

CURBSIDE PICKUP IN CORNWALL

Guidelines on how to fulfill orders outside of a store with street access.

1. ORDER IN ADVANCE

Orders should be placed online or by telephone and paid for in advance.

2. SECURE PACKAGING

Goods should be assembled in a safe area and packaged securely for transit to prevent spills or distractions while driving.

3. ARRANGE PICKUP TIME

Customers should be contacted when the package is ready, and pickup details arranged.

4. DESIGNATED PARKING

Customers should park in a nearby parking spot or parking lot and call the merchant to let them know where the vehicle is located. Designated municipal parking spots have a 15-minute maximum time limit. **Customers should stay in the vehicle until served.**

5. DELIVER GOODS TO CUSTOMER

Merchants should deliver the package to the waiting vehicle with minimal contact with the customer. If the customer does not have a vehicle, then a table can be placed outside of the store. The key is to maintain physical distances of 2 metres at all times.

6. FOLLOW PUBLIC SAFETY GUIDELINES

Store staff should follow public health guidelines which includes the frequent use of hand sanitizer and other measures.



"Merchants must, to the fullest extent possible, restrict public access to the place of business by providing alternative methods of sale such as curbside pickup or delivery."

For more information on public safety guidelines, please refer to the Eastern Ontario Health Unit.

