Curbside Retail Guidance

Let’s reopen safely together!

San Francisco Department of Public Health
Steps for curbside retail businesses

1. Prepare
2. Create safer spaces
3. Take care of each other
4. Monitor and Adjust
All personnel should adhere to the following changes required by the Health Officer....
Know your health & safety plan

- All businesses must make a Health and Safety Plan
- Employees should get a copy of the Health & Safety Plan and understand it
- Fillable Health & Safety forms can be found here
Curbside pick up
What is curbside pick up?

Providing items to customers who do not enter your facility/location

Personnel can deliver to customer in:
• Parked car/truck (Customers stay in their vehicle)
• Parked bike/scooter/motorcycle
• Customer on foot

Remember to keep in mind traffic, bike, and sidewalk safety!
Curbside pick up guidelines

Customers and delivery personnel should be wearing face coverings.

Customers waiting in line outside must stand at least 6 feet apart.
Curbside pick up guidelines

- Load into the trunk if possible
- Delivering items to the vehicle should be done from the curb, unless vehicle is in a parking lot
Create safer spaces for curbside pickup

- Put up signs
- Mark spaces with tape or other decals to prevent people from being too close together
- Put out supplies for handwashing, disinfecting, and masking
- Remove objects passed between people
- Limit number of people waiting in line or at the window
- Create a buffer for areas where people might still interact. Ex. Plexiglass windows for cashiers
Stay apart
maintain physical distancing

Keep at least 6 feet apart

Try to avoid touch-payment or handing off items to customers

Do not shake hands
Wear a face covering at all times

- Face coverings should cover the mouth and nose
- Can be made from a variety of materials e.g. bandanas, scarves, T-shirts
- Wash cloth face coverings frequently
Wash hands frequently

Wash hands with soap and warm water for at least 20 seconds:

**Before:**
- Starting work
- Eating/drinking
- Handling/serving food

**After:**
- Handling money
- Cough/sneezing/blowing nose
- Using the restroom
- Eating/drinking
- Touching hair/face
- Touching commonly used surfaces
Clean & disinfect frequently touched surfaces

Use warm, soapy water and approved disinfectant to clean & disinfect frequently touched surfaces
• Restrooms, doors, faucets, tables, etc.

Minimize use of self-service areas
• Food/beverage dispensers, cash registers, point of sales, etc.
• If feasible, employees should serve customers in these areas
Information About COVID-19
What are the symptoms of covid-19?

- Fever or chills
- Dry cough
- Shortness of breath
- Loss of taste or smell
- Sore throat
- Fatigue
- Muscle pain
- Runny nose
- Congestion
- Headache
- Nausea/vomiting
- Diarrhea
Which underlying conditions make you more vulnerable to COVID-19?

- Age 65 or older
- Living in a nursing home or long term care facility
- Chronic lung disease or moderate to severe asthma
- Serious heart conditions
- Severe obesity (BMI > 40)

- Diabetes
- Chronic kidney disease requiring dialysis
- Liver disease
- Immunosuppression
  - Includes cancer treatment, smoking, bone marrow/organ transplant, immune deficiencies, poorly controlled HIV/AIDS, and prolonged use of immune weakening medications (ex. corticosteroids)
How to prevent the spread of COVID-19

• Wash your hands often
• Avoid close contact with people who are sick
• Maintain a 6 feet distance from others
• Wear a cloth face covering when around others

• Cover coughs and sneezes
• Clean and disinfect frequently touched surfaces
• Monitor your health
  • Watch for fever, cough, shortness of breath, or other COVID-19 symptoms
Seek medical attention if...

• If your symptoms become severe, including:
  • Trouble breathing
  • Persistent pain or pressure in the chest
  • New confusion
  • Inability to wake or stay awake
  • Bluish lips or face

• Call 911 or call ahead to your local emergency facility

Updates and more information available at https://www.cdc.gov/
Stay home if you are sick

- Any employee who has cold or flu-like symptoms must be immediately sent home.

- Stay at home and away from work, school, or activities if sick.

- Avoid close contact with people who are or may be sick.

- Make a plan for how to care for a sick household member without getting sick yourself.
Employee daily screening questions

• You will answer COVID screening questions every day
• You can answer them before you go to work
• There are three questions
• Let’s go over each question in the next three slides
1) Have you had covid-19?

Any time in the last 10 days:
• A diagnosis of COVID-19
• A positive test for COVID-19
2) Were you exposed to covid-19?

Any time in the last 14 days:

• Were you exposed to someone who is COVID positive or in isolation for COVID-19?

• Being close to someone means being less than 6 feet from someone without a face covering for more than 10 minutes
  • This could include:
    • Living with someone
    • Staying overnight
    • Being intimate with or having sex
    • Caregiving
3) Are you getting sick?

In the last **24 hours:**
- Fevers, chills, shaking or shivering
- Cough
- Sore throat
- Shortness of breath, difficulty breathing
- Feeling unusually weak or fatigued
- Loss of taste or smell
- Runny or congested nose
- Muscle pain
- Headache
- Diarrhea
Daily Employee screening questions:

1. Within the last 10 days have you been diagnosed with COVID-19 or had a test confirming you have the virus?

2. Do you live in the same household with, or have you had close contact with someone who in the past 14 days has been in isolation for COVID-19 or had a test confirming they have the virus?

   If the answer to either question is “yes” do NOT go to work.

3. Have you had any one or more of these symptoms today or within the past 24 hours, which is new or not explained by another reason?
   - fever, chills
   - cough
   - sore throat
   - shortness of breath
   - weakness, fatigue
   - loss of taste or smell
   - muscle pain
   - headache
   - Runny or congested nose
   - Diarrhea

   If the answer to question 3 is “yes” do NOT go to work.
Daily screening questions

If you answered **yes** to **any** of these questions:

**Stay home**
**Do not go to work**

Do not return to work until the Isolation or Quarantine Steps tell you it is safe to return!
Follow Steps at: [https://www.sfcdcp.org/Isolation-Quarantine-Packet](https://www.sfcdcp.org/Isolation-Quarantine-Packet)
If you feel sick, get a test

If you have symptoms, you may have COVID-19 and **must be tested for the virus before returning to work.**

Without a test, your work must treat you as being positive for COVID-19 and **require you to stay out of work for at least 10 calendar days.**

In order to return to work sooner and to protect those around you, you must get tested for the virus. Information about tests can be found at the Department of Public Health website or at [https://sf.gov/get-tested-covid-19-citytestsf](https://sf.gov/get-tested-covid-19-citytestsf)

If your result is negative, **do not return to work until you have had at least 3 days in a row without fever and with improvement in your other symptoms.** Consult with your healthcare provider to decide.
Take Care of Each Other
Daily Activities:

- Answer daily screening questions
- Frequent cleaning and disinfecting
- Keep cleaning, disinfecting, and masking supplies stocked
- Monitor face coverings and hand washing
- Watch out for signs of illness
- Continue to look for ways to make your spaces safer
Resources for More Information...

- [www.sf.gov/curbside](http://www.sf.gov/curbside)
- Fillable health and safety forms: [https://www.sfdph.org/](https://www.sfdph.org/)