We know that avoiding close contact with others is one of the best ways to avoid the spread of COVID-19. Here are some tips for how to ensure that employees and customers maintain a safe distance at your establishment.

**START BY ESTABLISHING A PHYSICAL DISTANCING OFFICER**

This person is in charge of maintaining physical distancing at your establishment. They can implement and enforce a physical distancing policy for your business that is realistic and works for you.

When developing your policy, brainstorm ways to help both employees and the public comply. Reach out to others in your industry for ideas and collaboration. Write your plans down and refine them as you make changes. Plans don't have to have a lot of words or be fancy but should capture the strategies your business will use to help protect both the patrons and employees of your establishment.
In some workplaces physical distancing is a challenge because of the types of services that are provided. Consider taking the following actions:

- Place signs at entry points to request customers not to enter the establishment if they are unwell or have COVID-19 symptoms.
- Manage lines of customers so that they maintain physical distancing both inside and outside the establishment.
- Use floor markings and tables that are spaced out inside the establishment to facilitate compliance with physical distancing, particularly in the most crowded areas, such as serving counters and cash registers.
- Make regular announcements to remind customers to follow physical distancing advice and to clean their hands regularly.
- Encourage the use of contactless payments, when available.
- Encourage customers and co-workers to wear cloth face-coverings.
COVID-19 BEST PRACTICES #1

INNOVATIVE APPROACHES AND IDEAS

Consider:

- Discourage handshaking – encourage the use of other noncontact methods of greeting.
- Increase ventilation rates.
- Increase the percentage of outdoor air that circulates into the system.
- Implement flexible worksites (e.g., telework).
- Implement flexible work hours (e.g., staggered shifts).
- Increase physical space between employees at the worksite.
- Increase physical space between employees and customers (e.g., drive through, partitions).
- Implement flexible meeting and travel options (e.g., postpone non-essential meetings or events).
- Deliver services remotely (e.g. phone, video, or web).
- Deliver products through curbside pick-up or delivery.
USE GREETERS AND TRAIN EMPLOYEES TO ENFORCE YOUR POLICIES

If possible, station an employee near the entrance of your business as a greeter. Give this person language they can use to remind patrons that physical distancing is still important and required. For example:

“We are so glad to be open and happy you are here today. We want to remind you that if you are feeling sick at all today we would ask that you come back when you are feeling better. We are asking all of our patrons to wear masks while in our store and wash your hands or using hand sanitizer before handling merchandise. Please help us decrease the risk of spreading COVID-19 by maintaining distance from others not in your party. If there is anything we can help you find, please let us know and we would be happy to help!”

If you encounter customers who are not complying, tell staff to redirect them to help them follow your guidelines. For example, if staff notice many people not maintaining physical distancing they might say something like:

“Please help us comply with local physical distancing requirements and try to stay at least 6 feet from people who are not in your group.”