



# Public Health Directive

## Required Best Practices for Retail Establishments

- **Prepare your store**

- Gathering areas such as entryways, cart pickup and queue for checkout locations must have easily visible marks on the floor at 6 foot intervals
- Any queuing area must be supervised by store employees to ensure customers maintain social distancing – direct customers to appropriate check-out location
- In areas where it is not feasible to provide social distancing, such as cashier/checkout locations - provide physical shields between cashiers and customers if possible
- If needed, stagger checkout locations (staffed and self-checkout) to assist in maintaining social distancing
- Provide easily accessible waterless hand cleaner for customers and employees
- Provide signage (minimum 11"x17") explaining social distancing and sanitation visible to customers and employees
- Consider providing signage at or near store front to notify customers of common items that are out of stock

- **Prepare your employees**

- Management must take the lead to demonstrate and follow best practices for keeping the public safe during the COVID-19 crisis
- Management must be visible throughout the store
- Provide food-service grade/level PPE to employees as appropriate

- **Clean your store**

- Set a schedule to wipe down frequently touched surfaces
  - Counter tops
  - Credit card terminals
  - Door/cooler handles (prop open doors when possible)



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- Displays that allow customer interaction (consider limiting or eliminating if possible)
- Handles to all carry baskets or push carts – after each use
- Provide sanitized carts and baskets
- Have employees walking the sales floor with sanitizing spray and towels to wipe down frequently touched surfaces
  
- **Customers**
  - Must follow store directives regarding social distancing and occupancy limits
  - Are encouraged to have prepared shopping lists
  - Are encouraged to self-limit number of household members shopping
  - Are required to practice social distancing and follow in-store protocols
  
- **Occupancy**
  - All retail stores must limit their occupancy to a number no greater than that which allows all directives above to be met.
  - In no case may a retail store exceed any existing occupancy limit set by the City of Lubbock's Fifth Declaration of Disaster