



Dave Koch, Director

For Grocery, Convenience Stores and Pharmacies

As essential businesses, stores can play an important role in protecting their employees and customers from COVID-19 by following these recommended personal and environmental hygiene practices.

Social Distancing

- Apply the social distancing recommendations (maintaining 6 feet of physical space between people) to any lines that form inside or outside of the store. In areas of high-volume traffic, utilize spacing tools for checkouts and lines. Put tape on the floor, use barriers or chairs/tables, to keep customers adequately spaced.
- Have designated employee(s) regularly walk the floor to ensure that customers are following social distancing rules and provide guidance as needed.
- If you have an online delivery or curbside pickup capabilities, encourage your customers to use those methods before coming to the store.
- If you have self-checkout lanes, encourage their use to reduce the interaction between employees and consumers.
- Consider staggering the number of shoppers in the store at one time to allow for increased distance between shoppers.
- Consider controlling the flow of shoppers through the store by use of one-way aisles to reduce the frequency of shoppers crossing paths.
- Offer designated shopping hours for customers at high risk, including people with underlying health conditions, people 60 or older, those with weakened immune systems or those who are pregnant.
- CDC recommends wearing cloth face coverings in public where social distancing measures can be difficult to maintain, like grocery stores and pharmacies. This is an additional voluntary measure. Wearing a face covering does not mean you are protected from COVID-19. It means you may be protecting others if you have it and do not know it. Cloth face coverings made from household items or materials, like scarves and bandanas, are fine. It is not necessary for the general public to use surgical masks or N-95 respirators. Those are needed for healthcare workers and medical first responders.

Staying Clean

- Prohibit self-serve foods, including sampling, hot bars, cold bars and buffets.
- Discourage the use of customer's personal cups, and containers. If you are choosing not to allow customers to bring reusable bags or not allowing employees to touch them, please consider using paper bags, as they are recyclable.

A community where all can achieve optimal health

- Appoint a designated sanitation worker at all times to continuously clean and sanitize commonly touched surfaces and meet the environmental cleaning guidelines set by the [CDC](#).
 - Frequently sanitize commonly touched surfaces and objects such as electronics, doorknobs, faucet handles, counter tops, registers, cash machine key pads, shopping cart/basket handles frequently throughout the day.
- Ensure that employees practice washing their hands thoroughly with soap and water for 20 seconds upon first arriving to work, after using the restroom, before and after eating, if they touch their face, and frequently throughout the day. Avoid touching face (eyes, nose or mouth).
- Provide alcohol based (60%) hand sanitizers for use for both employees and customers by placing them at convenient/accessible locations. Ensure there is a way to sanitize shopping cart and basket handles – either by making wipes easily accessible to customers or by having employees manage the process and sanitize between each customer use.

Employee Concerns

- Conduct daily checks for symptoms of illness and ensure employees stay home when they are sick with fever, coughing, and sneezing. Sick employees should follow the CDC-recommended steps. They must stay home and away from others in their house until they have been fever-free for 72 hours (3 days) without the use of medication, and it has been 7 days since the symptoms first appeared. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers that are subject to the new paid sick leave-FMLA act (companies with less than 500 employees) are also required to display a new poster. You can access the poster [here](#)
- Consider temporarily assigning employees at high risk for coronavirus to non-public-contact duties, such as people with underlying health conditions, people 60 or older, those with weakened immune systems or those who are pregnant.

Communications

- Post signs throughout the store and especially at checkout explaining social distancing - customers and employees staying physically 6 feet apart. (Use Social Distancing Poster attached.)
- Announce social distancing expectations through your PA system periodically throughout the day.
- Prominently display signage in the store that communicates with customers and staff the steps you are taking to minimize the risk of COVID-19.

List compiled from information from CDC, Iowa Department of Public Health, Public Health – Seattle & King County, and Southern Nevada Health District.

Please use these links for your own information and to share with employees and customers.

<https://www.johnson-county.com/coronavirus>

<https://idph.iowa.gov/emerging-health-issues/novel-coronavirus>

<https://www.cdc.gov/coronavirus>