

REOPENING GUIDANCE

Retail

This excludes indoor recreation, health and wellness facilities and personal care services (such as gyms, spas, hair salons, nail salons, massage therapy providers), and all entertainment (such as casinos, theaters).

The following is intended as a plain language summary of rules for reopening in the Green Phase and does not replace the need to follow all applicable federal, state, and local laws and regulations.

See also:

[Order](#) of the Secretary of Health providing for building safety measures, issued April 5, 2020.

[Order](#) of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020.

Protections Needed

Masks

- Provide masks for employees.
- Require employees and customers to mask while on site except only:
 - As necessary for the employee to eat or drink during break times. The employee should be seated at least 6 feet from others when taking off mask.

Barriers

- If indoor shopping permitted, install plastic barriers at check-out areas to physically separate cashiers and customers.

Isolate

- Screen every employee for symptoms before every shift and prevent them from remaining on site if they have cough, shortness of breath, fever, chills, sore throat, muscle pain, or new loss of taste or smell.
- It is not necessary to conduct on-site temperature measurement for staff or customers. If you measure temperatures, use a no-touch thermometer, and do not allow anyone with a temperature of 100.4 or higher to remain on-site.
- Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.
- If an employee develops COVID-19 infection or has a positive test, businesses and other organizations must take additional precautions to stop the virus from spreading further, as described in [Guidance for Essential Businesses and Organizations During COVID-19](#). Required precautions include calling PDPH at 215-685-5488 to report positive cases.

Distance

- Use floor decals and other visual cues to encourage spacing by customers.
- Use non-contact payment methods if possible.
- Close registers if needed to separate cashiers by at least 6 feet.

Reduce crowds

- Promote online ordering, curbside pickup and delivery options.
- If indoor shopping is permitted during the Green Phase, limit entry to a maximum of 5 total customers for every 1,000 square feet of public space in the facility.
 - Post this temporary occupancy limit publicly.
- Adjust work assignments to ensure employees can stay 6 feet from each other throughout their shifts.

Handwashing

- Place handwashing stations or hand sanitizer at entry and outside communal bathrooms for all staff and visitors with prominent signage promoting use.
- Give staff hourly handwashing breaks.

Clean

- Wipe down high-touch surfaces with disinfectant at least once every 4 hours. See [CDC guidance](#) for details.
- Wipe carts, baskets, and counters with disinfectant between customers.
- Keep returned products out of circulation for 24 hours.
- Remove or put barriers in front of self-service displays (e.g. jewelry, sunglasses and beauty items). Set aside any items handled by customers for cleaning.

Ventilation

- If possible, increase ventilation in the building by either:
 - Opening windows and/or doors on opposite sides of the building and using fans to blow outside air through the building OR
 - Optimizing ventilation provided by the heating, ventilation, and air conditioning (HVAC) system by:
 - Having the HVAC system checked to assure that it is working properly. If it can be adjusted, the system should be set to provide at least 6 air exchanges per hour.
 - Maximizing the amount of outside air circulated by the system.
 - Installing filters with minimum efficiency reporting values (MERV) of 13, or the highest compatible with the filter rack. It is not necessary to use high-efficiency particulate air (HEPA) filters or ultraviolet light irradiation systems.
- Checking that the external air inlet duct is not blocked and that it is at least 15 feet from people.

Communicate

- Educate staff about symptoms and prevention of COVID-19.
- Post prominent signs at entrances and in employee break rooms:
 - Asking people who are sick or who have had contact with someone with COVID-19 within the past 14 days not to enter.
 - Encouraging people to cover coughs or sneezes.
 - Mandating physical distancing of at least 6 feet for both customers and staff, including while queueing at registers.
 - Mandating that all staff and customers wear masks.