



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

## Utah's Low Risk Phase Guidelines

Version 4.8 Guidelines



### Moving to yellow

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 exercise discernment, establishing principles for safe environment and public trust. Monitor employees for symptoms and encourage face coverings for any interactions taking place within 6 feet

- Follow all employer guidelines (see below)
- Face coverings are worn for interactions that take place within a 6-foot distance
- Maintain signage to remind and help individuals stand at least 6 feet apart, including in store check-out lines
- Assign an employee to disinfect carts and baskets regularly
- Resume to normal patron capacity if physical distancing guidelines can be maintained
- Make hand sanitizer readily available to customers and employees (e.g. at checkout counters and entrances, etc.)
- Set an established daily window of time for higher-risk individuals to come in without pressure from crowds
- One-way aisles to support physical distancing
- 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 for higher-risk population when possible

#### Specific Guidance for Grocery & Pharmacy

- Separate order and delivery areas to keep customers from waiting too long in confined areas together
- Self-serving food areas follow Dine-in Restaurant's guidelines below; 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
- Allow individuals to bring their own reusable bags
- If possible, waive prescription delivery fees for higher-risk individuals

#### General Employer Guidelines

Employers encourage flexible working arrangements (rotating shifts, remote work, etc.). Comply with distancing guidelines. Increased cleaning regimen of high-touch areas. Monitor employees for symptoms and well-being.



- All businesses operational if they can meet and adhere to all guidelines
- Employers take reasonable precautions
- Provide accommodations to higher-risk employees; minimize face-to-face contact, assign tasks that allow these individuals to maintain a 6-foot distance from other employees or customers, implement flexible work hours or staggered shifts, allow higher-risk individuals to work remotely
- 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
- Encourage remote work when possible; employers exercise discretion with returning to onsite work
- Workplaces comply with distancing and hygiene guidelines
- Limit unnecessary travel
- 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

### Guidelines for Dine-in Restaurants

- Limit tables to groups of 10, preferably members of the same household
- Groups of patrons at a table must maintain a distance of 6 feet from patrons of other parties at all times. Either move tables or mark off tables not to be used
- In waiting areas, a 6-foot distance must be maintained between parties, whether indoor or outdoor
- Maintain signage to remind individuals from separate parties to stand at least 6 feet apart; waiting area has floor markers to indicate proper spacing
- Hosts preferably open doors for customers and guide them to their seats to prevent traffic or congregating; hand sanitizer available at door
- Recommendation that upon entry, hosts point guests to signage that includes the following information:
  - Outlines symptoms\* and encourages that if the patron, or someone they live with, has experienced COVID-19 symptoms, to please order takeout instead
  - Recommendation for higher-risk individuals\*\* to order takeout/delivery instead of dining in for the protection of that individual
- Manager checks each employee for symptoms before every shift and asks if any member of the employee's household has tested positive for COVID-19 in the past 14 days. Log must be kept and available for inspection by the local health officer
- Staff must wear face coverings at all times and perform hand hygiene between interactions with each table
- Cups, lids, napkins and straws must be handed directly to customers by staff
- Do not place utensils on table until patron is seated
- Encourage contactless and non-signature payment; when not possible, card and payment stations must be sanitized after each use. Staff must sanitize hands between handling payment options and food/containers



- Staff avoid touching items that have been placed on the table (menus, plates, utensils, pens, cups, etc.). The table will be cleared by a dedicated staff member once all guests have left
- Dedicated staff member sanitizes the area occupied by customers upon departure including tables, menus, pens, salt and pepper shakers, etc. and conducts sanitization of high-touch surfaces throughout the day as needed
- Consider use of disposable items if necessary
- The restaurant may not operate if PPE, EPA-approved disinfectants and sanitizers, soap, and other necessary cleaning supplies are not available; sanitizer is effective against COVID-19. Chlorine (bleach) at 100-200 ppm is recommended
- Hand sanitizer must be available immediately adjacent to bathrooms
- Close restaurant for cleaning and disinfecting in the morning and evening. Cleaning and disinfecting includes all tables, chairs, door handles, floors, bathrooms, and any high-touch surfaces
- Buffet and self-serve restaurants will provide utensils, cups, plates and other service items only from the counter where food is ordered. None of these items will be accessible to the public. Buffet style restaurants will provide servers who will serve the meals from buffet to limit exposure
- Stagger workstations so employees are not facing one another and are 6 feet apart unless barriers are used, or face coverings are worn
- To-go boxes, pizza boxes, paper cups, and any other paper product that touches food must be treated as food
- Staff are only required to use gloves when handling ready-to-eat foods (including ice). Gloves are not required when handling foods that have yet to be cooked
- Indoor playgrounds in restaurants remain closed

\* 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>

\*\* 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>

