Re-Opening Retail Services

Updated July 1, 2021

What's Changed: Removed link to retired guidance on resuming meetings and patient programs; updated references to standards for physical distancing and maximum number of visitors.

Document Purpose
This document is intended to provide COVID-19 guidance for retail spaces. Know and adhere to all state and local guidelines regarding re-opening these spaces.

Key Considerations
1. Refer to state and local guidelines for standards regarding:
   a. Physical layout of space
   b. Maximum number of visitors
2. Cash/credit card system
3. Masks: all volunteers/colleagues/patrons must wear cloth face coverings or procedural masks as appropriate.
   a. Post signage at store entrances instructing customers to comply with state and local guidelines regarding face coverings when inside the store.

Process:
1. Collaborate with Infection Prevention, Facilities, and Marketing to establish the maximum number of persons recommended in the retail space at one time.
   a. Floors must be marked to allow for six feet social distancing.
   b. Consider mounting barriers at registers. These can be ordered through PeopleSoft.
   c. Area must be thoroughly cleaned and disinfected prior to opening
   d. Place signs at the entrance stating that those experiencing symptoms of COVID-19 are not to enter.
2. Consider removing baskets or carts, if possible. If it is not possible to remove them, establish a sanitization station for baskets and carts.
   a. Supply disinfectants approved as effective against SARS-CoV-2 (the virus that causes Coronavirus) by the EPA for basket/cart sanitization.
   b. Store sanitized baskets separately from contaminated baskets. Clearly mark each type.
3. Provide hand sanitizer at entrance and at register.
4. Maintain a log of all patrons, including entrance and exit time, to aid in contact tracing
5. In order to prevent overcrowding, do not have special sales or events.
6. No food or drinks are permitted in the space.
7. Children must stay with a guardian at all times.
8. Check Out/Register Process:
   a. Cashier: no need to wear gloves, use hand sanitizer before/after each transaction
   b. Cash: The cashier will accept cash, make change, and then use sanitizer
   c. All parties are to use hand sanitizer after transaction.
9. Charge Card:
   a. The cashier will receive the charge card, insert and finish the transaction and then return the card, or
b. The cashier will hand the card reader to the patron to scan their own card and complete the transaction.

c. Cashier will wipe down the card reader and buttons after each use. If a plastic cover is used, the cover should be changed out frequently.

10. Pens:
   a. Have one basket for sanitized pens and one for used pens, mark each clearly.

11. Open/Close Out Each Day:
   a. Staff will open/close out each day as usual using gloves to handle the cash.
   b. Perform hand hygiene after removing gloves.
   c. Cash registers will be sanitized at the end of the day for the next day.
   d. Sanitize pens at the end of shift or as needed
   e. Sanitize baskets/carts at the end of shift or as needed

12. At end of day, disinfect all high touch areas, counter, shelves, etc. with an EPA Registered disinfectant effective against SARS-CoV-2.