

Guidance for Retail Businesses Offering Curbside & Delivery Service Under Stay-at-Home Order April 26, 2020

Retail businesses in Jefferson County may begin offering curbside pickup and delivery services from April 27, 2020, to May 8, 2020, per Jefferson County Public Health's public health order that EXTENDED the [STATE STAY-AT-HOME ORDER](#).

The following guidance is developed in partnership and collaboration with our surrounding counties to assist local businesses in safely implementing curbside delivery services. We greatly appreciate your partnership as we work together to protect our community from COVID-19, while also providing critical opportunities for our local businesses.

Requirements:

- On-site staffing of Non-Critical Businesses is limited to the minimum number of employees necessary to fill and process orders and to provide curbside delivery, in addition to Minimum Basic Operations.
- In no event shall the number of employees permitted at the physical location of a Non-Critical Business exceed the number permitted by any existing or future state order.
- Employees of Non-Critical Businesses who are able to work remotely must continue to work remotely.
- Members of the public may not enter the physical locations of any Non-Critical Businesses.

Additional Required Actions for Curbside Delivery:

- Require employees to stay home when showing any symptoms or signs of sickness, or if they have been in contact with a known positive case of COVID-19.
- Develop curbside delivery processes that do not require employees to touch "high-touch" surfaces of customers' vehicles, such as door handles, trunk latches, etc.
- Clearly communicate curbside instructions to customers. Let customers know the requirements and processes for curbside delivery, including where staff will meet customers for curbside delivery and outlining whether staff will place purchases in customers' vehicles or require customers to pick up their purchases from a staging area.
- Post a sign(s) at the entrance indicating that customers are not allowed in the store.
- Establish a designated pickup zone/staging area outside for contactless pickup and transfer of goods.

- Practice physical distancing throughout the curbside delivery process, maintaining a six-foot distance between individuals to the maximum extent possible.
- All employees who work in close proximity to other employees or with the public must wear a non-medical face covering to help prevent the spread of disease. Employers should make every effort to provide their workforce with appropriate face coverings.
- Require or encourage customers to also wear face coverings when picking up their orders.
- Disinfect common touch surfaces regularly (e.g. pens, door handles, touch screens, etc.).
- Provide employee access to soap and water for handwashing or hand sanitizer containing at least 60 percent alcohol.
- Encourage frequent breaks for employees to wash their hands. Employees should be allowed to access handwashing stations and/or use hand sanitizer between every curbside transaction. Employees should also always wash hands upon arrival and departure.
- Provide contactless payment systems or if exchanging paper/coin money:
 - Do not touch your face afterward.
 - Ask customers to place their cash on a tray rather than directly into your hand.
 - Sanitize all payment systems and trays after each customer use.

Recommended Best Practices:

- ❑ Conduct daily temperature checks and monitor symptoms in employees; log all results. Refer any symptomatic employees to the [CDPHE Symptom Tracker](#).*
- ❑ Create special hours for vulnerable populations only.
- ❑ Assign a COVID-19 coordinator to be in charge of planning and implementation of required actions.
- ❑ Group employees into teams or shifts that stick together.
- ❑ Provide your staff with gloves if they are handling goods and/or money for customers.
- ❑ If possible, avoid crowding by scheduling appointments to stagger customer flow.
- ❑ Encourage customers to call you when they arrive and to remain in their vehicles until their pickup orders are ready.
- ❑ Send text alerts or call customers when their purchases are ready for pickup.
- ❑ If customers are standing in line, staff should mark the ground and/or place signs to encourage six-foot physical distancing.
- ❑ Create physical barriers to ensure six-foot distancing between employees and customers.
- ❑ Request the customers arrive with only the minimum necessary number of occupants in their vehicle.
- ❑ If employees will place purchases in customers' vehicles, they should ask the customer where they would like the purchases placed in the vehicle upon arrival explaining that purchases should be placed in unoccupied areas of the vehicle (e.g. trunk, passenger seat). Try not to lean into vehicles.

- ❑ Minimize contact with high-touch surfaces (e.g. car door handles, common pens, and doorknobs), and encourage customers to open and close their own doors.
- ❑ Restrict return policy to only items that can be properly sanitized prior to re-selling.
- ❑ Post signage for employees and customers on good hygiene and other sanitation practices.
- ❑ Share how you are keeping customers and your employees safe. During the pandemic, show how you are protecting the items your customers order and keeping your employees safe. Describe your sanitation measures and protective steps.

*"The ADA requires that any mandatory medical test of employees be "job related and consistent with business necessity." Applying this standard to the current circumstances of the COVID-19 pandemic, employers are allowed to take steps to determine if [employees entering the workplace have COVID-19](#) because [an individual with the virus will pose a direct threat](#) to the health of others.