When you go to stores for groceries or other items, practice physical distancing – staying 2 metres (6 feet) apart from others.

Many stores are keeping up with new information and carefully changing how they operate to protect customers, employees and their families.

Stay home if you are sick
If you have symptoms of COVID-19, we recommend you get assessed or tested and follow self-isolation instructions.

Consider curbside pickup or delivery
Some stores are still offering curbside pickup and delivery; consider this option to reduce the risk.

Wear a cloth mask
- Wearing a cloth mask when physical distancing is challenging will help protect people around you from getting sick
- Some people cannot safely wear a mask (e.g. people with respiratory conditions). You can help them by wearing a cloth mask
- Disposable masks should go directly into the garbage or into a bag for proper disposal

Follow store signs
Aisles may be one-way only and may have markings on the floor. Listen to store staff and please follow the signage.

Shop alone
Fewer people in the store makes it easier to physically distance and reduce the risk of being exposed to COVID-19. It will also allow others to shop more efficiently.

Have a detailed list or plan
- Groceries: try to organize your list by aisle to limit your time in the store
- Avoid lingering in the aisles as much as possible
- Know what you need ahead of time

Take only what you need
- Groceries: get enough supplies for 2 weeks in case you or a family member become sick
- Other goods: buy what you need and then leave the store

Browse with your eyes
Avoid touching items that you do not intend to buy.

Be patient
- Controlling the number of people allowed in the store at one time helps with physical distancing
- Some stores may close every other checkout aisle to allow for physical distancing
- Please wait your turn and follow guidance provided at the store

Pay with a card
Use tap if you can and avoid paying with cash to reduce the surfaces you touch and decrease money exchanges.

Hand Hygiene
If soap and water are not available, use alcohol-based hand sanitizer after you leave the store.

And please continue to be kind. We’re all in this together!

Date last modified: June 16, 2020