



Guidelines for Retail Establishments during Utah's 'Moderate Risk' Phase*

Updated April 30, 2020

Effective May 1, 2020

Retail, including Grocery Stores, Pharmacy, Convenience Stores

Retail establishments shall create a safe environment for customers and staff with frequent reminders on distancing and hygiene. Monitor employees for symptoms. Customers and employees should wear face coverings.

- Follow all employer guidelines outlined in General Business Guidelines
- Employees shall be checked for symptoms daily, at the beginning of each shift. Symptomatic employees must be excluded.
- Staff and customers should wear face coverings.
- Maintain signage to remind and help individuals stand at least 6 feet apart; including outside when in line, and in store check-out lines.
- Assign an employee to disinfect carts and baskets after each use.
- Maximum number of patrons must be such that a 6-foot distance between patrons and employees can be easily maintained (1 person per 100 square feet).
- Provide hand sanitizer at checkout counters and entrance/exit.
- Limit purchase quantities on certain goods selling out quickly; this will help maintain the ability to meet the needs of patrons while limiting crowds and lines.
- Set an established daily window of time for high-risk individuals to come in without pressure from crowds.
- Staff may only come closer than 6 feet to other staff and customers when accepting payment or delivering goods or services if wearing face coverings.
- One-way aisles are encouraged to support physical distancing.
- Discourage bringing kids or strollers into stores when possible to allow as much space as possible in aisles.
- Consider installing a clear plastic partition between cashier and customer where it is not possible to maintain 6 feet of distance.
- Deliver products through curbside pick-up or delivery.
- Make regular announcements to remind customers to follow physical distancing guidelines.

Specific for Grocery & Pharmacy

- Separate order and delivery areas to keep customers from waiting too long in confined areas together.
- Prevent people from self-serving any food items that are ready to eat and are not prepackaged; this does not include fresh produce.
- Only make bulk items available if they are individually packaged.
- Do not allow individuals to bring their own bags, mugs, or other reusable items from home.
- If possible, waive prescription delivery fees

**Adapted from Utah's [Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation](https://coronavirus-download.utah.gov/Health/Phased%20Health%20Guidelines%20V4.0.pdf)*

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