



Oneida County Health Department



To protect, nurture and advance
the health of our community

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Best Practices during Customer Pickup and Businesses Delivery of Goods and Services

What are recommendations for businesses allowing customer pickup at their establishment?

- Encourage customers to place orders for pickup online or by phone.
- Allow customers to pay online or over the phone in advance of pickup. Goods can be ordered and paid for in person at your establishment, provided the social distancing requirements are met.
- If orders or payment are being made onsite, limit the total number of customers in the business at a time to <10. Social distancing of 6 feet between customers must be maintained during order, payment, and pickup.
- Customers are to limit time in establishments to payment and receipt of goods and services.
- Do not allow seating in customer ordering area.
- Bathrooms are not for customer use during this time.
- Place signs in establishment where pickup is to occur reminding customers to practice social distancing.
- Provide hand sanitizer for patrons and employees.
- Curbside pickup is recommended versus customers entering establishments when possible.
- For curbside pickup, instruct customers to remain in their vehicle, open their trunk, and have employees place items in trunk to avoid contact.
- All workers shall perform proper hand hygiene upon first arriving to work, after the restroom, before and after eating, and frequently throughout the day followed by using an approved alcohol-based hand sanitizers.
- When not performing services, practice social distancing and maintain 6 feet or greater from clients and other employees, as much as feasibly possible.

What are the best ways to prevent the spread of COVID-19 when delivering goods?

- When delivering goods, practice social distancing as much as feasibly possible.

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Monday– Friday 8:00AM-4:30PM

*Embracing change, partnerships, and best practices to lead
Oneida County to a healthy future.*

- Wash hands and/or sanitize both immediately prior to delivering and after any interaction with others. Refrain from touching your face. Wear gloves for all tasks.
- For delivery services, minimize contact with patrons (i.e., have door and windows remain closed upon delivery).
- Verify in advance that there are no accessibility concerns for retrieval of goods. If you have to bring goods into someone, make sure to wash and sanitize hands again upon entry and before dropping off goods. Limit time spent in close contact, and wash/sanitize hands immediately upon leaving.
- If client is sick or in quarantine because of COVID-19, leave goods outside.
- Sanitize carriers, including handles, at the beginning and end of delivery. If picking up carriers, place carrier at least 6 feet away from the driver during transit.