



COVID-19 CASES

Information Received On	Location	Last Shift Worked
<i>no cases</i>		

This information is posted / updated as soon as it's received. Cases will remain posted for the 14 days since the Last Shift Worked date.

FREQUENTLY ASKED QUESTIONS (FAQs)

What happens if one of your team members tests positive for COVID-19?

- The safety of our team members and customers is our top priority. We follow all mandated COVID-19 safety protocols and work closely with public health to keep everyone safe.
- We sanitize and clean our affected store(s) as directed by public health.
- Per our store policy, team members who feel sick are required to stay home.
- We maintain clear communication and provide regular updates, as soon as they become available, to our team members and customers.

How do you keep your customers updated?

We provide all COVID-19-related updates through our website: <https://yummysmarket.com/covid-19/>

What happens to the team members who may have been in contact with the affected team member(s)?

All team members who have been in contact with the COVID-19-positive team member(s) have been sent for immediate testing and will be paid in full for their time.

Were the affected stores closed?

All affected stores undergo sanitization and cleaning in accordance with the public health protocols.



How are you protecting your team members and customers from COVID-19?

As the coronavirus COVID-19 affects our communities, our work as a community grocery store continues. We are vigilant and are ready to pivot in response to the hyper-dynamic situation to safeguard the health and safety of our team members and customers. To date, we have taken the following measures:

- ***Continued Communication:*** We closely monitor the situation, and regularly provide our stores with the most up-to-date safety guidance, as recommended by the Toronto Public Health and other health officials.
- ***Prioritizing Good Hygiene Practices:*** We provide continuous reminders about good hygiene practices and support our employees with necessary resources. For instance, we ensure every employee at the registers has the opportunity to regularly wash their hands.
- ***Increased Routine Cleaning:*** In line with our longstanding commitment to provide a safe and clean shopping environment, our stores have increased the frequency of cleanings, paying close attention to high-touch areas such as restrooms, register areas, grocery carts and hand baskets.
- ***No Food and Beverage Sampling In-Store:*** As this situation has evolved, we have taken increased precautions related to our food sampling in stores, including our decision to stop the practice until further notice.
- ***Staffed Service Area for Bakery Items:*** Our personnel now packs bulk bakery items, such as rolls and buns.
- ***Elimination of Self-Service for Loose Products:*** This applies to loose products such as dried fruits and nuts, pickles, pickled tomatoes, etc.
- ***Returns Won't Be Accepted:*** For everyone's health and safety, we do not accept returns on products until further notice.
- ***No Reusable Bags:*** Reusable bags are not allowed. But if customers pack their own groceries, reusable bags are accepted.
- ***Only Take-out at our Yummy Café™:*** Only take-out orders are accepted at our Yummy Café located at 1390 Major Mackenzie Dr. W. in Maple, Ont. No reusable coffee cups.
- ***Social Distancing:*** Floor decals, signage and in-store messages remind people to keep a safe distance of 2 metres from others at all times while inside the store.
- ***Mask is a Must:*** All customers are required to wear a face mask in order to enter the store. Children under the age of 2 are exempt.
- ***Limited Store Capacity:*** We limit the number of people allowed to shop at our stores at peak times.
- ***Plexiglass Barriers:*** To protect our team members and customers, we installed plexiglass barriers at the cash registers.
- ***Priority Access for Health-Care Workers and First Responders:*** Health-care workers (hospital employees with official ID) and first responders (EMTs, police officers, firefighters with official ID) are allowed to enter the store without waiting in line.



How do you maintain trust with customers and team members?

We are committed to providing a safe working environment for our team members and a safe shopping experience for our customers. Our stores are subjects to strict public health protocols and regular inspections to ensure safety compliance.