



Governor Walz announced this afternoon that he is [extending the Stay at Home order until May 18, 2020](#). The stay at home order is being modified to allow previously closed “non-critical” retail businesses to provide **curbside pickup starting Monday May 4th**. This new step in reopening business builds on the [April 27th order](#) that allowed certain non-customer-facing office and industrial businesses to reopen. Recommendations on remote work have not changed and any worker who can work from home must do so. Read below for recommendations for all individuals and specific resources available for retail businesses.

Curbside Pickup and Delivery: What Does it Mean?

Retail stores and other businesses that sell, rent, maintain and repair goods that can be picked up outside, without entering the place of business and with limited interaction between employees and customers. Services like household goods rental, maintenance services, repair services and pet grooming are included. Other services are not. Salons and barbershops may do retail sales via outdoor pickup and delivery, but not provide services. In order to provide delivery, the business must have provided delivery services previously to the pandemic.

Effective May 4th, Customer-facing retail businesses that sell goods are permitted to engage in curbside or outside pick-up and delivery as long as they:

- Do not permit customers to enter the business premises.
- Have created a [COVID-19 preparedness plan](#) that follows MDH and CDC guidelines and meets OSHA standards.
- Are following the health and safety protocols outlined in [EO 20-48](#), including conducting [health screenings of workers](#).

COVID-19 Preparedness Plan for Retail - Customer controls and protections for drop-off, pick-up and delivery

1. Customers must pre-order goods or pre-arrange the maintenance or repair of goods or pet grooming services before traveling to the business.
2. Customers must not be permitted to enter the business premises.
3. Timing of outdoor drop-off, pick-up and delivery should be pre-arranged and arrival at the drop-off, pick-up or delivery location should be communicated through voice, text or email messaging.
4. Contactless payment should be used whenever possible. If contactless payment is not possible, payment should be made in a manner that allows for at least six feet of distance between the worker and customer.
5. Order verification should also be made using means that allow for at least six feet of distance or a complete barrier between the worker and customer.
6. Workers should wear appropriate personal protective equipment, including non-medical face coverings.
7. Drop-off, pick-up or delivery of goods should be made using means that allow for at least six feet of distance between the worker and customer.
8. Customers should be asked to wear face coverings.
9. Drop-off and pick-up locations should allow for six feet of social distance between customers.



Resources for Retail Businesses

Best Practices

- [Best Practices for Curbside Delivery](#) – [MN Retailers Association](#)
- [Best Practices for In-Store & Appointment Shopping](#) – [MN Retailers Association](#)
- [MNOSHA Compliance: COVID-19](#) – MN Dept. of Labor and Industry
- [COVID-19 Prevention Best Practices](#) – [Minnesota Chamber of Commerce](#)
- [Pre-recorded Webinar: Returning to work in customer-facing workplaces](#) – Minnesota Chamber of Commerce

Required COVID-19 Preparedness Plan

- [COVID-19 Preparedness Plan Template, Instructions, and Checklist](#) – MN Dept. of Labor and Industry
- [Frequently Asked Questions on EO-48 and Returning to Work](#) – DEED

Employee Health Screenings

- [No-Touch Thermometers for Minnesota Businesses](#) – Target in partnership with DEED
- [MN Symptom Screener Daily Employee Health Screening Tool](#) – MN Safety Council in partnership with DEED and Target
- [Visitor and Employee Health Screening Checklist](#) – Minnesota Dept. of Health

Upcoming Retail-Focused Training Opportunities

- [Retailing in the Time of COVID-19: A How To](#) – MN Retailers Associations – Wed. May 13, 2020 at 11:00am