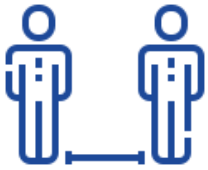


RETAILERS



Guidelines

- Restrict occupancy. Retail stores and malls should control entry to a certain number of customers, using the Fire Marshal's capacity limit as a guide.
- Maintain special hours for vulnerable citizens.
- Maximize curbside and delivery efforts and provide contactless pay options where possible.
- Utilize signage and make regular announcements to remind customers of 6 feet social distancing guidelines. Retailers recommend that LDH create downloadable social distancing signage for use by businesses that have not developed their own signage.
- Demonstrate six feet of spacing in checkout areas through floor decals or other marking methods.
- Increase efforts and assign employees to disinfect high-traffic and high-touch areas like self-checkout, door handles, POS systems, PIN pads, carts and bathrooms.
- Employees should wear face coverings.
- Customers should be strongly encouraged to wear face coverings.
- Consider policies to limit returns and exchanges and notify customers of such policies.
- Require employees to practice frequent hand washing and/or provide an alcohol based hand sanitizer.
- Encourage employees who feel sick to stay home.
- Retail establishments must offer contactless curbside service for items ordered online, over the phone, or through a store app where possible.
- Increase cleaning measures for touch points, including shopping cart handles, merchandise shelves, front-end belts and cash registers, elevators, escalators, door handles, fitting rooms, and other high-contact touch points.
- Offer touchless point-of-sale options where possible. If touchless point-of-sale options are not available, clean keypads, screens, and pens between customers, or offer customers hand sanitizer after use.