

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

During Phase Two, the public and businesses must adopt behaviors and rigorous safeguards to reduce risk for all. Non-essential retail establishments must implement the following measures to help reduce the risk of COVID-19 transmission amongst employees, patrons, and the community. For additional information, visit coronavirus.dc.gov/phasetwo.

Please note that any individual experiencing symptoms of COVID-19, or who was recently exposed to someone diagnosed with COVID-19, must 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.

General Information:

- While conditions are improving, businesses must remain vigilant in their mitigation measures to combat the spread of COVID-19.
- Protocols must be established to safely increase the presence of on-site employees and contractors.
- To the greatest extent consistent with business operations, businesses should continue to allow telework, however plans may be implemented to safely increase the presence of on-site employees.
- **Non-essential retail establishments are limited to 25% of capacity (including staff) as specified on their Certificate of Occupancy or 250 persons, whichever is fewer, inside the establishment at any one time.**
- **“Big box” stores** (defined as: large scale retail establishments with >50,000 square foot retail space) that sell a range of essential and non-essential goods **are not subject to the 25%/250 person occupancy cap**. However, they must keep strong safeguards in place to mitigate the spread of COVID-19. Occupancy levels must be limited to **ensure that 6 feet of social distancing** is able to be maintained between all persons in the business.

Employees and Patrons Must Practice Everyday Prevention Measures

- **Stay at home if you feel unwell** or were recently exposed to someone with COVID-19.
- **Practice social distancing.** Stay at least 6 feet from other people who are not from your household.
- **Wear a cloth face covering** when in the facility. Masks protect the wearer and protect other people.
 - All individuals **must** wear a face covering while entering, exiting, or within the facility.
 - Masks are most effective if they fit snugly to the face and have 2-3 layers of tightly woven fabric.
- Gloves must 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

- Employers are responsible for providing a safe and healthy workplace.
- Employers must conduct a thorough assessment of the workplace to identify potential workplace hazards that could increase risks for COVID-19 transmission.
- Employers must provide staff with cloth face coverings and appropriate personal protective equipment (e.g., masks, gloves) per their job responsibilities. Gloves must be worn only as indicated per routine job responsibilities.
- Employees must avoid using other employee's phones, desks, offices or other work tools and equipment.
- Employers must stagger staff shifts, start times, and break times as much as possible to ensure social distancing between staff can be maintained.
- Implement leave policies that are flexible and non-punitive, and actively encourage sick employees to stay home. Leave policies are recommended to account for the following:
 - Employees who report COVID-19 symptoms,
 - Employees who were tested for COVID-19 and test results are pending,
 - Employees who tested positive for COVID-19,
 - Employees who are a close contact of someone who tested positive for COVID-19
 - Employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Keep abreast of current law, which has amended both the DC Family and Medical Leave Act and the DC Sick and Safe Leave Law and created whole new categories of leave, like Declared Emergency Leave.
- Learn about and inform your employees about COVID-related leave provided through new federal law, the Families First Coronavirus Response Act (FFCRA) and all applicable District law relating to sick leave.
- Employers must educate employees about COVID-19. Refer to coronavirus.dc.gov for more information.
- **For additional information specific to businesses**, see the Centers for Disease Control and Prevention (CDC) website: 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.
- Employers must 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).
- Employers must communicate COVID-19 policies to staff and patrons (e.g., on their website, social media sites, prominent signage at entrance and throughout the store).
- Signage must be posted at the entrance stating that nobody with a fever or symptoms of COVID-19 is permitted to enter the establishment.
- Display signage throughout the establishment reinforcing social distancing, mask wearing, and hand hygiene policies.
- Management must provide adequate supplies to allow for frequent hand hygiene (e.g., soap and water and alcohol-based hand sanitizers with at least 60% alcohol) for use by staff and patrons.
- Employers must close off or limit access to areas where physical distancing cannot be practiced.
- Employers must install physical barriers, such as sneeze guards and partitions, in areas where it is difficult for employees to remain at least 6 feet from patrons.

- Employers must 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.
- Mark one-way paths through the store to avoid crowding.
- Implement contactless payment via digital platforms, as much as possible.
- **If food is prepared and sold, staff must serve patrons (no self-service is permitted), and must adhere to guidance specific to restaurants and food establishments.**
- For information regarding operation of on-site food and beverage service, please see *Guidance for Restaurants* at coronavirus.dc.gov/healthguidance.

Screening and Monitoring for Symptoms

- Businesses must perform screening (e.g., symptom questionnaires) of employees daily, prior to entering the business, over the phone or in person.
 - For **Screening Tool Guidance**, visit coronavirus.dc.gov/healthguidance.
- Facilities must place signage at the business entrance to inform staff and clients of screening procedures.
- Employees who report symptoms or testing positive for COVID-19 must not enter the business.
- If an employee or patron develops any symptoms of COVID-19 while in the building, there must be a plan in place for that individual to immediately isolate, notify their supervisor, and leave the building.
- Business must maintain a daily record of staff and patrons who have visited the business for at least 30 days to assist with contact tracing. Information collected must include name, date and time of visit, phone number, and email (if available). This information must be provided within 24 hours if requested by DC Health if a case of COVID-19 occurs at your establishment, in order to assist with contact tracing.

Clean and Disinfect

- Business must 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.
- Restrooms must be cleaned and disinfected frequently, appropriately marked, and monitored to ensure social distancing guidelines are followed. Ensure an adequate supply of soap and paper towels is present.
- At a minimum, frequently touched surfaces must be cleaned and disinfected at the beginning and end of each shift.
- Computers and office machinery (e.g., photocopiers, printers) must be cleaned and disinfected after each use.
- Provision of disinfectant wipes for frequent easy wiping down of surfaces is recommended.
- For more information about cleaning and disinfecting businesses and disinfectants that are effective against the virus that causes COVID-19, see the CDC website: cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html.

Building Considerations

- Consider making the following improvements to improve building ventilation (cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html):
 - Increase circulation of outdoor air as much as possible, for example by opening windows and doors. Use fans to increase the effectiveness of open windows.
 - Do not open windows and doors if doing so poses a safety or health risk (e.g., risk of falling, triggering asthma symptoms).
 - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level for each space.
 - Decrease occupancy of spaces with poor ventilation.

- Improve central air filtration to the highest level compatible with the filter rack, and seal edges of the filter to limit bypass.
- Check filters to ensure they are within service life and appropriately installed.
- Turn off any demand-controlled ventilation (DCV) controls that reduce air supply based on occupancy or temperature during occupied hours.
- Consider portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher risk areas).
- Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.
- Consult with a specialist to see what works for your building.
- 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: [cdc.gov/coronavirus/2019-ncov/php/building-water-system.html](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 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 must 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 must 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 coronavirus.dc.gov
 - Information on options for COVID-19 testing in the District of Columbia, available at coronavirus.dc.gov/testing
- Refer to the guidance "*First Steps for Non-Healthcare Employers when Employees Test Positive for COVID-19*" at coronavirus.dc.gov/healthguidance.
 - A close contact is someone who was within 6 feet of a person who tested positive for COVID-19 for at least 15 minutes over a 24-hour period, during that person's infectious period.
 - The infectious period starts two days before symptom onset and typically ends 10 days after symptom onset (or test date for people who do not have symptoms).
- Establishments must notify DC Health when:
 - An employee who frequently interacts with patrons notifies the establishment they **tested positive for COVID-19** (not before results come back)

AND

- the person was in the building **during their infectious period**.
- Notify DC Health by submitting an online form on the DC Health COVID-19 Reporting Requirements website dchealth.dc.gov/page/covid-19-reporting-requirements:
 - Submit a **Non-Healthcare Facility COVID-19 Consult Form**.
- An investigator from DC Health will follow-up within 48 hours to all appropriately submitted notifications. Please note this time may increase as cases of COVID-19 increase in the District.

The guidelines above will continue to be updated as the outbreak evolves. Please visit coronavirus.dc.gov regularly for the most current information.