

BEST PRACTICES: Coronavirus (COVID-19)

(updated 4.3.20)

Have best practices to share? Email best.practices@papamurphys.com.

This document will be updated regularly and can be found [here on FRESHnet](#).

- Franchise Owner John Warren of California bought and installed sneeze guards (built locally) that fit between the register and the customer. The shield sits on the counter and is able to be moved around but has no tipping factor. It also has rubberized feet so as not to scratch the stainless counters and fits in the landscape of the store. View the photos below:



➤ Below, you can find a Do-It-Yourself guide for installing safety shields at POS terminals in our stores. Safety shields help protect both crew members and customers during in-store transactions. These shields are inexpensive (approximately \$25 for parts) and can be installed quickly.



- Photo and ideas provided by Brad McDougal in Salt Lake City

➤ WA132 shared a best practice to help streamlined the AOS process for our guests to grab what they ordered with minimal time in the store. In addition, this set up has reduced the travel time, while maintaining social distancing, for team members to obtain AOS items from beneath the secondary makeline (if applicable or space allows) rather than from the walk-in. Place the guests' AOS items that need refrigeration in a bag (if available), place a sticky note with their name on the tied off bag, and place in the Grab 'n' Go or Murphy's Market. Ensure that the guest has their entire order and refer them to the Grab 'n' Go or Murphy's Market with their name on the bag.

POS Safety Shield

Shopping list:

- **20" x 32" clear acrylic sheet** - 1 per shield (\$15.67) [Acrylic Sheet at Home Depot*](#)
- **Ceiling grid hooks, < 5lb rating** - 2 per shield (\$1.53 for 4) [Ceiling hooks at Home Depot*](#)
 - **< 10lb rating** (\$6.60 for 2) [Ceiling hooks at Grainger*](#)
- **Loop chain** – 15 LF per shield (\$6.47 for 15 LF) [Loop Chain at Home Depot*](#)
- **S-hooks** - 4 per shield (\$1.50 for 4) [S-hooks at Home Depot*](#)

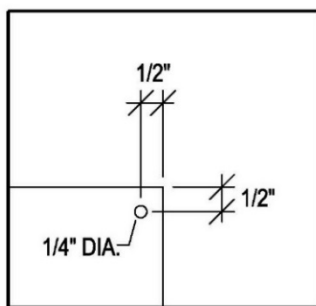
Check availability at local Home Depot (click underlined link), contact PMI construction if item out of stock

Tools needed:

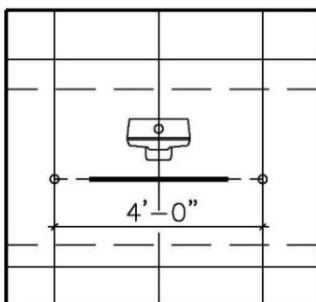
cordless drill & 1/4" drill bit / pliers / wire cutter / tape measure / flat sanding file / level

Installation tips:

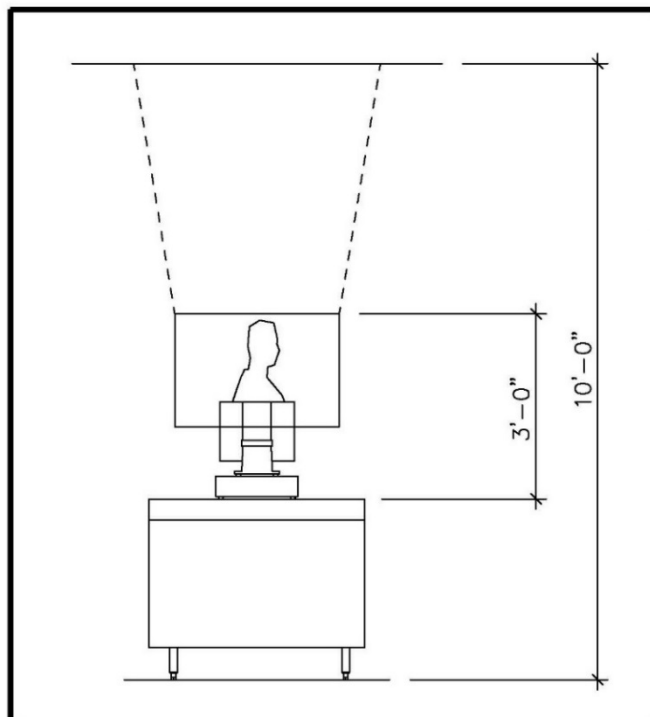
1. Drill 1/4" hole at both top corners of acrylic sheet, 32" width x 20" height (see detail 1)
2. Round both bottom corners of acrylic sheet with flat sanding file
3. Attach 2 ceiling hooks to ceiling grid above POS terminal (see detail 2)
4. Attach S-hooks to ceiling hook, crimp S-hook to ceiling hook with pliers
5. Cut loop chain into 2 equal pieces and hang chains from both S-hooks
6. Attach S-hooks to acrylic sheet at both top corners, crimp bottom of S-hook to acrylic sheet
7. Hang acrylic sheet on both loop chains, top of shield is 36" above countertop (see detail 3)
8. Verify acrylic sheet is level, adjust S-hooks up & down chain, as needed
9. Crimp S-hooks around loop chain (4 total) and trim extra length of chain



DETAIL 1



DETAIL 2



DETAIL 3



- **Todd Mulvahill, Franchise Owner in Seattle, has added additional protection for the guests and his employees by hanging a plastic barrier at the cashier terminal. This still allows easy hearing between them and can easily be sanitized.**



- **Amritpal Dhillon from California installed clear wrap as a barrier, with enough space to pass items underneath it. Check out the photo below! He is cleaning the wrap hourly and replacing as needed.**



➤ **“To avoid breaking the credit card terminal from the moisture of constantly sanitizing it, I started offering one of our food gloves to customers that need to use the buttons. To make it easier for the customers to get the gloves, I cut off the top of the glove box to reduce the amount of area the customers touch and reduce the likelihood of getting COVID germs on the box. I put a sign on the box to explain it to customers. I attached a picture. Only customers with a debit card or EBT card need the glove. Credit cards don’t need to use the button or touch the screen. The customer Love it and really appreciate it. I also make my employees use gloves if they are handling cash and throw them away right after they finish using the cash register.”**



- David Bertao, Franchise Owner -- California

➤ Below are pictures of efforts by Todd Mulvahill, Franchisee, Seattle (6 stores) to ensure his guests and employees are practicing the 6 foot distancing rule from each other, in each of his stores. He has a couple stores with very small lobbies and he has managed to guide the guests there also.



➤ Be sure to check out [this video](#) referred to in the best practices, which showcases Franchise Owner Mike Pilotte in a news story about his store's efforts. This was run in the Charlotte DMA.

➤ Use different colored gloves for working the makeline versus cash register.

- Laura Ross, Franchise Owner – Colorado

➤ Place the red sanitation buckets where guests can see them to reassure them that cleaning is a priority.

- Ryan McAllister, Franchise Owner – Colorado

➤ We place a piece of the Mylar wrap cut to match the monitor size, since installing the new POS system last year. It is still touch sensitive and can be wiped off or replaced quickly without fear of damaging the screen at nearly zero experience.

- Jill Aguilar, Franchise Owner – New Mexico

➤ CO109 pulled Murphy's Market items Sunday and restocked/merchandised with laminated pictures is AOS, empty-but-labeled salads, cookie dough, 5-cheese, etc. (see image below).

Separately, we also took what may have seemed over-the-top Sunday, but our Tuesday customers reacted very well. Even got a few "Thank You's"!

- Jocelyn Luciano, Franchise Owner – Colorado



COLORADO
 Division of Environmental Health & Sustainability
 Department of Public Health & Environment

March 16, 2020

Retail Food Establishment COVID-19 Implementation of Public Health Order

This guidance is being updated and provided in response to the "NOTICE OF PUBLIC HEALTH ORDER 20-22 CLOSING BARS, RESTAURANTS, THEATERS, AND CASINOS STATEWIDE." It is important to note that the "Order" still allows for and encourages takeout and delivery of food. The overriding goal of this Order is to minimize the in-person interaction which is the primary means of transmission.

- Establishments may continue to offer food and beverage using delivery service, window service, walk-up service, drive-through service, or drive-up service, and must use precautions in doing so to mitigate the potential transmission of COVID-19, including social distancing.
- Establishments may allow up to five members of the public at one time on the premises for the purpose of picking up their food or beverage orders, so long as individuals are at least six feet apart from one another.

In addition, the order does not apply to grocery stores, markets, convenience stores, pharmacies, drug stores, food pantries, room service in hotels, health care facilities, residential care facilities, congregate care facilities, juvenile justice facilities, shelters or similar institutions, airport concessionaires, and any emergency facilities necessary for the response to these events.

Establishment remains open during this Public Health Order. If the establishment is unable to provide food for delivery or pick up the establishment will take reasonable steps to avoid the congregation of patrons in or outside the establishment and:

Establishments with a drive thru shall close walk-up service for patrons and shall restrict the dining area is closed and

- We have implemented a cleaning cart for cleaning throughout the day. The crew love it. Easy to use and great for guests to see.



- Vickie Milks, Franchise Owner -- Illinois

- We've designated a Safety Officer for each shift. Every 15 minutes the Safety Officers disinfect the countertops, door handles, pick-up window, registers and pinpads, and employee break table. They also monitor Social Distancing in the lobby and with the crew.

– Lori Murphy, Franchise Owner -- Oregon

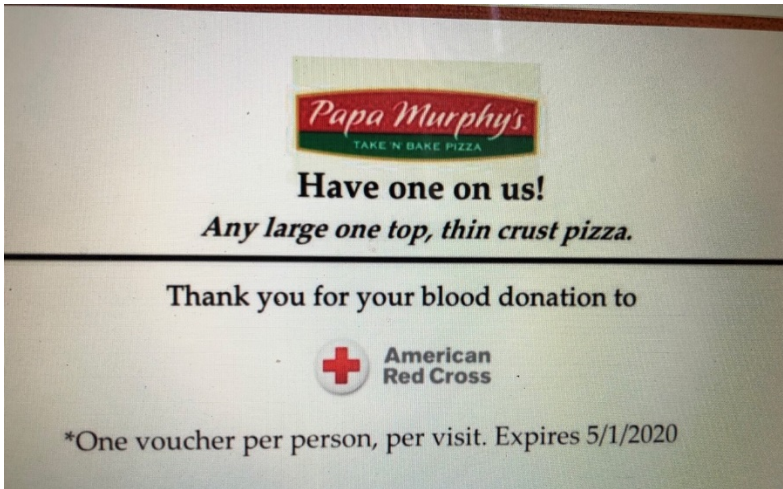
- Check your local newspaper to see if they are running a list of restaurants in your area that are offering takeout or delivery. The Oregonian is listing all Portland and Vancouver food establishments open. <https://www.oregonlive.com/dining/2020/03/what-portland-area-restaurants-are-offering-takeout-or-delivery-heres-a-running-list.html>

– Lori Murphy, Franchise Owner --- Oregon

- “Use the POS terminal furthest away from the make line as your “primary” register. This will help enforce social distancing.”

– Stan Penner, CSD regional leader

- Offering free pizza certificates to help the Red Cross with blood donations



- Raleigh DMA (thanks for sharing, Kate Le!)

- “Debra, the manager at NC002, set up tent to show customers driving by that they are open, as well as to help with curbside/OLO orders, so customers didn’t even have to walk inside. During the rush, they had someone outside full time with the OLO orders, handing them out. It was pretty cold out so they didn’t have any issues with weather or it being too hot.”



- Raleigh DMA (thanks for sharing, Kate Le!)

➤ **“We have begun promoting curbside online orders with a sidewalk sign right in front of the lobby door, telling customers to call and we'll bring it out. Many are returning to their cars and calling. We've had great success and everyone feels good about it, crew and customers. We're putting the orders on top of the car and they are getting it from there. We're encouraging tips and are getting good money for the crew. I'm sure many of you have started this but I wanted to share. If anyone has a good idea on operations or sanitizing I would love to hear it.”**

– Steve Woodbury, Kansas