

Retail

Preparing Business Space | [CDC Guidance for how to clean and disinfect](#)

- Sanitize and disinfect business with minimum staff,
- Special consideration to: restrooms, common surfaces, common spaces, food service areas, work stations, common equipment, tools, phones etc.,
- Increase ventilation and replace or clean and disinfect HAVC filters,
- ***Provide deep cleaning by professional service if employee is tested positive***

Reset | Phase 0

- ***Curbside:*** Customers remain in vehicles; arrange pickup times or call/text when ready; designate pickup location and mark with removable, wind-resistant signage/cones; place merchandise in trunk; sanitize between pickups,
- ***Delivery:*** Employees wear face covering and sanitize between deliveries,

Health & Wellness

- Consider verbal wellness checks: feeling well, cough, shortness of breath etc.,
- Require employees and customers to wear approved face coverings,
- Develop a disinfectant strategy for merchandise delivery,
- Recommended: incoming merchandise should remain untouched for 48 hours when received,
- Ensure hand sanitizer is available throughout store,

Workspace

- Signage regarding required occupancy limits, physical distancing, and policy on face covering,
- Develop additional cleaning & disinfecting schedule throughout the day, especially high touch areas: restrooms, breakrooms, credit card machines, keypads, counters, and shopping carts,
- Disinfect between fitting room usage and register transactions,
- Strategy of physical distancing based on store layout: directional signage, traffic flow and spacing at register,
- Encourage contactless or credit/debit card payment, disinfect card upon return,

For Employees

- Adequate supply of wellness supplies: disinfectant, disposable gloves, masks, sanitizer etc.,
- Follow CDC guidelines for returned merchandise, sanitize and untouched for 48 hours,
- Encourage show & tell of merchandise vs. customer handling,

For Customers

- Avoid common touch items and use disposable where possible,
- Wellness screening as needed (may include temperature checks),
- Face coverings when physical distancing is not possible,
- Encourage use of hand sanitizer provided when entering.
- Physical distance visuals: signage, marketing, mapping, markings, directional etc.,