



## COVID-19 instructions for retail undertakings

- COVID-19 is an infectious viral disease which spreads from person to person by projection of aerosol, mainly through close contacts with infectious persons.
- If the conditions are favourable, the virus can survive on contaminated surfaces for up to three days, but it can be destroyed by cleaning and disinfection.
- The risk of the spread of COVID-19 is the highest in closed, crowded, and poorly ventilated rooms.
- The aim of the instructions is to provide guidelines to retail undertakings for safe provision of their services in the circumstances of the spread of COVID-19.

### The cleanliness of the premises and proper ventilation

- It must be ensured that air that is mechanically supplied and removed in the form of a ventilation system is supplied through a system that is fully functional and which has been switched on.
- The premises must be regularly cleaned and disinfected by using the usual methods and cleaning materials. Toilets, door handles, electronic information boards, self-service equipment, cash registers, payment terminals, shopping carts, shopping baskets, scales, etc, must not be forgotten.
- Store packaging and utensils which are used for selling takeaway food and drinks or for consuming them on-site in a manner which helps to prevent their potential contamination.
- The advice of the Health Board for cleaning and disinfection can be found here: [www.terviseamet.ee/et/COVID-19trukised#JUHENDID](http://www.terviseamet.ee/et/COVID-19trukised#JUHENDID).

### Customers

- It must be ensured that anyone who is using the business premises is maintaining the required social distancing from anyone else on the premises (approximately two metres). Information materials and the required signage must be displayed to facilitate this.
- Customers should be encouraged either verbally or by other means to use the Hoia mobile phone app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus. Read more here: [www.hoia.me](http://www.hoia.me)
- Customers must be able to wash their hand or, if this is not possible, to sanitise their hands.
- The means for sanitising one's hands must be installed in visible places by the main routes used by the customers, including next to entries and exits.
- Hand-washing and sanitising stations must be equipped with respective instructions.
- Toilets must be equipped with plenty of soap and disposable towels for drying hands. From the perspective of infection prevention, it is safer to use disposable towels instead of hand dryers.
- If the business has an online store, customers should be encouraged to use this rather than physically visit the real world store.
- In the event that a business-related campaign is required to be organised, the business must ensure that the campaign will not result in a mass gathering.
- In the case of organising product presentations (such as food or cosmetic products which are accompanied by a high risk of cross-contamination, such as lipsticks or mascara; cross-contamination refers to the contamination of food or other products with microbes that are transmitted through the air, or via people, other foods, tools, or surfaces), where possible facilities must be provided to those persons who are tasked with presenting the products and to customers so that all parties are able to sanitise their hands and all parties should be encouraged to maintain the required social distancing.

### Employees

- Make sure that all employees are aware of the main measures which can be implemented to prevent the passing-on of respiratory diseases.



- Stress to employees that they are not permitted to come into work or to remain at work in the case of there being even the smallest suspicion of their having been infected. Establish a procedure in order to make sure that no employee who has fallen ill remains on the business premises.
- Close contact between employees and customers must be minimised.\* If this is not possible, provide employees with personal protective equipment such as visors and masks.
- Employees should be advised to use the Hoia app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with someone who has tested positive for coronavirus. Read more here: [www.hoia.me/](http://www.hoia.me/)
- Employees must be able to wash their hands regularly. The instructions that have been provided for washing hands must be followed: [www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/kuidas\\_pesta\\_kasi\\_0.pdf](http://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/kuidas_pesta_kasi_0.pdf)
- If it is not possible to wash one's hands, then hands must be sanitised with an ethanol-based hand antiseptic (with an ethanol content of at least 70%). Visibly dirty hands must always be washed.
- Collective means of protection and personal protective equipment must be issued to employees based on the results of the risk analysis for the working environment, and based on the nature of the work involved. Training must be organised to show the proper and safe use of such equipment.
- Work clothing must be washed regularly using a procedure which is followed by all of the business employees. The clothing of any employee who has fallen ill must be washed immediately.
- Clothing or other tools and equipment which are used at work should not be taken home if possible.
- Advice for the providers of beauty services can be found here: [www.terviseamet.ee/et/COVID-19-trukised#JUHENDID](http://www.terviseamet.ee/et/COVID-19-trukised#JUHENDID)

### If an employee falls ill with a respiratory disease (fever, cough, lack of energy, and other symptoms)

#### 1. Outside of working hours (when the employee is not at work):

- The employee must contact their family physician who will determine whether or not that person should be diagnosed with COVID-19, plus their need to be tested, and the need for signing a certificate to show their incapacity for work.
- Those colleagues who have not been in contact with the employee in question during the period in which the employee was symptomatic and within a period of up to two days before the employee became symptomatic may continue going to work but must monitor their health carefully over the next fourteen days. In the event of them developing any symptoms, they should stay at home and contact their family physician if necessary.
- Any employee who has fallen ill may return to work fourteen days after the day upon which they first exhibited symptoms, provided that they have no remaining respiratory symptoms or fever. The final decision is made by the family physician. When the family physician has signed off the employee's certificate of incapacity for work, the employee may return to work and the employer may not ask the employee to take a further test.

#### 2. During working hours (while the employee is at their place of work):

- Any employee who has fallen ill must go home immediately. The employee may return to work after a period of fourteen days provided that they are completely healthy, no longer exhibiting any respiratory symptoms or a fever.
- Any employee who has fallen ill must contact their family physician. The family physician will assess the likelihood of the person in question having been infected with COVID-19 based on the symptoms, epidemiological connection, or laboratory tests (the family physician will decide whether or not laboratory testing is required).
- From the perspective of slowing down the spread of COVID-19, it is important for any employee who has fallen ill to notify their employer of their COVID-19 diagnosis being confirmed. The employer must be notified in a manner which has been agreed between the employee and the employer.
- Having been notified of an employee's COVID-19 diagnosis, the employer must cooperate with the regional department of the Health Board.
- Any premises which may have been contaminated with the virus must be closed to third parties and should be thoroughly cleaned, disinfected, and ventilated.



- The advice of the Health Board in terms of cleaning and disinfection can be found here: [www.terviseamet.ee/et/COVID-19trukised#JUHENDID](http://www.terviseamet.ee/et/COVID-19trukised#JUHENDID)
- If a diagnosis of COVID-19 is confirmed, the employer must identify all persons who have had close contact with the employee who has fallen ill at their place of work within the period after the employee had become symptomatic or up until two days before they became symptomatic. The employer must cooperate with the regional department of the Health Board to determine close contacts.
- Close contacts must stay at home for a period of fourteen days and monitor their health condition carefully. Remaining employees may continue to carry out their daily duties, but should also keep an eye on their health.
- If the COVID-19 diagnosis is not confirmed for an employee who has fallen ill, all other employees may continue to carry out their duties, but must monitor their health over the following fourteen days.

#### Hands must be washed:

- before commencing work;
- before handling heat-treated or ready-made food;
- after handling or preparing food which was not heat-treated;
- after handling waste;
- after carrying out cleaning operations;
- after using the toilet;
- after blowing one's nose, sneezing, or coughing;
- after eating, drinking, or smoking;
- after handling cash.

#### \* Close contact is classed as being:

- direct physical contact with an individual who has been infected with COVID-19 (such as shaking hands);
- direct contact without any protection with secretions from the respiratory tract of a person who has been infected with COVID-19 (such as being coughed on);
- being within a distance of up to two metres of a person who has been infected with COVID-19 for at least fifteen minutes.

Guidelines and advice are available at:

[The Health Board's COVID-19-related publications and instructions](#)

[The advice of the Veterinary and Food Office to food business operators in connection with coronavirus](#)

[The Labour Inspectorate's advice to the employer and employee](#)