

Retail Establishments (including Small Businesses)

- I. Workforce protection
 - a. Assess employee assignments based on risk profiles (vulnerable populations)
 - b. **Enable single point of entrance**
 - c. **Facial coverings must be worn inside a retail establishment**
 - d. **Install hand sanitizing dispensers or make sanitizer available at entrances and in common areas**
 - e. Establish sign-in stations or check points for employees with health questionnaire on symptoms
 - f. Encourage employees to self-identify and report symptoms; quarantine employees for 14 days if flu-like symptoms are exhibited
 - g. Institute staggered breaks in order to discourage large group gathering
- II. Employee protection
 - a. **Space out customer queues for fitting rooms and at cashiers with floor markers (every 6 ft);** adopt virtual waiting area / queue where feasible
 - b. Ensure commercial / delivery drivers' access is limited to receiving area and minimize interactions with staff; exclude any interactions with frontline personnel
 - c. Installation of plexiglass sneeze guards and moving of pin pads to facilitate social distancing at checkout stations
 - d. **Procure appropriate amounts of soap, hand sanitizer, cleaning materials and protection equipment (masks, gloves)**
- III. Non-Employee Protection
 - a. **Limit the number of staff and customers to a maximum of 50 percent of mall/store occupancy**
 - b. **Place signs outside and inside the elevators to limit capacity to 4 passengers, with visual markers for passengers to stand on.** Signs should encourage people to take the stairs where appropriate and offer preferential treatment elderly, persons with disabilities, pregnant women, and families with small children
 - c. **Merchandise, particularly clothing, must not be handled or tried on by customers and returned to shelves or display racks before being properly cleaned**
 - d. **Cart and basket handles must be sanitized between uses**
 - e. **Eliminate car valet services**
 - f. Adapt curbside locations to be available in shopping center parking lots and throughout mall surface lots to accommodate pick-up
 - g. Set specific shopping hours for vulnerable groups (elderly, persons with disabilities, pregnant women)

IV. Business Process Adaptions

- a. **Mark with arrows entry and exit points, creating one-way circulation paths inside stores**
- b. Remove public seating areas, if possible, and enforce distancing through signaling
- c. **Flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store's closure**
- d. Change and/or upgrade mall/store HVAC filters (per OSHA guidance)
- e. Encourage adoption of contactless payment mechanisms (e.g., credit cards)
- f. Install 'physical buffers' to handle shopping items (e.g. 1 or more tables between customer and cashier for loading, checkout and bagging of items)

V. Employer-led Public Health Interventions

- a. **Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with Covid-19 issues**
- b. **Post CDC signage in publicly trafficked locations emphasizing measures to "Stop the Spread of Germs" (CDC) and exercise social responsibility (e.g., hygiene)**
- c. Design work group shifts to ensure easier tracking and tracing
- d. Encourage use of contactless thermometer for daily employee check in monitoring of temperatures
- e. Evaluate the need for testing program for high risk employees (e.g., frequent contact with customers or suppliers)

VI. Industry-Wide Safeguards

- a. Malls and stores must indicate how much "lead time" each needs to be ready to re-open
- b. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
- c. Establish and employ protocol to immediately disclose infection to state DOH bodies and procedure to safeguard store (e.g., deep cleaning.
- d. Establish and employ clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale)
- e. **Stores/malls shall post a contact email address and/or telephone number for customers**

Additional considerations for Personal Grooming Stores

- I. Workforce Protection
 - a. **Within the shop, a minimum of six feet (6') distance between customers, except for families residing at that same dwelling**
 - b. **Capacity limited to 10 individuals (employees and customers) or 25% of building occupancy as required by law, whichever is smaller at any one time**
 - c. As possible, install plexiglass barrier between salon chairs
 - d. **Only the customers receiving the service may enter the shop (except for a parent or guardian accompanying a minor)**
 - e. **All services require an appointment; appointments must be recorded for tracking purposes and for the notification of others that may have been present in the shop, if a positive COVID-19 case is reported**
 - i. **Customers must wait outside of the business (practicing social distancing) or in their cars until they are called for their appointment**
 - ii. **A paging system may be utilized similar to what restaurants use, so that customers do not congregate outside of or around the shop**
 - iii. **Walk-ins are prohibited**
- II. Employee protection
 - a. **Employees to wear masks and gloves at all times, the use of face shields is strongly encouraged**
 - b. **Employees must not share tools**
 - c. **Hairdressers have to wear single-use aprons**
 - d. **Any face to face service requires a face shield being worn by the groomer/ stylist (e.g., beard/mustache, eyelashes, eyebrow, facial)**
- III. Non-employee Protection
 - a. **Customers to wear face masks (coverings may be removed for a short time when necessary to perform face services as instructed by groomer/stylist)**
 - b. Provide customers with disinfection spray to apply on entry/exit
- IV. Business Process Adaptations
 - a. **Cleaning and disinfecting agents must be EPA registered and labeled as bactericidal, virucidal and fungicidal**
 - i. **Reception and Retail Area**
 - 1. **Discard old magazines and other non-essential items in the waiting area that cannot be disinfected**
 - 2. **Wipe down all soft surfaces (couches, chairs) with water and a clean towel**
 - 3. **Clean and disinfect all hard, non-porous surfaces such reception counter, computer keyboard, phones, door handles, light switches and point of sale equipment**
 - 4. **Clean and disinfect all shelving, glass and display cases; keep product containers clean and dust free**
 - 5. **Place signage in window to notify customers of your diligence in practicing proper infection control**

- ii. **Workstations – this must be performed after each service(s) provided to the customer**
 - 1. Clean and disinfect all non-porous implements used in your services (immersion, spray or wipe)
 - 2. Store properly disinfected implements in closed containers
 - 3. Clean and disinfect all electrical implements used in your services
 - 4. Clean and disinfect chairs and headrests; consider barrier methods on chairs such as disposable paper drapes or towels that can be laundered after each client
 - 5. Clean and disinfect workstation, rolling cards, drawers and any containers used for storage
 - 6. Ensure that single use porous items are new
 - 7. All items on a nail station must either be new, never used, or cleaned and disinfected (stored in a closed container until ready to use)
- iii. **Treatment Rooms/Laundry/Shampoo Bowls/Pedicure Bowls**
 - 1. Clean and disinfect any appliances used
 - 2. Clean and disinfect treatment tables
 - 3. Ensure all single use items are new
 - 4. Empty wax pots, completely clean and disinfect, and refill with new wax
 - 5. Any used linens, must be washed and dried on the HOT temperature setting
 - 6. All clean linens must be stored in closed covered cabinets
 - 7. Launder (porous) or disinfect (non-porous) all capes
 - 8. Clean and disinfect all shampoo bowls, handles, hoses, spray nozzles and shampoo chairs after each use
 - 9. Clean and disinfect pedicure bowls after each use
- b. **Washing hair before a cut is compulsory**
- c. Encourage paperless transactions and offer to email receipts if possible
- d. **All staff must wash hands before and after each service; if possible, it is recommended to wash hands in front the customer**