

Retail To-Go at a glance

UPDATED APRIL 23, 2020

On April 21, the **Frisco City Council** amended its Emergency Ordinance to align with **Governor Greg Abbott's Executive Order** issued April 17, which allows for 'Reopened Services' or what's being called 'Retail To-Go'. **Beginning Friday, April 24, non-essential services may offer 'Retail To-Go' through pickup or delivery to doorstep or by mail.** The guidance below is based on recommendations from the Centers of Disease Control (CDC) and outlined by Texas Department of State Health Services. [Click here to read the entire DSHS document.](#)

Under 'Retail To-Go' employees are required to:

- Be trained in environmental cleaning, disinfections, hand hygiene and respiratory etiquette. [Click here for the CDC resource.](#)
- Be screened before coming into the business for illness (including 'feeling feverish' or measured temperature higher than 100+).
- Wash or sanitize hands before entering business.
- Wear face coverings.
- Maintain at least 6 feet from one another.

Under 'Retail To-Go', customers:

- May purchase items for pickup, delivery to doorstep or by mail, **but may not enter the premises.**
- Should pay by phone, online (or minimize direct contact if remote payment is unavailable).
- Should wash or sanitize hands after transaction.

Pickup

- Employees should place purchases in customer's backseat or trunk.
- Employees must wash or sanitize hands after each customer interaction and disinfect items that came into contact with customer.

Deliveries

- **By doorstep:** Employees or third-party carrier should deliver to doorstep. Neither can enter customer's home or business.
- **By mail:** No customer contact.

Retail To-Go delivery to vehicles:

Please keep fire lanes and driveways clear for emergency vehicles.

- **Do not block painted fire lane(s)** for delivery, queuing, or parking.
- **Use numbered or marked parking spaces** (cones) to que waiting customers (*recommendation*).
- **Provide delivery staff with safety vests** (and radio, if available) to manage high volume of businesses (*recommendation*).