

COVID-19: Guidance for Employers, Employees, and Customers of Reopened Retail Services

This guidance is based on the best information currently available and will be updated when appropriate. Please visit dshs.texas.gov/coronavirus and cdc.gov/coronavirus for updates. This guidance is intended for employers, employees, and customers of retail businesses reopening under the [Governor's Executive Order issued on April 17, 2020](#). This guidance does not apply to businesses considered essential. This guidance is based on recommendations from the Centers for Disease Control and Prevention (CDC).

I am an Employee of a retail business re-opening. What should I do to keep myself and our customers safe?

- All employees must be trained on environmental cleaning and disinfection, hand hygiene, and respiratory etiquette.
- All employees must be screened before coming into the business for new or worsening cough; shortness of breath; sore throat; loss of taste or smell; feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit; or known close contact with a person who is lab-confirmed to have COVID-19. Any employee who meets any of these criteria should be sent home.
- Upon entering the business, employees must wash or sanitize hands.
- All employees must wear face coverings.
- Employees must maintain at least 6 feet separation from one another.

I am a Customer. How do I purchase and obtain goods from a retail store that has just re-opened?

- Customers may purchase items from a retail location for pickup, delivery by mail, or delivery to the customer's doorstep, but may not enter the premises.



- Retail to-go:
 - o All payments should be done over the phone or internet if possible, and contact should be minimized if remote payment is not available.
 - o Purchased items should be delivered by the employee to the backseat or trunk of the customer's vehicle whenever possible to minimize physical contact with the customer.
 - o Employees must wash or sanitize their hands after each interaction with a customer, and whenever possible, must disinfect any item that came into contact with the customer.
- Retail delivery to customer's doorstep:
 - o All payments should be done over the phone or internet if possible, and contact should be minimized if remote payment is not available.
 - o Purchased items should be delivered by an employee or third-party carrier and delivered to the customer's doorstep. The employee or third-party carrier may not enter the customer's house or business.
- Retail delivery by mail:
 - o All payments must be done over the phone or internet.
 - o Purchased items should be delivered by mail without customer contact.
- The customer should wash or sanitize their hands after the transaction.