

SAFER AT HOME: PHASE ONE  
BRICK AND MORTAR RETAIL

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**SCOPE:** All non-essential brick and mortar retail establishments.

**PHASE 1:** Establishments must either implement the following mandatory requirements or close.

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**MANDATORY REQUIREMENTS:**

Businesses must strictly adhere to the physical distancing guidelines, enhanced cleaning and disinfection practices, and enhanced workplace safety practices provided in the “Guidelines for All Business Sectors” document. They must also adhere to the following additional requirements:

- ✓ Post signage at the entrance that states that no one with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days, is permitted in the establishment.
- ✓ Post signage to provide public health reminders regarding physical distancing, gatherings, options for [high risk individuals](#), and staying home if sick (samples at bottom of this document).
- ✓ Retailers must limit occupancy to 50% of the lowest occupancy load on the certificate of occupancy.
- ✓ Retailers must assist customers in keeping at least six feet of space between individuals or households while shopping and waiting in line. Mark floors in six-foot increments in areas where customers will be congregating or standing in line such as cashier areas. If six feet of space cannot be maintained between checkout lines, only operate alternate checkout lines.
- ✓ If seating is available, provide a minimum of six feet between tables; if tables are not movable, parties must be spaced at least six feet apart.
- ✓ Meeting rooms and other enclosed spaces such as fitting rooms should be closed to customers.

- ✓ Employees working in customer-facing areas are required to wear face coverings over their nose and mouth, such as using [CDC Use of Cloth Face Coverings guidance](#).
- ✓ Perform a thorough cleaning and disinfection of frequently contacted surfaces including digital ordering devices, self-service areas, countertops, bathroom surfaces, cashier stations, belts, shelves, cash machine pads, keyboards, order separation bars, and other high touch surfaces, at a minimum, every 2 hours.
- ✓ Eliminate stations where food or drink can be sampled. No self-service of food (except beverages), including condiments. Self-service beverage areas must use beverage equipment designed to dispense through a contamination-free method.
- ✓ Ensure there is a way to sanitize shopping cart and basket handles: either make an [EPA-approved disinfectant](#) easily accessible to customers or have employees manage the process and sanitize between each customer use.

#### **BEST PRACTICES:**

In addition to the requirements provided above, establishments are encouraged to utilize the following best practices to the extent they are feasible:

- ✓ Provide sanitizing stations for customers and staff throughout the store, particularly at entry and exit points.
- ✓ Consider managing customer movement utilizing one-way aisles or other directional instructions.
- ✓ Encourage customers to wear face coverings while entering, exiting, or otherwise traveling throughout the store.
- ✓ Consider reserving certain hours for [senior citizens and other high-risk populations](#).
- ✓ Provide opportunities to shop and pay online or on the phone whenever possible.
- ✓ Provide options for home delivery, in store pickup, or curbside pickup whenever possible to minimize the number of customers in facilities.
- ✓ When protective equipment such as face coverings are used, launder daily and wash hands after touching/adjusting face covering while working.
- ✓ Use separate doors to enter and exit the establishment when possible.

- ✓ Consider installing touchless door and sink systems or providing single-use barriers (e.g., deli tissues, paper towels) for use in touching door and sink handles.
- ✓ Consider using a reservation system to schedule customer visits, including asking customers to set up a time to visit the showroom or sales floor to limit the number of customers in a facility.
- ✓ Prohibit congregating in break rooms or common areas and limit the capacity of such areas to allow for safe physical distancing of a minimum of six feet whenever possible.
- ✓ If reusable shopping bags are permitted, ask customers to bag their own products/groceries.

**RESOURCES TO PRINT AND DISPLAY:**

[CDC Symptoms English](#)

[Spanish CDC Symptoms](#)

[CDC Printable Flyer English](#)

[CDC Printable Flyer Spanish](#)

[CDC Printable Flyer Chinese](#)

[CDC Printable Flyer Korean](#)

[CDC Printable Flyer Vietnamese](#)

[FDA information](#)

[What Grocery Store and Food Retail Workers Need to Know about COVID-19](#)