



2017 Mill Bay Road

April 23, 2020

TO: City of Kodiak

FROM: The Frame Shop

SUBJECT: COVID-19 MITIGATION PLAN FOR retail business

RETAIL , Purchasing, and Delivery Hygiene Plan

The following hygiene site plan is to establish protocols for in-store retail sales and delivery of products to customer homes. These detailed protocols will be adhered to by all employees of The Frame Shop, during handling or procurement processes to help minimize the spread of SARS-CoV-2 (Covid-19) in the community. The Frame Shop's hygiene plan builds on existing safety hygiene protocols practiced on a regular bases during retail sales. This hygiene plan may be updated as necessary based on federal, state, or local government mandates in order to provide the Kodiak community with custom framing and art sales while maintaining high quality hygienic standards.

- A. Disinfection of non-porous surfaces prior to customer interactions.
 - a. Preliminary disinfection of work surfaces
 - b. Follow CDC guidelines on proper hand washing and physical distancing measures
 - c. Minimize the number of people in store at all times.
- B. Use of Personal Protective Equipment (PPE) while interacting with customers in store and during delivery.
 - a. Appointments will be required before entering retail location. No more than 1-2 customer per appointment may be allowed at any time.
 - b. PPE will be worn while preparing retail store for appointments. Preparations will include wipe down of all services that a customer may come into contact with the cleaning agents suggested by CDC.
 - c. PPE worn by store clerks to include nitrile or latex gloves and masks (as necessary).
 - d. When handling materials brought in by customers, gloves will be worn and materials will be placed in a "waiting area" for 1 day prior to handling in shop without gloves.
 - e. Customers coming in for appointments must adhere to the 6 feet separation around fellow customers or store clerks and wear a cloth face covering. Customer will also be



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asked to let clerk handle all framing samples, unless they are wearing gloves provided on site by The Frame Shop.

- C. Online sales, dropbox (for customer drop off) and deliveries will be used any cases that are appropriate to minimize face-to-face interactions
 - a. Employees will not be sick or symptomatic while working in retail shop. Customers displaying symptoms or sick will be turned away and other arrangements will be made.
 - b. Online POS as priority. Digital receipts.
 - i. Customers will pay online, when ever necessary, so that there is no handling of cash or check.
 - c. The Frame Shop will limit direct interactions with customers to one designated member. No close contact is expected when using these methods.
 - d. Indirect transfer of customer products or other merchandise may take place by designated store clerk.
 - e. Customers delivering items for framing must adhere to the 6 feet separation around fellow customers or store clerks. A drop-box with be set-up and one customer at a time will be expected to get out of their car drop off or pick up.
 - f. Merchandise deliveries: a designated member will be a point of contact for each delivery, wear PPE when handling merchandise, and maintain 6 feet separation between customer. Deliverer will notify customer by phone when product is on its way and place box by front door or area specified by customer.
- D. Employee requirements
 - a. Employees will be required to stay at home if feel ill and/or have a temperature of 100.4 or higher.
 - b. Eating areas will be designated in a room separate from retail shop. Eating areas will be disinfected before and after use.
 - c. Employee will be required to wash hands after eating and drinking.
 - d. All employees will be trained in The Frame Shop's Covid-19 Mitigation plan.



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The Frame Shop recommends these protocols to limit person-to-person interactions and to maintain a high level of hygiene for its members and customers. The Frame Shop will follow applicable guidance and mandates related to the COVID-19 pandemic as provided by Federal, State, and Local governments.

If you have any questions, or if there are additional requirements for this document, please contact us at (907)654-4452 or email at Theframeshopak@hotmail.com

Regards,

Sarah Culbertson

Owner, The Frame Shop