



# RETAIL – CURBSIDE PICKUP

## Guidance

On Wednesday, May 6, Los Angeles County announced that **curbside pickup for florists, toy stores, book stores, clothing stores, music stores, and sporting goods stores** can begin Friday, May 8<sup>th</sup>.

This document provides guidelines to support Los Angeles businesses to prepare and effectively manage the safety of employees and customers as they resume operations in the context of continuing COVID-19 pandemic.

These guidelines will continue to evolve to adapt to developments in the overall public health conditions of LA – the latest information can be found on [www.covid19.lacounty.gov](http://www.covid19.lacounty.gov).

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# Planning to start curbside pickup

## Retail – Curbside Pickup

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Retail businesses should plan and prepare to start curbside pickup safely. The following list includes common topics to address while planning.

This is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs.

- ❑ **Screen employees:** Ensure all employees are symptom free. If they have experienced symptoms within the last 14 days, ensure they have followed all testing and recovery procedures
- ❑ **Pickup logistics:** Determine parking lot logistics for curbside pickups including:
  - Where cars will wait while items are being delivered (e.g., wait in parking spots for a text vs. line up around the parking lot)
  - Plan for car overflow, if applicable
  - Plan to space out customer pickup timings, if applicable
- ❑ **Signage:** Implement signage to educate customers on protocols. Examples include:
  - Put up signs around parking lot to guide traffic
  - Place tape / signs to show where customers should wait
- ❑ **Customer awareness:** Inform customers of the pick-up process and what to expect ahead of time as much as possible, via e-mail, website changes, telephone call answering machines, and social media
- ❑ **PPE:** Ensure sufficient stock of masks, gloves and other PPE to keep your employees safe
- ❑ **Sanitization:** Complete deep-clean of facility prior to before employees return. See cleaning and sanitizing protocols for specifics
- ❑ **Contactless:** Plan for contactless payment where possible, such as:
  - Online payment options for customers
  - Contactless payment systems
- ❑ **Written plan:** Establish a written plan for implementing curbside delivery to be shared with employees. Examples of what should be included (not exhaustive):
  - Floorplan and operations to abide by social distancing protocols
  - Employee training for curbside pickup (including no-touch deliveries)
  - Cleaning and sanitization processes

# Protocols for Safe Curbside pickup

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The following checklist contains guidance for retail businesses to safely start curbside pickup. Protocols may need to be adapted based on the unique circumstance of each business. There are six categories of protocols:

- Social distancing
- Cleaning and sanitizing
- Employee health and personal hygiene
- Facility safety
- Customer expectations
- Employee support

These protocols are not exhaustive. They will continue to be refined and revised. You can find the latest on [www.covid19.lacounty.gov](http://www.covid19.lacounty.gov).



### Social Distancing

- Designate an area for vehicles to wait to pickup orders
- Establish designated zones for customers to pick up their items (e.g., parking spots marked with specific zone numbers)
- Use clear ground markings in the pickup area to designate where vehicles park and ensure that drivers remain an appropriate distance from each other and store employees
- Limit contact between staff and customers as much as possible (e.g., drivers open trunk remotely while staying in car and employees then put items in the back; drivers pick up order from sanitized bins)
- Maximize social distancing for employees in the store, shared spaces and in the designated pick-up area, meeting or exceeding person-to-person distance of 6 feet in all directions
- Consider closing shared spaces in which social distancing would be difficult to enforce or maintain (e.g., break rooms, cafeterias)
- Face coverings must be provided and used for essential operations where social distancing rules cannot be met
- Stagger employee schedules to limit crowding during start / end / break times
- Avoid in-person meetings as much as possible
- Discourage handshaking and engaging in any forms of unnecessary physical contact

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### Cleaning and Sanitizing

- Use EPA-registered sanitation and disinfectant products for cleaning, sanitizing, & disinfecting activities
- Ensure any containers are frequently sanitized (e.g., carts, wheelbarrows, crates)
- Complete thorough and detailed cleaning of entire facilities prior to re-opening, with focus on high-contact areas that would be touched by employees supporting curbside pickup
- Complete frequent cleaning and sanitization of high-touch surfaces and shared resources, in accordance with CDC guidelines (e.g., door handles/locks, tables, chairs, counters, seating areas, restrooms, elevator buttons, escalator handrails, stair railings, trash bins, points of sale, phones, workstations, other as needed)
- Disinfect all reused or shareable material between each use (e.g., pens, chairs, cash register)
- If an employee / customer / guest tests positive, close off areas used by sick person and wait 24 hours before cleaning and disinfecting
- Make hand sanitizer readily available to employees, including in the curbside pick-up location
- Consider reducing business hours for extra deep cleaning
- Cleaning staff should wear appropriate PPE for all tasks in the cleaning process, including handling trash
- All employees should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds



### Employee Health and Personal Hygiene

- Ask employees resuming on-premise work to confirm they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return
- Require employees who have COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, to remain home until they are symptom-free for three days without medication
- If an employee tests positive for COVID-19, inform employees / customers / visitors if applicable and ensure all other coworkers are tested before returning to work; if testing is not possible inform coworkers that had close contact to self-quarantine and self-monitor for symptoms per public health guidance
- Ask employees to self-quarantine per public health guidelines if they are confirmed to have COVID-19 or know they have been exposed to COVID-19
- Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face
- Train all employees on symptom detection, sources of high risk to COVID-19, COVID-19 exposure prevention measures, and employee leave benefits/policies
- Consider providing non-punitive sick leave options to allow employees to stay home when ill
- Consider making special modifications for vulnerable employee / customer / guest populations (e.g., special hours of operation for customers ages >65 yr, low-contact roles for vulnerable employees)
- Consider supplying and encouraging use of face coverings in settings where it is difficult to keep social distance, and keep face coverings clean
- Provide employees working in customer pick-up locations with proper PPE, including cloth face masks

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### Facility Safety

- Enable customers to pay in advance online prior to pickup (e.g. through website)
- Consider restricting cash payments, allowing payments only by card or contactless methods (e.g., phone app)
- Avoid direct handoff of goods and encourage customers to use "no touch" deliveries (e.g. have customer text upon arrival, have employees place items in car for them, utilize a sterile pickup bin to be sanitized in between pickups)
- Establish pickup areas in outdoor locations to ensure good ventilation
- Post clear signage and directions for vehicles entering retail location so customers know where to go to wait for and then pickup an order
- Consider regular health checks (e.g., temperature and respiratory symptom screening) for all employees entering worksite
- Use no-touch trash cans and no-touch common-use items (e.g., water fountains, hand sanitizer dispensers) where possible
- Communicate health and safety protocols to all employees / customers / visitors, including available contact to report protocol violations
- Increase air flow / ventilation (via HVAC or other means) and increase the percentage of outdoor air that circulates into the system where possible
- Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters based on HVAC system recommendations
- Where possible and applicable, prop open doors / keep doors open to improve ventilation and reduce touching of door handles
- Post signs for employees to remind them of social distancing, PPE recommendations (e.g., face coverings), and to use hand sanitizer provided
- Ensure adequate storage of necessary materials to meet PPE (face masks, gloves, etc.) and cleaning requirements
- Limit or eliminate use of re-usable goods (e.g., bags, cups, silverware)
- Set aside return items for at least 24 hours prior to sanitizing and returning to inventory
- Fitting rooms remain closed

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### Customer Expectations

- Have visible signage for employees / customers / visitors on health and safety protocols that customers can additionally see from their vehicles (including proper hygiene and sanitization, social distancing/PPE guidance, and information on how to report protocol violations / concerns)
- Make customer safety guidelines publicly available
- Consider using social media to educate customers on worksite protocols and what to expect when visiting worksite for curbside pickup
- Consider implementing a temporary final sale policy or shortening time windows for returned goods
- Prior to pickup, share directions for designated pickup zone and time of arrival
- Encourage customers to not arrive prior to their order being ready, and to not linger once they have received it



### Employee Support

- Identify employee stressors and mitigate anxieties when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Reinforce employee training on health and safety protocols after Day One by providing ongoing methods of additional training to reinforce messaging and changes
- Provide continuous training and updates to employees on new and pre-existing wellness programs, people policies, etc.
- Provide training and instructions on how to safely facilitate curbside pickup (e.g. how to maintain distance with customers)

# Additional Resources

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Please see the resources below for additional guidance on health & safety protocols.

<i>Source</i>	<i>Description</i>	<i>Link</i>
CDC Guidelines for cleaning and disinfecting your facility	Comprehensive guide for facility cleaning and sanitization, including recommend disinfectants and procedures	<a href="https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html">https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html</a>
CDC Preparation guide for small businesses and employees	Guide for small businesses to protect employees from infectious outbreak and prepare for business disruption	<a href="https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html">https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html</a>
OSHA Guidance on Preparing Workplaces for COVID-19	Guide for how to protect employees form infection in a workspace	<a href="https://www.osha.gov/Publications/OSHA3990.pdf">https://www.osha.gov/Publications/OSHA3990.pdf</a>
National Retail Federation Operation Open Doors Checklist	A checklist compiled by NRF members and subject matter experts to help retailers prepare to re-open operations	<a href="https://cdn.nrf.com/sites/default/files/2020-04/NRF%20-%20Operation%20Open%20Doors%20-%20Checklist.pdf">https://cdn.nrf.com/sites/default/files/2020-04/NRF%20-%20Operation%20Open%20Doors%20-%20Checklist.pdf</a>
Retail Industry Leaders Association Coronavirus Resources	Compiled set of resources, including safety information and employee assistance suggestions	<a href="https://www.rila.org/coronavirus-resources-for-retailers">https://www.rila.org/coronavirus-resources-for-retailers</a>