



Curbside Retail Guidance

UPDATED July 18, 2020

This guidance was developed by the San Francisco Department of Public Health based on recommendations from the California Department of Public Health, the US Centers for Disease Control (CDC), and the US Occupational Safety and Health Administration (OSHA) and will be posted at <http://www.sfcdcp.org/curbside>. Changes in this update include the requirement of an approved plan for malls or inside building retail businesses, and makes other minor changes to align with interim Health Officer Orders. This interim guidance may change as knowledge, community transmission, and conditions and information about COVID-19 change.

AUDIENCE: Businesses who are offering curbside retail during the COVID-19 pandemic and need to comply with the [Directive for Curbside Retail 2020-10 \("Directive"\)](#), issued by the San Francisco Health Officer on May 18, 2020. "Business" includes many types of organizations, such as nonprofit organizations, employers, community-based organizations and others. "Personnel" includes employees, contract workers, gig-workers, volunteers and others.

PURPOSE: This document reviews the main points of the Directive, outlines the steps you should take, and gives you resources and more information to help you comply with the mandatory requirements that are fully detailed in the Directive.

Summary of San Francisco Requirements for Curbside Businesses:

- Includes and adds to the State of California Guidance
- Includes additional measures due to the City's higher density and closer contact between residents
- Complies with State guidelines that support higher levels of monitoring and care when necessary for a local area's public health
- Requires that you create a Health and Safety plan
- Adds more symptoms to the symptom list for COVID-19 and requires a daily symptom check for personnel
- Limits the number of personnel that can be on each site
- Requires that you plan and describe traffic safety measures for new or expanded curbside retail
- Requires you to submit a plan for Health Officer approval before providing curbside retail if your business is inside a building or mall

Steps for Businesses Re-opening with Curbside Pickup:





1. Prepare

Write A Plan

You must make a Health and Safety plan that describes how you are making the required changes listed in the [Directive](#). A fillable form is available to ensure that your plan covers all the requirements.

Put Up Signs

The Health Officer order requires the following types of signs to be placed at each public entrance to the facility or location:

- [Face Covering Sign](#) to let people know that masks or face coverings are required.
- [Social Distancing Protocol for Businesses](#) ([Spanish](#), [Chinese](#), [Vietnamese](#), [Arabic](#)) and [Stay 6-feet Apart Sign](#), and [Simple Social Distancing Notification Sign](#)
- Signs reminding people to [Stay Home from Work](#) and not to enter the facility or location if they have a cough or fever, and to not shake hands.
- **Additional signs** are available at the [SF.GOV Outreach Toolkit](#).
- Your **Health and Safety plan** must be posted for personnel and customers to see.

Educate and Train

It is important to let personnel know about the changes that are needed to keep everyone safer together.

- You must create and implement an education plan for all personnel that covers items in the Directive, making sure that personnel understand the Social Distancing Protocol and the Health and Safety Plan. See these locations for more information about:
 - [daily screening](#), including the questions you must ask Personnel each day what to do if personnel get a [positive COVID-19 result](#)
 - when personnel can [return to work after COVID-19](#)
- The Directive requires that you give all personnel a copy of your Health and Safety Plan

Inform

Informing personnel about the changes in your business is a key part of your **Health and Safety Plan**. You should let personnel know about the changes that are required by the Health Officer. For businesses to open safely, personnel need to know about these changes. These changes should include, among others:

- Changing hours to make sure there is adequate time in the work day to allow for cleaning and decontamination.
- Using procedures and allowing time to make sure personnel wash or sanitize their hands frequently, including before **stocking shelves**, and making sure to again wash or sanitize hands if they become contaminated by touching face or hair or being exposed to other soiled surfaces.
- Making sure personnel **wear a face covering at all times**, and make sure that all personnel who shop or select items on behalf of customers wear a Face Covering when shopping, packing, and/or



delivering items.

- Stopping the use of shared break-room or kitchen equipment, such as water coolers or drinking fountains. Microwaves and other high-touch items should be cleaned frequently between uses.
- Making sure personnel know to keep at least **six-feet distance from others**, including when shopping on behalf of customers, except when it is briefly necessary for payment or to hand off items or deliver goods. If six feet cannot be maintained, you may need to reduce even more the number of personnel in your space.
- Limiting the total number of personnel inside a retail space to no more than 10
- The number of personnel for related warehouse and manufacturing is expanded at this time. See the Health Officer directives for a breakdown of the number of people allowed for each time of activity for your business (<https://www.sfdph.org/dph/alerts/coronavirus-health-directives.asp>)
- Letting personnel know they do not need a note to return to work if they have followed the instructions for how long they should stay out of work.

2. Create Safer Spaces

You should look at your spaces and think about how the space can be changed to create safer spaces to protect yourself, personnel, your customers and your vendors or suppliers. Even if your business was previously allowed to operate, you may need to make changes to ensure you are in full compliance, including:

- Put up **signs**
- **Mark spaces** with tape or other decals to prevent personnel, customers and vendors from being too close to each other
- Put out **supplies for handwashing, disinfecting and masking**
- **Remove objects** that are passed between people. You should also prevent shared touching of objects, particularly when people are close together
- **Limit the number of people**, including those waiting in line or those allowed to come to a window
- **Create a buffer for areas where people still must interact** such as a Plexiglas screen for cashiers, or a surface where items can be put for a later pickup, to prevent a hand-off between two people

Special considerations for Curbside Retail:

The Directive has special rules for curbside retail. Curbside Retail is defined as providing items to customers who **do not enter** your facility or location. Curbside Retail includes Personnel delivering items to a customer in a parked car or truck, or to a customer on a parked bicycle, scooter or motorcycle. The customer stays with their vehicle in a parking lot or legal parking space. Personnel can also deliver items to a customer who comes to your location on foot.

If your space is located inside a building or mall, you must submit a plan for Health Officer approval before offering curbside retail.

- If personnel are delivering to a customer in a parking lot or legal parking space:
 - Ask for the vehicle's make, model, color, and license plate number during the



offsite/remote sales transaction

- Remind customers when they place their order that they must turn their motor off when they arrive at your facility or location
- Remind customers to call or otherwise message to let your business know when they arrive
- Load into the trunk when possible. When feasible, personnel may load the items purchased into the vehicle's trunk compartment. If loading into a trunk is possible the customer does not need to wear a face covering
- Wear face coverings for other handoffs. If the handoff of the ordered items requires an interaction between the customer and Personnel, such as handing off the item into the vehicle's backseat or through a window, the Customer and delivery person **must each be wearing a face covering**

Traffic, bike and sidewalk safety is very important:

- Customers waiting in line outside your business must remain at least 6 feet apart from each other and from customers who may be waiting in line for other businesses nearby.
- Delivering items to a vehicle should be done from the curb, unless the vehicle is in a parking lot.
- Do not deliver to double parked vehicles. You can [ask the City to change parking spaces into temporary loading zones](#) for no fee.
- People must be able to freely move on the sidewalk. Avoid blocking anyone's ability to pass safely, including avoiding blocking ADA-compliant sidewalk access
- You should address any other traffic, bike lane or mobility safety issues specific to your location.

More resources and information: The [FDA has useful information for food pick-up and delivery](#). California Department of Public Health and Cal OSHA have [guidance specific to delivery workers during COVID-19](#).

3. Take Care of Personnel

Daily Activities should include:

- Ask personnel about symptoms
- Frequent cleaning and disinfecting
- Keep supplies stocked for cleaning, disinfecting, and masking
- Monitor face coverings and hand washing
- Watch out for signs of illness in your personnel
- Continue to look for ways to make your spaces safer (see "Monitoring and Adjusting" section, below)

4. Responding

You may have one or more personnel who have a symptom, or an exposure to COVID-19 when you ask your daily screening questions. You may also have one or more personnel who test positive for COVID-19.

Please share with personnel and include in your Health and Safety Plan the following information for when:



- [personnel answer Yes to any of the daily screening questions](#)
- [personnel have a positive COVID-19 test](#)
- personnel are [returning to work after COVID-19](#)

5. Monitoring and Adjusting

At least weekly, think about how your business and personnel are doing, how well you are complying with the Health Officer's Order(s), and what changes are needed during our COVID-19 pandemic.

- Adjusting Your Plan
You may find that you need to make changes to improve safety. These changes might be, for example, that you need to impose additional limits on the number of people waiting in line for pickup. If you make changes, you should update your Health and Safety Plan.
- Look for **New Info**
[SFDPH Communicable Disease Control and Prevention has up-to-date guidance](#) including any changes in testing requirements for employers and businesses which could mean you have to update your Health and Safety Plan.
SF.GOV maintains a frequently updated page with [comprehensive resources for businesses during the COVID-19 pandemic](#)
- **New Documents** - If documents are changed or updated, give a new copy to personnel. This includes:
 - Changes to your Health and Safety Plan
 - Changes to the list of symptoms that should be checked as part of daily screening
 - New [Health Officer Orders and Directives](#), at
 - Other changes as we learn more about how to work safer together.

6. Frequently Asked Questions

My retail store is located in an enclosed shopping center (e.g., Stonestown Galleria). Can I open for curbside pickup?

If your store has an entrance that opens directly to an adjacent sidewalk, street or alley, it may open for curbside pickup. If your store does not have an entrance that opens directly to the outside—i.e., if the only way to enter the store is by going through an indoor space—you will need to submit a plan for Health Officer approval to open for curbside pickup. Retail stores in an enclosed Indoor Shopping Center that do not have direct access to adjacent sidewalk, street, parking lot, or alley area, may only provide curbside retail after the Indoor Shopping Center obtains approval from the Health Officer.

My retail store is small—can I still have 10 personnel on site to handle curbside pickup?

No. If your retail business cannot safely maintain a six-foot distance between personnel, you must reduce the number of personnel accordingly. Ten people may be too many for a particular entity to safely operate.

What businesses are permitted to provide curbside retail?

All retail establishments other than those inside enclosed Shopping Centers are permitted to provide curbside retail. Such businesses include:



- Bookstores
- Jewelry stores
- Toy stores
- Clothing and shoe stores
- Home and furnishing stores
- Sporting goods stores
- Florists
- Second hand stores
- Other retailers selling goods

What businesses are not yet permitted to reopen?

Retail stores inside Shopping Centers that have not obtained approval from the Health Officer may not open. Personal services are not permitted to reopen at this time; stay up to date for industry-specific guidance for reopening services. Personal services include:

- Beauty salons
- Nail salons
- Massage practitioner
- Body art practitioner

Should my staff wear gloves?

Routine glove use is not recommended. The CDC explains that in general, gloves are appropriate when cleaning or caring for someone who is sick (see link: [When to wear gloves](#)). In most other situations, wearing gloves is not necessary and may still lead to the spread of germs. The best way to protect yourself is to regularly wash your hands with soap and water for 20 seconds, or use hand sanitizer with at least 60% alcohol.

There's a metered parking space immediately outside the entrance to my store. How can I provide for use of that space for curbside pickup?

You can request that the adjacent street parking be converted to temporary loading zone to help encourage physical distancing and reduce crowding. To do so, you can submit an [online application to the MTA](#).

Resources

- For more information about curbside guidance, go to sf.gov/curbside. To access the links in this document, view it at www.sfcddp.org.
- [San Francisco Office of Labor Standards and Enforcement](#)
- [Employer guidance from the State Department of Labor](#)
- [Cal/OSH information on protecting workers from COVID-19](#)
- Equal Employment Opportunity: [Equal Employment Opportunity](#).
- [Paid sick leave in San Francisco](#)



- Information from the [San Francisco Office of Economic and Workforce Development about COVID-19](#) employer requirements and employee benefits:
- [Avoiding discrimination and retaliation during COVID-19.](#)

Useful COVID-19 resources to keep checking:

- [San Francisco Department of Public Health \(SFPDH\) COVID-19 Guidance](#)
- [State of California Resilience Roadmap](#)
- [CDC Return to Work Guidance](#)