



## INSTRUCTIONS FOR SELECTED PUBLIC ACTIVITIES/WORK SETTINGS FOR THE PREVENTION AND CONTROL OF COVID- 19

The instruction notes are given for a range of public activities and work settings. Some sectors such as tourism, large shopping malls, event management, etc. would require reference to several instruction notes.

The Instructions are subject to overall permission given by the Ministry of Health to resume functions (totally/selected).

Each instruction note is issued by the Director General of Health Services, Ministry of Health and Indigenous Medical Services and are for the establishment/owner/ responsible authority to follow in prevention of transmission of COVID-19.



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TOWARDS A NEW NORMAL



MINISTRY OF HEALTH  
AND INDIGENOUS  
MEDICAL SERVICES



World Health  
Organization



GOVERNMENT MEDICAL  
OFFICERS ASSOCIATION



SRI JAYAWARDENEPURA  
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### 30. Shops (General)

**Description** - This refers to different types of shops; Clothes, Communication, Book shops

**Specific message/ Instruction/s**

**Organizer/ owner/employer**

- Before opening, reserve anti-epidemic supplies such as masks, disinfectants, etc. and plan for the minimum number of staff to be available as per requirement
- Before opening, operate the air conditioners for a full single day and clean/ wash its filters.
- Clean the fan blades of the ceiling fans once in every two weeks.
- Advisable to implement a temperature monitoring system at the entrance and provide hand sanitizer.
- The staff should strengthen personal protection and wear masks; pay attention to hand hygiene, and cover mouth and nose with a tissue or elbow when sneezing.
- Establish an employee health surveillance system and a process of getting appropriate medical advice to them.
- For Customers, make available masks at the entrance to those who do not have one (AT A PRICE) and enforcing no one to go in without one.
- The outside of the premises needs to have a shelter with marked spaces for the clients to wait till their turn to enter and have the adequate covering from heat and rain.
- Control people flow and reduce the number of customers in the shop -The shop entrance can indicate the number of persons allowed at a time.
- Strengthen ventilation; ensure the normal operation of the AC, increase the fresh air flow
- Clean and disinfect frequently contacted public supplies, surfaces (e.g. – door/fridge handles, shopping basket/cart handles, display windows/counters) and facilities
- A minimum touch of items for sale in the shop should be advocated.
- Attempt to minimize handling of doors – leave doors open if non air conditioned, or allocate a single staff member for the purpose of opening/closing the entry/exit door
- A “one meter spacing in line” (to wait in line at an interval of 1 meter) should be set to remind customers to keep a safe distance when queuing for payment and checkout.
- If there is a lift, mark the positions on the floor to limit the number of passengers at a time to maintain the safe distance between each other.
- If there is a confirmed COVID-19 case, terminal disinfection should be conducted at the relevant place under the guidance of the local health authorities, and the air conditioning and ventilation system should be cleaned and disinfected at the same time, and it should not be re-started until passing the hygienic evaluation.
- In medium and high-risk areas, recommend shops to adjust their business hours and control the number of customers
- Encourage online ordering for delivery/pick-up if feasible. Separate counter for pick-ups may be arranged to minimize waiting time and interaction with other customers
- Encourage cashless transactions where possible. Disinfect pen used for signing card slips between each customer
- You are required to fill the provided Assurance form, indicating compliance with the instructions given. The original of the Assurance form should be submitted to the area Medical Officer of Health. A copy of the same should be sent to the local government authority (municipal council/ urban council/ pradeshiya sabha) and another copy should be



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kept with you. The owner/ employer/ manager of the organization/ premises is responsible to ensure that the above guidelines are strictly adhered to.

**User/ client / self**

- Practice general instructions to prevent infection with COVID-19: maintain a physical distance of at least 1 meter from others, use of a face mask as appropriate, regular hand washing and practice respiratory etiquette
- Use of online shopping as much as possible and use of online fund transfers as much as possible.
- Plan your shopping in advance so that you can spend little as much time at the shop and if possible, send your list to the shop in advance for making ready. Avoid frequent shopping
- Do not enter crowded shops
- Minimise handling of cash. Try to give exact amount where possible
- Minimize touching common surfaces – door handles, displays/counters, pens used to sign
- When standing in line, ensure you maintain a distance of 1 m from those before and after you

**Method/s of instruction**

- Posters / Signages to be placed at the entrance to the shop for physical distancing, wearing of mask, wash hands before entry, permitted number inside.
- This can be communicated via Social media and mass media to the public
- Mass media on general practices to be adopted for shop owners and shoppers



  
Director General of Health Services

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