

COVID-19 guidance for essential retail businesses

Essential businesses that continue to operate during the City of Berkeley Health Officer's stay home order can play an important role in protecting their employees and customers from COVID-19 by following the practices outlined in this document.

Required measures for all essential businesses

All essential businesses are required to post the following at each public entrance of their facility:

1. Signage reminding all employees and customers to:
 - Avoid entering the facility if they have a cough or fever
 - Maintain a minimum six-foot distance from one another
 - Sneeze and cough into a tissue, or one's elbow when not available
 - Not shake hands or engage in any unnecessary physical contact

The City has created a sign that can be used for this purpose. It can be downloaded at bit.ly/social-distancing-sign.

2. A social distancing protocol that details on-site measures enacted by the business to customers and employees safe.

The City has provided a social distancing protocol as a fillable form at bit.ly/covid19-protocol. Business must implement the measures listed in the protocol to the maximum extent possible.

3. Signage that states all employees, customers, and other visitors to the facility must wear a face covering while inside.

The City has created a sign that can be used for this purpose. It can be downloaded at bit.ly/face-covering-sign.



Recommended practices for essential retail businesses

Measures to support social distancing

- Limit the number of people in a store at any one time. Consider posting an employee at the door to monitor customers and let one person in at a time. Set a maximum number low enough to not be too crowded and that readily allows six feet of distance between patrons and employees.
- Put limits on certain goods that are selling out quickly to allow as many customers a chance to get what they need as possible. Limits will help reduce crowds and lines.
- Post signs outside the store reminding people in line to stay at least six feet apart. Use floor markings such as stickers, tape or diagrams, to depict where customers should stand to maintain a 6-foot distance between one another.
- If your store has high customer volume, reserve time for seniors and people with compromised immune systems to shop prior to opening to the general public, such as during the first hour when the store opens.

Measures to limit contact between customers and staff

- Instruct staff to maintain at least six feet distance from customers. Staff should momentarily come closer to accept payment or deliver goods only when absolutely necessary.
- Place signs at registers encouraging the use of contactless pay options with a smart device. Have staff input any additional information (such as tips) to avoid having people touch the screen.
- Erect a plastic threshold between employees at the register and the customer, similar to a bank teller window.

Measures to promote sanitation

- Provide alcohol based (60%) hand sanitizers for use for both employees and customers by placing them at convenient and accessible locations.
- Provide tissue boxes and trash cans with foot operated pedals at the entrance and near all doors with pull handles.
- Sanitize all high-touch surfaces regularly with approved sanitizing wipes and/or sanitizing solutions. High touch surfaces include door handles/knobs, counters, pens, and pay stations.
- Sanitize credit/debit card scanners and payment touch screens between each transaction.

Measures to protect employee health

- Even at essential businesses, everyone who can work from home should do so. Only employees who need to be physically present should come to work.
- Ensure that employees' desks or work areas are separated by at least six feet.
- Employees must wear a cloth mask that covers their nose and mouth at all times while in the workplace, provided they are able to safely perform their job while wearing one. Provide masks for employees, if possible.
- Instruct sick employees to stay home. If employees are sick at work, send them home immediately.
- Pre-screen employees: Check employee temperatures and assess symptoms prior to them starting work daily. If possible, conduct temperature checks and symptom assessment before employees enter the facility.
- If you have employees at higher risk for coronavirus (people 60 or older, people with underlying health conditions such as heart disease, lung disease, or diabetes), consider temporarily assigning employees with underlying health conditions to non-public-contact duties.





For any questions regarding this guidance, or for assistance implementing social distancing at your business, email oadmailbox@cityofberkeley.info or call (510) 981-7530.

