



GUIDANCE FOR EMPLOYEES WHO INTERACT WITH THE PUBLIC

Should employees, such as cashiers, baggers, and cleaning personnel in food retail settings wear face masks to prevent exposure to COVID-19?

CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19. You should only wear a mask if a healthcare professional recommends it. A facemask should be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected. The use of facemasks is also crucial for health workers and people who are taking care of someone with COVID-19 in close settings (at home or in a health care facility).

<https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

What can employees who must interact with the public do to help protect themselves? (Cashiers, Clerks)

- Monitor temperature and symptoms. Notify management if they are not feeling well. Identify employees who are considered to be immune compromised and consider assigning them work to limit their exposure to the public or exclude them from work.
- Avoid touching parts of your face as much as possible.
- Wash your hands frequently for at least 20 seconds each time and use hand sanitizer as needed. Practice good hand hygiene especially before consuming food or touching your face.
- Wipe down your station, including the pen pads, frequently, when contamination occurs, between customers that are considered “highly susceptible,” and shift change. Use proper disinfectant and appropriate contact time. Disinfect the shopping carts after each customer with appropriate contact time.
- Encourage customers to use “Tap and Pay” as much as possible or credit/debit cards. If a customer uses cash; have them to place the money on the table/counter. If a customer needs their receipt or change, place these items on table/counter.
- Practice social distancing guidelines and do not touch customer’s hands. Only touch customer’s shopping carts when necessary in an area where the patron did not handle the shopping cart.
- Place markers on the ground in 6 feet increments to encourage social distancing. Include a sign that asks the customer to wait behind the marker in order to protect the cashier.
- When cashiers utilize gloves, please remove and change the gloves when:
 - a. Possible contamination has occurred
 - b. The gloves are no longer in good repair
 - c. Before going to the restroom
 - d. Before eating or drinking.

What can I do as a customer to help protect myself and those around me?

- Stay at home if you are sick. Utilize other options such as: online shopping and delivery, online ordering and pickup, or having a friend/family member shop for you and drop items off without social contact.
- Use social distancing in the grocery store. Maintain least 6 feet of distance between you and others at all times.
- Use the tap and pay option if possible.
- Carry hand sanitizer and use frequently while shopping.
- Do not touch your face, nose, eyes, etc.
- Avoid touching high-touch surfaces as much as possible while shopping.
- Wash your hands for 20 seconds with soap and water immediately after returning home from shopping.
- Carry your own pen for signing.
- Do not carry in your own shopping bags.
- Leave kids at home.
- If wearing gloves for shopping, discard soiled gloves upon leaving store in trash receptacles.
- Don’t take receipts unless you specifically need them.
- Don’t unnecessarily touch what you don’t intend to buy.
- When you return home, use a disinfecting wipe to clean all metal, glass and plastic containers.

