



Roadmap to Recovery: Curbside Retail Protocol & Recommendations

FACE COVERINGS: All industries must:

- Require their employees, contractors, owners, and volunteers to wear a face covering at the workplace and when performing work off-site;
- Inform customers about wearing a face covering, post signs, and advise those in line or in the store;
- Take reasonable steps to keep people not wearing a face covering from entering their business, and
- Refuse service to anyone not wearing a face covering.
- Exceptions: (1) a medical professional has advised against wearing a face covering for health-related reasons; or (2) wearing a face covering would create a risk to staff related to their work. (3) someone has trouble breathing or is unconscious, incapacitated, or otherwise unable to remove the face covering without assistance; or (4) children 2 years or younger. Children 2 – 12 years old are encouraged to wear a mask with adult supervision. Children 13 and older must wear a mask.
- For detailed information, visit: <https://www.yolocounty.org/coronavirus-roadmap>.

SOCIAL DISTANCING: All industries must utilize social distancing measures (of at least 6 feet), as well as in common spaces, such as breakrooms, meeting rooms, etc.

MAY 7, 2020

Curbside Retail Protocol

BACKGROUND

“Contactless Curbside Pickup” is defined as fulfilling a customer’s order, placed via e-commerce or telephone, and delivering the order to a designated location on the retail establishment’s premises or adjacent public parking area.

“Home delivery” is defined as fulfilling a customer’s order, placed via e-commerce or telephone, and delivering the order to a customer’s residence, potentially providing installation of the retailer’s goods.

PROTOCOLS

The following measures are required for all businesses Owners and Managers:

- Face coverings and gloves will be provided for every employee
- Require employees to adhere to social distancing requirements.
- Require workers to stay home if they are sick.

- Remove or rearrange chairs and tables, or add partitions to tables, in break rooms and other areas workers may frequent to increase worker separation. Identify alternative areas to accommodate overflow volume such as training and conference rooms, or using outside tents for break and lunch areas.
- Workers should not use other workers' phones, desks, offices, office supplies, pens, work tools, equipment, and other items.
- Workers should not share protective equipment. If use is deemed necessary, clean and disinfect them before and after use.
- Frequently clean and sanitize, in accordance with CDC and EPA guidelines, all high-traffic and high-touch areas.
- Make available to all employees soap and water for handwashing, and/or provide alcohol-based hand sanitizer containing at least 60 percent alcohol.
- Encourage tele-commuting for administrative and support where possible.

The following measures are required for all retail businesses:

- Clear signage must be present identifying designated customer pick-up areas.
- All orders must be placed and paid for via e-commerce or telephone.
- Retailers must schedule delivery appointments to ensure appropriate spacing of customers arriving and departing designated pick-up areas.
- Customers must remain in their vehicles, or in a designated outdoor waiting area with appropriate social distancing.
- Employees and customers must wear face coverings.
- Retailers may use the parking area at their own facility or any other location as may be permitted under applicable local zoning or other codes and with permission of the owner or other authorized parties.
- Adequate coordination of personnel and vehicles as not to create a blockage in any roadway, including bicycle paths and sidewalks.

The following measures are specific to retail employees and are required for contactless curbside pickup:

- Adjust seating in break rooms, cafeterias, and other common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees where social distancing cannot be achieved.
- Permit employees to take breaks and lunch outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and outside visitors or delivery truck drivers; implement touchless receiving practices, if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6-foot spacing; use virtual/video/audio training, when possible.

- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person to person contact in the workplace.

The following measures are specific to retail employees and are required for home delivery/installation:

- Wear protective face coverings and gloves during in-home delivery and/or installation services.
- Ensure proper social distancing between employee and customer.
- Clean and disinfect any surfaces which will be regularly contacted throughout the duration of any installation.
- When delivery/installation is complete, clean and disinfect all surfaces which were contacted throughout installation.
- Clean and disinfect any tools or supplies used throughout delivery/installation upon leaving the home.

The following measures are specific to retail and are required for drop-off/pick-up operations (such as dry cleaning or small electronics/appliance repair)

- Adherence to customer density protocols described above; retailers are encouraged to schedule appointments for electronics/appliance drop-off/pick-up.
- Wear protective face coverings and gloves during drop-off and pick-up.
- Ensure proper social distancing between employees as well as with customers.
- Clean and disinfect any surfaces which will be contacted throughout the duration of any drop-off or pick-up activities.
- Clean and disinfect the electronics/appliance contact/handling surfaces prior to return of the unit.
- Ensure contactless transfer of the item(s) being exchanged between the customer and employee.

RESOURCES

Yolo County

<https://www.yolocounty.org/coronavirus>

<https://www.yolocounty.org/coronavirus-guidance>

<https://www.yolocounty.org/shelter-in-place>

<https://www.yolocounty.org/coronavirus-roadmap>

State of California

<https://covid19.ca.gov/>

California Department of Public Health

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx#>