



Durham Region Health Department **Facts about...**



Retail Curbside Pickup or Delivery of Goods During COVID-19

COVID-19 is a new strain of coronavirus that can cause respiratory illness. Those who are infected with COVID-19 may have little to no symptoms or may not know they have symptoms because they are similar to a cold or flu. For updated information about COVID-19, go to durham.ca/NovelCoronavirus

COVID-19 is most commonly spread person-to-person, from an infected person through:

- Respiratory droplets generated when an infected person coughs or sneezes.
- Close, prolonged personal contact, such as touching or shaking hands.
- Touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands. There is evidence to suggest that, in the right conditions, COVID-19 could survive on surfaces for several days.

Curbside pickup and delivery of goods are permitted during the COVID-19 Pandemic. To further reduce the risk of spreading the disease we are recommending these facilities follow the [Province's sector specific guidance documents](#) and implement the following recommendations below.

Providing Curbside Pickup for Customers:

- Avoid close contact with customers, when possible.
- Keep a distance of at least 6 feet (2 metres) from customers if they are outside the vehicle.
- Avoid handling money, if possible. Consider wearing disposable gloves if you must collect money from customers. Use one pair of gloves for each customer and discard them after in a safe manner. Minimize or eliminate exposures by having customers pre-pay online or use credit, debit or e-transfer.
- Consider contactless transactions that limit or eliminate close contact and the sharing of items such as pens and electronic signature pads between customers and store personnel.
- Do not permit customers to use their own containers, reusable bags or boxes.
- Establish a process that minimizes time required to receive the customer and complete any curbside transaction (e.g. have the customer call or otherwise notify upon arrival)
- Customers who drive should remain in the vehicle and be asked to open their trunks/doors remotely (where applicable) to limit contact with surfaces when orders are being placed in their vehicles.
- For large numbers of orders, plan a traffic and pickup route, and consider staggering pickup times.
- Establish clear visuals/markings to show where the designated pickup area is located and the boundaries of the pickup area. Customers should be prohibited from exiting their vehicle while they are in the designated pickup area and stay inside their vehicle.
- Following completion of curbside transactions, ensure store personnel sanitize their hands and any surfaces.

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If you require this information in an accessible format, contact 1-800-841-2729.



Delivery of Goods by Store Personnel:

- Equip delivery personnel with alcohol-based hand sanitizer, tissues, and disinfectant wipes to clean frequently touched surfaces (e.g. car door handles, steering wheel) and provide them with instructions on their appropriate use and disposal.
- Delivery personnel should use alcohol-based hand sanitizer between deliveries.
- Establish a procedure for delivery to customer homes that eliminates in-person interactions (e.g. drop package off at door and notify customer via call or text message of delivery completion)
- For deliveries requiring a signature, consider alternate approaches including:
 - Having the delivery personnel call and inform the customer of the drop-off and that it has been received.
 - Informing customers in advance that signatures will not be obtained and documenting the reason for not obtaining the signature.

Cleaning & Disinfection:

- Surfaces where orders are placed or organized should be cleaned and disinfected frequently.
- Increase cleaning frequency – on commonly touched surfaces like material handling equipment (steering wheels, debit machines, carts, dollies, lifts). Cleaning and disinfecting should be performed regularly and after possible exposure.
- Commonly used [disinfectants](#) are effective against COVID-19. If an area is heavily soiled, it should be cleaned with soap and water before a disinfectant is used.
- Use a disinfectant that is pre-approved by Health Canada for use against COVID-19. Read the label to determine the contact time (minutes) to leave the disinfectant on the surface.
- Check expiry date of products you use and always follow manufacturer's instructions.
- Consider limiting operating hours to properly clean and disinfect all areas.

Handwashing & Personal Protection Measures:

- Proper handwashing is the best method to help reduce the spread of COVID-19.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 70 percent alcohol if soap and water are not available.
- Mask use is recommended when physical (social) distancing is a challenge or not possible.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people: keep a distance of 2 metres between people.
- Stay home when you are ill.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve or arm.
- Clean and disinfect frequently touched objects and surfaces.
- Prominently post "[Stop the Spread of Germs](#)" posters.
- Be aware of the most current, credible, public health information/recommendations and communicate these to your staff and customers.
- For questions on what to do if you have symptoms of COVID-19 or have traveled, please visit durham.ca/NovelCoronavirus



References:

Regional Municipality of Durham, [Community Re-opening Toolkit, May 2020](#)

Ministry of Health, [COVID-19 Guidance: Essential Workplaces, May 2, 2020](#)

Ministry of Labour, Training and Skills Development, [Sector Specific Resources to prevent COVID-19 in the workplace](#)

Workplace Safety & Prevention Services, [Guidance on Health and Safety for Curbside Pickup and Delivery Services during COVID-19](#)

Ministry of Health, [Face Coverings and face masks, May 2020](#)

Public Health Ontario, [Mask Use for Non-Healthcare Workers, May 2020](#)

Public Health Agency of Canada, [Community-based measures to mitigate the spread of coronavirus disease \(COVID-19\) in Canada](#)

Ontario Ministry of Health, [Enhanced Measures to Protect Ontarians from COVID-19, March 16, 2020](#)

Public Health Ontario, [Corona Disease 2019 \(COVID-19\) Cleaning and Disinfection for Public Settings, March 11, 2020](#)

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