

**Phase Two Guidance**  
**Coronavirus 2019 (COVID-19) Guidance for Non-Essential Retail Establishments**

During Phase Two, the public and businesses will be required to adopt behaviors and rigorous safeguards to reduce risk for all. In Phase Two, non-essential retail establishments will be permitted to begin in-store service to patrons with capacity limits (not to exceed 50% of maximum allowed occupancy), with rigorous safeguards and social distancing to reduce risk for all. If providing services, **the following measures should be implemented to help reduce the risk of COVID-19 transmission amongst employees, patrons, and the community.** For additional information, visit <https://coronavirus.dc.gov/phasetwo>.

Please note that any individual experiencing symptoms of COVID-19, or was recently exposed to someone diagnosed with COVID-19, should not work in or visit a business due to the risk of exposing others. Symptoms of COVID-19 may include: fever (subjective or 100.4 degrees Fahrenheit), chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or otherwise feeling unwell.

**Employees and Patrons Should Practice Everyday Prevention Measures**

- Stay at home if you are sick or were recently exposed to someone with COVID-19.
- Stay at least 6 feet from other people when possible.
- Employees and patrons must wear a cloth face covering at all times.
- Gloves should be worn only as indicated per routine job responsibilities.
- Perform frequent hand hygiene (with soap and water or alcohol-based hand sanitizer).
  - Key times to perform hand hygiene include:
    - Before eating food,
    - After using the toilet,
    - Before and after putting on, touching, or removing cloth face coverings,
    - Before and after work shifts and work breaks,
    - Before and after services to each client,
    - After handling client belongings, and
    - After blowing your nose, coughing, or sneezing.

**Considerations for Employers**

- Implement leave policies that are flexible and non-punitive, and actively encourage sick employees to stay home.
  - Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Provide tissues, no touch trash cans, and supplies to allow for frequent hand hygiene (e.g. soap and water or alcohol-based hand sanitizers with at least 60% alcohol).
- Educate employees about COVID-19. Refer to <https://coronavirus.dc.gov/> for more information.
- **For additional information specific to businesses**, see the Centers for Disease Control and Prevention (CDC) website: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

### **Avoid Close Contact and Reduce Touchpoints for Patrons and Employees**

- Continue to encourage online shopping, curbside pick-up and delivery options.
- Arrange shopping areas, workstations, common areas, break rooms, and other areas of the business to ensure at least 6 feet between people in the store (both employees and customers).
- Consider closing off or limiting access to areas where physical distancing cannot be practiced.
- Consider use of physical barriers, such as sneeze guards and partitions, in areas where it is difficult for employees to remain at least 6 feet from patrons.
- Provide physical guides, such as tape on floors and sidewalks and signage, to ensure that individuals remain at least 6 feet apart in queuing areas.
- Consider marking one-way paths through the store to avoid crowding.
- Ask sick patrons to stay home; post signs asking them not to enter if they are sick.
- Implement payment via digital platforms, as much as possible.

### **Screening and Monitoring for Symptoms**

- Perform screening (e.g., symptom questionnaires) of employees daily, prior to entering the business, over the phone or in person.
- Employees who report symptoms or testing positive for COVID-19 should not enter the business.
- Separate employees who become sick at work from other employees and patrons. Send sick employees home immediately.

### **Clean and Disinfect**

- Business should have a comprehensive plan for cleaning and disinfecting high traffic and high touch surface areas (e.g., counters, payment kiosks, restroom, etc.) routinely throughout the day, and in between individual use.
- For more information about cleaning and disinfecting businesses and disinfectants that are effective against the virus that causes COVID-19, see the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>.

### **Building Considerations**

- If the building was closed for an extended period of time, remember to check HVAC systems and ensure all water systems are safe to use. For more information, see CDC's Guidance for Reopening Buildings after Prolonged Shutdown or Reduced Operation: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>.

### **Establish a Plan for COVID-19 Exposure**

- Establish a plan in the event that an employee or patron is diagnosed with COVID-19.
- Identify a point of contact at the establishment that an employee can notify if they test positive for COVID-19 and choose to disclose this information.
- If an individual develops any of the symptoms above during the workday, there should be a plan in place for that individual to immediately isolate, notify their supervisor, and leave the facility.
- If an employee chooses to report to the establishment that they are positive for COVID-19, the establishment should have a notification process to share the following with staff:
  - Education about COVID-19, including the signs and symptoms of COVID-19
  - Referral to the Guidance for Contacts of a Person Confirmed to have COVID-19, available at <https://coronavirus.dc.gov>

- Information on options for COVID-19 testing in the District of Columbia, available at <https://coronavirus.dc.gov/testing>
- If an employee notifies the establishment they tested positive for COVID-19 **AND** the employee had extensive contact with patrons **OR** if a patron notifies the establishment they tested positive for COVID-19, then the establishment should notify DC Health by emailing [coronavirus@dc.gov](mailto:coronavirus@dc.gov) with the following information:
  - “COVID-19 Consult” in the email subject line
  - Name and direct phone number of the best point of contact at the establishment for DC Health to return the call
  - Estimated number of patrons potentially exposed
  - Short summary of incident/situation
- An investigator from DC Health will follow-up within 48 hours to all appropriately submitted email notifications.

The guidelines above will continue to be updated as the outbreak evolves. Please visit <https://coronavirus.dc.gov/healthguidance> regularly for the most current information.