

BEFORE YOU OPEN: RETAILERS

Business owners should assess if they are ready to open in a modified posture, while adhering to public health guidance.

OPERATIONS CHECKLIST

In developing an operations plan, it should address the following:

- Create sitemap (including location of business staff, proposed signage of requirements, queue spacing among customers, entry and exits to the line, hand-sanitizer stations (if applicable)).
- Ensure proper sanitization protocols and supplies to:
 - o Sanitize carts, pens, and other common use shopping materials between customers;
 - o Provide hand sanitizer in areas of high contact (e.g. at checkout counters);
 - o Ensure mask and glove use by employees and customers;
 - o Allow multiple ways to pay, including mobile applications
- Prepare online ordering or reservations systems whenever possible to keep customer logs to facilitate contact tracing.
- Speak with your staff to assess who is ready and willing to return and inform them of your plan operations.

ENFORCEMENT CHECKLIST

In developing an enforcement plan, it should address the following:

- Communication strategy, both before and during hours of operation, to inform the public and staff of the safety requirements;
- Communication strategy regarding safety requirements for customers both before and during hours of operation;
- Method for monitoring and ensuring compliance with safety requirements for employees;
- Proposed enforcement measures should an employee or employer fail to comply with safety requirements; and
- Staffing needed to address concerns or potential violations - show location on-

CLOSURE PLAN CHECKLIST

In the event retail operations must modify due to a health incident or executive order, the business should be prepared to initiate an closure plan. The closure plan should address the following:

- Proposed steps to close;
- If closure or modified operations is mandated through an executive order, ensure full steps are taken to comply with the order;
- Communications to employees and customers about the modified operations or closure; and
- Continue to monitor guidance from DC Government at coronavirus.dc.gov.

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