

BY-LAW NO. 2557

**BY-LAW 2557 INSTITUTING TEMPORARY
SAFETY MEASURES RELATED TO THE COVID-
19 VIRUS ON THE TERRITORY OF THE CITY OF
CÔTE SAINT-LUC**

At a Special Council Sitting of the Côte Saint-Luc City Council, held at the City Hall, 5801 Cavendish Boulevard, on Monday, June 1, 2020, at 8:00 pm at which were present:

Mayor Mitchell Brownstein, B. Comm., B.C.L., L.L.B

Councillor Sidney Benizri

Councillor Dida Berku, B.C.L.

Councillor Mike Cohen, B.A.

Councillor Steven Erdelyi, B.Sc., B.Ed.

Councillor Mitch Kujavsky, B. Comm.

Councillor Oren Sebag, B.Sc. RN MBA

Councillor David Tordjman, Eng.

ALSO PRESENT:

Ms. Tanya Abramovitch, City Manager

Ms. Nadia Di Furia, Associate City Manager

M^e Jonathan Shecter, Co-City Manager Director of Legal Services and
City Clerk

M^e Jason Prévost, Assistant City Clerk, acting as secretary of the meeting

WHEREAS a notice of motion for the present By-law was given at a Special Sitting of the City Council held on May 25, 2020;

WHEREAS on March 11, 2020 the World Health Organization declared a global pandemic related to the spread of the COVID-19 virus;

WHEREAS on March 13, 2020 the Quebec government declared a state of emergency in the province of Quebec due to the spread of the COVID-19 virus, which was subsequently renewed on several occasions by way of decrees;

WHEREAS the City of Côte Saint-Luc ("City") declared a local state of emergency on its territory on March 17, 2020 due to the COVID-19 virus;

WHEREAS sections 55 and 62 of the Municipal Powers Act (C.Q.L.R., chapter c-47.1) allow municipalities to adopt by-laws in matters of sanitation and security;

WHEREAS section 85 of the Municipal Powers Act (C.Q.L.R., chapter c-47.1) allows municipalities to adopt by-laws to ensure peace, order, good government, and the general welfare of its citizens;

WHEREAS the Côte Saint-Luc City Council wishes to institute temporary safety measures in order to further avoid the spread of the COVID-19 virus on its territory;

WHEREAS the Côte Saint-Luc City Council wishes to promote appropriate hand hygiene and physical distancing measures to ensure its citizens respect the recommendations of the Quebec health authorities such as the *Institut National de la Santé Publique du Québec* and the *Direction de la Santé Publique*;

It is ordained and enacted by By-law No. 2557 as follows:

THAT the preamble of this by-law shall form an integral part thereof as if cited hereinafter at length;

Chapter 1: Interpretive and General provisions

Article 1.1 - Territory subject to this By-law

This By-Law shall apply to the territory of the City, as defined in the present By-law.

Article 1.2 – Definitions

In this By-law, unless the context indicates otherwise, the following expressions:

- a) "Apartment Buildings" means Multi-family Dwellings as defined in the City zoning By-law 2217, namely, a dwelling of three (3) dwelling units or more, at least three (3) storeys and having common exterior entrances for all dwellings;
- b) "City" means the City of Côte Saint-Luc and includes the entire territory of the municipality;
- c) "Commercial Establishment" means any Service Commerce, Retail Commerce,

Recreational Commerce, Automobile Commerce, Restaurants and Commercial Centre, as provided by City zoning By-law 2217;

- d) "Condominium Complexes" means Multi-family Dwellings as defined in the City zoning By-law 2217, namely, a dwelling of three (3) dwelling units or more, at least three (3) storeys and having common exterior entrances for all dwellings;
- e) "Designated Authority" means the Persons responsible for the application and enforcement of the present By-law, as defined in article 1.3 of the present By-law;
- f) "Face Coverings" means a medical mask or a non-medical mask or other face coverings such as a bandana, a scarf or cloth that covers the mouth, nose and chin ensuring a barrier that limits the transmission of infectious respiratory droplets;
- g) "Face Shield" means a clear plastic face shield that covers the entire front (that extends to the chin or below) and sides of the face;
- h) "Hand Washing Mechanism" means an alcohol-based hand sanitizer of at least 60% alcohol or a hand-washing station for hand disinfection;
- i) "Municipal Buildings" means all municipal buildings and indoor facilities such as the City Hall, the Library, the Aquatic and Community Centre, the Public Works building and the Samuel Moskovitch Arena;

Article 1.3 – Designated Authority

The Director of the City's Public Safety Department as well as its employees and/or agents, the Director of the City's Urban Development Department as well as its employees and the *Service de police de la Ville de Montréal ("SPVM")* shall be responsible for the enforcement of this By-law and shall take any measures necessary to ensure the observance thereof.

Nothing in the preceding article abrogates or derogates from the powers already conferred to any other authority to apply or enforce the *Criminal Code* (R.S.C., c. C-46), the *Code of Penal Procedure* (C.Q.L.R. chapter C-25-1) or any other legal authorization.

Chapter 2 – Safety measures

Article 2.1 – Mandatory signage for Condominium Complexes and Apartment Buildings

It shall be mandatory for all Condominium Complexes and owners of Apartment Buildings to place at all entrances of their respective buildings the sign entitled: "Information aux propriétaires et aux locataires d'immeubles à logements multiples" as indicated within Annex A of this By-law which forms part and parcel of the present By-law. Any updates from a Quebec health authority to the aforementioned sign is subject to the same obligation.

It shall be further mandatory for all Condominium Complexes and owners of Apartment Buildings to place within strategic locations of their respective buildings the five (5) pictograms indicated within Annex A of this By-law (and furnished to each Condominium Complex or Apartment

Building by the City), which form part and parcel of the present By-law.

Non-compliance with paragraphs 1 and 2 of this article will result in the issuance of a Statement of Offense and its related fine contemplated within article 3.1 of the present by-law.

Article 2.2. – Mandatory Hand Washing Mechanism in Condominium Complexes and Apartment Buildings

It shall be mandatory for all Condominium Complexes and Apartment Buildings to install a Hand Washing Mechanism at every entrance of their respective buildings and inside every elevator or outside every elevator door of their respective buildings.

The obligation contemplated within Paragraph 1 of this article must be fulfilled within one (1) month of the coming into force of the present by-law failing which a Statement of Offense shall be issued.

Article 2.3 – Mandatory Face Coverings in Commercial Establishments

The owner of a Commercial Establishment and/or his employees shall not allow a customer into his establishment if the said customer is not wearing a Face Covering. The Face Covering must be worn inside the establishment at all times, unless it is reasonably required to temporarily remove the Face Covering for services provided by the establishment. A customer may exceptionally be exempt from wearing a Face Covering in a Commercial Establishment if the Face Covering inhibits the customer's ability to breathe in any way or for health reasons such as, but not limited to, asthma, cognitive disabilities or difficulties in hearing.

In cases where the employees of a Commercial Establishment interact with customers, it shall be mandatory for them to wear a Face Covering or install a physical barrier such as transparent plexiglass. Employees may exceptionally wear a Face Shield as an alternative to a Face Covering in justifiable situations such as, when a Face Covering inhibits an employee's ability to breathe in any way or for health reasons such as, but not limited to, asthma, cognitive disabilities or difficulties in hearing.

Article 2.4 – Security and supervision measures

It shall be mandatory for the owner and/or manager of a Commercial Establishment to implement the programme indicated within Annex B of this by-law and which forms part and parcel of this present by-law. Non-compliance will result in the issuance of a Statement of Offense and its related fine contemplated within article 3.1 of the present by-law.

The owner and/or manager of the Commercial Establishment must ensure that all his employees respect the programme and must complete the written attestation indicated within Annex C of the present By-law confirming that they will abide by the programme. The written attestation must be sent to the City's Urban Development department by email at urbanplanning@cotesaintluc.org or by certified mail at 5801 Cavendish Boulevard, Côte Saint-Luc (QC), H4W 3C3. It is the responsibility of the owner and/or manager of the Commercial Establishment to ensure the written attestation is received.

The obligations provided by paragraphs 1 and 2 of this article must be fulfilled within two (2) weeks

of the coming into force of the present by-law failing which a Statement of Offense shall be issued.

Article 2.5 – Diligence of owners and/or managers of Commercial Establishments

The owner and/or manager of a Commercial Establishment shall not be guilty of an infraction contemplated within articles 2.3 and 2.4 of the present by-law if he proves that he used reasonable diligence to require the mandatory wearing of Face Coverings for his customers inside his establishment and also used reasonable diligence to implement a safety and supervision programme.

Article 2.6 – Face Coverings in Municipal Buildings

All visitors must wear a Face Covering at all times inside Municipal Buildings. A visitor may exceptionally be exempt from wearing a Face Covering in a Municipal Building if the Face Covering inhibits the visitor's ability to breathe in any way or for health reasons such as, but not limited to, asthma, cognitive disabilities or difficulties in hearing.

Chapter 3 – Penalties and Infractions

Article 3.1 – Penalties

Any person contravening any provision of this By-Law except article 2.6 , or tolerating or permitting such a contravention, commits an infraction and is subject to a minimal fine of TWO HUNDRED DOLLARS (\$200) and a maximum fine of FIVE HUNDRED DOLLARS (\$500) for a first offence, plus costs, and in default of payment of such fine and costs within the delay fixed by the judge, the said judge shall impose penalties and order the procedures for execution of the judgment as are set forth in the *Code de procédure pénale*, (C.Q.L.R., c. C-25.1).

The fines set out in paragraph 1 of the present article are doubled for a repeat offence.

If the infraction continues, the offender shall be subject to the abovementioned fine and penalty for each day until the infraction ceases.

Article 3.2 – Penalties related to article 2.6

Any person contravening article 2.6 of the present by-law, or tolerating or permitting such a contravention, commits an infraction and is subject to a minimal fine of ONE HUNDRED DOLLARS (\$100) and a maximum fine of FIVE HUNDRED DOLLARS (\$500) for a first offence, plus costs, and in default of payment of such fine and costs within the delay fixed by the judge, the said judge shall impose penalties and order the procedures for execution of the judgment as are set forth in the *Code de procédure pénale*, (C.Q.L.R., c. C-25.1).

The fines set out in paragraph 1 of the present article are doubled for a repeat offence.

If the infraction continues, the offender shall be subject to the fine and penalty above-mentioned

for each day until the infraction ceases.

Chapter 4 – Coming in to Force and Duration of By-law

Article 4.1 – Coming into force

This by-law comes into force according to the law and shall remain in effect till August 31, 2020.

MITCHELL BROWNSTEIN
MAYOR

JASON PRÉVOST
ASSISTANT CITY CLERK

ORIGINAL

PROVINCE OF QUEBEC
CITY OF CÔTE SAINT-LUC

BY-LAW NO. 2557

**BY-LAW 2557 INSTITUTING
TEMPORARY SAFETY
MEASURES RELATED TO THE
COVID-19 VIRUS ON THE
TERRITORY OF THE CITY OF
CÔTE SAINT-LUC**

ADOPTED: _____

IN FORCE ON: _____

ORIGINAL

Annex A

COVID-19

Information aux propriétaires et aux locataires d'immeubles à logements multiples



La transmission communautaire de la COVID-19 est présente au Québec.

Pour freiner la propagation du virus, diverses mesures sont recommandées :

AUX PROPRIÉTAIRES :

Nettoyage et désinfection tous les jours et, si possible, plusieurs fois par jour selon l'achalandage dans les aires communes (hall d'entrée, corridors, etc.)

- Des poignées de portes, interrupteurs, rampes d'escaliers, boutons d'ascenseurs et autres surfaces communes.

Installation de stations d'hygiène des mains aux entrées de l'immeuble lorsque possible

AUX LOCATAIRES :

Interdiction des visites

- Exceptions : travaux urgents (bris de plomberie, etc.) ou raisons humanitaires (soins de santé essentiels, etc.).
- ATTENTION : aucune exception pour les visiteurs ou locataires qui présentent un ou des symptômes liés à la COVID-19 (fièvre, apparition ou aggravation d'une toux, difficulté respiratoire, perte subite de l'odorat sans congestion nasale avec ou sans perte de goût) ou qui sont visés par une consigne d'isolement de la santé publique.

Interdiction de rassemblement

- Pas de visite d'une unité de logement à une autre.
- Idéalement, fermeture des aires communes.
- Si cela est impossible, par exemple dans le cas d'une salle de lavage, limiter l'accès à un nombre restreint de personnes à la fois, de manière à maintenir la distanciation physique de 2 mètres.

Livraison de nourriture ou de biens uniquement dans le hall d'entrée

- Idéalement, aucun livreur ne devrait circuler dans les corridors.



Cet outil est inspiré d'une affiche produite par le Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de-Montréal

[Québec.ca/coronavirus](https://quebec.ca/coronavirus)

1 877 644-4545

COVID-19

Information for Owners and Tenants of Multi-unit Residential Buildings



Quebec is affected by community transmission of COVID-19.

To limit the spread of the virus, various measures are recommended:

TO OWNERS:

Cleaning and disinfection every day and, if possible, several times a day depending on traffic in common areas (lobby, hallways, etc.)

- Door handles, switches, stair railings, elevator buttons and other common area surfaces.

Installation of hand hygiene stations at building entrances when it is possible

TO TENANTS:

No visitors allowed

- Exceptions: urgent work (broken plumbing, etc.) or humanitarian reasons (essential health care, etc.)
- WARNING: no exception for visitors or tenants who have one or more symptoms related to COVID-19 (fever, onset or aggravation of a cough, difficulty breathing, sudden loss of sense of smell without nasal congestion, with or without loss of taste) or who are subject to a public health isolation order.

Gatherings prohibited

- No visits from one housing unit to another.
- Ideally, closure of common areas.
- If this is not possible, for example in the case of a laundry room, limit access to a limited number of people at a time, so as to maintain the 2-meter physical distancing.

Delivery of food or goods in the lobby only

- Ideally, there should be no delivery people in the hallways.



This tool is inspired from a poster created by the Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de-Montréal

[Québec.ca/coronavirus](https://quebec.ca/coronavirus)

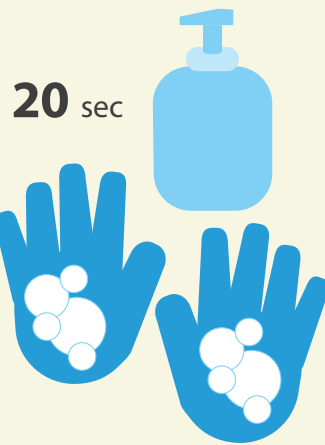
1 877 644-4545

Recommendations for residents in apartments and condos

Recommandations pour les résidents en appartement et condo

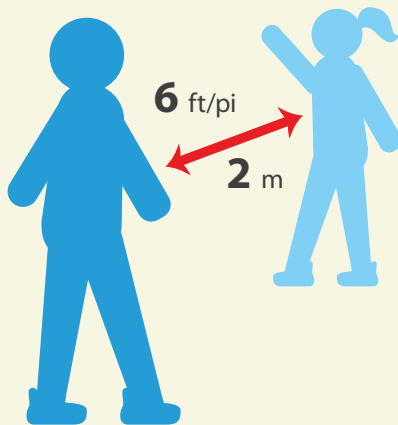
Wash your hands

Wash your hands as often as possible for 20 seconds with soap and water. When soap and water are not available, use alcohol-based hand sanitizer (at least 60% alcohol).



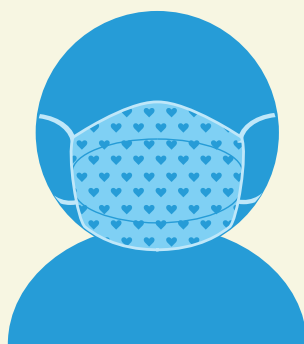
Physical distancing

Keep two metres' distance between yourself and others.



Wear a face covering

When physical distancing is not possible, such as in elevators and common areas, wear a face covering.



Don't touch your face

Avoid touching your eyes, nose and mouth.



Cough and sneeze into your arm

Cough and sneeze into your sleeve and not your hands.



Lavez vos mains

Lavez vos mains fréquemment avec de l'eau et du savon pendant au moins 20 secondes. Lorsque l'eau et le savon ne sont pas disponibles, utilisez un désinfectant pour les mains à base d'alcool (au moins 60 % d'alcool).

Distanciation physique

Assurez-vous de respecter les consignes de distanciation physique (deux mètres).

Portez un couvre-visage

Quand la distanciation physique n'est pas possible, comme dans les ascenseurs et les zones communes, portez un couvre-visage.

Ne touchez pas votre visage

Évitez de vous toucher les yeux, le nez ou la bouche

Toussez et éternuez dans le creux de votre bras

Toussez et éternuez dans le creux de votre bras et non dans vos mains.

Annex B

Recommandations intérimaires concernant les marchés d'alimentation et commerces essentiels

27 mars 2020

Mesures de prévention de la COVID-19 en milieu de travail :

Ces mesures s'appliquent lorsque la transmission communautaire soutenue est confirmée par les autorités de santé publique

Recommandations générales pour l'employeur et les travailleurs du commerce

Afin de protéger la santé de leurs employés et des clients qui fréquentent le commerce, il est demandé aux employeurs de :

1. Favoriser le respect des consignes données aux employés qui doivent s'isoler à la maison et lorsque possible, favoriser le télétravail pour certaines tâches.
2. Aviser les travailleurs de ne pas se présenter au travail s'ils présentent des symptômes suggestifs de la maladie (fièvre, toux, difficultés respiratoires ou autres symptômes selon le site suivant : <https://www.quebec.ca/sante/problemes-de-sante/a-z/coronavirus-2019/reponses-questions-coronavirus-covid19/#c46790>).
 - Si un travailleur commence à ressentir des symptômes durant les heures de travail, avoir une procédure pour permettre de l'isoler dans un local ou de lui faire porter un masque de procédure (ou chirurgical). Appeler le 1-877-644-4545.
3. Limiter le nombre de travailleurs au minimum.
4. Faire la promotion des mesures d'hygiène des mains en mettant à la disposition des travailleurs le matériel nécessaire (eau courante, savon, solution hydro alcoolique, poubelles sans contact, mouchoirs jetables, serviettes ou papier jetable, etc.).
5. Faire la promotion des mesures et l'application de l'hygiène et de l'étiquette respiratoire (tousser ou éternuer dans son coude replié ou dans un mouchoir, jeter le mouchoir, se laver les mains dès que possible).
6. Éviter de porter les mains au visage et se laver les mains souvent, en particulier après avoir manipulé des marchandises, des articles ou le terminal de paiement.
7. Périodes de repas :
 - Assurer un lavage des mains rigoureux avant et après le repas.
 - Prendre les mesures nécessaires pour assurer une distance de 2 mètres entre les employés dans la salle de repas (ex.: local plus grand, rotation des horaires de repas).
 - Ne pas échanger tasses, verres assiettes, ustensiles
 - Laver la vaisselle à l'eau chaude avec du savon.
8. Pauses :
 - Veiller à ce que les mesures de distanciation sociale soient appliquées lors des pauses (ex. : éviter les rassemblements).
 - Éviter de partager des objets (ex. : cigarettes, crayons, cellulaires, monnaie ou billets).
 - Retirer les objets non essentiels (revues, journaux, bibelots) des aires communes.

9. Désinfecter les salles à manger après chaque repas et les installations sanitaires (et vestiaires) à chaque quart de travail, avec le produit de désinfection utilisé habituellement. Nettoyer régulièrement les surfaces fréquemment touchées (tables, comptoirs, étagères, poignées de porte, téléphones, accessoires informatiques et caisses, crayons, etc.) avec le produit d'entretien utilisé habituellement.
10. Laver les vêtements portés au travail après chaque journée, à l'eau chaude avec le détergent habituel.

Note : Le risque de transmission par les surfaces et objets existe, mais de façon générale, il est considéré comme mineur. Le lavage fréquent des mains constitue le meilleur moyen de protection.

Respect d'une distance minimale de 2 mètres entre toute personne (client, travailleur) dans le commerce

- Limiter le plus possible le nombre de clients qui sont dans l'établissement en même temps et dans la file d'attente extérieure.
- Installer des repères physiques au sol ou aux murs (lignes, autocollants, cônes, structures de bois, etc.) pour indiquer la distance de 2 mètres à respecter entre les clients au niveau des files d'attente, aux caisses et à l'entrée.
- Installer des pancartes ou affiches qui rappellent aux clients les mesures de distanciation physique à respecter (à l'entrée et dans la file d'attente).
- Prévoir de laisser une caisse inoccupée entre 2 caisses utilisées.
- Si nécessaire, prévoir une personne responsable du bon déroulement de l'attente à l'extérieur. Cette personne devra se tenir à 2 m des clients. Contacter les services policiers (911) au besoin.

Note : Croiser une personne quelques minutes sans contact ne représente pas un risque (ex. dans une allée, un escalier).

Accueil des clients : entrée et sortie du commerce

- Installer à l'entrée et à la sortie un distributeur de solution hydro alcoolique pour la désinfection des mains et inciter les gens à l'utiliser (ex.: affiches)
- Idéalement, prévoir la présence d'un employé à l'entrée, qui peut donner des consignes et diriger les clients, tout en maintenant une distance de 2 mètres avec eux.
- Demander aux clients qui présentent de la toux, de la fièvre ou des difficultés respiratoires de reporter leurs achats.
- Désinfecter le point de contact du client avec le panier d'épicerie (là où on le tient) après chaque utilisation avec un produit recommandé : (<https://www.canada.ca/fr/sante-canada/services/medicaments-produits-sante/desinfectants/covid-19/liste.htm>)

Mesures préventives à l'intérieur du commerce

- S'il n'est pas possible d'assurer une distance de 2 mètres entre le client et le personnel de caisse, installer une séparation physique (cloisons pleines transparentes).
- Dans l'impossibilité d'assurer une distance de 2 mètres ou d'installer des séparations physiques, considérant le grand nombre de clients pouvant circuler à proximité des caisses dans une journée, il est recommandé de porter une visière couvrant le visage incluant le menton. Comme alternative, le port d'un masque de procédure et de lunettes de protection peut être utilisé (changer le masque de procédure s'il devient mouillé). La visière facilite
- la communication par rapport au masque de procédure.

Aux périodes de repas et à la fin du quart de travail :

1. Retirer la visière, ou les lunettes de protection et le masque de procédure (chirurgical) de façon sécuritaire¹¹ et les disposer dans la poubelle ou dans des contenants ou sacs refermables réservés à cet effet, puis les jeter.
 2. Désinfecter l'équipement réutilisable (ex.: protection oculaire ou visière, si réutilisables) avec un produit adapté à l'équipement.
 3. Veiller au lavage des mains ou utiliser une solution hydro alcoolique après avoir retiré l'équipement.
- Ne pas offrir de service d'emballage. Privilégier plutôt que chaque client emballe ses achats.
 - Selon Recyc-Québec, la consigne est maintenue.
 - Les employés qui manipulent les contenants souillés devraient porter des gants, les retirer adéquatement et se laver les mains après les avoir retirés.
 - Ne pas donner accès aux clients aux toilettes réservées au personnel.

Méthodes de paiement

- Limiter les échanges de main à main de billets, pièces, chèques, cartes de crédit, pièces de fidélité, coupons de réduction, etc.; privilégier plutôt le paiement par cartes et cellulaires, idéalement sur des terminaux fixes, qui n'ont pas à être manipulés. Les clients devraient éviter de toucher les boutons des terminaux en utilisant plutôt le paiement sans contact. Utiliser les portefeuilles virtuels comme, Paylib, Apple Pay, Google Pay et Samsung Pay sont aussi de bonnes alternatives.
- Éviter de manipuler les cartes bancaires ou les cellulaires des clients et appliquer l'hygiène des mains le plus souvent possible (idéalement entre chaque client s'il y a eu contact avec l'argent, la carte ou le terminal manipulé par le client), avec une solution hydro alcoolique à plus de 60 %. Comme alternative, un linge humide savonneux disponible au poste de travail, déposé dans un contenant étanche ouvert, et changé régulièrement, est possible. Les travailleurs devraient avoir accès à l'eau courante et au savon, la meilleure méthode d'hygiène des mains.
- Le port de gants n'est pas recommandé aux caisses; il risque d'entraîner un faux sentiment de sécurité et la contamination par le contact avec de multiples surfaces sans que les gants soient changés. Le port de gants n'élimine pas la nécessité du lavage des mains (les mains doivent toujours être lavées après le retrait de gants)
- Maintenir propres les terminaux de paiement. Idéalement, une désinfection devrait être faite plusieurs fois par jour et si le terminal est visiblement souillé. Un nettoyage avec les produits usuels, plusieurs fois par jour, peut aussi être une alternative (l'effet mécanique du nettoyage et l'action du produit de nettoyage sont complémentaires). S'assurer que le désinfectant ou le produit de nettoyage est compatible avec le terminal selon les recommandations du fournisseur.

1 1 [1] Se laver les mains avec une solution hydro alcoolique, retirer la visière en manipulant uniquement les élastiques ou les courroies et terminer en se lavant les mains à l'eau et au savon ou avec une solution hydro alcoolique.

Si le masque de procédure est utilisé : se laver les mains avec une solution hydro alcoolique, retirer la protection oculaire, se laver les mains avec une solution hydro alcoolique, retirer le masque en le manipulant uniquement par les élastiques ou les courroies, et terminer en se lavant les mains à l'eau et au savon ou avec une solution hydro alcoolique

Manutention (réception et expédition) de la marchandise

- Privilégier la stabilité des équipes qui sont en contact avec le personnel venant de l'extérieur de l'entreprise (ex. : livreurs, camionneurs, etc.).
- Idéalement, organiser les tâches de sorte que les livreurs et fournisseurs puissent déposer les marchandises à l'entrée de l'entreprise pour éviter les allées et venues de travailleurs d'autres entreprises dans les locaux du bâtiment.
- Déposer les marchandises sur une surface propre en respectant la distance de 2 mètres entre les individus.

Note pour les marchés publics extérieurs : L'accès (nombre de clients présents simultanément) devrait être contrôlé de la même façon que pour les autres commerces et les mesures d'hygiène devraient être les mêmes. Limiter l'accès en créant des points d'entrée spécifiques. Du personnel devrait être présent pour la gestion des accès.

Affiches utiles :

<https://publications.msss.gouv.qc.ca/msss/document-002469/?&date=DESC& sujet=covid-19&critere=sujet>

<https://publications.msss.gouv.qc.ca/msss/document-002467/?&date=DESC& sujet=covid-19&critere=sujet>

<https://publications.msss.gouv.qc.ca/msss/document-000440/?&date=DESC& sujet=covid-19&critere=sujet>

<https://publications.msss.gouv.qc.ca/msss/document-000437/?&date=DESC& sujet=covid-19&critere=sujet>

Note : Les éléments de réponses présentés ci-dessus sont basés sur l'information disponible au moment de rédiger ces recommandations. Puisque la situation et les connaissances sur le virus SARS-CoV-2 (covid-19) évoluent rapidement, les recommandations formulées dans ce document sont sujettes à modifications

Recommandations intérimaires concernant les marchés d'alimentation et commerces essentiels

AUTEUR

Groupe de travail SAT-COVID-19
Institut national de santé publique du Québec

MISE EN PAGE

Louise Allard, agente administrative
Direction du développement des individus et des communautés
Institut national de santé publique du Québec



Interim Recommendations for Grocery Stores and Essential Businesses

March 27 2020

COVID-19 Preventive Measures in the Workplace

These measures apply when sustained community transmission is confirmed by public health authorities.

General Recommendations for the Employer and Workers of the Business

In order to protect the health of their employees and customers who frequent the business, employers are asked to:

1. Promote the respect of instructions given to employees who must self-isolate at home and, where possible, encourage working from home for certain tasks.
2. Advise workers not to report to work if they have symptoms suggestive of the illness (fever, cough, breathing difficulties or other symptoms according to the following website: <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/>.
 - If a worker begins to experience symptoms during working hours, have a procedure to allow the worker to be isolated in a room or have a procedural (or surgical) mask worn. Call 1 877 644-4545.
3. Keep the number of workers to a minimum.
4. Promote hand hygiene measures by providing workers with the necessary material (running water, soap, hydro-alcoholic solution, non-contact garbage cans, disposable tissues, towel or disposable paper, etc.).
5. Promote the measures and application of respiratory hygiene and etiquette (coughing or sneezing into one's folded elbow or into a handkerchief or tissue, disposing of the handkerchief or tissue, washing hands as soon as possible).
6. Avoid putting hands on one's face and wash hands often, especially after having handled goods, items or the payment terminal.
7. Meal times:
 - Ensure thorough handwashing before and after meals.
 - Take the necessary measures to ensure a distance of 2 metres between employees in the dining room (e.g., larger room, rotation of meal times).
 - Do not exchange cups, glasses, plates, utensils.
 - Wash dishes in hot water with soap.

8. Breaks:

- Ensure that social distancing measures are applied during breaks (e.g. avoid gatherings).
- Avoid sharing objects (e.g., cigarettes, pencils, cell phones, change or bills).
- Remove non-essential items (e.g., magazines, newspapers, trinkets) from common areas.

9. Disinfect dining rooms after each meal and sanitary facilities (and changing rooms) on each shift with the disinfectant normally used. Regularly clean frequently touched surfaces (tables, counters, shelves, door handles, telephones, computer accessories and cash registers, pencils, etc.) with the cleaning product normally used.

10. Wash clothing worn at work after each day, in hot water with the usual detergent.

Note: The risk of transmission through surfaces and objects exists, but is generally considered minor. Frequent hand washing is the best protection.

Respect of a minimum distance of 2 metres between any person (customer, worker) in the business

- Limit as much as possible the number of clients in the establishment at the same time and in the line-up outside.
- Install physical markers on the floor or walls (lines, stickers, cones, wooden structures, etc.) to indicate the 2-metre distance to be respected between customers in line-ups, at the checkouts and at the entrance.
- Install signs or posters to remind customers of the physical distance measures to be respected (at the entrance and in the line-up).
- Plan to leave one unoccupied checkout between 2 used checkouts.
- If necessary, designate a person responsible for the smooth running of the wait outside. This person will have to stand 2 m from the customers. Contact the police (911) if necessary.

Note: Passing a person for a few minutes without contact does not represent a risk (e.g., in an alley, on a staircase).

Welcoming customers: entrance and exit of the store/business

- Install at the entrance and exit a hydro-alcoholic solution dispenser for hand disinfection and encourage people to use it (e.g., posters).
- Ideally, provide for the presence of an employee at the entrance who can give instructions and direct customers, while maintaining a distance of 2 metres with them.
- Ask customers presenting a cough, fever or breathing difficulties to postpone their purchases.
- Disinfect the customer's point of contact with the grocery cart (where it is held) after each use with a recommended product: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

Preventive measures inside the store/business

- If it is not possible to ensure a distance of 2 metres between the customer and checkout staff, install a physical separation (transparent solid partitions).
- If it is impossible to ensure a distance of 2 metres or to install physical separations, considering the large number of customers who may circulate near the checkouts during the day, it is recommended that a visor covering the face including the chin be worn. As an alternative, a procedural mask and safety glasses/goggles may be used (change the procedural mask if it becomes wet). The visor facilitates communication compared to the procedural mask.

At meal times and at the end of the work shift:

1. Remove the visor or the glasses/goggles and procedural (surgical) mask safely¹ and dispose of them in the trash or in dedicated containers or resealable bags, then discard.
 2. Disinfect reusable equipment (e.g., eye protection or visor, if reusable) with a product suitable for the equipment.
 3. Ensure that hands are washed or use a hydro-alcoholic solution after removing the equipment.
- Do not offer a packing service. Rather, have each customer pack their purchases.
 - According to Recyc-Québec, collection of refundable containers is maintained.
 - Employees handling soiled containers should wear gloves, remove them properly and wash their hands after having removed them.
 - Do not give customers access to staff washrooms.

Methods of payment

- Limit hand-to-hand exchanges of dollar bills, change, cheques, credit cards, loyalty coins, discount coupons, etc.; instead, favour card and mobile phone payments, ideally on fixed terminals, which do not have to be handled. Customers should avoid touching the buttons on the terminals by using contactless payment instead. Using virtual wallets such as Paylib, Apple Pay, Google Pay and Samsung Pay are also good alternatives.
- Avoid handling customers' bank cards or cell phones and apply hand hygiene as often as possible (ideally between each customer if there has been contact with the money, card or terminal handled by the customer), with a more than 60% hydro-alcoholic solution. As an alternative, a soapy wet cloth available at the workstation, placed in an open watertight container and changed regularly, is possible. Workers should have access to running water and soap, the best method of hand hygiene.
- Wearing gloves is not recommended at checkouts; it may lead to a false sense of security and contamination through contact with multiple surfaces when gloves are not changed. Wearing gloves does not eliminate the need for handwashing (hands should always be washed after removal of gloves).
- Keep payment terminals clean. Ideally, disinfection should be carried out several times a day and if the terminal is visibly soiled. Cleaning with the usual products, several times a day, can also be an alternative (the mechanical effect of cleaning and the action of the cleaning agent are complementary). Make sure that the disinfectant or cleaning product is compatible with the terminal according to the supplier's recommendations.

¹ Wash hands with a hydro-alcoholic solution, remove visor by handling only the elastics or straps and end by washing hands with soap and water or a hydro-alcoholic solution. If the procedural mask is used: wash hands with a hydro-alcoholic solution, remove eye protection, wash hands with a hydro-alcoholic solution, remove mask handling it only the elastics or straps, and end by washing hands with soap and water or a hydro-alcoholic solution.

Handling (receiving and shipping) of goods

- Encourage the consistency of the teams that are in contact with personnel coming from outside the company (ex.: delivery staff, truck drivers, etc.).
- Ideally organize tasks so that deliverers and suppliers can drop off goods at the entrance of the business to avoid the comings and goings of workers from other companies on the premises.
- Place the goods on a clean surface respecting the distance of 2 meters between individuals.

Note for outdoor public markets: Access (number of customers present simultaneously) should be controlled in the same way as for other businesses and hygiene measures should be the same. Limit access by creating specific entry points. Staff should be present to manage access.

Useful posters:

<https://publications.msss.gouv.qc.ca/msss/en/document-002470/>

<https://publications.msss.gouv.qc.ca/msss/en/document-002468/>

<https://publications.msss.gouv.qc.ca/msss/en/document-000441/>

<https://publications.msss.gouv.qc.ca/msss/en/document-000438/>

Note: The above recommendations are based on information available at the time of writing. Since the situation and knowledge of the SARS-CoV-2 virus (COVID-19) are evolving rapidly, these recommendations are subject to change.

Interim Recommendations for Grocery Stores and Essential Businesses

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The French version is entitled *Recommandations intérimaires concernant les marchés d'alimentation et commerces essentiels* is also available on the website of the Institut national de santé publique du Québec at: <https://www.inspq.qc.ca/publications/2926-recommandations-marches-alimentation-commerces-essentiels-covid-19>

**Institut national
de santé publique**

Québec



Annex C

**Written attestation pursuant
to article 2.4 of By-law 2557**

I, _____,
owner and/or manager of the commercial
establishment located at

_____,
hereby attest that I will implement the
security and supervision program indicated
within Annex B of By-law 2557 and further
confirm that I and my employees will abide
and comply with all the measures indicated
therein.

Signature _____

Date _____

In • à _____

**Attestation écrite en vertu de
l'article 2.4 du règlement 2557**

Je, _____,
propriétaire et/ou gestionnaire de l'établis-
sement commercial situé au

_____,
atteste, par la présente, que j'implanterai
le programme de sécurité et de supervi-
sion prévu à l'Annexe B du règlement 2557
et confirme en outre que je, ainsi que mes
employées, respecterons les mesures qui y
sont indiquées.

To be sent by email to
urbanplanning@cotesaintluc.org

or by certified mail to
**5801 Cavendish Boulevard
Côte Saint-Luc (QC) H4W 3C3**

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