



# REOPENING RETAIL

## MANDATORY REQUIREMENTS

- A. Limit the number of staff and customers to a maximum of 50 percent of mall/store occupancy
- B. All persons working in or visiting an establishment, including but not limited to airports, seaports, and mass transit facilities and vehicles, shall wear a facial covering as described in Emergency Order 20-20, except that facial coverings shall not be required:
  - a. for children under the age of two years;
  - b. for persons who have trouble breathing;
  - c. where Federal or state safety or health regulations prohibit the wearing of facial coverings; or
  - d. for persons engaged in strenuous physical activityAdditional PPE may be required of persons engaged in specific activities as described in the Miami Dade County Handbook.
- C. Any establishment that has an on-site employee or contractor who tests positive shall close for the shorter of:
  - a. the time needed for all staff to be tested and the establishment to be deep-sanitized as specified in the Handbook; or
  - b. 14 days from the date such employee or contractor was last onsite at such establishmentWhere an establishment has multiple floors or structures, only those structures or floors where the infected person was present are required to be deep-sanitized as a condition of re-opening, and only those employees working in such structures or on such floors must be tested.
- D. Placement of trash containers for facial coverings and other personal protective equipment (PPE) near exits and entrances and other common areas
- E. Comprehensive cleaning of facilities must be performed each night and include thoroughly disinfecting all frequent touch points (doors, stairwell handles, light switch, elevator switch, etc.) and emptying all trash receptacles using solid waste bags that are double-bagged and securely sealed
- F. Use reasonable efforts to ensure that on-site customers, employees, contractors and vendors maintain appropriate social distancing, as recommended by the then-current CDC guidelines, which may include, but are not limited to, marking floors at appropriate intervals or providing other visible systems to identify the appropriate social distance
- G. Procure increased amounts of soap, hand sanitizer, cleaning materials and protective equipment (facial coverings, gloves)
- H. Visually mark separation 6 ft. apart for areas where people would group (e.g., queues and elevators)
- I. Clean and disinfect bathrooms every two to three hours
- J. Eliminate the use of common water fountains and interactive displays
- K. Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with COVID-19 issues
- L. Enable single point of entrance
- M. Install hand sanitizing dispensers or make sanitizer available at entrances and in common areas
- N. Space out customer queues at cashiers with floor markers (every 6 ft)
- O. Mark entry and exit points with arrows, creating one-way circulation paths inside stores
- P. Place signs outside and inside the elevators to limit capacity to 4 passengers, with visual markers for passengers to stand on
- Q. Dressing rooms must be closed. Merchandise, particularly clothing, must not be handled or tried on by customers and returned to shelves or display racks before being properly cleaned
- R. Cart and basket handles must be sanitized between uses
- S. Eliminate car valet services



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- T. Post CDC signage in publicly trafficked locations emphasizing measures to “Stop the Spread of Germs” (CDC) and exercise social responsibility (e.g., hygiene)
- U. Flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store’s closure
- V. Stores/malls shall post a business contact email address and/or telephone number for customers and employees
- W. If faced with infection, must immediately report number of infected, timing of infection and proposed remediation plan to relevant local authorities. All staff must be tested, deep sanitization of workplace must be conducted, and entire office building including non-affected offices must be closed until all common areas are sanitized, consistent with requirement C above.
- X. Comply with any restrictions or requirements imposed pursuant to any Executive Order issued by the Governor, including, but not limited to, building capacity restrictions (new)
- Y. Reduce seating in breakrooms/common areas to ensure minimum 6’ physical distance and where possible, establish a single point of entrance

## **ADDITIONAL ENCOURAGED GUIDELINES**

- A. Employer commitment to referring symptomatic employees for testing and contact tracing
- B. Establishing clear reporting protocols to the Florida Department of Health based on leading indicators (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale) to help prevent spread of cases
- C. Assess employee assignments based on risk profiles (vulnerable populations)
- D. Avoiding meetings of more than 5 participants and encouraging virtual meetings
- E. Provide or coordinate safe transportation to work allowing for social distancing
- F. Allow for flexible schedules for childcare and sick time
- G. Staggered breaks to reduce large group gatherings
- H. Discourage entry to site of contractors, unless needed for operations
- I. Set up self-checkout lines and contactless payments, as applicable
- J. Upgrade/install ventilation including HVAC filters per OSHA guidance
- K. Designate quarantine rooms for infected individuals and deep clean after use
- L. Require non-core functions to work from home, as possible
- M. Design work group shifts to minimize contacts between employees and ensure easier tracking and tracing, as possible and implement staggered breaks to reduce large group gatherings
- N. Implement testing programs for high risk employees (e.g., frequent contact with customers or suppliers)
- O. Establish sign-in stations or check points for employees with health questionnaire on symptoms
- P. Encourage employees to self-identify and report symptoms
- Q. Ensure commercial/delivery drivers’ access is limited to receiving area and minimize interactions with staff; exclude any interactions with frontline personnel
- R. Installation of plexiglass sneeze guards and moving of pin pads to facilitate social distancing at checkout stations
- S. Signs should encourage people to take the stairs where appropriate and offer preferential treatment to elderly, persons with disabilities, pregnant women and families with small children
- T. Adapt curbside locations to be available in shopping center parking lots and throughout mall surface lots to accommodate pick-up
- U. Set specific shopping hours for vulnerable groups (elderly, persons with disabilities, pregnant women)
- V. Remove public seating areas, if possible, and enforce distancing through signage



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- W. Encourage adoption of contactless payment mechanisms (e.g., credit cards)
- X. Install “physical buffers” to handle shopping items (e.g. 1 or more tables between customer and cashier for loading, checkout and bagging of items)
- Y. Encourage use of contactless thermometer for daily employee check in monitoring of temperatures
- Z. Evaluate the need for testing program for high risk employees (e.g., frequent contact with customers or suppliers)
- AA. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
- BB. Automatic entry doors or attended by employee

## **ADDITIONAL ENCOURAGED GUIDANCE**

### **Retail Industry Leaders Association (RILA): Open For Business Blueprint for Shopping Safe**

<https://rilastagemedia.blob.core.windows.net/rila-web/rila.web/media/media/pdfs/committee%20documents/coronavirus%20documents/open-for-business-a-blueprint-to-shopping-safe.pdf>

### **National Retail Federation (NRF): Operation Open Doors Checklist**

<https://cdn.nrf.com/sites/default/files/2020-04/NRF%20-%20Operation%20Open%20Doors%20-%20Checklist.pdf>

### **CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes**

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>