

# Coronavirus Guide for Supermarkets, Grocery Stores, and Pharmacies

Derrick Van Gennep<sup>\*†</sup>, Chen Shen<sup>†</sup> and Yaneer Bar-Yam<sup>†</sup>  
<sup>\*</sup>Harvard University, <sup>†</sup>New England Complex Systems Institute  
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Obtaining and providing essentials at a time of crisis requires extraordinary attention. We provide a list of actions supermarkets, grocery stores and pharmacies can take to prevent the spread of the Coronavirus.

- Store workers who suspect they might have Coronavirus, or exhibit flu-like symptoms, should not go to work.
- Reduce crowding. Decrease the number of customers allowed in the store at a time. Maximum occupancy depends on the size of the store, as well as the number of customers the store serves daily.
- If customers have to wait in line, lines should form outside in open air, if possible, and the spacing between customers should be at least 2 meters / 6 ft. Stores can place markings on the ground to help customers understand where to line-up.
- For stores with a large parking lot, and create a queue by asking customers for their phone numbers and either calling or texting them to indicate that it is their turn to shop. Alternatively, the customers can take a number and the store can use a display / speaker to communicate
- Customers should be encouraged to shop online and provide for pickup (outdoors if possible) or delivery.
- Signs should be posted to caution customers and workers about entering with symptoms. For those customers, if not more generally, systems should be in place for ordering by phone or online and drive by pickup or delivery.
- The external body temperatures of the workers, as well as the customers, should be measured, if possible. If a person shows a high temperature ( $101^{\circ}F$ , or  $38^{\circ}C$ ), they should not be allowed into the store.
- Stores that serve many customers should maximize their space by expanding to other areas. For example, a tent in a parking lot, or adjacent store space.
- Organize the store so commonly purchased and high volume items are easy to access. For example, by a single route around the periphery rather than through the aisles.
- Consider setting up one or more “necessities only” sections that enable a short shopping trip for most of the customers. Setting up such short shopping areas outside when weather permits, or at remote locations, can dramatically reduce the shopping density inside the store.
- Use floor markings or other visual system to indicate a one-way loop (with short cuts, but no back way) inside the store to promote a dominant walking direction and avoid customers crossing paths or crowding.
- Stores should work with their communities to make sure store visits are well spread out in time (and for community mutual help in shopping for those with symptoms or at risk). There should be a roughly constant flow of people visiting the store at any given time.
- Arrange the first hour for elderly or high risk customers with even lower density restrictions (even better for community mutual help to provide no-contact delivery).
- Customers should be reminded that they should not buy more supplies than necessary. We suggest that each individual has two weeks worth of food and goods at any point in time.
- Stores should have hand sanitizer at the entrances and exits of the store, as well as several locations within the store. These sanitizing stations should be accompanied by signs which remind the customers to use the sanitizer, touch as few things as possible in the store, and to avoid touching their faces.
- Store workers should minimize their physical interactions with customers as much as possible, and they should also make sure customers keep space between each other.
- For stores that serve a small number of people, have the customers wait outside, take orders, and have the groceries handed off outside. This is the ideal solution, we understand it is not possible for many stores.
- It is recommended that store workers wear face masks. Customers should wear masks where supply is adequate. Wearing plastic gloves is also suggested. Workers should avoid touching their face even when wearing gloves, and the gloves should be thrown away and replaced regularly, or after touching a surface which is suspected to be compromised by the virus.
- Store workers responsible for stocking the shelves should take extreme care in making sure everything is clean and sanitary. Since they touch and breathe on almost all of the goods, they could potentially spread the virus throughout the community. Gloves and masks are essential.
- Checkout should be arranged for minimal contact without waiting in lines or proximity between customers or customers and cashiers and baggers. Cashiers and baggers should wear gloves or use sanitizer frequently. Arrange for self-checkout where possible. Promote electronic payments and avoid cash payments where possible.
- Store workers should make sure to thoroughly clean themselves and all surfaces in the store after every shift.
- Cleaning throughout the store should be performed constantly, if possible. If this is not possible, the store managers should set a cleaning schedule which is as frequent as possible. At minimum, store workers should clean every shopping cart or basket after every use.
- Store managers should have daily meetings (maintaining distance) that address any issues of cleanliness or interactions that have occurred and provide solutions to be implemented going forward.
- Customers, store workers, and store managers should be open to communicating with each other to help improve the shopping experience, with an emphasis on the safety of the community.
- Employers should anticipate worker shortages and expand the worker pool.