

COVID 19 Safety Plan

Nature's Fare Markets

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Safety Plan – COVID 19

The purpose of this document is to provide you with the appropriate information and procedures to prevent and reduce the spread of COVID-19 in the workplace. We have put these measures into place to create a safe workplace for our team members and for our customers. This is intended to be a daily guide to ensure that you and your teams are adhering to procedures and demonstrate that you have been following the Standard Operating Procedures (SOP) that have been provided to your location.

Please speak with the store manager if you have any questions or concerns.

Symptoms of COVID-19

Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold. Symptoms of COVID-19 include fever, cough, sneezing, and sore throat. If you are displaying any of these symptoms, please refer to the Employee Incident Workflow and speak with your manager about self-isolation protocol.

More severe symptoms may include difficulty breathing, body aches, and fatigue. If you are experiencing any of these symptoms, please call 9-1-1 or go directly to your nearest emergency department.

Please refer to BC Covid-19 symptom self-assessment for most current guidance on self-isolation protocol based on symptoms: <https://bc.thrive.health/covid19>

Employee Self-Assessment

Prior to each shift, employees must complete a self-assessment by answering “Yes” or “No” to the following statements:

1. Are you:
 - a. Waiting to be tested or waiting on test results for COVID-19? **(YES/NO)**
 - b. being asked to self-isolate by the Health Authority? **(YES/NO)**
 - c. experiencing any cold, flu or COVID-19-like symptoms, including the ones listed below, at this time or in the past few days? **(YES/NO)**

Fever	Sore Throat	Difficulty Breathing
Cough	Stuffy or Runny Nose	Possible Loss of Smell or Taste

2. Have you returned from **travel** outside of Canada within the past 14 days? **(YES/NO)**
3. Is there anyone **inside your household (including family members, roommates, or guests) who:**
 - a. has a **presumed** case of COVID-19? **(YES/NO)**
 - b. **has tested positive** for COVID-19 within the past 14 days? **(YES/NO)**
 - c. has returned from **travel** outside of Canada within the past 14 days? **(YES/NO)**
4. **Have you been in direct contact with someone outside your household who:**
 - a. has a **presumed** case of COVID-19? **(YES/NO)**
 - b. **has tested positive** for COVID-19 within the past 14 days? **(YES/NO)**
 - c. has returned from **travel** outside of Canada within the past 14 days? **(YES/NO)**

If the employee has answered “No” to all of the statements above, they are able to continue with their clocking in process. Clocking in serves as confirmation that you have read, understood, and acknowledge that you are not displaying any symptoms and meet the safety requirements needed to be at work.

If the employee answered “Yes” to any of the above statements, they must speak to their manager immediately.

Spread of COVID-19

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

Prevention of COVID-19

The best way to prevent the spread of infections is to:

- wash your hands often with soap and water for at least 20 seconds
- avoid touching your eyes, nose or mouth, especially with unwashed hands
- avoid close contact with people who are sick
- when coughing or sneezing:
 - cover your mouth and nose with your arm or tissues to reduce the spread of germs
 - immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs
- stay home if you are sick to avoid spreading illness to others

Hand Hygiene

Employees must wash or sanitize their hands on a regular basis, or at least every 30 minutes, for a minimum of 20 seconds. Cashiers must sanitize hands or gloves after each transaction. Hand sanitizer stations have been placed around the store for employee and customer use.

Hand washing signs have been placed in washrooms, break rooms and lunchrooms for team member and customer reference.

Sick Policy

Team members are required to stay home if they are feeling ill, with covid-19 related symptoms or nonrelated illnesses, in accordance with the BC CDC and Public Health Authority. We have implemented

a Sick Policy to assist our team members during this time and encourage taking the time away from work to get well.

Training

Team members have been provided with communication and training surrounding safe work practices during Covid-19. Our team members are aware of the policies and procedures outlined in this document and are encouraged to ask questions and provide feedback to managers on the information included.

First Aid

During the Covid-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of infection, we have modified our standard protocols for first aid treatment to reduce potential for transmission. Where possible, an initial assessment will be completed to determine circumstances, whether critical intervention is required, and if there are obvious signs of covid-19. If no critical intervention is required, further assessment for potential covid-19 will be conducted. When possible, the OFAA will direct and guide the patient to self-treat. If the patient can't self-treat, the OFAA will don appropriate PPE prior to assisting patient.

Physical Distancing

One of the best ways to prevent infection or spreading COVID-19 is by physically distancing yourself from others. Please keep a distance of 2 arm lengths (2 metres or 6 feet) from others. For team members, this includes in employee areas such as lunchrooms, offices and back stock areas as well as in aisles when assisting customers. Employees will be mindful of maintain physical distancing when at time clocks, while on breaks, and while receiving and stocking products.

Signage, including floor decals, have been placed around the store to promote social distancing with customers. Installation of plexiglass has been installed in cash area and bistro counters to maintain 2 metre physical distance. Employees will respectfully remind customers to maintain social distancing when they are in our store.

Self-Service Stations

To promote physical distancing and reduce the spread of covid-19, we have placed hand sanitizer stations and signage at all self-service stations in our stores including coffee/tea, soup and condiments/cutlery stations. Bulk items, with the exception of gravity bulk stations, have been temporarily suspended. Self-service stations will have:

- hand washing or hand sanitizing near the station
- signage about hand hygiene and physical distancing measures
- frequent cleaning and sanitizing of the station and utensils used at the station

Occupancy Levels

Recognizing that the volume of customers flowing in and out of the building changes, when necessary, we will limit the capacity of customers that enter the establishment

If necessary, we will setup lineup protocol per below:

- Assess how many customers based on store size (Store sq ft/100)
 - *NOTE THAT: accounting for fixtures and fixed displays, an example would be 25,000 sq ft/125 = approximately 200 customers in store*
 - *The table below sets out the recommended limit on people in the store for different store sizes*

Store Size	# people in store
10,000	80
15,000	120
20,000	160
25,000	200

- Only one entrance to store
- Have Team Member/Guard at door to gate keep- or visibility use a click counter to monitor numbers so as to be able to temporarily delay entry if needed
- **If crowding occurs and physical distancing is a challenge** reduce the number of people allowed in the store.

Checkouts

- When line control is determined to be needed, enact “store opening line management protocol” with no more than 50 max in central lineup for checkout.
- At the checkout, the customer should load products and proceed end of till. Cashier maintain distance from customer throughout. Customer must remain behind plexiglass where physical distancing cannot be maintained.
- Have all cashiers place the customers money on the counter to avoid contact.
- **When cashier tills are beside each other and where a 2-metre separation cannot be achieved between people**, consider leaving every second cash empty to allow cashiers to self-distance from customers when they pay or pack bags. If not practicable, install plexiglass between tills or require appropriate PPE, such as masks, to be worn when physical distancing cannot be maintained.

Back Office

In our back areas, we will ensure that workplace rest areas have adequate space to have 6ft of space between each other. This may require staggering breaktimes to limit the number of people in the staffroom.

Floor Markers

Floor markers will be placed on the floor in high traffic areas to reinforce social distancing. Floor markers/stickers are used to indicate what 6 feet of separation looks like, especially where the checkout line ups would be expected. High traffic areas may include:

- Entrance
- Produce
- Meat
- Bakery / Deli
- Checkout Area
- Pharmacy if applicable, otherwise Customer Service

Directional Arrows

Arrows will be placed on the floor throughout the store to aid in directing the flow of movement throughout the store. Arrows may restrict one-way flow into and out of aisles to promote physical distancing. Arrows may be placed in the following areas:

- Entrance Aisle
- Back Aisle
- Far aisle opposite the entrance aisle
- Every second aisle show direction

Should a team member need to pass a customer or another team member in an aisle or backroom where physical distancing cannot be maintained, employees will turn to face away from the individual and pass quickly, without pause.

Plexiglass Barriers

Plexiglass barriers have been installed at cash, bistro, and order areas, where applicable, where physical distancing cannot be maintained. Customers will always be asked to remain behind plexiglass barriers during the interaction with team members.

Remote Working & Meetings

Where possible, we have staggered shifts for our team members to promote physical distancing and those who can work from home are encouraged to do so. Meetings with vendors and other team members have been transitioned to digital platforms, where possible.

Masks

Team members are required to wear a face mask or shield in store and in offices where physical distancing cannot be maintained. The company will provide a face mask to all team members that require one as well as a replacement, when necessary. Team members are not required to wear face masks in lunchrooms so long as physical distancing can be maintained. Team members have been provided with instruction on how to put on, use, take off and dispose of a mask. Please see the attached *How to Wear a Mask* and *Cloth Face Covering Guidance* for further instruction.

Some team members may not be able to wear a mask due to respiratory issues or other conditions specific to the employee. No team member will be harassed, disciplined, or discriminated against for refusal to wear a face mask due to identified accommodation.

Face masks are recommended for customers, but not mandatory.

Cleaning and Disinfecting Policy

As an essential service during the COVID-19 pandemic and as our part of our role in keeping our customers and team members healthy and safe, routine cleaning and disinfecting is of great importance. This recommendation document is intended to provide guidance for our routine cleaning and disinfecting, highlight the difference between the meaning of cleaning and the meaning of disinfecting, and reinforce the need for appropriate protective wear while cleaning and disinfecting.

We continue to monitor events closely, following all government advisories, and adopting new procedures as needed to keep our workplaces safe and these protocols may be amended or updated over time. Please ensure you are referencing the most current version of this document.

Frequency of Cleaning and Disinfecting Required:

Cleaning and Disinfecting of all high contact areas is required at least once per hour.

A 'High Touch' Cleaning and Disinfecting checklist has been created for documenting and tracking that cleaning and disinfecting is performed hourly. It is laminated and posted for daily completion and reuse the next day. Please refer to Social Distancing & Sanitization policy for specific protocol at cash area.

High contact areas on the checklist include:

- all door handles, including all entrance, exit cooler, freezer and container handles, throughout the premises, as well as swing door surfaces
- Bistro surfaces, including the service counter, tables and prep areas
- PIN pads, cheque stands, tops of cash lanes, scanners, till keyboards, and all surfaces at cash areas
- all shopping cart and basket handles
- computer keyboards, mice, and areas surrounding workstation surfaces
- phones
- all time clocks and Avanti touch terminals
- communication book areas
- all washroom surfaces and ensuring adequate supply of hand soap is available
- all staff room surfaces
- trash receptacle touch points

Some premises may have additional areas not considered in the list above. These areas will be included in our cleaning and disinfecting processes.

In addition to hourly cleaning, we have closed our business one hour early to provide adequate time to thoroughly clean high touch areas. Deep cleaning is conducted nightly by outsourced janitorial services.

Cleaning Products:

Cleaning products are products that remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Hard surfaces should be cleaned using regular surface cleaning products or soap and water prior to disinfection.

Read and follow manufacturer's instructions for safe use of cleaning products. It is mandatory to wear gloves while cleaning and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.

Disinfecting Products:

Disinfecting products (store-bought disinfectant solutions and/or sprays) kill germs on surfaces using chemicals. Read and follow manufacturer's instructions for safe use of disinfection products (e.g. use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used). It is mandatory to wear gloves while disinfecting and to wash hands with soap and water for a minimum of 20 seconds immediately on glove removal.

**FOR YOUR SAFETY
DO NOT MIX:**

-  **Bleach + Vinegar = Toxic Chlorine Gas**
-Coughing, Breathing Problems, Burning & Watery Eyes
-  **Bleach + Ammonia = Toxic Chloramine Vapours**
-Shortness of Breath & Chest Pains
-  **Bleach + Rubbing Alcohol = Chloroform**
-Highly Toxic, Breathing Problems & Respiratory Failure
-  **Hydrogen Peroxide + Vinegar = Paracetic Acid**
-Highly Corrosive, Eye Damage, Burns & Breathing Problems

Social Distancing & Sanitization – Cash Area

In order to maintain appropriate social distancing and sanitization protocol, we have implement the following Standard Operating Procedure (SOP) when working in cash area.

Social Distancing and Sanitization at tills:

1. Greet customer at second marker and ask them to proceed to the belt and unload.
2. Once they have added all items to belt, ask them to remain behind the plexiglass.
3. Once the first customer is behind the plexiglass area, ask the next customer to wait on the second social distancing floor marker until you call them over.
4. Once you have processed and bagged all items, ask the customer to approach payment area. If needed, the cashier should adjust their position to allow for proper social distancing.
5. Sanitize the belt and pin pad after each transaction.
6. Sanitize hands/gloves with hand sanitizer.
7. Once the previous customer has left the till and you have sanitized the belt and hands, call the next customer to approach the till and load items to belt.

Sanitization of Carts & Baskets:

1. All used baskets are to be taken to designated area in store to be sanitized prior to future use.
2. Once sanitized, baskets can be returned to stands.
3. Carts are to be sanitized at minimum, every 30 minutes, including handles and baskets.

Social Distancing & Sanitization - Open Seating Areas

Under Phase 2 of the B.C. Government's relaxation guidelines, our Bistro's will be allowed to open our seating areas effective May 19th. But, for us to be able to operate, we will have to follow the set of guidelines listed below to ensure safety of both staff and customers, physical distancing requirements are being met, and all disinfecting and hygiene protocols are maintained:

- 1. Maintaining physical distance / barriers**
 - a. Plexiglass shields must be in place in front of all customer to team members interaction intersections.
 - b. One-way arrows / 2 meter spots for the customer line to be in place. Place one-way arrows to show both entrance, exit, and traffic flow in front of the Bistro. Make sure you have 2 meter circle spots in the lineup for customers to stay at a safe distance from one another.
 - c. Maintain at least 2 metres between employees working in the bistro by keeping Bistro team members in "designated stations/stops" as much as possible. For example, one team member will be designated to the smoothie station, one to take orders at case, and one dishwasher, if applicable. Should employees switch stations, appliances and work surfaces must be cleaned prior to use. If it is not possible to maintain physical distance at all times, employers may consider the use of masks as an additional measure.
- 2. Seating requirements:** We will not be reopening our indoor seating areas at this time, but will still offer outdoor seating, when able. We will be offering items for take out only for locations that cannot accommodate outdoor seating.

3. Cleaning & Hygiene:

- a. **DO NOT** come to work if you are sick. Natures Fare Markets requires anyone with symptoms of Covid-19, such as sore throat, fever, sneezing, or coughing to self-isolate at home for 10 days after onset of symptoms, or as directed by a health professional or BC CDC. Please follow all Covid-19 protocols.
- b. Washing hands and changing gloves must be done at regular intervals. We have mandated all Natures Fare Markets Bistro employees to wash their hands at least every 20 minutes. Any time you change your gloves you must wash your hands as well.
- c. Masks are mandatory for Bistro team members.
- d. An additional Bistro cleaning / disinfecting schedule has been developed for enhanced cleaning protocols.
- e. Make sure to have separate cleaning supplies for food prep areas and customer seating area.
- f. For seating areas, tables and chairs will need to be cleaned and disinfected after EVERY customer.
- g. Have sanitizer available to both customers and employees at the bistro counter. Provide hand sanitizer for customers both entering and exiting the seating area.

4. Food preparation and serving:

- a. Customers will be greeted, and orders must be taken behind plexiglass barrier. We will write customer name on cups or packaging to avoid confusion at pickup. Ask customer to proceed with shopping, pay for item or wait in designated area that allows for social distancing while their order is being prepared.
- b. All food orders will be prepped and plated in the bistro prep area for delivery to the designated "PICK UP AREA". The self serve hot soup stations will not be used at this time and we will serve from behind the counter.
- c. Due to Covid-19, we will be using take out packaging, plastic cutlery, and take out coffee cups to maintain everyone's safety. We will not offer china plates, mugs, or metal cutlery.
- d. All condiments must be kept behind the counter and are available upon customer request only. Condiment containers must have lids prior to delivering to the "PICK UP AREA".
- e. For seating areas, no salt and pepper shakers are to be on the table. Please refrain from having anything on the tables at this time. Salt and pepper packets will be made available if customer requests.
- f. Once a customer's order is ready, the employee will call out the customer name and item(s) will be placed behind the barrier in a designated "PICK UP AREA". The customer

will come up to the pick-up area and retrieve their order. Team members should keep items behind the barrier until customer approaches the pickup area and confirms order. To avoid confusion, names should be written on cups or packaging.

Communication

- a. Communications to team members with respect to the prevention of Covid-19 transmission is posted on the Health and Safety communications bulleting board(s) in the workplace and in communication books; workers are responsible to read and understand such communications.
- b. From time to time, through daily huddles and department meetings, supervisors and managers are to communicate to team members and remind them of the safety protocols put in place to prevent the transmission of Covid-19. Any such “Town Hall” meetings must be arranged to ensure the appropriate 2 metre physical distancing.
- c. In the event that the company is notified of a Positive case of Covid-19 by a team member, customer, supplier or other person that has been in the workplace, all team members potentially affected by that notification will be provided with appropriate information and directions according to the guidance of the local Health Authority. In all cases, the company will comply with all Privacy Laws and will provide information to the best of its ability, in compliance with the directions of the Health Authority and respecting all applicable Privacy Laws.
- d. The Health and Safety Committee) has a responsibility to review and advise the employer and workers on safety plans, protocols and measures relating to the safety of the workplace and is consulted on and contributes to the Covid-19 Safety Plan, which may be revised or updated from time to time as necessary.

Right to Refuse Unsafe Work

If a worker has reasonable cause to believe that to carry out any work process would create an undue hazard to the health and safety of any person, he/she has the right to refuse such action.

The worker must immediately report the circumstances of the unsafe condition or matter to the supervisor or employer. The supervisor or employer receiving the report must investigate the concern and:

- i. Ensure that any unsafe condition is remedied, or;
- ii. If in the supervisor or employers reasonable opinion it is determined that the report of unsafe conditions is not valid, inform the worker that made the report.

If this does not resolve the matter and the worker continues to refuse to carry out a work process, the supervisor or employer must further investigate the matter. The investigation must be carried out in the presence of the worker that made the report and:

- iii. A worker representative of the JOHSC, or;
- iv. Any other reasonably available worker selected by the worker whom made the report.

If this still does not resolve the matter, and the worker continues to refuse to carry out the work process, both the supervisor or the employer and worker must immediately notify a WorkSafeBC officer, who will investigate the matter and take whatever actions are necessary.

No worker is to be disciplined for acting in compliance with these steps. Temporary assignment to alternative work at no loss in pay to the worker until the matter is resolved is not considered to be disciplinary action.

REFERENCE FOR DISPOSAL SURGICAL TYPE MASKS



Importance of proper mask use:

Improper donning and removal of a face mask creates greater risk of infection.

If you are going to wear a mask, it is critical that you follow these instructions for proper donning, removal and disposal of your face mask.

How to put on and remove a face mask



Disposable face masks should be used once and then thrown in the trash. You should also remove and replace masks when they become moist.

Always follow product instructions on use and storage of the mask, and procedures for how to put on and remove a mask. If instructions for putting on and removing the mask are not available, then follow the steps below.

How to put on a face mask

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Cover mouth and nose
with mask and make sure
there are no gaps
between your face and
the mask**



1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask or any other part of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Avoid touching the mask
while using it;
if you do, clean your
hands with alcohol-based
hand rub or
soap and water**



5. Follow the instructions below for the type of mask you are using.
 - *Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.
 - *Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

Replace the mask with a new one as soon as it is damp and do not re-use single-use masks



6. Mold or pinch the stiff edge to the shape of your nose.
7. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
8. Pull the bottom of the mask over your mouth and chin.
9. Once the mask is secured to your face DO NOT TOUCH YOUR FACE OR ADJUST THE MASK! If you do, you MUST wash your hands for 20 seconds with soap and water before touching anything else.

How to remove a face mask

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water



1. Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
2. Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.
3. *Face Mask with Ear loops:* Hold both of the ear loops and gently lift and remove the mask.
4. *Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
5. *Face Mask with Bands:* Lift the bottom strap over your head first then pull the top strap over your head.
6. DO NOT SHAKE THE MASK. Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.

7. Place the mask in a plastic bag, double bag in a second plastic bag and then throw the double bagged mask in the trash. DO NOT TOUCH YOUR FACE until you clean your hands with soap and water or hand sanitizer.

REFERENCE FOR CLOTH TYPE MASKS/FACE COVERINGS

A. Background

The Public Health Agency of Canada (PHAC) and the Centers for Disease Control (CDC) are now advising that the wearing of a cloth face covering in public settings, particularly where other social distancing measures are difficult, cannot hurt and **may** provide some measure of protection to others in the event that the wearer of the mask is contagious for Covid-19 or other respiratory infections. It has been stated that a cloth face covering is not thought to protect the wearer from potential infection, therefore, it is still important to try to maintain the recommended 6-feet of physical distancing even when wearing a face covering.

The information below describes the recommended construction, proper use, and required sanitation of cloth coverings.

NOTE: N95 respiratory and surgical grade masks must be used only by healthcare and first responders. The general public does not need nor should wear these types of masks.

B. Cloth Covering Construction

1. There are four main considerations when designing, constructing, and wearing cloth face coverings:

A. Adequate Size

- Cover the nose and mouth to allow for entry of air only through the covering.
- Knit fabrics have some stretch and can be used to make coverings that fit the face snugly without being uncomfortable, many woven fabrics have no stretch.

B. Adequate Filtration

- Use multiple layers of closely knitted (or woven) fabrics.

C. Breathability

- The layered fabrics must be breathable.
- Dense or close weaved fabrics may inhibit adequate airflow and make it harder to breath.

D. Comfort against the skin

- Important especially with the high humidity conditions created by breathing through the covering and the risk of saturation.
- Using a stay dry, wicking fabric on the inside can move the moisture away from the face would make the covering comfortable to wear.

2. There are a variety of different designs and types of face coverings. The CDC has stated that face coverings can be as simple as a scarf wrapped around the nose and mouth, or as

formal as a sewn covering similar to a surgical mask. Any of these options will prevent the expelling of droplets while in public.

C. Proper Use of Cloth Coverings

1. The CDC recommends the following for proper use of face coverings:

- fit snugly but comfortably against both sides of the face
- completely covers nose and mouth
- secured with ties or ear loops to minimize movement
- allow for breathing without restriction

2. How to put on a face mask:

- Clean your hands with soap and water or hand sanitizer before touching the mask.
- Follow the instructions below for the type of mask you are using.
 - Face Mask with Ear loops: Hold the mask by the ear loops. Place a loop around each ear.
 - Face Mask with Ties: Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
- If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
- Pull the bottom of the mask over your mouth and chin.
- Once the mask is secured to your face **DO NOT TOUCH YOUR FACE OR ADJUST THE MASK!** If you do, you **MUST** wash your hands for 20 seconds with soap and water before touching anything else.

3. How to remove a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask may be contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
- Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.
 - Face Mask with Ear loops: Hold both of the ear loops and gently lift and remove the mask.
 - Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
 - Face Mask with Bands: Lift the bottom strap over your head first then pull the top strap over your head.
- **DO NOT SHAKE THE MASK.** Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.

D. Required Cleaning and Sanitation of Cloth Coverings

1. Cloth coverings are designed to capture droplets expelled when breathing. These droplets deposit and accumulate on the cloth fabrics while in use. It is critical that these soils be removed on a daily basis to maintain the covering efficiency, and prevent the accumulation of microorganisms on the cloth.

A. Machine Washing (Recommended)

- Use hot water setting on machine
- Use laundry detergent that DOES NOT contain fabric softeners.
- Add an extra rinse cycle as needed.
- Air dry or machine dry on a warm cycle. If machine drying, consider using a mesh bag to prevent damage to elastics or ties.

B. Hand wash

- Use very hot water (>180°F) and ordinary dish washing soap (not lotion/moisturizing soaps).
- Immerse the face covering(s) fully in the water and detergent solution.
- If heavily soiled, add an oxygen cleaner (i.e., Oxyclean) according to the package instructions.
- Agitate, soak, rinse very well in plenty of water. Squeeze well. Let air dry.

2. Sanitizing during use –

A. In between short term uses or if washing a covering is not an option:

- Spray the covering (both inside and out) with either 60% ethyl alcohol, or 70% isopropanol/isopropyl alcohol.
- Make sure all surfaces are damp
- Allow to air dry before reusing