



# SAFER-AT-HOME

## Guidance for Retail Businesses

The following guidance has been prepared to help retail businesses safely transition to the Safer-at-Home level of our community's COVID-19 response. We greatly appreciate your partnership as we work together to keep our community healthy and safe.

This guidance applies to large retail, department, discount or outlets stores (provided that the entrance/exit opens to the outdoors and not an indoor common hallway); customer-facing financial institutions; appliance stores; craft stores; sporting goods retailers; boutiques; vape and cigar shops; marijuana dispensaries; liquor stores and similar businesses.

Indoor malls must not open to the public for entry. Specifically, retailers operating in indoor malls that have their own exterior entrance from the outside may operate following the Retail guidance below. Retailers and service providers operating in an indoor mall that do not have their own exterior entrance from the outside must remain closed; however, they may establish delivery service, including curbside delivery.

### PROTECTING WORKSPACES

- Open at 50% capacity and/or at a capacity that enables the retailer to:
  - maintain six-foot distancing between customers and employees
  - effectively symptom monitor employees
  - provide non-medical face coverings or masks and gloves to employees
  - ensure ability to adequately clean and sanitize both back-room and retail spaces
- If unable to meet the requirements above, continue operating with [curbside pick-up/delivery](#) only.
- Install protective plexiglass screens at checkout counters.
- Provide dedicated in-store visit hours for people at higher risk of severe illness from COVID-19, if possible.
- Post signs at entrances notifying customers to STOP if they are sick and ask them not to enter store.
- Restrict return policy to only items that can be properly sanitized prior to re-selling.
- Conduct [daily temperature checks and monitor symptoms](#) in employees, logging all results. Refer symptomatic employees to the [CDPHE Symptom Tracker](#).
- Increase the availability of hand sanitizer, wipes and cleaning of frequently touched surfaces (including baskets/carts) for both employees and customers.
- Disallow sampling and customer access to bulk-bin options.
- Apply floor decals in cashier and queuing areas to establish safe waiting distance.
- Close public seating areas.
- Establish one-way traffic flow through aisles.
- Continue contactless signatures for deliveries.
- Post signage for employees and customers on good hygiene and other sanitation practices.

### PROTECTING EMPLOYEES

- Provide guidance and encouragement on maintaining six-foot distancing between employees.
- Wear gloves and non-medical face coverings or masks during all customer interactions and whenever possible during other work activities.
- Continue to encourage virtual payments and minimize exchanges of debit/credit and identification cards except as required by law.
- Encourage frequent breaks to wash hands.
- Require employees to stay home when showing any symptoms or signs of sickness.

### PROTECTING CUSTOMERS

- Implement six-foot distancing measures (i.e., marked space in check-out lines) and use signage to encourage distancing while in the store.
- Create signage encouraging people at higher risk of severe illness from COVID-19 to refrain from shopping outside of dedicated hours set aside for those who are at higher risk of severe illness from COVID-19.
- Create signage to encourage the use of non-medical face coverings or masks and gloves.
- Make supplies available for customers to participate in sanitizing surfaces and touched objects.



# SAFER-AT-HOME

## Guidance for Retail Businesses

### RESOURCES FOR BUSINESSES FROM JEFFERSON COUNTY PUBLIC HEALTH

- [Stop the Spread of Germs Poster \(English\)](#)
- [Stop the Spread of Germs Poster \(Español\)](#)
- [Three Simple Steps for Cleaning & Disinfecting Signage](#)
- [How to Safely Use a Face Covering Poster](#)
- [Caring for Your Mental Health During COVID-19 \(English\)](#)
- [Caring for Your Mental Health During COVID-19 \(Español\)](#)
- [Signage for Business Storefronts/Entrances](#)

**For additional information about COVID-19, visit [www.jeffco.us/safer-at-home](http://www.jeffco.us/safer-at-home), or CDPHE's website at [covid19.colorado.gov/safer-at-home](http://covid19.colorado.gov/safer-at-home).**

Do you pledge to follow public health guidelines to protect your worksite, employees and customers from COVID-19? Let the community know by displaying this decal at your location, on your website or on social media!

[Click here to download the decal and other communications tools.](#)

