

BEST PRACTICE RECOMMENDATIONS FOR RETAIL DURING CORONAVIRUS DISEASE (COVID-19) PANDEMIC

The below guidance is provided by St. Charles County Department of Public Health to advise Retail owners on best practices to help limit the spread of Coronavirus Disease (COVID-19).

LAYOUT AND OPERATIONS

- Limit occupancy based on percentage of total capacity. Expired state order included:
 - Twenty-five (25) percent or less for a retail location with square footage of less than ten thousand square feet (10,000 ft²);
 - Ten (10) percent or less for a retail location with square footage of ten thousand square feet (10,000ft²) or more.
- Install protective plexiglass screens at service counters, including checkouts.
- Display social distancing and hygiene signage at entrances, check lanes, and registers.
- Install social distancing signage where customers tend linger such as registers and service counters
- Place visual cues such as floor decals, colored tape, or signs to indicate to customers where they should stand during check out.
- Post signs at entrances notifying customers to STOP if they are sick and ask them not to enter.
- Increase the availability of hand sanitizer, wipes and cleaning of frequently touched surfaces
- In-store audio messaging to remind employees and customers to follow physical distancing and hygiene guidance published by the CDC.
- Close in-store bars or public seating areas
- Discontinue sampling.
- Close self-serve bars (salad, olive, bakery, candy bars, etc.) and bulk-bin options.
- Close unmonitored fitting rooms or monitor and clean between clients.
- Ban reusable bags or encourage customers to clean their reusable bags frequently through in-store signage. *If allowing reusable bags, ask customers to bag their own purchases.
- Adjust hours to allow employees more time to rest, clean and replenish inventory.
- Offer exclusive hours for seniors (60+) and other higher-risk individuals
- Increase pickup capability to serve more online customers

EMPLOYEE TRAINING AND HEALTH SCREENING

- Management must ensure before every shift that no employee that presents symptoms of illness (such as cough, fever, shortness of breath) be permitted to work. A manager should take the temperatures of each employee and ask if any member of the employee's household has tested positive for COVID-19 in the past 14 days. A log showing these temperatures should be kept on file.
- Train all employees on the importance and expectation of increased frequency of handwashing, avoid the touching of hands to face, and the use of hand sanitizers with at least 60% alcohol.
- Encourage proper use of Personal Protective Equipment (PPE) such as masks or approved facial coverings and gloves while working.
 - Provide them if available
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

CLEANING AND DISINFECTING

- Enhance your daily sanitation practices, including registers, hand-held devices, credit card terminals, food service counters, door handles, conveyor belts, restrooms, shelves and other surfaces. See below links for more specific guidance.
- Assign dedicated employee to wipe down carts with sanitizer and paper towels in the lobby during store hours.
- Clean and stock bathrooms more frequently.
- Instruct employees to wipe down equipment, including pallet jacks, ladders and supply carts, between every use.
- Procure options for third-party cleaning companies to assist with the increased cleaning demand as needed.

CUSTOMER INTERACTION

- Staff must sanitize hands between handling payment options and food/containers.
- Encourage contactless and non-signature payment; when not possible, card and payment stations must be sanitized after each use.
- Employees who handle cash or credit cards must use appropriate cleansing measures and should not be preparing, handling or delivering food. Cash transactions should be avoided if possible.

HELPFUL LINKS

- EPA List N: Disinfectants for Use Against SARS-CoV-2
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Cleaning and Disinfecting Your Facility
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Kroger's Blueprint for Businesses
<https://www.thekrogerco.com/wp-content/uploads/2020/04/Krogers-Blueprint-for-Businesses.pdf>
- What Grocery and Food Retail Workers Need to Know about COVID-19
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>
- Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic
<https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>