

# How to manage COVID-19 in retail sector

December 2020



Western Cape Government

If an employee in your company gets COVID-19, follow the 8 steps below:

## 1 Support the employee with newly diagnosed COVID-19

### If employee at home or quarantine facility:

1. Give information about how to safely self-isolate over the phone.
2. Arrange sick leave for 10 days.

### If employee still at work :

1. Use a non-judgemental, empathetic manner.
2. Separate him/her from other employees in a well-ventilated room.
3. Give a surgical mask (or cloth mask if surgical mask not available).
4. Ask him/her to wash or sanitise hands well.
5. Give information leaflet on safe home isolation and check understanding.
6. Arrange sick leave for 10 days.

If likely that employee was infected whilst working, complete a workers' compensation claim.

## 2 Support other staff

- Reassure staff that Department of Health protocols are being followed.
- If organisation has an employee health/wellness division, alert them and request counselling/psychological support for staff.

## 3 Inform Department of Health

- Contact your area's sub-structure or district health office. If possible, a team will be dispatched to assist you.
  - Phone Provincial hotline (021-928 4102) if you require contact details for District/Sub-structure.

## 4 Try to establish source of infection

- Source of infection may be a fellow worker, manager, customer, client or someone at home or in social circle.
- Ask if close contact<sup>1</sup> with any symptomatic persons (fever, cough, sore throat, shortness of breath, loss of taste and smell) and who these people are.
- Record name, surname, contact number and address if known. These contacts will need review for testing.
- Then screen/ask all other staff about symptoms.

If significant number employees involved, consider temporarily closing retail outlet while investigations underway.

## 5 Identify contacts

- Ask employee about close contacts<sup>1</sup>, starting from 2 days before s/he developed symptoms (family, friends, neighbours, co-workers, clients, suppliers).
- Ask all other staff members if s/he recalls being in close contact<sup>1</sup> with affected employee since the date that he/she became ill.
- Document contacts: record name, surname, contact number and address if known.

## 6 Report contacts

- Complete a list of contacts and give to the Department of Health.
- The Department of Health will interview contacts to determine if level of contact requires quarantine or not.
  - If quarantine required, arrange to work from home. If not possible, arrange 10 days leave from exposure date.

If significant number of employees involved, consider temporarily closing retail outlet while investigations underway.

## 7 Take steps to prevent any further infections

Clean and disinfect all areas where the employee worked or visited in the shop. Use diluted bleach solution (dilute 30ml of bleach per litre of water) or a 70% alcohol solution. This includes the kitchen, staff room, canteen, toilet facilities, trolleys, baskets, doors, computers, till counters and racks.

## 8 Continue to screen other employees daily

- Ask all staff to report any symptoms before they come to work. Symptoms include fever/chills, new cough, sore throat, shortness of breath, body aches, loss of smell or taste, nausea, vomiting, diarrhoea. If symptoms, employee needs to contact a health care practitioner for assessment.
- Employer should screen staff by asking about these symptoms daily when they arrive at work.

<sup>1</sup>Close contact is when a person has had face-to-face contact (within 1 metre) of a COVID-19 person, or has been in a closed environment (like room or vehicle) with a COVID-19 person for at least 15 minutes without a mask.