



# Retail, including Grocery Stores, Pharmacy, Convenience Stores, Libraries

## Utah's Moderate Risk Phase Guidelines

Version 4.8 Guidelines



### Moving to orange

A color-coded health guidance system has been developed by the State of Utah to guide health behaviors for individuals and businesses. Each level of the dial is guided by a rigorous measurement system which can be different by each region, county, city, or community.

**Retail establishments create a safe environment for customers and staff with frequent reminders on distancing and hygiene. Monitor employees for symptoms. Customers and employees wear face coverings.**

- Follow all employer guidelines (see below)
- Both customers and employees wear face coverings\*\*
- Maintain signage to remind and help individuals stand at least 6 feet apart, including outside when in line, and in store check-out lines
- Assign an employee to disinfect carts and baskets after each use
- Maximum number of patrons must be such that a 6-foot distance between patrons and employees can be easily maintained (1 person per 100 square feet)
- Make hand sanitizer readily available to customers and employees (e.g. at checkout counters and entrances, etc.)
- Limit purchase quantities on certain goods selling out quickly; this will help maintain ability to meet needs of patrons and limit crowds and lines
- Set an established daily window of time for higher-risk\*\*\* individuals to come in without pressure from crowds
- Staff may only come closer than 6 feet to other staff and customers when accepting payment or delivering goods or services if wearing face covering
- One-way aisles to support physical distancing
- Discourage bringing kids or strollers into stores when possible to allow as much space as possible in aisles
- Consider installing a clear plastic partition between cashier and customer where it is not possible to maintain 6 feet of distance
- Deliver products through curbside pick-up or delivery
- Make regular announcements to remind customers to follow physical distancing guidelines



## Specific Guidance for Grocery & Pharmacy

- Separate order and delivery areas to keep customers from waiting too long in confined areas together
- Prevent people from self-serving any food items that are ready to eat and are not prepackaged; does not include fresh produce
- Gravity-fed bulk bins are permitted. Self-serve food items including bulk bins or self-service cases where food is exposed or unprotected are not permitted. Individually packaged bulk items are encouraged; otherwise, personnel to monitor and sanitize touch points of bulk items at a set frequency based on utilization
- Do not allow individuals to bring their own bags, mugs, or other reusable items from home
- If possible, waive prescription delivery fees

## General Employer Guidelines

Employers exercise extreme caution, with employees working remotely, evaluating workforce concerns, and enacting strategies to minimize economic impact. Businesses that necessitate on-site work should monitor workforce for symptoms and well-being.

- Employers take extreme precautions
- Provide accommodations to higher-risk employees
- Employees and volunteers operate remotely, unless not possible
- Symptom\* checking in business interactions
- Face coverings worn in settings where other physical distancing measures are difficult to maintain; ensure that face coverings are available
- Make every possible effort to enable working from home as a first option; where not possible, workplaces comply with distancing and hygiene guidelines
- Minimize face-to-face interactions, including with customers (e.g. utilize drive-thru, install partitions)
- Where distancing and hygiene guidelines cannot be followed in full, businesses should consider whether that activity needs to continue for the business to operate
- Eliminate unnecessary travel and cancel or postpone in-person meetings, conferences, workshops, and training sessions
- Require employees to self-quarantine when returning from higher-risk\*\*\*\* areas
- Employers evaluate workforce strategy and concerns and enact strategies to minimize economic impact
- Employers must not allow any individuals under isolation or quarantine to come to work at any time unless authorized by LHD



- \* Symptoms include fever of 100.4 degrees Fahrenheit or above, cough, trouble breathing, sore throat, sudden change in taste or smell, muscle aches or pains; refer to CDC symptoms list for updated details <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- \*\* Face coverings are extremely important in the retail setting, as customers are passing one another with high frequency
- \*\*\* Higher-risk individuals at increased risk of severe illness from COVID-19 are people of any age with underlying medical conditions such as: chronic kidney disease; COPD (chronic obstructive pulmonary disease); immunocompromised state (weakened immune system) from solid organ transplant; obesity (body mass index of 30 or higher); serious heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies; sickle cell disease; type 2 diabetes mellitus

Children who are medically complex, who have neurologic, genetic, metabolic conditions, or who have congenital heart disease are at higher risk for severe illness from COVID-19 than other children

Risk increases with age; to see if your age puts you at higher risk, visit <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>

Risk increases with certain underlying medical conditions, visit <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>

\*\*\*\* <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

