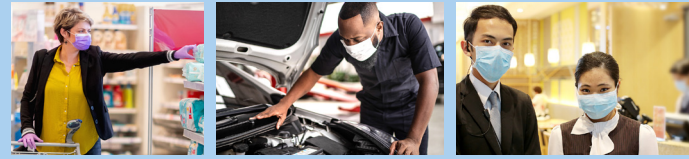


Responsible RestartOhio

Consumer, Retail, Services & Entertainment*



Mandatory

Employees

- **Ensure minimum of 6 feet between employees, if possible. If not possible, install barriers.**
- Businesses must require all employees to wear facial coverings, except for one of the following reasons:
 - Facial coverings in the work setting are prohibited by law or regulation.
 - Facial coverings are in violation of documented industry standards.
 - Facial coverings are not advisable for health reasons.
 - Facial coverings are in violation of the business's documented safety policies.
 - Facial coverings are not required when the employee works alone in an assigned work area.
 - There is a functional (practical) reason for an employee not to wear a facial covering in the workplace.

(Businesses must provide written justification to local health officials, upon request, explaining why an employee is not required to wear a facial covering in the workplace. At minimum, facial coverings (masks) should be cloth/fabric and cover an individual's nose, mouth, and chin.)
- Strongly encourage as many employees as possible to work from home.
- Employees must perform daily symptom assessment.**
- Require employees to stay home if symptomatic.
- Require regular handwashing by employees.
- Place hand sanitizers in high-contact locations.
- Clean high-touch items after each use (e.g., carts, baskets, and other items and equipment).
- Reinforce key messages — stay home when sick, use cough and sneeze etiquette, and practice hand hygiene — to all employees, and place posters where they are most likely to be seen.
- Provide protection supplies such as soap and water, hand sanitizer, tissues, and no-touch disposal receptacles for use by employees.

Recommended Best Practices

- Group employees by shift to reduce exposure.

Customers & Guests

- **Ensure minimum 6 feet between customers, when possible.**
- All customers and persons in or on the premise of store must wear a facial covering/mask at all times.
- Specify hours for at-risk populations, as appropriate (e.g., elderly).
- Place hand sanitizers in high-contact locations.
- Ask customers and guests not to enter if symptomatic.
- Stagger entry of customers and guests.

- Use a health questionnaire to check people for symptoms at entry point.
- Provide face coverings upon entry.
- Where possible, accept customers by appointment only.
- Increase availability for curbside pickup.
- Consider suspending return policies.

Physical Spaces

- **Ensure minimum of 6 feet between people, if possible. If not possible, install barriers.**
- When possible, designate 6-foot distances with signage, tape, or by other means.
- Post social distancing signage and disinfect high-contact surfaces hourly.
- markers, use alternate registers).
- Frequently wash hands with soap and water for at least 20 or use hand sanitizer, cover coughs or sneezes, and do not shake hands.
- Clean merchandise before stocking if possible.
- Establish maximum capacity.
- Comply with all applicable social distancing guidance from the U.S. Centers for Disease Control and Prevention and the Ohio Department of Health.

- Close once a week for deep cleaning.
- Add designated markers encouraging customers to stand 6 feet apart in checkout lines.
- Use contact-less payments where possible.
- Increase capacity for delivery and curbside pickup.

Mandatory

Facial Coverings in Retail Establishments***

- Retailers – defined as stores, retail businesses, and/or other enterprises that sell goods in person to the public – must adhere to the following:
 - Require and ensure that all people on premises wear a facial covering at all times (excepting children younger than 10 and people medically or developmentally unable to wear one).
 - Provide reasonable accommodation to any person unable to wear a mask by: providing online or telephone ordering and curbside, non-contact pick-up or delivery; or allowing a full-face shield.
 - Post “Face Mask Required” signage and signage describing accommodations for people unable to wear a mask at all entrances of all retail areas. ****
 - Post on the retailer’s website, if any, the details of accommodating people unable to wear a mask.
 - Post at all entrances and enforce limited maximum capacity.
 - Limit and stagger people to assure a minimum of 6 feet of physical distance.
 - Arrange all store aisles to be directionally one-way if necessary for social distancing.
 - Designate an on-site masking compliance officer each location and shift.
 - Allow access/inspection during business hours by public health or law enforcement representatives
 - Provide requested information on masking compliance.
 - Cooperate fully in any masking compliance inspection or investigation.
 - If issued a notice of violation retailers must immediately close to the public for a period not exceeding 24 hours. (A warning not requiring closure will be issued for a first offense.)

Recommended Best Practices

Confirmed Cases

- Immediately isolate, separate/send home, and seek medical care for any individual who develops symptoms while at work.
- Contact the local health district about suspected cases or exposures.
- Shutdown shop/floor for deep sanitation if possible.
- Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/ notifications.
- Test all people suspected of being infected or exposed.
- Following testing, contact local health department to initiate appropriate care and tracing.

*Additional requirements for specific service and entertainment sectors can be found in the Responsible RestartOhio Education and Sector Requirements documents at coronavirus.ohio.gov.

**Per the federal Centers for Disease Control and Prevention, symptoms include fever or chill; cough; shortness of breath or difficulty breathing; fatigue; muscle or body aches; headache; new loss of taste or smell; sore throat; congestion or runny nose; nausea or vomiting; and diarrhea.

***This section does not apply to businesses subject to separate orders for restaurants, bars, banquet and catering facilities and services; hair salons, day spas, nail salons, barber shops, tattoo parlors, body piercing locations and tanning facilities; and gyms, dance instruction studios, and other personal fitness venues.

****Printable signage can be found on the Responsible RestartOhio Posters and Signs page at coronavirus.ohio.gov.