Provide staff with access to soap and clean running water or alcohol-based hand sanitizer, disposable gloves, and facemasks.
- Train staff on proper hand washing and control procedures implemented by the camp.
- Provide custodial staff with U.S. Environmental Protection Agency (EPA) approved disinfectants.\(^2\)

Operations and Configuration

- Screen employees and assess their symptoms prior to starting work each day. See the *Screening* section.
- Where feasible, create partitions between shoppers and cashiers on checkout counters with a pass-through opening at the bottom of the barrier for passage of cash, charge/debit cards, products, etc. Devise alternative payment methods to avoid exchange of cash and coins (i.e., implement debit accounts to be settled at the end of specified time periods).
- If possible, arrange items for sale in an outdoor area (such as a picnic area or gazebo).


• If necessary, use every other check-out lane to allow for physical distance between cashiers.
• Determine an occupancy limit which will allow for all shoppers to maintain physical distance of about six feet from one another. Post signage communicating this limit to shoppers and have a means of controlling appropriate shopper density.
• **Best practice:** Post signs reminding shoppers to maintain six feet of physical distance. Provide these resources in additional languages and in illustrations as needed.
• **Best practice:** Place decals on floors six feet apart to indicate where to stand while in checkout lines.
• **Best practice:** Place arrow decals on the floor to direct foot traffic through the canteen in a unidirectional manner.
• **Best practice:** Remove seating in and near the canteen unless seating area can provide adequate space for individuals to maintain physical distance.
• Do not serve prepared foods at the canteen; all food for sale should be prepackaged.
• Station dispensers of alcohol-based hand sanitizer containing at least 60% alcohol at the canteen entrance for shoppers to use upon entry and exit.
• Place garbage cans near the canteen exit and leave lids open unless they are equipped with foot-actuated lids.
• **Best practice:** Remove decorative objects, flyers, and materials from tables and counters to allow for effective cleaning and sanitation.
• **Best practice:** Perform as much stocking activities as possible during off-peak or after hours to reduce contact with customers.
• **Best practice:** Provide remote shopping alternatives for campers to purchase souvenirs and merchandise before/after their camp session, including click-and-collect, mail delivery, and shop-by-phone to limit the number of customers in the canteen. Set up designated pick-up areas.

**Payment**

• Move the electronic payment terminal/credit card reader farther away from the cashier to increase the distance between the customer and the cashier, if possible.
• Encourage customers to use touchless payment options, when available. Minimize handling cash, credit cards, and mobile devices, where possible.
• When exchanging paper and coin money:
  – Ask customers to place cash on the counter rather than directly into your hand.
  – Place money directly on the counter when providing change back to customers.
  – Wipe counter with a sanitizing wipe between each camper group at checkout.
• Alternatively, consider allowing campers to pre-pay into an account to which they can charge purchases during their camp session. Employees can use a written or online ledger to track credits/debits to each camper’s account.
CANTEEN AND STORE STAFF

Prior to Work (all suggested best practices)

- Shower or bathe before work.
- Wear clean clothes or clean work uniform.

General

- Do not work if you are sick or showing flu-like symptoms.
- Wear disposable gloves and avoid direct barehand contact with cash, cards, and products. Avoid touching your face after handling cash, debit/credit cards, etc.
- Wear a face mask when customers are present.
- Maintain a physical distance of at least six feet from other canteen workers whenever possible.
- Wash hands with soap and water for at least 20 seconds before and after work and breaks, after using the bathroom, blowing your nose, coughing, sneezing, or touching frequently touched surfaces.
- Cover your cough or sneeze with a tissue, throw it away, and wash your hands immediately.
- Avoid touching your eyes, nose, and mouth.

Cleaning and Disinfecting

- Refer to *Cleaning and Disinfection* section of the Field Guide.

CAMPER AND STAFF CUSTOMERS

- Do not visit the canteen if you are sick or experiencing flu-like symptoms. Inform a counselor immediately and go to the camp health center.
- Use alcohol-based hand sanitizer containing at least 60% alcohol upon entry to the canteen.
- Avoid touching frequently touched surfaces such as handles, doorknobs, tables, and counters as much as possible.
- Avoid touching your eyes, nose, and mouth.
- Do not touch products and put them back on shelves.
- Maintain physical distance of about six feet between yourself and other shoppers whenever possible.
- When in the checkout line, maintain physical distance of six feet between yourself and others.
- Cover your cough or sneeze with a tissue, throw it away, and wash your hands immediately.
- Use touchless payment options, whenever possible. Minimize handling cash, credit cards, and mobile devices, where possible.
- When exchanging paper and coin money, place cash on the counter rather than directly into the cashier’s hand. Do not touch your face afterwards.
REFERENCE AND RESOURCES


ServSafe. *Food Safety Training and Resources.* [https://www.servsafe.com/Landing-Pages/Free-Courses](https://www.servsafe.com/Landing-Pages/Free-Courses)