



Town of Danvers

Department of Land Use & Community Services

Mark L. Carleo | Director of Public Health
1 Sylvan Street, Danvers, Massachusetts 01923 | p: 978-777-0001 | f. 978-777-1025
www.danversma.gov | mcarleo@danversma.gov

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GUIDANCE FOR ESSENTIAL RETAILERS TO MAINTAIN SOCIAL DISTANCING

The purpose of this correspondence is to offer social distancing guidance for retailers deemed essential by Governor Baker's Order, which takes effect tomorrow (3/24/2020) at noon. While your business remains open to provide essential services, it's important that you take additional measures to support social distancing. We are advising you to put the following recommendations into place effective immediately:

1. Limit the number of customers inside your store to allow for at least 6 feet between them. For smaller stores, this number may be lower than the "big-box" stores. For big-box stores, 25 customers at a time should be the upper limit. Please err on the side of caution.
2. Reduce staff as necessary to maintain distance for workers.
3. Provide and encourage self-checkout where possible.
4. Encourage use of tap-to-pay apps.
5. Provide registers and displays of commonly purchased items outdoors.
6. Offer curbside delivery or drop-off services.
7. Set up barriers between employees and customers where possible.
8. Clean high touch surfaces and carts between customers.
9. Require customers to stay with/behind their cart in lines to ensure distance is maintained.
10. Place tape or signs on floors at registers, and self-service display cases to indicate proper distancing for customers.
11. Do not open check-out aisles which are adjacent to each other.

Please note that a large percentage of calls to the Board of Health right now are related to concerns that retail stores do not have adequate social distancing measures/practices in place. Your cooperation with this guidance will help us to avoid mandating more severe restrictions than those adopted by the governor.

If you have any questions, please contact me at extension 3022.

FOR THE BOARD OF HEALTH

Mark L. Carleo, REHS
Director of Public Health