

CurbTO

Curbside Pick-up during COVID-19 Tips for Businesses

While the curbside pick up accommodation is meant to help businesses get going again, it is strongly hoped that business will be carried out in a manner that is consistent with the continuing public health challenge – i.e. no sales or promotions designed to attract big crowds and adherence to guidelines set out below.

It is important that everyone adjust how they operate to prevent the spread of COVID-19. Implementing processes to ensure physical distancing are key.

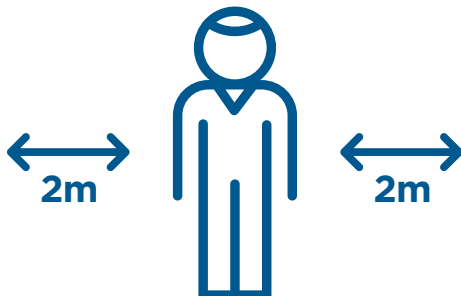
ENCOURAGE REMOTE INTERACTIONS

- Customers should order online or by phone if possible
- Have customers pre-pay online or over the phone
- Establish a process to minimize the time required to complete the curbside transaction
 - Schedule pick-up times
 - Have customers notify you when they arrive by phone or text
- Load the product into the car if possible – ask the customer to remain in the vehicle to limit contact
- Ensure employees sanitize hands and surfaces after each interaction
- Advise customers not to use their own containers, reusable bags or boxes



PHYSICAL DISTANCING

- Place multiple signs near entrances about the physical distancing methods being used and what customers should do
- Have someone in place to direct customers
- Set up queue lines at entrances – cones or ropes work well - be sure pedestrians are able to safely use the sidewalk as well
- Place markers (tape or cones) every two metres to act as distancing cues
- For in-person payments, have cashiers step back from customers if the card reader cannot be relocated two metres away from cashier
- If the queue outside your store gets too long to manage, consider ways to have customers queue up digitally and leave their contact information



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GENERAL INFORMATION

- Curbside pick-up does not include sidewalk sales or displays of goods on the sidewalk at this time (outdoor marketing displays by grocers with existing City permits are still allowed)
- Customers are not permitted to enter your store to select goods, try on or sample goods, or return or exchange goods
- Post signage encouraging at-risk customers (ie: symptoms, recent travel, exposure to someone with COVID-19) to return home and self-isolate
- Encourage employees and customers to wear face coverings (non-medical masks or cloth masks)
- Restrict public access to your location as much as possible
 - If pre-payment is not possible, have a wireless card reader available outside and disinfect frequently
 - Encourage no-contact payment (credit, debit) instead of cash
 - Workers should wash or sanitize their hands each time they handle cash



CURBTO ZONES

To help you support physical distancing outside of your business while also accommodating increased demand for delivery and pick-up services, the City is offering two programs: Temporary Parking Pick-up Zones and Curb Lane Pedestrian Zones. For more information, visit www.toronto.ca/covid19BusinessTO

The City will assist you with signage for your temporary zones. You can request a temporary parking pick-up zone and/or a curb lane pedestrian zone for your business by filling out the following survey <https://s.cotsurvey.chkmkt.com/?e=194610&h=B61B26792102E70&l=en>

ADDITIONAL RESOURCES:

Toronto Public Health's [COVID-19 Guidance for Workplaces/ Business and Employers](#) provides guidance on a number of other public health measures as you re-open your retail store, such as performing environmental cleaning and disinfecting, emphasizing respiratory etiquette such as coughing or sneezing into a tissue or your elbow and hand hygiene and screening employees.