

GROCERY STORE GUIDANCE – COVID-19

This document is to provide additional guidance for operating in compliance with the [Safer at Home Order](#), and can be used in conjunction with the [Social Distancing Protocols Checklist](#).

Require face coverings

- Instruct employees to wear a clean, cloth face covering at all times when they are not able to maintain social distancing.
- Inform customers a cloth face covering is required at all times while ordering and waiting for food.
- Refer to the *Face Coverings FAQ* document for additional information

Enforce social distancing

- Stagger customer entry and reduce occupancy to 50% of posted requirement or less based on the square footage of the facility. Recommend customers shop alone to reduce crowding.
- Mark customer lines with tape, chalk, or decals to ensure 6 foot separation for each customer.
- Close every other cash register to create space between lines.
- Instruct staff to take breaks outside of the designated break room and away from others.

Provide protection at the register

- Install protective, plastic shields between the customer and employee at each register.
- Disinfect touch screens, PIN pads, plastic barriers, and customer counters.
- Allow staff to take frequent breaks to wash their hands; provide hand sanitizer.

Instruct sick employees, delivery drivers, and customers to stay home

- Instruct sick workers to stay home for at least 7 days, or until 72 hours after being fever free, whichever is longer. Send staff home if they arrive sick or become sick during the day.
- Screen staff for symptoms of illness including a fever of 100°F or above, sore throat, runny nose, chills, not feeling well, sneezing, coughing, abdominal pain, and diarrhea.
- Post signs in visible locations asking customers to remain home if sick, even with mild illness.

Provide sanitizer

- Provide alcohol-based hand sanitizer (60% alcohol) for customers at the entry.
- Sanitize shopping carts and baskets between uses, or provide sanitizer wipes.

Clean and disinfect surfaces

Frequently clean and disinfect coffee grinders, customer counters, cash registers, PIN pads, refrigerator door handles, doorknobs, bathroom fixtures, toilets, trashcans, and phones. Use an [Environmental Protection Agency](#) (EPA) registered product that is effective against COVID-19, and follow label instructions for required contact time and ventilation.

Provide accessible and fully stocked hand sinks

Ensure handwashing sinks are accessible and fully stocked with soap, paper towels or hand driers, and hands-free trash receptacles.

Additional measures

Discontinue food sampling. Close all buffets and self-service bulk bins. Instruct customers to only touch the produce and food items they are going to purchase.

Questions? Contact the Pasadena Environmental Health Services Division at 626-744-6004, or through the Citizen Service Center by calling 626-744-7311 or by visiting <https://www.cityofpasadena.net/CSC>.