



To  
Western Cape Provincial Top Management  
Municipal managers (via the Department of Local Government)  
Department of Health SMS Members

**CIRCULAR H51/2020: GUIDELINES FOR PREVENTING THE SPREAD OF CORONAVIRUS WITHIN THE TRANSPORT, RETAIL, PETROL STATION, BANKING, POST OFFICE AND OTHER ESSENTIAL SERVICES SECTORS**

**Purpose**

The purpose of the document is as follows:

1. To provide guidance to the management and performance of activities that in general could pose risk to the distribution of COVID.
2. To inform the occupational health and safety arrangements in these settings.
3. To augment strategies in these settings that ensure decongestion, social distancing of at least 1,5m, cough etiquette (which include the use of cloth masks), regular hand washing.

**How the coronavirus spreads amongst people**

1. The coronavirus can be passed on from fluid droplets when coughing and sneezing. The coronavirus does not go from the mouth and nose fluid droplets into the air. So, you cannot get the coronavirus by breathing in air around you. You can only get infected by the coronavirus from the coughed up and sneezed out fluid droplets. It is therefore very important to cough into your elbow or onto a tissue and then put the tissue into a bin and wash your hands straight away.
2. In the transport, retail, banking, post office, petrol filling station and other essential services environment, there is usually short casual contact with many people. When people cough and sneeze then fluid droplets gets onto their hands and the things around them. The coronavirus is then spread by your hands touching the hands of others and touching things such as money, door handles and counters. When you then touch your eyes, nose and mouth after you have touched other people's hands and things with the coronavirus on it, then you can get infected. Therefore, the best way to protect yourself from infection is to keep a distance of 1,5 metres from people and to wash your hands regularly. Do not shake peoples' hands. Greet people with a smile, or a nod, or a bow, or a wave. You must wash your hands with soap and water for 20 seconds. Or you can use an alcohol-based hand sanitiser and rub your hands for 20 seconds. Soap and alcohol-based hand sanitisers kill the coronavirus. Hand sanitisers must therefore have alcohol in it. Sanitisers without alcohol do not kill the coronavirus. Wash your hands after you have touched people and things which the coronavirus could have landed on.

## **General note**

1. Note that the COVID epidemic has now reached the stage where the cloth masks are becoming essential to protect self and others. Staff and customers should be encouraged to wear cloth masks. Note the guidelines in the safe wearing and caring for cloth masks. Never touch the front of the cloth mask. Do not fiddle with it as you inevitably touch your face. If speaking through the cloth mask is difficult, revert to writing. Policy CIRCULAR H46 OF 2020: BEST PRACTICE GUIDANCE FOR THE USE OF CLOTH MASKS ONLY IN NON-HEALTHCARE SETTINGS will guide the use of cloth masks and is available from [Anne-Rita.Koen@westerncape.gov.za](mailto:Anne-Rita.Koen@westerncape.gov.za).
2. Below is a list of several practical things you can do to protect yourself and others from getting infected with the coronavirus when you are faced with various workplace situations.

## **Things to do in the Retail, Banking and Post Office environments to protect your staff and customers**

1. Do not allow your shop, bank, or post office to be overcrowded. Allow a limited number of people inside at a time and prevent any crowding in the queues that await entry.
2. Separate customers in the queues by a distance of 1,5 metres. Put 1,5 metre marker lines on the floor and inform customers to stand behind each marker.
3. Spread out goods in the aisles so that people do not need to be too close together.
4. Do not block sections of the aisles with boxes and loading equipment
5. Do not touch your eyes, nose and mouth with unwashed hands.
6. Offer customers alcohol-based hand sanitiser to clean their hands before they enter the shop/bank. Spray the hand sanitiser on their hands. Do not give the customers the hand sanitiser container.
7. Ensure a distance of 1,5m between the customer and any staff member
8. Offer customers alcohol-based hand sanitiser to clean their hands before you assist them at the till or counter
9. Also, offer alcohol-based hand sanitiser to customers when you are finished assisting them at the till or counter.
10. Then wipe the surface area, till and credit card machine with hand sanitiser after assisting each customer.
11. Then rub your hands for 20 seconds with alcohol-based sanitiser after you have wiped the surface area, till and credit card machine.
12. At the end of each day clean your entire work area with the cleaning products which you normally use for the various surfaces and equipment. Alternatively wipe it with a dilute solution of bleach. Dilute 5ml (1 teaspoon) of bleach per 250ml of water. Or dilute 20ml of bleach per litre of water.

## **Things to do in the Petrol filling station environment to protect your staff and customers**

1. Encourage customers to remain in their vehicle unless they need to go to the shop at the petrol station
2. Keep a distance of 1,5 metres from the window of the vehicle.
3. Do not touch the door, window or door handle
4. Offer customers alcohol-based hand sanitiser to clean their hands before they give you money or a card. Spray the hand sanitiser on their hands. Do not give the customers the hand sanitiser container.
5. Also, offer alcohol-based hand sanitiser to customers when you are finished assisting them.
6. Then wipe the credit card machine with hand sanitiser after assisting each customer.

7. Then rub your hands for 20 seconds with alcohol-based sanitiser after you have wiped the credit card machine.
8. At the end of each day clean the pumps and surrounding equipment by wiping with a dilute solution of bleach. Dilute 20ml of bleach per litre of water.

### **Things to do in the Transport environment to protect your staff and passengers**

1. Clean the bus and taxi rank with soap and water or your usual cleaning materials during the closure time in the middle of the day and every evening after operations have ceased.
2. Wipe down the surfaces at the bus and taxi rank with dilute bleach solution (20ml bleach per litre water) each hour, while the rank is in use.
3. Separate passengers in the queue at the bus and minibus taxi rank by a distance of 1,5 metres. Put 1,5 metre marker lines on the floor and inform passengers to stand behind each marker.
4. Do not let passengers open the doors of the minibus taxi. Leave doors open while waiting for passengers. Open the doors for passengers when picking them up along the route.
5. Offer passengers alcohol-based hand sanitiser to clean their hands before they enter the minibus taxi and as they approach the driver's cubicle in the bus. Spray the hand sanitiser on their hands. Do not give the passengers the hand sanitiser container.
6. Rub your hands for 20 seconds with alcohol-based sanitiser after taking money from each customer.
7. Do not fully fill the bus or minibus taxi with passengers. Keep it between one third and half full.
8. Let passengers sit as far from each other as possible.
9. Keep the windows open. This is not to allow "dirty" air out but is to allow fluid droplets to escape in case a passenger coughs or sneezes during the trip.
10. Wipe down the door handles, window ledges and seats with hand sanitiser after each trip.
11. Clean with soap and water and disinfect the outside of the vehicle twice per day with a bleach and water solution. Dilute 20ml of bleach per litre of water. Clean it after the 05h00 to 09h00 shift and after the 16h00 to 20h00 shift.
12. Wipe down the entire inside of the vehicle with alcohol-based sanitiser twice per day.

### **Things to do in the Metered Taxi and eHailing Transport environment (Uber, Bolt, etc) to protect your staff and passengers**

1. Transport only one person at a time. In large size vehicles you may transport a maximum of 3 passengers.
2. When transporting more than one passenger then let passengers sit as far from each other as possible.
3. Do not let passengers open the doors of the vehicle. Open it for them.
4. Offer passengers alcohol-based hand sanitiser to clean their hands before they enter the vehicle. Spray the hand sanitiser on their hands. Do not give the passengers the hand sanitiser container.
5. Rub your hands for 20 seconds with alcohol-based sanitiser after taking money from each customer.
6. If you use a credit card machine, then first wipe the credit card machine with hand sanitiser and then rub your hands for 20 seconds with alcohol-based sanitiser.
7. Keep the windows open. This is not to allow "dirty" air out but is to allow fluid droplets to escape in case a passenger coughs or sneezes during the trip.
8. Wipe down the door handle/s, window ledge/s and seat/s with hand sanitiser after each trip.

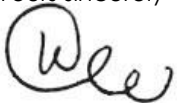
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10. Wipe down the entire inside of the vehicle with alcohol-based sanitiser twice per day.

### **Things to do in All situations to prevent transmission of the coronavirus**

1. Cough into your elbow or a tissue and then put the tissue in a bin and wash your hands straight away.
2. Keep a distance of 1,5 metres from other people, where possible.
3. Avoid crowded areas. If a shop is full then wait outside until it is less crowded before entering it. Avoid having staff crowded together at work.
4. Instead of holding meetings in person, host telephonic or online meetings
5. Rearrange work spaces so that each staff member can maintain a distance of 1,5 metres from other staff members
6. Do not allow staff members to gather in common areas such as kitchens
7. Ensure that facilities are available for all staff to wash their hands or to use alcohol-based hand sanitiser frequently.
8. Employers should wherever possible allow staff to work from home.
9. Discuss with your employer the possibility of working from home.
10. Avoid handshakes and physical contact with people. Greet people with a smile, or a nod, or a bow, or a wave.
11. Wash your hands (for at least 20 seconds) after touching others and surfaces where nose and mouth fluid droplets frequently land (door handles, counters, money, credit card machines). Or else rub your hands for 20seconds with an alcohol-based hand sanitiser.
12. Do not touch your eyes, nose and mouth with unwashed hands.
13. If you are in a situation where you come into contact with other people in which you have to touch them and take things from them, then offer them alcohol-based hand sanitiser to clean their hands before you help them. Spray the hand sanitiser on their hands. Do not give them the hand sanitiser container.
14. The hand sanitiser must be alcohol- based. Sanitisers without alcohol do not kill the coronavirus.
15. When entering a clinic, or hospital, or shop, or bank, or post office, or office, or minibus taxi, or bus, or petrol station, or any other place where there are other people then rub your hands for 20seconds with an alcohol-based hand sanitiser.
16. When travelling in a minibus taxi or bus sit as far from other passengers as possible.
17. Clean surfaces and equipment regularly with soap and water. Or else wipe down with either an alcohol-based hand sanitiser, or a dilute solution of bleach. Dilute 5ml (1 teaspoon) of bleach per 250ml of water. Or dilute 20ml of bleach per litre of water.

For any further information: Please contact Dr Gavin Reagon at [Gavin.Reagon@westerncape.gov.za](mailto:Gavin.Reagon@westerncape.gov.za)

Yours sincerely



**Dr Keith Cloete**

**Head: Western Cape Department of Health**

**Date: 15<sup>th</sup> April 2020**