

# RETAIL: GENERAL

This section includes furniture & home furnishings, clothing, shoe stores, clothing accessories, luggage stores, leather goods, department stores, sporting goods stores, book stores, craft stores, music stores and other mercantile stores.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

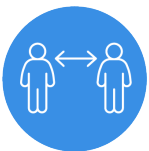


Requires close interaction between staff and customers, but not direct physical contact.

## EMPLOYEE + CUSTOMER PROTECTION



- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear facemasks or gloves.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.



- Limit the number of individuals inside the store to ensure social distancing of 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.



- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear face-masks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.

- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Protective screens may be installed at the discretion of each store.
- Sales registers should be at least 6 feet apart.
- Salesperson will encourage customers; either to insert payment card or to provide their own pen or sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Visit [www.kentcountybacktowork.com](http://www.kentcountybacktowork.com) to learn how you can participate in the Kent County Back to Work Health Check program.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention.

**A DESIGNATED EMPLOYEE SHOULD BE ON DUTY  
TO MONITOR ALL PROCEDURES.**

# RETAIL: GROCERIES | GAS STATIONS

This section includes grocery stores, liquor stores, food retailers, gas stations and convenience stores.

## AVERAGE LEVEL OF CUSTOMER INTERACTION



Requires close interaction between staff and customers, but not direct physical contact.

## EMPLOYEE + CUSTOMER PROTECTION



- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear facemasks. Gloves should only be worn to handle food.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.



- Limit the number of individuals inside the store to ensure social distancing of 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in store.



- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear face-masks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.
- Sanitize bathrooms often and limit bathroom occupancy.
- Sanitize shopping carts and baskets often. Encourage customers to wipe down carts before use.



- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- Sales registers should be at least 6 feet apart.
- Salesperson will encourage customers; either to insert payment card or to provide their own pen or sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.
- Encourage curbside pick-up options or consider offering these services.
- At gas stations, sanitize pumps and encourage patrons to use a secondary barrier when pumping gas (glove or paper towel).



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work. Visit [www.kentcountybacktowork.com](http://www.kentcountybacktowork.com) to learn how you can participate in the Kent County Back to Work Health Check program.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control.
- Encourage workers to report any safety and health concerns to the employer.