



Phase One Reopening Guidance

Sector: Retail

Specific Guidance for Retail Stores:

Retail stores are required to:

- Limit the number of customers in the retail store and focus on maintaining at least six (6) feet of distance between people and employees in the store. Store management should determine maximum occupancy to maintain at least six (6) feet of physical distancing, considering areas of the store prone to crowding (like aisles) and limit admittance accordingly.
- Post [clear signs](https://healthoregon.org/coronavirus) (available at healthoregon.org/coronavirus) listing COVID-19 symptoms, asking employees and customers with symptoms to stay home, and listing who to contact if they need assistance.
- Use signs to encourage physical distancing.
- Frequently clean and sanitize work areas, high-traffic areas, and commonly touched surfaces in both customer/public and employee areas of store. Wipe down changing room doorknobs, walls and seating between each customer use.
- Require all employees to wear cloth, paper or disposable face coverings. Businesses must provide cloth, paper or disposable face coverings for employees.

To the extent possible, retail stores should, but are not required to:

- Strongly encourage all customers to wear cloth, paper or disposable face coverings. If a store sets a policy that all customers are required to wear cloth, paper or disposable face coverings, store management should consult with their legal counsel to determine whether such a requirement can be enforced.
- Consider placing clear plastic or glass barriers in front of cashiers or customer service counters, or in other places where maintaining six (6) feet of physical distance between employees and customers is more difficult.
- Encourage one-way flow with marked entrances and exits, but do not block egress for fire exits. Use signs to direct one-way flow of traffic.
- Use signs and tape on the floor to maintain physical distancing while waiting for cashiers.
- Prohibit customers from trying on items that are worn on the face (cloth masks, scarves, headbands, eyewear).
- Decide whether to re-open fitting rooms. If fitting rooms are re-opened, customers should wash hands or use hand sanitizer before and after trying on clothes. Retailers

should provide hand sanitizer or hand washing stations near fitting rooms. Note: There are no scientific data to indicate that clothing items are a major means of spread of the coronavirus. Any risk from this exposure is likely to be very low. Items that have been in a fitting room can be set aside for a day or longer if the retailer is concerned about perceived risks from clothing that has been tried on by customers.

- When processing returns, employees should wash hands or use hand sanitizer before and after handling items. Retailer may set items aside for a day or longer if concerned about perceived risks of exposure.
- Consider offering alternative order ahead and pick up options, such as curbside pickup as appropriate and applicable.
- Review and implement [General Guidance for Employers](#), as applicable.

Specific Guidance for Shopping Centers and Malls:

Shopping center and malls must:

- Keep any common area settings such as food courts and seating areas configured to support at least six (6) feet physical distance between parties (chairs, benches, tables).
- Determine maximum occupancy within the shopping center or mall to maintain at least six (6) feet physical distancing and limit admittance accordingly.
- Post signs at entrances, exits and common areas (seating areas, food courts, etc.) to discourage groups from congregating, and remind customers and employees to keep six (6) feet of physical distance between individuals or parties while waiting.

To the extent possible, shopping centers and malls should:

- Designate specific entrances and exits to the shopping center or mall to constrain traffic flow and encourage physical distancing between customers. For entrances with a single door or single pair of doors, consider designating it entrance only or exit only if another entrance/exit exists and one-way flow through the area is feasible. Do not block egress for fire exits.

Additional Resources:

- [OHA Guidance for the General Public](#)
- [OHA General Guidance for Employers](#)

Additional State Resources Needed:

- Reopening checklist
- Symptoms and resource signs
- Signs to discourage gathering

You can get this document free of charge in other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.ADAModifications@dhsosha.state.or.us.