



Responsible RestartOhio

Consumer, Retail & Services



Mandatory

Employees

- **Ensure min 6 ft between people, if not possible, install barriers**
 - Face coverings are required while employers and employees are on the job, unless any one of the following apply:
 - An employee in a particular position is prohibited by a law or regulation from wearing a face covering while on the job
 - A face covering is not advisable for health purposes
 - Wearing a face covering on the job is against documented industry best practices
 - Wearing a face covering violates a company's safety policies
 - There is a practical reason a face covering cannot be worn
 - An employee is sitting alone in an enclosed work-space.
 - *(If any of these exceptions apply to your business, or one of your employees, written justification must be provided upon request.)*
 - Employees must perform daily symptom assessment*
 - Require employees to stay home if symptomatic
 - Require regular handwashing
 - Place hand sanitizers in high-contact locations
 - Clean high-touch items after each use (e.g. carts, baskets)

Customers & Guests

- **Ensure minimum 6 ft between people**
 - Specify hours for at-risk populations (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

Physical Spaces

- **Ensure minimum 6 ft between people, if not possible, install barriers**
 - Post social distancing signage & disinfect high-contact surfaces hourly
 - Clean merchandise before stocking if possible
 - Establish maximum capacity (e.g. 50% of fire code)
 - Discontinue self-service food stations, product samples
 - Food courts remain closed

Confirmed Cases

- Immediately isolate 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

Recommended Best Practices

- Customers and guests should wear a face covering. They are not required to wear a face covering.
- Group employees by shift to reduce exposure

- Face coverings are recommended while shopping or visiting
- Health questionnaire for symptoms at entry point
- Provide face coverings upon entry
- Where possible, accept customers by appointment only
- Increase availability for curb-side pickup
- Consider suspending return policies

- Close once a week for deep cleaning
- Maximize available checkout space to promote social distancing (e.g., space customer lines with floor markers, use alternate registers)
- Use contact-less payments where possible
- Increase capacity for delivery and curb-side pickup

- Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/ notifications
- Once testing is readily available, test all suspected infections or exposures
- Following testing, contact local health department to initiate appropriate care and tracing