

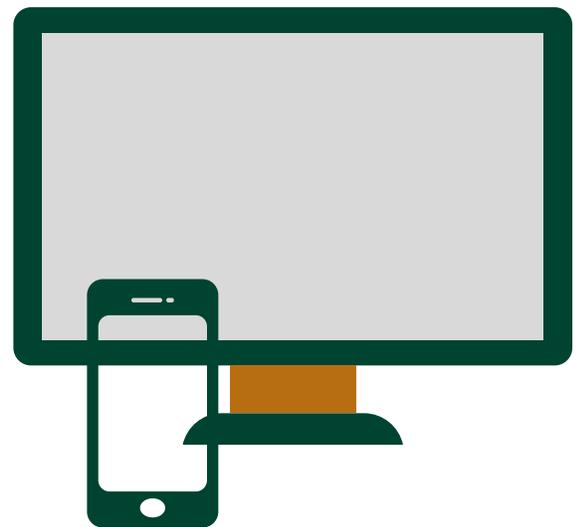
Curbside Pickup Tips

While the curbside pick up accommodation is meant to help businesses get going again, it is strongly hoped that business will be carried out in a manner that is consistent with the continuing public health challenge – i.e. no sales or promotions designed to attract big crowds and adherence to guidelines set out below.

It is important that everyone adjust how they operate to prevent the spread of COVID-19. Implementing processes to ensure physical distancing are key.

ENCOURAGE REMOTE INTERACTIONS

- Customers should order online or by phone if possible
- Have customers pre-pay online or over the phone
- Establish a process to minimize the time required to complete the curbside transaction
 - Schedule pick-up times
 - Have customers notify you when they arrive by phone or text
- Load the product into the car if possible – ask the customer to remain in the vehicle to limit contact
- Ensure employees sanitize hands and surfaces after each interaction
- Advise customers not to use their own containers, reusable bags or boxes



PHYSICAL DISTANCING

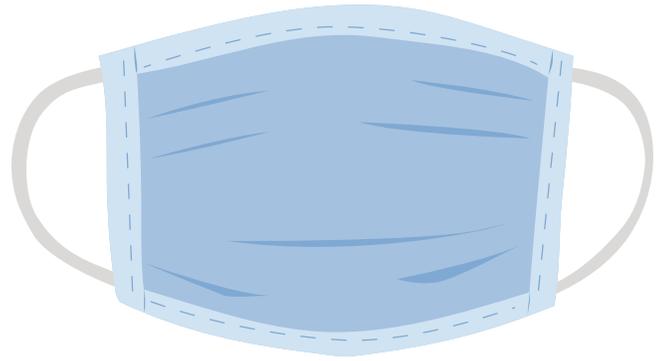
- Place multiple signs near entrances about the physical distancing methods being used and what customers should do
- Have someone in place to direct customers
- Set up queue lines at entrances – cones or ropes work well - be sure pedestrians are able to safely use the sidewalk as well
- Place markers (tape or cones) every two metres to act as distancing cues
- For in-person payments, have cashiers step back from customers if the card reader cannot be relocated two metres away from cashier
- If the queue outside your store gets too long to manage, consider ways to have customers queue up digitally and leave their contact information



Curbside Pickup Tips

GENERAL INFORMATION

- Curbside pick-up does not include sidewalk sales or displays of goods on the sidewalk at this time
- Post signage encouraging at-risk customers (ie: symptoms, recent travel, exposure to someone with COVID-19) to return home and self-isolate
- Encourage employees and customers to wear face coverings (non-medical masks or cloth masks)
- Restrict public access to your location as much as possible
 - If pre-payment is not possible, have a wireless card reader available outside and disinfect frequently
 - Encourage no-contact payment (credit, debit) instead of cash
 - Workers should wash or sanitize their hands each time they handle cash



ADDITIONAL RESOURCES

Huron Perth Public Health Unit: www.hpph.ca

Ontario Personal Protective Equipment (PPE) Directory: www.ontario.ca/ppe

Provincial COVID-19 Information: www.ontario.ca/covid19

National COVID-19 Information: www.canada.ca/covid19