



Reopening New York



Curbside and In-Store Pickup Retail Guidelines for Employers and Employees

These guidelines apply to all retail businesses providing curbside and in-store pickup, including in regions of New York that have been permitted to [re-open](#), as well as other areas throughout the state where essential retail businesses were previously permitted to operate as essential and provide curbside and in-store pickup as a component of their business or service.

During the COVID-19 public health emergency, all retail businesses should stay up to date with any changes to state and federal requirements related to retail activities and incorporate those changes into their operations. This guidance is not intended to replace any existing applicable local, state, and federal laws, regulations, and standards.

Mandatory

Recommended Best Practices

Physical Distancing

- ✓ Ensure 6 ft. distance between personnel, unless safety or core function of the work activity requires a shorter distance
- ✓ For any work occurring indoors, limit workforce presence to only the employees necessary to conduct curbside and in-store pickup activities, but no more than 50% of the maximum occupancy for a particular area set by the certificate of occupancy, inclusive of customers picking up an order who must maintain 6 ft. of space from others or wear an acceptable face covering.
- ✓ Any time personnel are less than 6 ft. apart from one another or a customer and without a physical barrier (e.g. plexiglass), personnel must wear acceptable face coverings.
- ✓ Small spaces (e.g. elevators, small stock rooms, behind cash registers, narrow merchandise aisles) should be occupied by only one individual at a time, unless all employees are wearing face coverings. If occupied by more than one person, keep occupancy under 50% of maximum capacity.
- ✓ Limit in-person employee gatherings (e.g. meetings) as much as possible.
- ✓ Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.
- ✓ Employers must provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement.
- ✓ Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana) and surgical masks, unless the nature of the work requires stricter PPE (e.g. N95 respirator, face shield).

- ✓ Create additional space for employees by limiting in-person presence to only personnel necessary for the current task(s), adjusting retail hours to spread employee and customer traffic over a longer period of time, staggering arrival/ departure times, creating A/B teams.
- ✓ Modify the use and/or restrict the number of workspaces and employee seating areas to maintain 6 ft. distance. If not feasible, provide and require face coverings or enact physical barriers (e.g., plastic shielding walls), in accordance with [OSHA guidelines](#), in areas where they would not impair air flow, heating, cooling, or ventilation.
- ✓ Reduce bi-directional foot traffic by posting signs with arrows in narrow aisles, hallways, or spaces.
- ✓ Stagger customer arrivals by advising pick-up time windows, and avoid direct handoffs.
- ✓ Designate and arrange customer waiting areas (e.g. lines, parking areas) to maximize social distancing, and implement a touchless delivery system whereby customers stay in the car while delivery takes place.
- ✓ Encourage customers to use touchless payment options or pay ahead.
- ✓ Use tele- or video-conferencing whenever possible. In-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.
- ✓ Prohibit non-essential visitors at the retail location.
- ✓ Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas (e.g. clock in/ out stations, health screening stations, cash registers).



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	Mandatory	Recommended Best Practices
Projective Equipment	<ul style="list-style-type: none"> ✓ Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded. ✓ Limit the sharing of objects (e.g. registers) and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact. 	
Hygiene, Cleaning, and Disinfection	<ul style="list-style-type: none"> ✓ Adhere to hygiene and sanitation requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning. ✓ Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, as well as an alcohol based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible. ✓ Provide and encourage employees to use cleaning/disinfecting supplies before and after use of shared and frequently touched surfaces, followed by hand hygiene. ✓ Ensure gloves are worn while handling any food products. ✓ Sanitize hands before and after transferring a load (e.g. truckload) of merchandise. ✓ Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and more frequent cleaning and disinfection of shared objects (e.g. registers) and surfaces, as well as high transit areas, such as payment devices, pickup areas, restrooms, common areas. Use Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. 	<ul style="list-style-type: none"> ✓ Prepare a plan for receipt and resale of returned merchandise, or modify policies to ensure safety of employees and customers. ✓ Wherever possible, increase ventilation of outdoor air (e.g., opening windows and doors) while maintaining safety precautions. ✓ Encourage employees to bring lunch from home and reserve adequate space for employees to observe social distancing while eating meals.

STAY HOME.

STOP THE SPREAD.

SAVE LIVES.



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	Mandatory	Recommended Best Practices
Hygiene, Cleaning, and Disinfection (cont'd)	<ul style="list-style-type: none"> ✓ If cleaning or disinfection products or the act of cleaning and disinfection causes safety hazards or degrades the material or machinery, personnel should have access to a hand hygiene station between use and/or be supplied with disposable gloves ✓ Prohibit shared food and beverages among employees (e.g. self-serve meals and beverages). 	
Communication	<ul style="list-style-type: none"> ✓ Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them. ✓ Post signage inside and outside of the retail location to remind personnel and customers to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfection protocols. ✓ Train all personnel on new protocols and frequently communicate safety guidelines. ✓ If a worker, visitor, or customer was in close or proximate contact with others at the retail location and tests positive for COVID-19, employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers, visitors, and/or customers (if known) who had close or proximate contact with the individual, while maintaining confidentiality required by state and federal law and regulations. ✓ Conspicuously post completed safety plans on site. 	<ul style="list-style-type: none"> ✓ Use social media, verbal communication, and signs to provide customers with instructions for ordering/pickup and to encourage them to use of face coverings when 6 ft. of distance cannot be maintained, in accordance with CDC and DOH guidance. ✓ Establish a communication plan for employees, visitors, and clients with a consistent means to provide updated information.

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Recommended Best Practices

Screening

- ✓ Implement mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for essential visitors (but not customers), asking about (1) COVID-19 [symptoms](#) in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close or proximate contact with confirmed or suspected COVID-19 case in past 14 days. Assessment responses must be reviewed and such review must be documented.
- ✓ Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case.
- ✓ Ensure that any personnel performing screening activities, including temperature checks, are appropriately protected from exposure to potentially infectious employees or visitors entering the retail location.

- ✓ Perform screening remotely (e.g. by telephone or electronic survey), before reporting to the retail location, to the extent possible.
- ✓ Encourage –but do not require – customers to complete a health screen and provide contact information so that they can be logged and contacted for contact tracing, if necessary.
- ✓ Refer to DOH [guidance](#) regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19
- ✓ Maintain a continuous log of every person, including workers and visitors, who may have close or proximate contact with other individuals at the work site or area; excluding customers; and excluding deliveries that are performed with appropriate PPE or through contactless means.