



CITY OF PEABODY
DEPARTMENT OF HUMAN SERVICES
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BOARD OF HEALTH
BERNARD H. HOROWITZ, CHAIRMAN
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DIRECTOR

Emergency Order

Mandates for Retail Establishments Providing Essential Services

On behalf of the Peabody Health Department, we offer our sincere thank you for remaining open to provide essential goods to our community. Access to food, medication, and other essential goods is vital for our residents during this very difficult time.

On March 20, 2020, the City of Peabody Board of Health declared a Public Health Emergency in response to the threat of the spread of COVID-19. Pursuant to this declaration, the Board of Health issues this Emergency Order to facilitate physical distancing within retail markets providing essential services.

MAXIMUM SHOPPER NUMBER. Essential retail establishments must limit number of customers and staff inside the establishment at any given time. All retail establishments must establish maximum occupancy loads in accordance with the "Guidance for Grocery Stores" document issued by the Massachusetts Commissioner of Public Health on April 7, 2020 (attached). Maximum occupancy shall be posted at each entrance to the establishment and shall be readily visible to members of the public.

EMPLOYEE-ENFORCED DISTANCING. An employee shall be designated to ensure the maximum number of individuals inside of the store is not exceeded. Customers queued outside of the store must maintain a minimum of 6 feet distance.

ENSURE PHYSICAL DISTANCING WITH CLEAR MARKINGS. This is most easily accomplished with floor markings to show customers where they should stand while in line at key areas like deli counters and check-out lines. Physical barriers shall be established between cashiers and customers.

RE-USEBLE BAGS ARE PROHIBITED. Single-use bags shall be provided at no extra cost to customers.

CLOSE NON-ESSENTIAL PORTIONS OF STORE . Any portions of the store requiring extra staffing solely dedicated to services that are deemed non-essential as per the Governor's Directive shall be closed.

ICE CREAM TRUCKS PROHIBITED. Ice cream trucks will not be permitted to operate in the City of Peabody until the Public Health Emergency declaration issued by the Peabody Board of Health has been rescinded. Brick and mortar establishments serving ice cream are allowed to operate in accordance with the Governor's Directive as long as effective social distancing measures are implemented.

This order remains in effect until rescinded by the Board of Health. All previously announced State mandates remain in effect until May 4, 2020 unless extended per order of the Governor.

Additional best practices that can enhance social distancing:

- Offer home delivery options and encourage on-line ordering and payment.



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- Provide public announcements every 30 minutes to remind shoppers to keep physical distance, avoid crowding, and not load items onto conveyor belt until the customer in front has finished their transaction.
- Offer high-demand items such as pre-packaged deli-meats to limit lines inside store. Consider moving placement of high-demand products to limit the amount of time customers are in the store.
- Establish a one-way only flow for aisle shopping.

Please review the following best practices with your staff and remind them to practice good personal hygiene measures.

- **WASH YOUR HANDS** at least every 30 minutes and after coughing, sneezing, touching your face, or using the restroom
- **DO NOT TOUCH YOUR FACE OR HAIR** unless you have just washed your hands
- **WEAR A FACE COVERING** per CDC guidelines