

# NATIONAL CHRISTMAS TREE ASSOCIATION

# Christmas Tree Lot COVID-19

## BEST PRACTICES RECOMMENDATIONS

The National Christmas Tree Association has developed these best practice recommendations for tree lot operators to use as guidance to adapt their business to the circumstances they will face during the 2020 Christmas season due to COVID-19.

Tree lot operators must protect the health and safety of their employees, provide customers with the confidence they need so they can enjoy selecting a tree without risk and demonstrate to state and local officials they are conducting business responsibly. We highly encourage you to develop the best possible response to these recommendations:

### DEVELOP A COVID-19 PLAN

- May be needed for lot permits
- Designate a qualified COVID-19 coordinator to develop and implement the lot's COVID-19 plan
- Plan should consider NCTA's best practice recommendations
- Meet CDC and local regulations
- Provide personal protective equipment for employees
- Establish sanitizing protocols, also provide and encourage customers to use hand sanitizer upon entering the lot
- Adapt as changes occur

### OFFER A DRIVE-THRU SHOPPING EXPERIENCE

- Having this capability and communicating it will attract at-risk and concerned customers
- Explore alternatives to traditional face-to-face sales if drive-thru is not possible

### PAYMENT TRANSACTION

- Install physical barriers between cashiers and customers
- Provide masks and gloves for all checkout staff
- Use a touchless credit card payment system (there are many options available which should be explored before the season)
- Limit cash sales to exact change only
- No paper receipts or customer signatures
- Consider pre-orders, payment by phone, on-line orders and home delivery
- Disinfect payment area often

### SIGNS

- Designate social distancing, entries, exits and traffic flow patterns
- Establish one-way traffic with separate entry and exit points if possible
- Identify hand sanitizer stations, payment locations and methods and other things of importance for customers to know

### EMPLOYEE ILLNESS PLAN

- Create a plan and ensure all employees are familiar with it
- The plan should include how to handle employees who are ill or become ill at work
- Having a plan in place will position everyone to respond properly
- Clearly educate and provide employees current information about COVID-19 as suggested by the CDC

### SOCIAL DISTANCING

- Follow CDC and local guidance for customer numbers on the lot at a given time
- To maintain 6-foot social distancing 113 square feet per person is required
- Lot layout and traffic flow should be planned to facilitate social distancing
- Limit the number of people in line for payment with social distance spacing signs
- Entrance to the lot may need to be regulated at peak times to maintain the proper head count in the lot
- Encourage regular customers to shop at off-peak times to assist with crowd management