Alternative Service Delivery for Retail Stores*

The Chief Medical Officer of Health has ordered all retail stores to close immediately, unless those stores provide services essential to life, health or personal safety. Alternate forms of service delivery may be provided as long as the store is not open to the public. Retail stores may provide service through online or telephone orders, contactless delivery, and curbside pickup.

Retail stores that wish to operate using alternate forms of service delivery must ensure the following measures are implemented to protect public health and limit the spread of COVID-19:

- Limit the amount of employees in the facility to only those necessary to prepare orders;
- Employees should not report to work if they are sick, are required to self-isolate, or are a close contact of a known case of COVID-19;
- Employees must be encouraged to practice proper hand hygiene, cough and sneeze etiquette;
- Clean and disinfect high-touch areas frequently;
- Employees should maintain proper social distancing while carrying out their work;
- Restrict deliveries to contactless delivery, for example, use curbside pickup;
- Avoid the exchange of cash;
- Stagger scheduled pickups to one costumer at any given time; and,
- Abide by all licensing requirements.

Additional information, including emergency orders, guidelines for businesses, and FAQs can be found at https://www.gov.nl.ca/covid-19.

*Please Note: For information about alternate forms of service delivery for Craft/Microbreweries, please visit https://www.gov.nl.ca/covid-19.