



March 17, 2020

**Attention all redemption centre owners and operators,**

The rapidly evolving coronavirus (COVID-19) situation is unsettling, changing daily life and the operations of many businesses, schools and workplaces.

We understand that your redemption centre may be facing some challenging times ahead. Some centres may be limiting hours of operation, temporarily closing, or dealing with staff leaves because of sickness or self-imposed quarantine. Business may be very slow in the coming weeks while citizens are choosing to remain at home.

**If you decide to reduce your hours or close for a period of time, we request that you please notify our transportation contractor - G.M. Rioux: 506-473-1764.**

If you remain open, you should start protecting your staff and customers by reinforcing strict hygiene protocols. Adhering to stricter hygiene protocols even once life returns to a more normal routine should also be part of your plan of action. It is reasonable to expect that the current pandemic will make your customers much more demanding in terms of cleanliness once they start returning to your business. The cleanliness of your redemption centre and its adherence to hygiene protocols says volumes about the quality of your management and your service proposition, the conscientiousness of your staff, and your overall respect for your customers.

**If not already done so, here is a handy checklist to help you start or plan for increasing cleanliness in your redemption centre and prepare for customer demands towards strict hygiene protocols during and post COVID-19:**

- Clean your count/sort tables with disinfectant regularly throughout the day. Spray on touchable surfaces and let sit for a few minutes. Ensure these products are visible and used in front of customers – it will give them a sense of reassurance that you are indeed being proactive regarding disinfecting high-risk areas for contamination.
- Clean your customer service area inclusive of the general waiting area, countertops, and hand-washing stations with soap and water and/or a disinfectant regularly throughout the day.
- Make sure staff and customers at count/sort tables have access to alcohol-based hand sanitizer or – at the very least - hand wipes. Instruct staff to clean or sanitize their hands in between customers.
- Clean all toilets and sinks, disinfect washrooms, and ensure washrooms are well stocked with soap and paper at least 2 to 3 times per day.
- Clean door handles often with a disinfectant.
- Empty trash receptacles regularly. Wash receptacles at the end of the day and let air dry until morning so that no germs nor strong odours remain.
- Mop/clean sticky floors daily. Clean all mats at entrances and throughout the customer service area.
- Ensure all floors, stairways, ramps, landings, steps and entrance ways accessible by the public are swept and kept free of debris and clutter.

We encourage you to keep informed on the current pandemic and find ways to keep you, your employees and your customers safe via reliable sources like the [New Brunswick Office of the Chief Medical Officer of Health \(Public Health\)](#).

Stay healthy and safe!



Pierre Landry  
General Manager – Encorp Atlantic