

## State Guideline for Reopening Retail Stores

- a. Create communications material for customers (e.g., signs or pamphlets) to inform them of changes to store practices and to explain the precautions the store is taking to prevent infection. See example. (Poster to be modified provided on Gratiot Area Chamber of Commerce COVID Response Page)
- b. Establish lines to regulate entry in accordance with subsection (c) of this section, with markings for patrons to enable them to stand at least six feet apart from one another while waiting. Stores should also explore alternatives to lines, including by allowing customers to wait in their cars for a text message or phone call, to enable social distancing and to accommodate seniors and those with disabilities.
- c. Adhere to the following restrictions:
  1. For stores of less than 50,000 square feet of customer floor space, must limit the number of people in the store (including employees) to 25% of the total occupancy limits established by the State Fire Marshal or a local fire marshal. Stores of more than 50,000 square feet must:
    - A. Limit the number of customers in the store at one time (excluding employees) to 4 people per 1,000 square feet of customer floor space.
    - B. Create at least two hours per week of dedicated shopping time for vulnerable populations, which for purposes of this order are people over 60, pregnant women, and those with chronic conditions like heart disease, diabetes, and lung disease.
  2. The director of the Department of Health and Human Services is authorized to issue an emergency order varying the capacity limits described in this subsection as necessary to protect the public health.
- d. Post signs at store entrance(s) instructing customers of their legal obligation to wear a face covering when inside the store. (Poster to be modified provided on Gratiot Area Chamber of Commerce COVID Response Page)
- e. Post signs at store entrance(s) informing customers not to enter if they are or have recently been sick. (Poster to be modified provided on Gratiot Area Chamber of Commerce COVID Response Page)
- f. Design spaces and store activities in a manner that encourages employees and customers to maintain six feet of distance from one another.
- g. Install physical barriers at checkout or other service points that require interaction, including plexiglass barriers, tape markers, or tables, as appropriate.
- h. Establish an enhanced cleaning and sanitizing protocol for high-touch areas like restrooms, credit-card machines, keypads, counters, shopping carts, and other surfaces.
- i. Train employees on:
  1. Appropriate cleaning procedures, including training for cashiers on cleaning between customers.
  2. How to manage symptomatic customers upon entry or in the store.
- j. Notify employees if the employer learns that an individual (including a customer or supplier) with a confirmed case of COVID-19 has visited the store.
- k. Limit staffing to the minimum number necessary to operate.