



2019 Novel Coronavirus [COVID-19]

phd3.idaho.gov/coronavirus | cdh.idaho.gov/dac-coronavirus

Recommended Guidance for Curbside Pick-up Operation

Purpose

On March 25, 2020, Governor Brad Little issued an Order to Self-Isolate (i.e., “stay-home order”) that mandates travel, gathering, and business restrictions for all of Idaho. Because some retail operations and food service are considered essential to our community these businesses may be exempt from the restrictions in the order and not required to close. The order is in effect until April 30, 2020 and is subject to be modified or extended. This guidance provides recommendations for retail establishments and food service operations that perform or are planning to resume limited operations through curbside pickup of items or food. The goal is to minimize the possibility of spreading the COVID-19 in retail or food service settings.

Recommended Actions



- If any of your employees are ill, keep them home. Ensure that they do not have any signs or symptoms of COVID-19 (cough, fever, body aches, headache, etc.)
- Post information about your new operational processes where customers have easy access to it, such as on your website, social media, as well as on your doors so anyone who wants to know how to properly order from you has the option to learn.
- While working in the business, encourage your employees to stay safe. Follow social distancing guidelines, as much as possible, during work (at least 6 feet of distance between employees) in addition to frequent and thorough washing of hands with warm water and soap for 20 seconds. More information for handwashing: [CDC Handwashing Instructions](#)
- Sanitize any surface that is contacted frequently. This includes all door handles, equipment, knobs, or anything else that is touched frequently. Chlorine- based sanitizers are known to be most effective against viruses and bacteria. Make sure to strictly follow manufacturer’s instructions. Here are the recommended guidelines for cleaning and disinfecting: [CDC Cleaning and Disinfecting](#)
- Have customers place their orders online or through a phone call, and call in again when they have arrived at the parking lot. Have customers provide your staff with the make/model of their vehicle so the delivery can be quickly brought to the proper car when ready. Have employees wash their hands immediately upon returning inside.
- Encourage payments to be submitted online or over the phone prior to arrival for pick-up of the purchase. If not possible, have the customer insert their chip card/swipe their credit card into the payment device themselves to minimize contact. If a signature is required on a credit card slip, sanitize the pen that was used by the customer. If the customer pays with cash, wash hands immediately after handling the cash.

- When employees are delivering an order to a customer, ensure they are doing it as safely as possible. Have them wear their personal protective equipment (gloves and cloth face coverings) when interacting with the public. Information on glove removal: [CDC Glove Removal Instructions](#). Have them keep their distance while interacting with customers (place the purchased item in a bin/basket to hold toward the customer to avoid any accidental contact while the order is picked up). If the customer picks up their order outside of a car, have a table/counter where the purchase can be slid across. Have employees wash hands immediately after returning to the workplace or interacting with customers.
- Consider contactless delivery options. Deliveries can be taken to a customer’s residence and left on a doorstep to eliminate any interaction with people or need to touch a doorknob or doorbell. A call, text message, or email can be placed to the customer to inform them that their order has arrived. If your operation is unable to deliver, third-party delivery companies can be utilized.

This guidance is subject to change as more information becomes available about limiting the transmission of COVID-19. Business-specific information is currently under development.

For more information on COVID-19, resources are available at the following:

- CDC Coronavirus Disease 2019 (COVID-19) Print Resources:
<https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>
- CDC Environmental Cleaning and Disinfection Recommendations:
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- CDC When and How to Wash Your Hands
<https://www.cdc.gov/handwashing/when-how-handwashing.html>
- State of Idaho Official Novel Coronavirus (COVID-19) Website:
<https://coronavirus.idaho.gov/>

	
<p><i>Serving Ada, Boise, Elmore, and Valley Counties</i></p>	<p><i>Serving Adams, Canyon, Gem, Owyhee, Payette, and Washington Counties</i></p>
<p>https://www.cdh.idaho.gov/dac-coronavirus</p>	<p>https://phd3.idaho.gov/coronavirus/</p>
<p>Call Center: 208-321-2222 M-F 8:30 am – 4:30 pm</p>	<p>Call Center: 208-455-5411 M-F 8 am – 5 pm</p>

4/22/2020: SWDH/CDH

Page 2 of 2