

### CURB SIDE Pick Up Information

Initiator	LINK	Actual Wording (via cut and paste)
<b>Workplace Safety &amp; Prevention Services</b>	<a href="#">Guidance on Health and Safety for Curbside Pick Up and Delivery Services during COVID-19</a>	<p>The Ontario Order does not preclude the provision of work and services by non-essential businesses, provided that such provision is made either online, by telephone or other remote means or by mail, delivery or making goods available for pick-up.[22]</p> <p>In addition, nothing in the Ontario Order precludes operations or delivery of services by any government or any person or publicly-funded agency or organization that delivers or supports government operations and services, including operations and services of the health care sector, regardless of whether or not they are listed in the Ontario Order as an essential business.[23]</p> <p>Despite the mandated temporary closure of non-essential businesses, temporary access to a closed place of business of a non-essential business is authorized, unless otherwise prohibited by law, for the purposes of:</p> <ul style="list-style-type: none"> <li>(a) performing work at the place of business in order to comply with any applicable law;</li> <li>(b) allowing for inspections, maintenance and repairs to be carried out at the place</li> </ul>
<b>Government of Ontario - Laws</b>	<a href="#">ONTARIO REGULATION 82/20 ORDER UNDER SUBSECTION 7.0.2 (4)</a> —	<p><b>CLOSURE OF PLACES OF NON-ESSENTIAL BUSINESSES</b></p> <p><b>Restricting access to businesses and providing alternative methods of sale</b></p> <p>2. (1) Subject to subsection (2), the person responsible for a place of business that continues to operate and that engages in retail sales to the public, except for pharmacies and businesses that primarily sell food and beverages at retail, shall, to the fullest extent possible, restrict public access to the place of business by providing alternative methods of sale such as curbside pick-up or delivery.</p> <p>(2) The person responsible for a place of business described in paragraph 15 of Schedule 2 shall restrict public access to the place of business and shall provide all items to the public using an alternative method of sale such as curbside pick-up or delivery, except in exceptional circumstances.</p>
<b>Government of Ontario – COVID 19 FAQs</b>	<a href="#">Services to the public that are restricted to alternative methods of sale</a>	<p>Stores that sell any of the following items and provide them to the customer only through an alternative method of sale such as curbside pick-up or delivery, except in exceptional circumstances:</p> <ul style="list-style-type: none"> <li>• Hardware products.</li> <li>• Vehicle parts and supplies.</li> <li>• Pet and animal supplies.</li> <li>• Office supplies and computer products including computer repair.</li> <li>• Safety supplies.</li> </ul>
<b>Government of Ontario – COVID 19 FAQs</b>	<a href="#">Restricting access to businesses and providing alternative methods of sale</a>	<p>Businesses that continue to operate and that engage in retail sales to the public must restrict public access by providing alternative methods of sale, such as curbside pick-up or delivery. This does not apply to pharmacies and businesses that primarily sell food and beverages at retail.</p> <p>Businesses described in item 15 on this list must restrict public access and provide all items to the public using an alternative method of sale, such as curbside pick-up or delivery, except in exceptional circumstances.</p>
<b>Retail Council of Canada</b>	<a href="#">Ontario Curbside pickup allowed for retailers. Access to closed stores specifically protected for remote operation.</a>	<p>ONTARIO. Reg. 82/20, section 1(2)(d)(ii) allows staff to access materials, goods or supplies that may be necessary for the business to be operated remotely. O. Reg. 82/20 section 1(3) allows eCommerce for all businesses, essential (ie listed in Schedule 2) or not, and allows for product to be made available for pickup.</p>

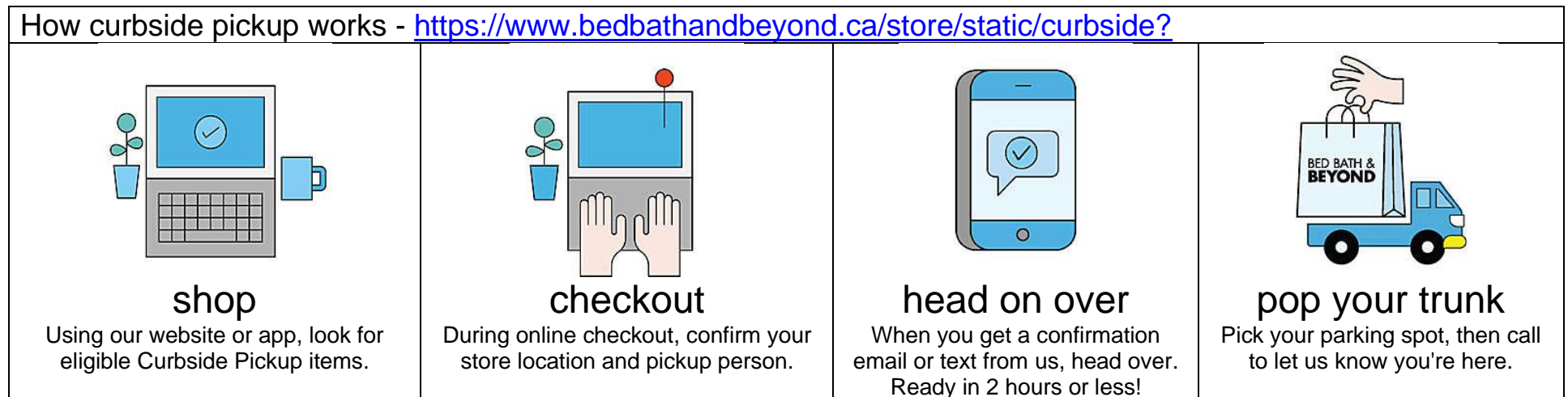
**Examples of curbside pick up for (seemingly) non-essential businesses:**

<https://canada.michaels.com/en/curbsidepickup>

[https://www.jysk.ca/curbside\\_pickup](https://www.jysk.ca/curbside_pickup)

<https://www.bedbathandbeyond.ca/store/static/curbside?>

**Protocol/Best Practices Samples:**



**From the [Workplace Safety & Prevention Services – Guidance on Health and Safety for Curbside Pick Up and Delivery Services during COVID-19](#)**

To protect yourself from some of these hazards consider the following options:

- Minimize or eliminate exposures by having customers pre-pay online or use credit, debit or e-transfer.
- Establish a process that minimizes time required to receive the customer and complete any curbside transaction (For example – have the customer call or otherwise notify upon arrival)
- Where possible maintain control of loading product into the vehicle. Ask the customer to remain in the vehicle and remotely open the door to limit contact with surfaces. This will aid in maintaining physical distancing and avoid un-necessary person to person interactions.
- Following completion of curbside transaction or home delivery, ensure employees sanitize their hands and any surfaces.
- Do not permit customers to use their own containers, reusable bags or boxes.

### **CURB SIDE Pick Up Information**

- Physical distancing (staying 2 metres away from others) requires fewer persons within an enclosed space or area. Establish clear visuals to show where the designated pickup area is located and the boundaries of the pickup area. Customers should be prohibited from exiting their vehicle while they are in the designated pickup area and stay inside their vehicle.
- Establish a procedure for delivery to customer homes that eliminates in-person interactions (For example – drop package off at door and notify customer via call or text message of delivery completion)
- Ensure physical distancing guidelines (2 meters) are met for delivery workers (For example – if two workers are required to complete a delivery and they cannot maintain physical distancing while travelling in the same vehicle, consider the use of a second vehicle).
- Fresh air circulation and supply should be made available wherever possible (For example – in loading and unloading areas). Increase airflow by opening doors and windows to reduce contaminant build up.
- Increase cleaning frequency – on commonly touched surfaces like material handling equipment (steering wheels, debit machines, carts, dollies, lifts). Cleaning and disinfecting should be performed regularly and after possible exposure. Be sure to follow safe practices regarding cleaning times and cleaning agents.
- Have all employees and visitors wash their hands thoroughly with soap and water, or an alcohol-based hand sanitizer if soap and water are not available, before entering the workplace, after contact with others, or with surfaces others have touched. Be sure to include handwashing before breaks, at shift changes, after making or receiving deliveries etc. Be sure to keep an adequate supply of soap, paper towels, etc.
- Provide delivery, curbside and other customer facing staff with hand sanitizer for their use only when receiving deliveries, interacting with the public etc.
- If you use a third party delivery service, ensure their training is up-to-date with the latest COVID-19 prevention knowledge as part of your contractor management process.
- Keep up to date with best practices. Consider regular times to check in with public health updates and retrain/revise practices as needed.
- Screen workers regularly for health issues. If anyone develops symptoms of COVID-19, implement procedures for reporting the illness and keeping the worker away from others. For further guidance on screening procedures, consult the Ministry of Health at:  
[http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019\\_operators\\_guidance.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_operators_guidance.pdf)