



**MARCH 24, 2020**

## **PRECAUTIONS FOR FMNS ONLINE MARKET STORES: HOW TO PACK, DELIVER AND RECEIVE ORDERS SAFELY**

Farmers' markets in Nova Scotia are immediately shifting to establish online stores, offering centralized pick-up points and potentially even door-to-door service.

This document has been produced by Farmers' Markets of Nova Scotia to help our members safely pack and/or deliver orders while preventing the spread of COVID-19.

**We urge you to stay up to date with current information on COVID-19 here:**  
<https://novascotia.ca/coronavirus/>

### **FOR THOSE DELIVERING / PACKING ORDERS**

*We encourage you to read this list to your staff and volunteers to ensure everyone is informed about the necessary health and safety precautions you are taking.*

- Be certain that everyone helping to organize deliveries/pick up orders is not feeling ill, has not come into contact with anyone who is ill, and has not traveled recently.
- Require those helping to wash their hands with water and soap for 20 seconds or use hand sanitizer before, during, and after preparing orders. Ask those helping to avoid touching their faces and phones while preparing and delivering orders.
- Ask those helping to sanitize their phones before preparing orders, if possible.
- If customers are picking up, do not let more than 5 people at a time in the space to allow a 2 metre distance between people. Keep a 2 metre distance between you and the customers.
- Avoid cash transactions as credit/debit and E-transfers are ideal. Consider starting a tab with some customers who are not able to do this.
- Regularly disinfect doorknobs and other surfaces that are being touched by customers and staff. If delivering, wipe down both vehicle surfaces including any surfaces hands touch before and after the delivery. Wipe down order packages if possible before customers pick up or before leaving them at the pick up location or a customer's home.

## **FOR THOSE RECEIVING / PICKING UP ORDERS**

*Practice social distancing by reading below about the precautions you should be taking when receiving your market order.*

### **If you are picking up from a hub or market location:**

- Please inform yourself with the protocols the particular space is using. They may ask that only a certain number of people in the space at one time, they may ask for you to wait outside, etc. Please keep a 2 metre distance from staff and customers.
- Please avoid using cash for the time being. Online payments are preferred.
- Sanitize your market package when you get home or dispose of packaging. The COVID-19 virus has been shown to live on cardboard for up to 1 day, and on plastic for up to 3 days. Wash your food after unpacking where possible. Sanitize all surfaces that your package has come in contact with.
- Wash your hands with soap and water for 20 seconds after unpacking.

### **If you are receiving a home delivery:**

- The goal is to have contactless delivery. The delivery person will leave the package outside your home for you, please do not make physical contact with this person.
- Ensure all payment has been arranged ahead of time as cash payments are not advisable.
- Sanitize your market package or dispose of packaging. The COVID-19 virus has been shown to live on cardboard for up to 1 day, on plastic for up to 3 days. Wash your food after unpacking where possible. Sanitize surfaces that your package has come in contact with.
- Wash your hands with soap and water for 20 seconds after unpacking.

## **SOURCES**

[How to safely receive deliveries during COVID-19 pandemic](#)

[Coronavirus life span on surfaces like cardboard, steel, and plastic](#)

[Helping with deliveries, Caremongering HFX](#)

[Receiving deliveries, Caremongering HFX](#)