

<b>SOP Title:</b> <b>Point of Sale Locations within the Faculty of Engineering</b>	<b>Version   Effective Date</b> <b>V. 1   06-08-20</b>
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### 1. Purpose:

To identify a set of guidelines and protocols for those working at, or receiving service from, point of sale areas within the spaces owned by the Faculty of Engineering

### 2. Scope:

These guidelines will apply to all point of sale areas within the faculty of engineering that are not otherwise covered under an existing University SOP. Potential areas include:

- The Drain (John Hodgins Engineering Building)
- The Hub (John Hodgins Engineering Building)
- Any cafés in JHE, ITB, ETB, EIT or otherwise not already under the purview of an existing University SOP (TBC)

### 3. Self-Assessment for COVID-19 Symptoms

- Before coming to campus, stay informed and up to date. Be aware that recommendations might change daily or hourly so you must frequently follow the McMaster University updates on COVID-19: <https://covid19.mcmaster.ca>.
- If you have any minor illness, you should not come on campus for at least 14 days after the end of all symptoms. If you test positive for COVID-19 you require a doctor's permission to return. If you are tested for COVID-19, if you have been in contact with someone who is sick, if you have traveled, if you have been to any airport, you should not come into the lab for at least 14 days and you have your supervisor's permission to return to campus.
- If you have a sore throat, persistent cough or nasal congestion you should not come on campus. You agree to notify your supervisor immediately at the onset of any of these symptoms.

#### **4. Social Distancing/Client-Customer interactions**

- Staff and Customers must thoroughly wash their hands with soap and water or use the provided hand sanitizer before interacting.
- Customers must employ social distancing in any line ups, minimum of six feet distance from the next customer. This distance must be clearly marked by tape, cones, or otherwise.
- Smaller spaces must limit the number of people who can line up to protect the safety of others (e.g. in a hallway, Fireball Café).
- The maximum capacity of the point of sale area for employees and customers must be identified and adhered to. (TBC – capacity for The Drain?)
- All point of sale locations must promote the preference of contactless payment where possible (card preferred over cash). E.g. the Drain, cafes can institute this guideline.
- If the handling of cash is necessary, staff may opt to accept exact amounts only to limit the need to handle additional cash to create change
- Limit the handling of items for sale to reduce transfer/contamination
- If possible, employ an online-order system. Customers can visit the point of sale location to pay and pick up their order.
- Eliminate any self-serve options where possible (e.g. coffee, picking/handling items for sale)
- Limit the number of staff in the office at a time, in keeping with workplace, EHOSS health and safety requirements. Adjust shift availability, length to enable this, where possible.
- Customers must shop alone; only those purchasing should be lining up and going to the counter.
- Supervisors must have a mechanism in place to track who is in/out of work at any given time (log sheet for hours, posted work schedule available to all employees)

#### **5. Staff/Customer PPE**

- Where possible, install a plastic partition at point of sale (akin to a ticket booth?)
- Hand sanitizer should be available for use at the counter for customers
- Employees should be wearing gloves at all times, specifically if handling cash/exchanging items with clients
- Non-medical masks may be requested by staff, the provision of which is under the purview of the supervisor

## 6. Cleaning

- Employees must have access to adequate disinfecting/cleaning supplies such as but not limited to damp cloths soaked in soap and water or wipes containing 70% alcohol or bleach e.g. Clorox or Lysol wipes or equivalent, paper towel, etcetera.
- Any common working area should be cleaned thoroughly immediately after each use, including but not limited to counter space, break areas, offices.
- Employees should protect Interac machine, keyboard with cellophane and wipe after each transaction.
- Wipe counter surface/any used surfaces after each transaction
- Used cleaning materials should be disposed of in the garbage areas provided.

## 7. Related Documents/Resources

- <https://covid19/mcmaster.ca>
- <https://hr.mcmaster.ca/resources/covid19/workplace-health-and-safety-guidance-during-covid-19/>
  - [Guidance for Accessing/Working in Shared Studio Spaces during the COVID-19 Pandemic](#)
  - [Guidelines for Travelling on Campus \(use of paths, sidewalks, parking lots, hallways/corridors\) during the COVID-19 Pandemic](#)
  - \*Check back regularly for guidance on 'Working Onsite' (Coming Soon)
- For The Drain – please review the SOP for The Hatch Centre for potentially relevant additional protocols.