



COVID-19

Grocery Store Guidelines

If you are reading this, you are operating a grocery store during this crisis. Thank you and your staff for your service to your community. The ability to regularly and safely purchase the food we need is essential for everyone to stay fed, stay calm, stay home and safe. We have included below best practice recommendations to help your employees and customers stay safe.

Under 50,000 sq ft.

Only one person per
120 square feet.

Over 50,000 sq ft.

Only 4 people per
1000 square feet

On 4/9/2020 Governor Whitmer issued an executive order limiting the number of customers allowed into a store. These recommendations are now based on the square footage of the building.

Lines

- Make it easy for customers to understand how to stand 6 feet apart
- Use floor markings to make it easy for customers to understand how to stand six feet apart while waiting to enter the store

Registers

- Clean frequently
- Mark floors to help customers stand 6 feet apart

Clean

- Appoint a sanitation worker who will be responsible for cleaning and sanitizing commonly touched surfaces throughout the day,
- Use environmental cleaning guidelines set by the CDC.
- Encourage all shoppers to wear nose/mouth coverings

Discontinue

- Self-serve foods or bulk foods
- Product sampling
- Hot bars, cold bars and buffets

Consider

- A pick-up option where customers email grocery requests and pay for them by credit card over the phone and stores place purchases in their trunk.
- If preparing individualized orders for pickup is too staff-intensive, consider pre-packaged fix-priced pick-up bundles (eggs, milk, bread, tomato soup, etc.)

Grocery Store Guidelines cont.

- Stores should also explore alternatives to lines, including allowing customers to wait in their cars for a text message or phone call. These types of solutions will also help enable social distancing and better accommodate seniors and those with disabilities.
- Limit the size of lines to get into the store by encouraging customers to come back at off-peak times.
- Unless aisles allow for 6 feet if distance between customers passing in opposite directions, aisles should be marked as one-way with clear signage on the floor and directional arrows.
- Creating a physical barrier between cashier and customers.

Display

- Signs in the store for customers the steps being taken to minimize the risk of COVID-19.
- If you do not have other signage, use these downloadable resources to print out.

Customers

- Create at least two hours per week of shopping time for vulnerable populations, which are:
 - people over 60
 - pregnant women,
 - people with chronic conditions (heart disease, diabetes, and lung disease)

This is now required under the Governor's Most recent executive order
- Provide hand sanitizer with at least 60% alcohol if available for employees and customers by placing them at convenient/accessible locations.
- Ensure there is a way to sanitize shopping carts and basket handles –either by making wipes easily accessible to customers or by having employees manage the process such that carts are sanitized between each customer use
- Frequently sanitize commonly touched surfaces and objects such as: electronics, door knobs, push handles, faucet handles, counter tops, cash machine key pads, shopping cart handles, anything frequently touched throughout the day

Workers

- Take employee temperatures before every shift and conduct daily checks for symptoms of illness. Ensure employees stay home when they are sick with fever, coughing, and sneezing.
- Grocery Store workers are eligible for testing at the State Fairgrounds site. More info here: <https://detroitmi.gov/>
- Ensure that employees practice washing their hands thoroughly with soap and warm water for 20 seconds upon first arriving to work, after using the restroom, before and after eating and frequently throughout the day.
- Avoid touching your eyes, nose or mouth.
- Employees should use face masks and gloves at all times, particularly if there is less than 6 ft distance between staff and customers, such as at checkouts. Masks should be reused by storing in a paper bag until soiled.

Grocery Store Guidelines cont.

- Consider temporarily assigning employees at high risk for coronavirus to non-public-contact duties, such as people with underlying health conditions, people 60 or older, people with underlying health conditions, those with weakened immune systems or those who are pregnant.

APPENDIX A: THE OFFICIAL TEXT

All Grocery Stores are required to comply with the most current Executive Order from the Office of Governor Whitmer. Executive Order 2020-42 (COVID-19). Relevant excerpts for grocery stores are below:

Any store that remains open for in-person sales under section 5 or 9(f) of this order must:

- Establish lines to regulate entry in accordance with subsections (c) and (d) of this section, with markings for patrons to enable them to stand at least six feet apart from one another while waiting. Stores should also explore alternatives to lines, including by allowing customers to wait in their cars for a text message or phone call, to enable social distancing and to accommodate seniors and those with disabilities.
- Consider establishing curbside pick-up to reduce in-store traffic and mitigate outdoor lines.
- For stores of less than 50,000 square feet of customer floor space, limit the number of people in the store (including employees) to 25% of the total occupancy limits established by the State Fire Marshal or a local fire marshal.

For stores of more than 50,000 square feet:

- Limit the number of customers in the store at one time (excluding employees) to 4 people per 1,000 square feet of customer floor space. The amount of customer floor space must be calculated to exclude store areas that are closed under sub-provision (2) of this subsection.
- Close areas of the store—by cordoning them off, placing signs in aisles, posting prominent signs, removing goods from shelves, or other appropriate means—that are dedicated to the following classes of goods: **Carpet or flooring, furniture, garden centers and plant nurseries, paint.**
- By April 13, 2020, refrain from the advertising or promotion of goods that are not groceries, medical supplies, or items that are necessary to maintain the safety, sanitation, and basic operation of residences.
- Create at least two hours per week of dedicated shopping time for vulnerable populations, which for purposes of this order are people over 60, pregnant women, and those with chronic conditions like heart disease, diabetes, and lung disease.
- The director of the Department of Health and Human Services is authorized to issue an emergency order varying the capacity limits described in subsections (c) and (d) of this section as necessary to protect the public health.

This order takes effect on April 9, 2020 at 11:59 pm and continues through April 30, 2020 at 11:59 pm. When this order takes effect, Executive Order 2020-21 is rescinded. All references to that order in other executive orders, agency rules, letters of understanding, or other legal authorities shall be taken to refer to this order.