



INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY

When you have read this document, you can affirm at the bottom.

As of May 13, 2020

Purpose

This Interim Guidance for Curbside and In-Store Pickup Retail Business Activities during the COVID-19 Public Health Emergency (“Interim COVID-19 Guidance for Curbside and In-Store Pickup Retail Business Activities”) was created to provide owners/operators of retail businesses operating with curbside and in-store pickup only and their employees and contractors with precautions to help protect against the spread of COVID-19 as retail businesses reopen for curbside and in-store pickup activities.

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase I of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to curbside and in-store pickup retail business activities. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any curbside and in-store pickup retail business activities and/or Site Safety Plan.

Background

On March 7, 2020, Governor Andrew M. Cuomo issued [Executive Order 202](#), declaring a state of emergency in response to COVID-19. Community transmission of COVID-19 has occurred throughout New York. To minimize further spread, social distancing of at least six feet must be maintained between individuals, where possible.

On March 20, 2020, Governor Cuomo issued [Executive Order 202.6](#), directing all non-essential businesses to close in-office personnel functions. Essential businesses, as defined by Empire State Development Corporation (ESD) [guidance](#), were not subject to the in-person restriction, but were, however, directed to comply with the guidance and directives for maintaining a clean and safe work environment issued by the Department of Health (DOH), and were strongly urged to maintain social distancing measures to the extent possible.

On April 12, 2020, Governor Cuomo issued [Executive Order 202.16](#), directing essential businesses to provide employees, who are present in the workplace, with a face covering, at no-cost, that must be used when in direct contact with customers or members of the public during the course of their work. On April 15, 2020, Governor Cuomo issued [Executive Order 202.17](#), directing that any individual who is over age two and able to medically tolerate a face-covering must cover their nose and mouth with a mask or cloth face-covering when in a public place and unable to maintain, or when not maintaining, social distance. On April 16, 2020, Governor Cuomo issued [Executive Order 202.18](#), directing that everyone using public or private transportation carriers or other for-hire vehicles, who is over age two and able to medically tolerate a face covering, must wear a mask or face covering over the nose and mouth during any such trip. It also directed any operators or drivers of public or private transport to wear

a face covering or mask which covers the nose and mouth while there are any passengers in such a vehicle.

On April 26, 2020, Governor Cuomo announced a phased approach to reopen industries and businesses in New York in phases based upon a data-driven, regional analysis. On May 4, 2020, the Governor provided that the regional analysis would consider several public health factors, including new COVID-19 infections, as well as health care system, diagnostic testing, and contact tracing capacity. On May 11, 2020, Governor Cuomo announced that the first phase of reopening would begin on May 15, 2020 in several regions of New York, based upon available regional metrics and indicators.

In addition to the following standards, both essential and non-essential businesses must continue to comply with the guidance and directives for maintaining clean and safe work environments issued by DOH.

Please note that where guidance in this document differs from other guidance documents issued by New York State, the more recent guidance shall apply.

Standards for Responsible Curbside and In-Store Pickup Retail Business Activities in New York State

No curbside and in-store pickup retail business activity can occur without meeting the following minimum State standards, as well as applicable federal requirements, including but not limited to such minimum standards of the Americans with Disabilities Act (ADA), Centers for Disease Control and Prevention (CDC), Environmental Protection Agency (EPA), and United States Department of Labor's Occupational Safety and Health Administration (OSHA).

The State standards contained within this guidance apply to all curbside and in-store pickup retail activities – both essential and non-essential – in operation during the COVID-19 public health emergency until rescinded or amended by the State. The property owner of the curbside and in-store pickup retail business, or another party as may be designated by the property owner (in either case, "the Responsible Parties"), shall be responsible for meeting these standards.

The following guidance is organized around three distinct categories: people, places, and processes.

I. PEOPLE

A. Physical Distancing

- Responsible Parties must ensure that for any curbside and in-store pickup retail activity, the workforce presence is limited 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 as set by the certificate of occupancy, inclusive of customers picking up an order who must maintain six feet of separation from others or wear an acceptable face covering; and
- Responsible Parties must ensure that a distance of at least six feet is maintained among employees at all times, unless safety of the core activity requires a shorter distance (e.g. operating cash registers, moving and lifting merchandise). Any time employees must come within six feet of another person, acceptable face coverings must be worn. Employees must be prepared to don a face covering if another person unexpectedly comes within six feet.

- Acceptable face coverings for COVID-19 include but are not limited to cloth-based face coverings and disposable masks that cover both the mouth and nose.
- However, cloth, disposable, or other homemade face coverings are not acceptable face coverings for workplace activities that typically require a higher degree of protection for personal protective equipment due to the nature of the work. For those activities, N95 respirators or other personal protective equipment (PPE) used under existing industry standards should continue to be used, as is defined in accordance with [OSHA guidelines](#).
- Responsible Parties may modify the use and/or restrict the number of work spaces and employee seating areas, so that employees are at least six feet apart in all directions (e.g. side-to-side and when facing one another) and are not sharing work stations or spaces without cleaning and disinfection between use. When distancing is not feasible between work stations or spaces, Responsible Parties must provide and require the use of face coverings or enact physical barriers, such as plastic shielding walls, in lieu of face coverings in areas where they would not affect air flow, heating, cooling, or ventilation.
 - Physical barriers should be put in place in accordance with [OSHA guidelines](#).
 - Physical barrier options may include: strip curtains, plexiglass or similar materials, or other impermeable dividers or partitions.
- Responsible Parties should take the following measures to facilitate curbside and in-store pickup, in accordance with OSHA guidance "[COVID-19 Guidance for Restaurants & Beverage Vendors Offering Takeout or Curbside Pickup](#)":
 - Display a door or sidewalk sign with the services available, instructions for ordering and pickup, and hours of operation.
 - Reserve parking spaces near the front door for curbside and in-store pickup only, as applicable.
 - Avoid direct handoff, when possible.
 - Advise pick-up time windows to stagger customer arrivals.
 - Encourage customers to pick-up merchandise one at a time while remaining customers wait six feet away or in vehicles.
 - Remind customers of the need to use a face covering, particularly when a distance of at least six feet from others is not possible.
- Responsible Parties should encourage customers to use touchless payment options or pay ahead, when available. Minimize handling cash, credit cards, reward cards, and mobile devices, where possible.
- Responsible Parties are encouraged to modify retail layouts so that employees are at least six feet apart in all directions, unless physical barriers are in place (e.g. Plexiglass or partitions at cash registers).
 - Responsible Parties must require that employees use cloth face masks when interacting with customers.
 - Responsible Parties must reserve adequate space for employees to work, considering appropriate social distancing (e.g. close high-density areas, rearrange fixtures, have employees use alternating cash registers).
- Responsible Parties must prohibit the use of tightly confined spaces (e.g. small stock rooms, behind cash registers, narrow merchandise aisles, elevators, stock rooms) by more than one individual at a

time, unless all employees in such spaces at the same time are wearing acceptable face coverings. However, occupancy must never exceed 50% of the maximum capacity of the space, unless it is designed for use by a single occupant. Responsible Parties should increase ventilation with outdoor air to the greatest extent possible (e.g. opening windows, leaving doors open), while maintaining safety protocols.

- Responsible Parties should put in place measures to reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g. clock in/out stations, health screening stations, break rooms, cash register areas, locker rooms, etc.).
- Responsible Parties must post signs outside the retail location to remind individuals to adhere to social distancing instructions.
- Responsible Parties must post signs, consistent with DOH COVID-19 signage. Responsible Parties can develop their own customized signage specific to their workplace or setting, provided that such signage is consistent with the Department's signage. Signage should be used to remind employees to:
 - Cover their nose and mouth with a mask or cloth face-covering when six feet of social distance cannot be maintained.
 - Properly store and, when necessary, discard personal protective equipment.
 - Adhere to physical distancing instructions.
 - Report symptoms of or exposure to COVID-19, and how they should do so.
 - Follow hand hygiene and cleaning guidelines.

B. Gatherings in Enclosed Spaces

- Responsible Parties must limit in-person gatherings (e.g. employee meetings, break rooms, stock rooms) to the greatest extent possible and use other methods such as video or teleconferencing whenever possible, per CDC guidance "[Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)". When videoconferencing or teleconferencing is not possible, Responsible Parties should hold meetings in open, well-ventilated spaces and ensure that individuals maintain six feet of social distance between one another (e.g. if there are chairs, leave space between chairs, have employees sit in alternating chairs).
- Responsible Parties must put in place practices for adequate social distancing in confined areas, such as restrooms and breakrooms, and should develop signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas; and
- Responsible Parties should stagger schedules for employees to observe social distancing (i.e., six feet of space) for any gathering (e.g. while taking breaks, space between cars for pickup).

C. Workplace Activity

- Responsible Parties must take measures to reduce interpersonal contact and congregation, through methods such as:
 - limiting in-person presence to only those staff who are necessary to be on site;

- adjusting workplace hours to spread employee and customer traffic over longer period of time;
 - reducing on-site workforce to accommodate social distancing guidelines;
 - shifting design (e.g. A/B teams, staggered arrival/departure times); and/or
 - batch activities, where possible, so employees can adhere to social distancing and reduce the number of hands touching products at the same time (e.g. one employee does all packing and a separate employee fulfills the delivery).
- Responsible Parties should adjust retail hours as necessary to enable enhanced cleaning procedures.

D. Movement and Commerce

- Responsible Parties should prohibit non-essential visitors on site.
- Responsible Parties must establish designated areas for pickups and deliveries, limiting contact to the extent possible.
- Responsible Parties should arrange customer waiting areas (e.g. lines, parking areas) to maximize social distance among other customers and minimize interaction with others in the area.
 - Where possible, Responsible Parties should implement a touchless delivery system whereby customers stay in the car while delivery takes place.
- For merchandise deliveries, Responsible Parties should implement a touchless delivery system whereby drivers stay in the cab of the vehicle while delivery takes place or, where not practicable, Responsible Parties must provide acceptable personal protective equipment appropriate to the anticipated activities that includes, at a minimum, a cloth face covering to delivery workers at no cost for the duration of the delivery process.
- Responsible Parties must sanitize hands before and after transferring a load (e.g. from a delivery driver) of merchandise (e.g. sanitize hands before starting to load items; and once all items have been loaded, finish by sanitizing their hands again).

II. PLACES

A. Protective Equipment

- Responsible parties must ensure employees wear face coverings when interacting with customers or coworkers within six feet distance AND without a physical barrier (e.g. plexiglass).
- In addition to necessary personal protective equipment (PPE) as required for certain workplace activities, Responsible Parties must procure, fashion, or otherwise obtain acceptable face coverings and provide such coverings to their employees while at work at no cost to the employee. Responsible Parties should have an adequate supply of face coverings, masks and other required PPE on hand should an employee need a replacement or should an essential visitor be in need. Acceptable face coverings include, but are not limited to, cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N95 respirators, and face shields.
- Face covering must be cleaned or replaced after use and may not be shared. Please consult the [CDC guidance](#) for additional information on cloth face covers and other types of personal protective equipment (PPE), as well as instructions on use and cleaning.

- Note that cloth face coverings or disposable masks shall not be considered acceptable face coverings for workplace activities that impose a higher degree of protection for face covering requirements. For example, if N95 respirators are traditionally required for specific wholesale trade activities, a cloth or homemade mask would not suffice. Responsible Parties must adhere to OSHA standards for such safety equipment.
- Responsible Parties must allow employees to use their own acceptable face coverings but cannot require employees to supply their own face coverings. Further, this guidance shall not prevent employees from wearing their personally owned additional protective coverings (e.g. surgical masks, N95 respirators, or face shields), or if the Responsible Parties otherwise requires employees to wear more protective PPE due to the nature of their work. Employers should comply with all applicable OSHA standards.
- Responsible Parties must put in place measures to limit the sharing of objects, such as objects, tools, registers, and vehicles, as well as the touching of shared surfaces; or, require workers to wear gloves (trade-appropriate or medical) when in contact with shared objects or frequently touched surfaces; or, require workers to sanitize or wash their hands before and after contact.
- Responsible Parties must ensure gloves are worn while handling any food products.
- Responsible Parties must train workers on how to adequately put on, take off, clean (as applicable), and discard PPE, including but not limited to, appropriate face coverings.

B. Hygiene and Cleaning

- Responsible Parties must ensure adherence to hygiene and sanitation requirements as advised by the CDC and DOH, including "[Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)," and the "[STOP THE SPREAD](#)" poster, as applicable. Responsible parties must maintain cleaning logs that include the date, time, and scope of cleaning.
- Responsible Parties must provide and maintain hand hygiene stations on site, as follows:
 - For handwashing: soap, running warm water, and disposable paper towels.
 - For sanitizer: an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical.
- Responsible Parties must provide appropriate cleaning / disinfection supplies for shared and frequently touched surfaces and encourage employees to use these supplies before and after use of these surfaces, followed by hand hygiene.
- Responsible Parties must conduct regular cleaning and disinfection of the retail location and more frequent cleaning and disinfection for high risk areas used by many individuals and for frequently touched surfaces. Cleaning and disinfecting must be rigorous and ongoing and should occur at least after each shift, daily, or more frequently as needed. Please refer to DOH's "[Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)" for detailed instructions on how to clean facilities.
 - Responsible Parties must ensure regular cleaning and disinfecting of restrooms. Restrooms should be cleaned more often depending on frequency of use.
 - Responsible Parties must ensure distancing rules are adhered to by reducing restroom capacity where feasible.

- Responsible Parties must ensure that equipment is regularly disinfected using registered disinfectants, including at least as often as employees change workstations. Refer to the Department of Environmental Conservation (DEC) list of products registered in New York State identified by the EPA as effective against COVID-19.
- If cleaning or disinfection products or the act of cleaning and disinfecting causes safety hazards or degrades the material or equipment, Responsible Parties must put in place hand hygiene stations between use and/or supply disposable gloves and/or limitations on the number of employees using such equipment.
- Responsible Parties must provide for the cleaning and disinfection of exposed areas in the event of a positive case of COVID-19 of an employee, with such cleaning to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. vending machines, handrails, bathrooms, door knobs).
- CDC guidelines on "Cleaning and Disinfecting Your Facility" if someone is suspected or confirmed to have COVID-19 infection are as follows:
 - Close off areas used by the person who is sick.
 - Responsible Parties do not necessarily need to close operations, if they can close off the affected areas.
 - Open outside doors and windows to increase air circulation in the area.
 - Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
 - Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, and shared equipment.
 - Once the area has been appropriately disinfected, it can be opened for use.
 - Employees without close contact with the person who is sick can return to the work area immediately after disinfection.
 - Per CDC's "Evaluating and Testing Persons for Coronavirus Disease 2019 (COVID-19)," considerations when assessing close contact include the duration of exposure (e.g. longer exposure time likely increases exposure risk) and the clinical symptoms of the person with COVID-19 (e.g. coughing likely increases exposure risk as does exposure to a severely ill patient).
 - If more than seven days have passed since the person who is sick visited or used the retail location, additional cleaning and disinfection is not necessary, but routine cleaning and disinfection should continue.
- Responsible Parties should prepare a plan for receipt and resale of returned merchandise, or modify policies to ensure safety of employees and customers.
- For retail activities involving the handling of shared objects (e.g. payment devices), areas (e.g. pick-up area), and/or surfaces (e.g. doors), Responsible Parties must ensure that such areas and objects are cleaned daily, at a minimum.
- Responsible Parties must prohibit shared food and beverages (e.g. buffet style meals), encourage bringing lunch from home, and reserve adequate space for employees to observe social distancing while eating meals.

C. Phased Reopening

- Responsible Parties are encouraged to phase-in reopening activities so as to allow for operational issues to be resolved before production or work activities return to normal levels. Responsible Parties should consider limiting the number of employees, hours, and number of customers available to be served when first reopening so as to provide operations with the ability to adjust to the changes.

D. Communications Plan

- Responsible Parties must affirm that they have reviewed and understand the state-issued industry guidelines, and that they will implement them.
- Responsible Parties should develop a communications plan for employees, visitors, and customers that includes applicable instructions, training, signage, and a consistent means to provide employees with information. Responsible Parties may consider developing webpages, text and email groups, and social media.
- Responsible Parties should encourage customers to adhere to CDC and DOH guidance regarding the use of PPE, specifically face coverings when a social distance of 6 feet cannot be maintained, through verbal communication and signage.
- Responsible Parties should 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 disinfecting protocols.

III. PROCESSES

A. Screening and Testing

- Responsible Parties must implement mandatory daily health screening practices.
 - Screening practices may be performed remotely (e.g. by telephone or electronic survey), before the employee reports to the retail location, to the extent possible; or may be performed on site.
 - Screening should be coordinated to prevent employees from intermingling in close contact with each other prior to completion of the screening.
 - At a minimum, screening should be required of all workers and essential visitors (but not customers) and completed using a questionnaire that determines whether the worker or visitor has:
 - (a) knowingly been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19,
 - (b) tested positive for COVID-19 in the past 14 days, or
 - (c) has experienced any symptoms of COVID-19 in the past 14 days.
- According to CDC guidance on "[Symptoms of Coronavirus](#)," the term "symptomatic" includes employees who have the following symptoms or combinations of symptoms: fever, cough, shortness of breath, or at least two of the following symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell.

- Responsible Parties should require employees to immediately disclose if and when their responses to any of the aforementioned questions changes, such as if they begin to experience symptoms, including during or outside of work hours.
- Daily temperature checks may also be conducted per Equal Employment Opportunity Commission or DOH guidelines. Responsible Parties are prohibited from keeping records of employee health data (e.g. temperature data).
- Responsible Parties must 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. Personnel performing screening activities should be trained by employer-identified individuals who are familiar with CDC, DOH, and OSHA protocols.
- Screeners should be provided and use PPE, including at a minimum, a face mask, and may include gloves, a gown, and/or a face shield.
- An employee who screens positive for COVID-19 symptoms should not be allowed to enter the worksite and should be sent home with instructions to contact their healthcare provider for assessment and testing. Responsible parties must immediately notify the local health department and DOH about the suspected case. Responsible parties should provide the employee with information on healthcare and testing resources.
- An employee who has responded that they have had close contact with a person who is confirmed or suspected for COVID-19 may not be allowed to enter the retail location without abiding by the precautions outlined below and the Responsible Parties has documented the employee's adherence to those precautions.
- Responsible Parties must review all employee and visitor responses collected by the screening process on a daily basis and maintain a record of such review. Responsible Parties must also identify a contact as the party for employees to inform if they later are experiencing COVID-19-related symptoms, as noted in the questionnaire.
- Responsible parties must designate a site safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan.
- To the extent possible, Responsible Parties should maintain a log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means. Log should contain contact information, such that all contacts may be identified, traced and notified in the event an employee is diagnosed with COVID-19. Responsible Parties must cooperate with local health department contact tracing efforts.
- Responsible parties cannot mandate that customers complete a health screen or provide contact information but may encourage customers to do so. Responsible Parties may provide an option for customers to provide contact information so they can be logged and contacted for contact tracing, if necessary.
- Employers and employees should take the following actions related to COVID-19 symptoms and contact:
 - If an employee has COVID-19 symptoms AND EITHER tests positive for COVID-19 OR did not receive a test, the employee may only return to work after completing a 14-day self-quarantine. If an employee is critical to the operation or safety of a facility, the Responsible Parties may

consult their local health department and the most up-to-date CDC and DOH standards on the minimum number of days to quarantine before an employee is safely able to return to work with additional precautions to mitigate the risk of COVID-19 transmission.

- If an employee does NOT have COVID-19 symptoms BUT tests positive for COVID-19, the employee may only return to work after completing a 14-day self-quarantine. If an employee is critical to the operation or safety of a facility, the Responsible Parties may consult their local health department and the most up-to-date CDC and DOH standards on the minimum number of days to quarantine before an employee is safely able to return to work with additional precautions to mitigate the risk of COVID-19 transmission.
- If an employee has had close contact with a person with COVID-19 for a prolonged period of time AND is symptomatic, the employee should notify the Responsible Parties and follow the above protocol for a positive case.
- If an employee has had close contact with a person with COVID-19 for a prolonged period of time AND is NOT symptomatic, the employee should notify the Responsible Parties and adhere to the following practices prior to and during their work shift, which should be documented by the Responsible Parties:
 - 1) Regular monitoring: As long as the employee does not have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.
 - 2) Wear a mask: The employee should wear a face mask at all times while in the workplace for 14 days after last exposure.
 - 3) Social distance: Employee should continue social distancing practices, including maintaining, at least, six feet distance from others.
 - 4) Disinfect and clean work spaces: Continue to clean and disinfect all areas such as offices, bathrooms, common areas, and shared electronic equipment routinely.
- If an employee is symptomatic upon arrival at work or becomes sick during the day, the employee must be separated and sent home immediately, following the above protocol for a positive case.

B. Tracing and Tracking

- Responsible Parties must notify the local health department and DOH immediately upon being informed of any positive COVID-19 test result by a worker at their site.
- In the case of an employee, visitor, or customer who interacted at the business testing positive, the Responsible Parties must cooperate with the local health department to trace all contacts in the workplace and notify the health department of all employees logged and visitors/customers (as applicable) who entered the retail location dating back to 48 hours before the employee began experiencing COVID-19 symptoms or tested positive, whichever is earlier, but maintain confidentiality as required by federal and state law and regulations.
- Local health departments will implement monitoring and movement restrictions of infected or exposed persons including home isolation or quarantine.
- Employees who are alerted that they have come into close or proximate contact with a person with COVID-19, and have been alerted via tracing, tracking or other mechanism, are required to self-report to their employer at the time of alert and shall follow all required protocols as if they had been exposed at work.

IV. EMPLOYER PLANS

Responsible Parties must conspicuously post completed safety plans on site. The State has made available a business reopening safety plan template to guide business owners and operators in developing plans to protect against the spread of COVID-19.

Additional safety information, guidelines, and resources are available at:

New York State Department of Health Novel Coronavirus (COVID-19) Website
<https://coronavirus.health.ny.gov/>

Centers for Disease Control and Prevention Coronavirus (COVID-19) Website
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Occupational Safety and Health Administration COVID-19 Website
<https://www.osha.gov/SLTC/covid-19/>

At the link below, affirm that you have read and understand your obligation to operate in accordance with this guidance:

<https://forms.ny.gov/s3/ny-forward-affirmation>