



COVID-19 Updates: Curbside Pick-Up

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The N3L3 philosophy:

our approach to
protecting workers
from fatal and life-
changing events.

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1.855.533.3444

Eastern Alliance continues to actively monitor COVID-19 and implementing practices to promote the health and safety for all. As we all venture through this time, we are dedicated to helping our valued policyholders effectively manage their risks as they adapt to changing environments. In response to recent developments of COVID-19, people are encouraged to practice social distancing, or “remaining out of congregate settings, avoiding mass gatherings, and maintaining distances from others when possible” as defined by the CDC. This includes recommendations of limiting attendance to gathering places such as events, shops, restaurants, and bars. Many retailers and restaurants have heeded the warning, and to protect the health and well-being of the public have shut their stores or dining rooms off from the public. To ensure they can continue serving their customers and operate the business while following recommendations for preventing the spread of COVID-19, many business owners have opted to temporarily transition to curbside pick-up. We recognize that these temporary solutions are necessary to the longevity and security of the business and its employees. As companies begin alternative operations it is important to recognize the new, increased, or evolving risks and exposures that are presented by this non-routine activity.

Curbside pick-ups are a good alternative as they minimize many of the exposures associated with delivery, however, this practice is not without some of its own unique hazards that must be controlled. If your company is considering curbside pick-up:

- **Seek opportunities to limit contact and potential COVID-19 exposures.**
 - It is impossible to know who is sick or carrying the virus. Educate employees to treat all customer interactions cautiously.
 - Don't assume employees know how to protect themselves. Educate employees on how the virus spreads, signs and symptoms, and how to protect themselves.
 - During ordering, communicate with customers to respectfully request only healthy people pick-up goods to protect your workers. Create a dialogue for order takers to share with customers briefly explaining any changes in your normal pick-up process to minimize confusion upon arrival.
 - Get as much information over the phone during the order to allow for a quick handoff and reduce face-to-face exposure. For example, make and model of vehicle they will be in, extra sauces, or silverware needs.
 - Look for opportunities to make curbside pick-up contactless, such as having customers call upon arrival and employees placing item in designated location for the customer to retrieve.
 - All curbside employees should wear gloves and practice safe removal of gloves, following any direct customer contact. See [here](#) for more information.
 - Request pre-payment or use of cash transfer apps to limit handling of cash or cards.
 - Enforce frequent handwashing and place hand sanitizer in many logical places.
 - Continue to seek information from the CD and OSHA websites.



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- **Carefully consider the pick-up location.**
 - Assign pick-up locations that do not require the employee to cross the road or parking lot traffic. Choose spots closest to the building.
 - Remember you may need to be creative in transitioning your parking lot to be better suited for this temporary operation. For example, using signs and cones to direct all traffic one way.
 - Try to create a path that allows employees to remain on a curb as this can protect them or their feet from being run over.
 - Place signage up at pick-up spots encouraging customers to put vehicles in park.
 - Where possible, put up a divider or a safe distance between the employee and the vehicle.
- **Employee should wear high-visibility vests.**
- **Instruct employees not to approach a vehicle until it has come to a complete stop.**
- **Utilize job rotation to other work areas to allow recovery time and allow more time for repetitive tasks to decrease the frequency.**
- **Curbside pick-up can result in an increase of slips, trips, and falls due to the different surfaces (pavement, gravel, steps, ramps, etc.).**
 - Identify paths with minimal trips hazards, such as broken concrete or pot holes.
 - If there are areas that are difficult to spot, such as the edge of a curb use paint to increase visual awareness.
 - Minimize the distance of the walking path where possible. This includes decreasing the number of trips back and forth an employee must take when possible. A transport cart may be beneficial and eliminate lifting too much at one time.
 - When a customer order is placed - ask for identifying information such as the make and color of vehicle so you can more easily identify them upon arrival and bring their order on the first trip.
 - Inform customers when they order or via signage to call when they arrive so you can bring their order out.
 - Have one employee outside to greet the vehicle and use a walkie-talkie to inform other employees of the order number or name. Remember you can do this at a safe distance.
 - Be mindful of entrances and exits, especially if it is raining. Doormats are great for preventing slips/falls but can also contribute to a fall if not properly maintained.
 - Ensure there is adequate lighting. If there is not, you can rent lighting from hardware stores.
 - Maintain clear walkways with frequent inspections to ensure slip, trip, and fall hazards do not arise.
 - Require non-slip or closed-toe secured footwear such as tennis shoes or work boots.



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- **If loading vehicles consider:**
 - Safe lifting practices- use equipment whenever possible to help with lifting. If objects are heavy use two or more people for a team lift. Always use safe lifting techniques no matter the size of the load.
 - Place your feet shoulder width apart for good balance.
 - Bend your knees.
 - Keep the load close to the center of your body.
 - Avoid twisting your back.
 - Make more than one trip to the customer if the number of boxes makes for an awkward lift or hold, or use a transport cart to wheel the large items out.
 - Use a utility cart to reduce carrying several boxes and trips
 - Keep or reduce loads to a reasonable weight when possible.
 - Don't forget pets may be in the vehicles. Ask customers to hold or restrain the animal. Never attempt to pet an animal, regardless of how friendly it appears.

Maintaining good communication with employees that will be working curbside pick-up is imperative in identifying new exposures as they are recognized in a new business operation. Holding pre-shift meetings to discuss exposures or near misses is an excellent way for managers to increase communication. This will give employees a platform to speak on what they experience in the field and allow constructive improvement within the new system.