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# COVID-19 store experience work

## In-store stanchion




Requested

# COVID-19 wellness tips




### Stay home if you have...

-  A fever of 100.4°F or higher
-  A cough, difficulty breathing or shortness of breath

### Stay safe...

-  Wash your hands
-  Use a mask or face covering
-  Wear gloves

### We're committed to cleanliness & safety for you and our colleagues.

-  Store surfaces are frequently cleaned with EPA-approved disinfectants for COVID-19.
-  Our colleagues use protective equipment like gloves and masks.
-  We're trained and prepared in the event of exposure or a confirmed case of COVID-19.

### Stay strong...

Together we will make it through this.  
Thank you for doing your part.

Recommended

**Do your part.**  
**Stay 6 feet apart.**

Keep  
at least 6 feet  
between  
everyone  
at all times.



## In-store lama

Requested

**This sign is 6 feet tall.**

Keep a distance of this sign's height to prevent the spread of COVID-19.

**Here are more ways we can help.**

 Free Rx delivery\*

 Dedicated hours for vulnerable customers\*

 90 day Rx supply & easy refills\*

 Drive-thru shopping\*

 Local shopping with Instacart\*

 MinuteClinic® options for care

\*Some services might not be available in certain states or select stores.

Recommended

**Do your part. Stay 6 feet apart.**

A distance of at least **6 feet** between everyone prevents the spread of COVID-19.



**Hand sanitizing unit + Popup**

Requested

**We're  
working  
hard to keep  
the store  
clean.**

Help us stop the  
spread of COVID-19.  
Please sanitize  
your hands.

**Please  
use one  
wipe.**

Recommended

**Please  
sanitize  
your hands  
to prevent  
the  
spread of  
COVID-19.**

**Please  
use one  
wipe.**

## Feeling sick?

Please visit a drive-thru or sign up for free Rx delivery via the CVS Pharmacy® app.

Call \_\_\_ - \_\_\_ - \_\_\_ with any questions.

## Container deposit redemptions are suspended until further notice.

This change will allow our colleagues to focus on meeting your essential needs.

Thank you for your patience as we work to best serve you.

## Return policy update

Until further notice:

- All non-prescription sales are final
- All non-prescription returns are suspended

Go to [CVS.com](https://www.cvs.com)® for our latest COVID-19 updates.

**Protective shields help protect you  
and our colleagues from COVID-19.**

## Store updates - 8.5x11 (bilingual)

### Our hours have changed.

Consequam, volupta spelest expelec toreper ferore estionecte

**Sunday** \_\_\_\_\_am to \_\_\_\_\_pm  
domingo

**Monday** \_\_\_\_\_am to \_\_\_\_\_pm  
lunes

**Tuesday** \_\_\_\_\_am to \_\_\_\_\_pm  
martes

**Wednesday** \_\_\_\_\_am to \_\_\_\_\_pm  
miércoles

**Thursday** \_\_\_\_\_am to \_\_\_\_\_pm  
jueves

**Friday** \_\_\_\_\_am to \_\_\_\_\_pm  
viernes

**Saturday** \_\_\_\_\_am to \_\_\_\_\_pm  
sábado



### Dedicated Hours for Vulnerable/ At-Risk Customers

The first hour on Wednesdays is exclusively for vulnerable guests & their caregivers.

#### Wednesday hours:

**Store** \_\_\_\_\_am to \_\_\_\_\_pm

**Pharmacy** \_\_\_\_\_am to \_\_\_\_\_pm

#### Vulnerable guests include:

- Persons age 65 or older
- Pregnant women
- Any persons defined by the Centers for Disease Control and Prevention (CDC) as vulnerable or at-risk



### Get free delivery of Rx & everyday essentials.

Free Rx delivery is one way we can help you stay well and practice social distancing.

Visit [CVS.com](https://www.cvs.com)® to learn more about delivery or call the pharmacy at \_\_\_ - \_\_\_ - \_\_\_.

Consequam, volupta spelest expelec toreper ferore estionecte

Free Rx delivery is one way we can help you stay well and practice social distancing.

Visit [CVS.com](https://www.cvs.com)® to learn more about delivery or call the pharmacy at \_\_\_ - \_\_\_ - \_\_\_.



### Coronavirus disease (COVID-19) testing is NOT available at this location.

Visit [CVS.com](https://www.cvs.com)® to see if you're eligible for free COVID-19 testing in select states.

Consequam, volupta spelest expelec toreper ferore estionecte spelest expelec toreper ferore estionecte

Free Rx delivery is one way we can help you stay well and practice social distancing.

Visit [CVS.com](https://www.cvs.com)® to see if you're eligible for free COVID-19 testing in select states.



### We're limiting how many customers can be in store to prevent the spread of COVID-19.

\_\_\_\_\_ person maximum

Try the drive-thru where available.

**FPO SPANISH**



### Sorry, we're closed.

We apologize for the inconvenience. Please visit [CVS.com](https://www.cvs.com)® to find another nearby location.

Consequam, volupta spelest expelec

toreper ferore estionecte spelest expelec toreper ferore estionecte

Visit [CVS.com](https://www.cvs.com)® to see if you're eligible for free COVID-19 testing in select states.



### Feeling under the weather?

If you've been diagnosed with COVID-19 or feel sick, we want you to get well. That starts with following CDC guidelines for quarantine and social distancing.

For your convenience, please use our drive-thru or sign up for free Rx delivery.

Call us at \_\_\_ - \_\_\_ - \_\_\_ with any questions.

Consequam, volupta spelest expelec

toreper ferore estionecte spelest expelec toreper ferore estionecte

Visit [CVS.com](https://www.cvs.com)® to see if you're eligible for free COVID-19 testing in select states.



### Return policy update

Until further notice:

- All non-prescription sales are final
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Go to [CVS.com](https://www.cvs.com)® for our latest COVID-19 updates.

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toreper ferore estionecte spelest expelec toreper ferore estionecte

Visit [CVS.com](https://www.cvs.com)® to see if you're eligible for free COVID-19 testing in select states.



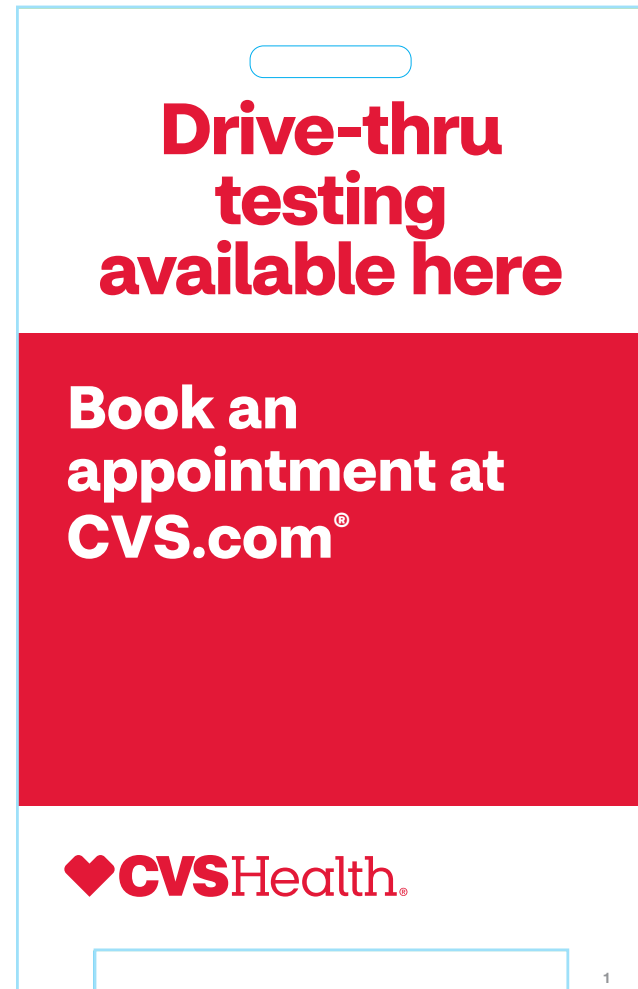


# COVID-19 store testing signage




# Large A-Frame Signs – 28.75"x45"

A-Frame 1



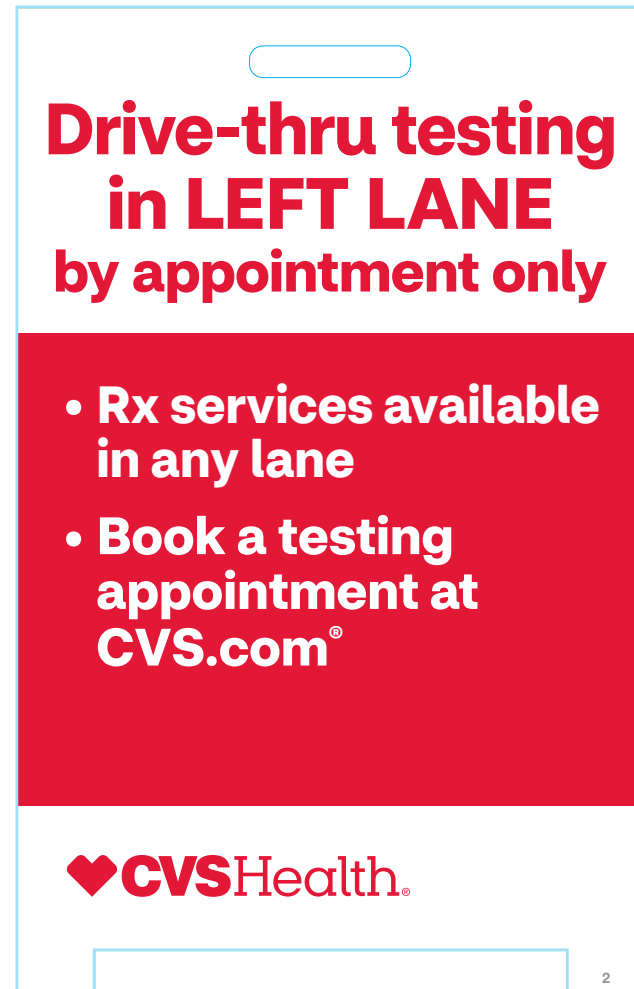
Drive-thru testing available here

Book an appointment at [CVS.com](https://www.cvs.com)<sup>®</sup>




1

A-Frame 2



Drive-thru testing in LEFT LANE by appointment only

- Rx services available in any lane
- Book a testing appointment at [CVS.com](https://www.cvs.com)<sup>®</sup>



2

A-Frame 3



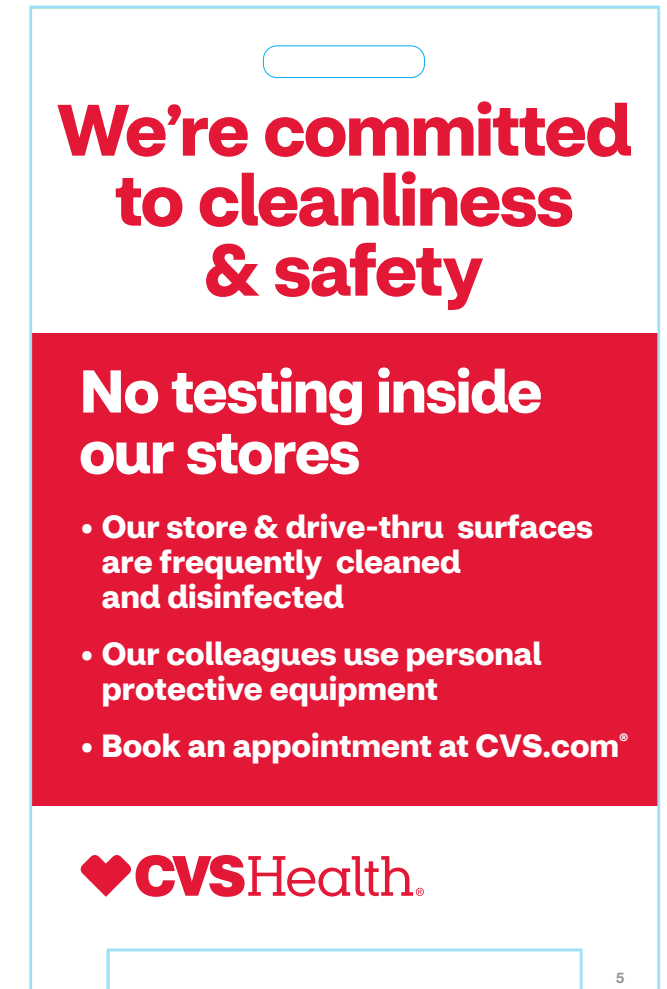
We're committed to cleanliness & safety

- Drive-thru surfaces are frequently cleaned & disinfected
- Our pharmacy team uses personal protective equipment



3


A-Frame 5



We're committed to cleanliness & safety

No testing inside our stores

- Our store & drive-thru surfaces are frequently cleaned and disinfected
- Our colleagues use personal protective equipment
- Book an appointment at [CVS.com](https://www.cvs.com)<sup>®</sup>



5

## Pharmacy Drive-thru Window Cling – 11"x17"

Customer Facing – Sign 4

**Self-swab instructions:**

1. Receive sterile test kit.
2. Follow instructions to self-swab.
3. Close specimen bag with self-swab sample inside.
4. Use provided wipe to clean lid of collection bin.
5. Drop completed test kit into collection bin.

Colleague Facing – Sign 4

**COVID-19 self-swab testing procedure:**

1. Collect any missing patient information.
2. Complete registration.
3. Affix printed specimen label to test tube & insert forms into specimen bag.
4. Provide test kit to patient.
5. Instruct patient how to self-swab & where to discard provided wipe.
6. Direct patient to close specimen bag, clean lid and drop completed test kit into collection bin.

## Specimen Cooler Sticker – 12"x5"

Sign 4A

**Completed test kits only**

Please deposit your clean testing kit into the top of this container.

## In-store Radio and phone recording

### 6: In-Store Radio 1: 30 seconds

Throughout the COVID-19 outbreak, we've been here to support you. Now we're offering drive-up testing at select stores in your community. Drive-up testing at CVS Pharmacy is safe and effective and can provide peace of mind for you and your family. Go to [CVS.com](https://www.cvs.com) to learn more and to schedule your drive-up test today. Stay safe; be well.

### 7: IVR (Phone Line Voice Recording)

Drive-up COVID-19 testing is available at select CVS Pharmacy locations near you. Go to [CVS.com](https://www.cvs.com) to schedule a test.

# Bilingual

## Large A-Frame Signs – 28.75"x45"

A-Frame 1

**Drive-thru testing available here**  
Pruebas por servi-carro están disponible aquí

**Book an appointment at CVS.com®**  
Programe su cita en CVS.com®

♥CVSHealth.

1

A-Frame 2

**Drive-thru testing in LEFT LANE**  
by appointment only  
La prueba por servi-carro en el carril izquierdo solamente con citas programada

- Rx services available in any lane
- Book a testing appointment at CVS.com®

♥CVSHealth.

2

A-Frame 3

**We're committed to cleanliness & safety**  
Estamos comprometidos con la limpieza y seguridad

- Drive-thru surfaces are frequently cleaned & disinfected
- Our pharmacy team uses personal protective equipment

♥CVSHealth.

3

A-Frame 5

**We're committed to cleanliness & safety**  
Estamos comprometidos con la limpieza y la seguridad

**No testing inside our stores**  
No hacemos pruebas en la tienda.

- Our store & drive-thru surfaces are frequently cleaned and disinfected
- Our colleagues use personal protective equipment
- Book an appointment at CVS.com®

♥CVSHealth.

5

# Bilingual

## Pharmacy Drive-thru Window Cling – 11"x17"

Customer Facing – Sign 4

**Self-swab instructions:**  
**Instrucciones de hisopo auto-tomado:**

- 1. Receive sterile test kit.**  
Reciba el kit de prueba estéril.
- 2. Follow instructions to self-swab.**  
Siga las instrucciones para el hisopo auto-tomado.
- 3. Close specimen bag with self-swab sample inside.**  
Cierre la bolsa de espécimen con la muestra de hisopo auto-tomado adentro.
- 4. Use provided wipe to clean lid of collection bin.**  
Use el paño provisto para limpiar la tapa del contenedor de recolección.
- 5. Drop completed test kit into collection bin.**  
Coloque el kit de prueba completada en el contenedor de recolección.

Colleague Facing – Sign 4 (English Only)

**COVID-19 self-swab testing procedure:**

- 1. Collect any missing patient information.**
- 2. Complete registration.**
- 3. Affix printed specimen label to test tube & insert forms into specimen bag.**
- 4. Provide test kit to patient.**
- 5. Instruct patient how to self-swab & where to discard provided wipe.**
- 6. Direct patient to close specimen bag, clean lid and drop completed test kit into collection bin.**

## Cooler Sticker – 12"x5"

Sign 4A

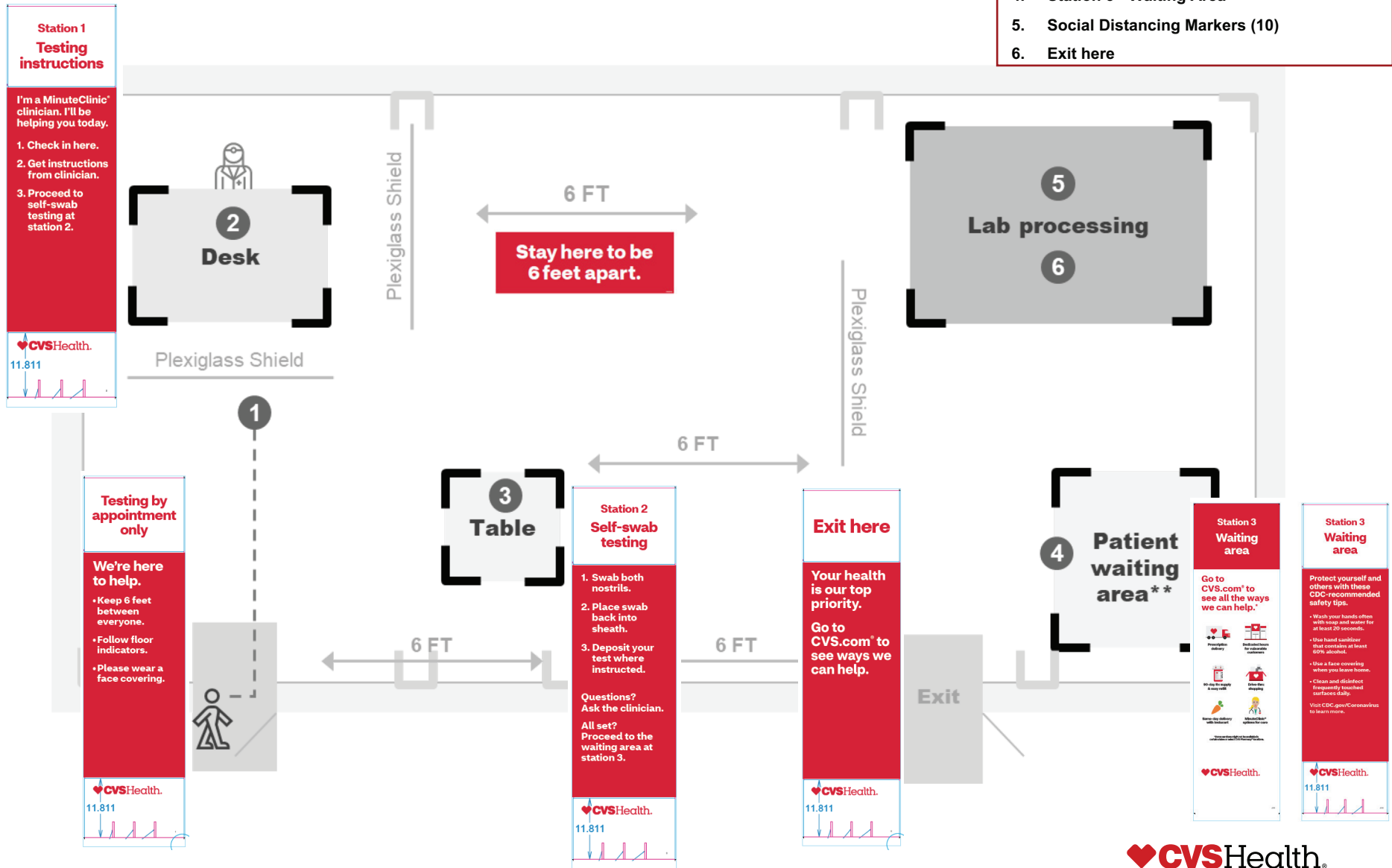
**Completed test kits only**  
**Kits de pruebas completadas solamente**

**Please deposit your clean testing kit into the top of this container.**  
**Por favor deposite su kit de prueba limpio en la parte superior de este contenedor.**

# **COVID-19 testing sign kits for corporate and university sites**

# Signage Locations at Site

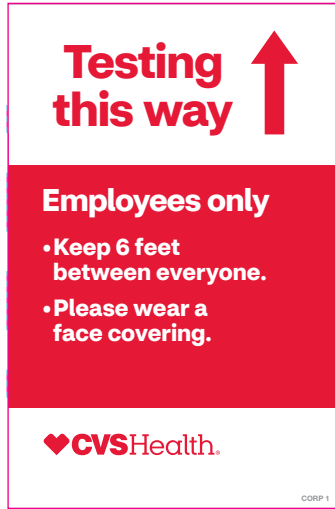
- Signage Overview**
1. Entrance – Testing by appointment only
  2. Station 1 – Testing instructions
  3. Station 2 – Self-swab testing
  4. Station 3 - Waiting Area
  5. Social Distancing Markers (10)
  6. Exit here



# English front – Bilingual back

## Large A-Frame Signs – 26"x45"

Area 1 Corp – Front

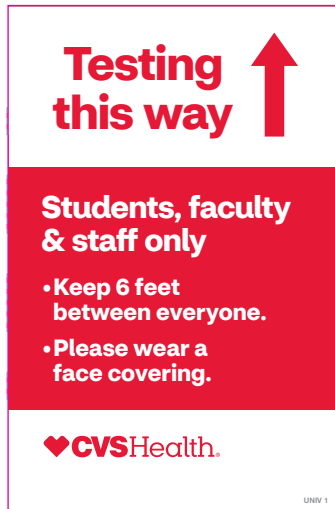


Area 1 Corp – Back



D19973SX20\_Covid\_Testing\_Corp\_POC\_Wayfinding\_A-Frame\_BL\_Area\_1\_Corp.pdf

Area 1 Univ – Front



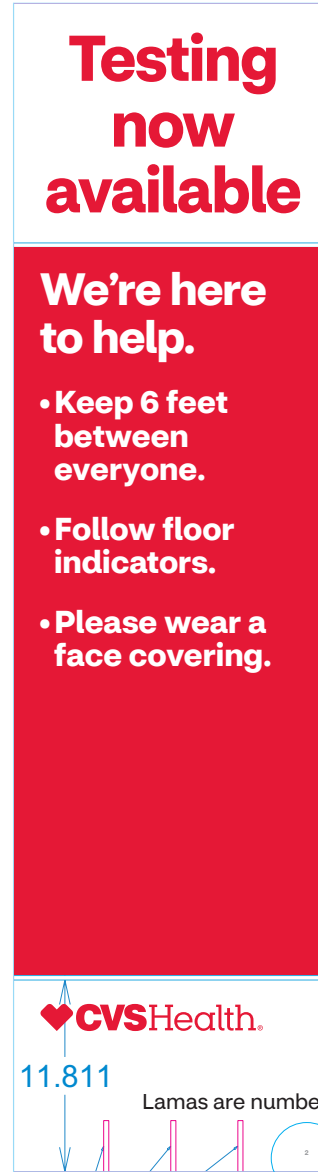
Area 1 Univ – Back



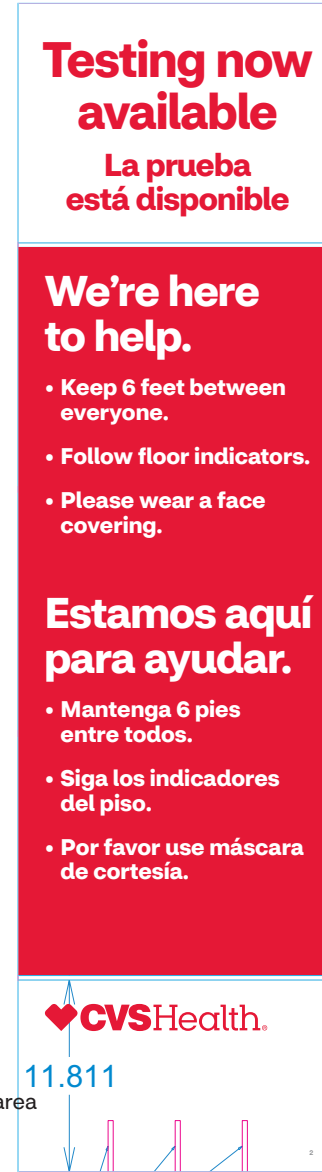
D19973SX20\_Covid\_Testing\_Univ\_POC\_Wayfinding\_A-Frame\_BL\_Area\_1 Univ.pdf

## Lama – 19.625"x72"

Area 2 – Front



Area 2 – Back



D19973SX20\_Covid\_Testing\_Univ\_Corp\_Sites\_Lama\_BL\_Area\_2.pdf

11.811  
Lamas are numbered by area

# English front – Bilingual back


Lama – 19.625”x72”


Area 3 – Front

**Station 1**  
**Testing instructions**

**I'm a CVS<sup>®</sup> clinician. I'll be helping you today.**

1. Check in here.
2. Get instructions from clinician.
3. Proceed to self-swab testing at station 2.

  
11.811



D19973SX20\_Covid\_Testing\_Univ\_Corp\_Sites\_Lama\_BL\_Area\_3.pdf

Area 3 – Back


**Station 1**  
Estación 1  
**Testing instructions**  
Instrucciones de prueba


**I'm a CVS<sup>®</sup> clinician. I'll be helping you today.**

1. Check in here.
2. Get instructions from clinician.
3. Proceed to self-swab testing at station 2.

**Soy un clínico de CVS<sup>®</sup>. Te estaré ayudando hoy.**

1. Check in aquí.
2. Obtenga instrucciones del clínico.
3. Proceda a la prueba de hisopo auto-tomado en la estación 2.

  
11.811




Area 4


**Station 2**  
**Self-swab testing**

1. Swab both nostrils.
2. Place swab back into sheath.
3. Deposit your test where instructed.

**Questions? Ask the clinician.**

**All set? Proceed to the waiting area at station 3.**

  
11.811



D19973SX20\_Covid\_Testing\_Univ\_Corp\_Sites\_Lama\_BL\_Area\_4.pdf

Area 4

**Station 2**  
Estación 2  
**Self-swab testing**  
Prueba de hisopo auto-tomado

1. Swab both nostrils.
2. Place swab back into sheath.
3. Deposit your test where instructed.


**Questions? Ask the clinician.**


**All set? Proceed to the waiting area at station 3.**

1. Frota ambas fosas nasales.
2. Coloque el hisopo nuevamente dentro de la funda.
3. Deposite su prueba donde se le indique.

**¿Preguntas? Pregúntale al clínico.**

**¿Todo listo? Proceda al área de espera en la estación 3.**

  
11.811





# English front – Bilingual back

## Lama – 19.625”x72”

Area 5 – Front

### Station 3 Waiting area

**Protect yourself and others from COVID-19.\***

- Wash hands for at least 20 seconds
- Wear a face covering
- Remain 6+ feet from others
- Clean & disinfect shared surfaces

**“What if I test positive?”**

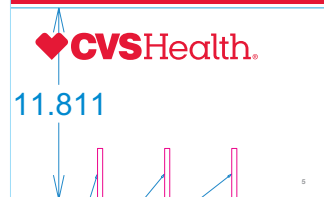
- Isolate at home
- Keep physically separate from others
- Monitor symptoms closely

**Questions?**

- Call your Campus Health Center at [redacted]

\*Visit CDC.gov for more information about COVID-19.

**CVSHealth.**  
11.811



Area 5 – Back

### Station 3 Estación 3 Waiting area Área de espera

**Protect yourself and others from COVID-19.\***

- Wash hands for at least 20 seconds
- Wear a face covering
- Remain 6+ feet from others
- Clean & disinfect shared surfaces

**“What if I test positive?”**

- Isolate at home
- Keep physically separate from others
- Monitor symptoms closely

**Questions?**

- Call your Campus Health Center at [redacted]

**Protéjase y proteja a los demás del COVID-19.\***

- Lávese las manos por al menos 20 segundos
- Use una máscara de cortesía
- Mantenga 6 pies o más entre todos
- Limpie y desinfecte las superficies compartidas

**¿Qué pasa si doy positivo?**

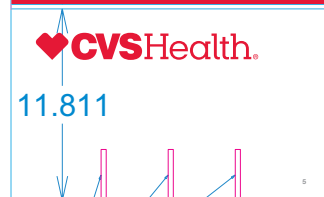
- Aíslease en casa
- Manténgase físicamente separado de los demás
- Monitoree los síntomas de cerca

**¿Preguntas?**

Llame al centro de salud de su campus al [redacted]

\*Visit CDC.gov for more information about COVID-19.

**CVSHealth.**  
11.811



Area 5 Univ Swab – Front

### Get results faster with MyChart.\*

**Activate your MyChart account to get results immediately when ready.**


Check the email you provided at check-in for a secure MyChart activation link (valid for 24 hours only).

Go to **MyChart.com** to download the free app.

**Questions?**  
Call your Campus Health Center at [redacted]

\*Lab samples are sent to an off-site laboratory and results may take 2 to 5 days or even longer in some instances or in times of peak demand. Based on the off-site lab's volume, response time may vary. If MyChart is not activated, the patient will receive a phone call with results. Due to call volume, this could cause a 72-hour delay.

**CVSHealth.**  
11.811



Area 5 Univ Swab – Back

### Get results faster with MyChart.\*

**Obtenga resultados más rápido con MyChart.\***

**Activate your MyChart account to get results immediately when ready.**

Check the email you provided at check-in for a secure MyChart activation link (valid for 24 hours only).

Go to **MyChart.com** to download the free app.

**Questions?**  
Call your Campus Health Center at [redacted]

**Active su cuenta “MyChart” para obtener los resultados tan pronto estén listo.**


Verifique el correo electrónico que proporcionó cuando se registró para obtener su enlace de activación seguro de MyChart (válido solo por 24 horas).

Vaya a **MyChart.com** para descargar la aplicación gratuita.

**¿Preguntas?**  
Llame al centro de salud de su campus al [redacted]

\*Lab samples are sent to an off-site laboratory and results may take 2 to 5 days or even longer in some instances or in times of peak demand. Based on the off-site lab's volume, response time may vary. If MyChart is not activated, the patient will receive a phone call with results. Due to call volume, this could cause a 72-hour delay.

**CVSHealth.**  
11.811



D19973SX20\_Covid\_Testing\_Univ\_Corp\_Sites\_Lama\_BL\_Area\_5.pdf

D19973SX20\_Covid\_Testing\_University\_Sites\_Lama\_BL\_Area\_5\_Univ\_Swab.pdf

# English front – Bilingual back

## Lama – 19.625”x72”

Area 7 Corp POC – Front

Area 7 Corp POC – Back

Area 8 – Front

Area 8 – Back

**Station 3**  
**Waiting area**

**Go to CVS.com® to see all the ways we can help.\***

\*Some services might not be available in certain states or select CVS Pharmacy® locations.

**CVSHealth.**

CORP POC 7

**Station 3**  
**Estación 3**  
**Waiting area**  
**Área de espera**

**Go to CVS.com® to see all the ways we can help.\***  
**Visite CVS.com® para ver todas las formas en que podemos ayudar.\***

\*Some services might not be available in certain states or select CVS Pharmacy® locations.  
\*Es posible algunos servicios no estén disponibles en ciertos estados o tiendas CVS Pharmacy® seleccionadas.

**CVSHealth.**

CORP POC 7

**Exit here**

**Your health is our top priority.**

**Go to CVS.com® to see ways we can help.**

**CVSHealth.**  
11.811

5

**Exit here**  
**Salida aquí**

**Your health is our top priority.**

**Go to CVS.com® to see ways we can help.**  
**Su salud es nuestra máxima prioridad.**

**Visite CVS.com® para ver formas en que podemos ayudar.**

**CVSHealth.**  
11.811

5

D19973SX20\_Covid\_Testing\_Corporate\_Area\_7\_Corp\_POC.pdf

D19973SX20\_Testing\_Univ\_Corp\_Sites\_Lama\_BL\_Area\_8.pdf