

## 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 feet of physical distancing, taking into consideration areas of the store prone to crowding such as aisles, and limit admittance accordingly.
- Post clear signage (available at [healthoregon.org/coronavirus](https://healthoregon.org/coronavirus)) listing COVID-19 symptoms, asking employees and customers with symptoms to stay home, and who to contact if they need assistance.
- Use signage 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.

To the extent possible, retail stores should:

- Strongly encourage all employees and customers to wear cloth face coverings. If a store sets a policy that all employees and customers are required to wear cloth face coverings, store management should consult with their legal counsel to determine whether or not such a requirement can be enforced and whether they will provide cloth face coverings for those who do not bring their own.
- 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 signage to direct one-way flow of traffic.
- Use signage and tape on the floor to maintain physical distancing while waiting for cashiers.
- Review and implement [General Employer Guidance](#), 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 signage 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 signage
- Signage to discourage gathering