

# MI SAFE START: RETAIL ESTABLISHMENTS

## Guidelines for all phases, retail establishments:

### *Scaling Up*

- Establish and maintain communication with tribal, local and state authorities to determine current contact tracing protocol, local mitigation levels, or local reengagement phase for your community, as described in the [MI Safe Start](#) plan.
- Consider special accommodations for personnel who are members of an at-risk population (e.g. flexible leave and telework policies where possible, reassignment of duties to minimize contact with others).
- Provide employees from higher transmission areas telework and other options as feasible to eliminate travel to workplaces in lower transmission areas and vice versa.
- Employers should follow applicable Occupational Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) guidance for businesses to plan and respond to COVID-19.

### *Safety Actions*

- Enforce hand washing, covering coughs and sneezes at all times, and use of a cloth face covering by employees when near other employees and customers.
- Promote social distancing when feasible, maintaining a physical separation of six feet between individuals from different households.
- Ensure adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer with at least 60 percent alcohol (at every check out location, if possible), paper towels, and tissues.
- Post signs on how to stop the spread of COVID-19, properly wash hands, promote everyday protective measures, and properly wear a face covering.

### *Cleaning, Disinfection, Ventilation*

- Clean and disinfect frequently touched surfaces (for example, door handles, workstations, cash registers) at least daily and shared objects (for example, payment terminals, order separators, shopping carts/baskets) between use. Use products that meet [EPA's criteria for use against SARS-CoV-2](#) and that are appropriate for the surface. Prior to wiping the surface, allow the disinfectant to sit for the necessary contact time recommended by the manufacturer. Train staff on proper cleaning procedures to ensure safe and correct application of disinfectants.
- Consider making available individual disinfectant wipes in bathrooms.
- Wash, rinse, and sanitize food contact surfaces, food preparation surfaces, and beverage equipment after use.

- Provide no-touch trash cans and, if equipped, encourage use of no-touch doors.
- Use touchless payment options as much as possible, when available. Ask customers and employees to exchange cash or card payments by placing on a receipt tray or on the counter rather than by hand. Clean and disinfect any pens, counters, payment terminals, or hard surfaces between use or customer.
- Use gloves when removing garbage bags or handling and disposing of trash. Remove gloves properly and wash hands afterwards.
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees or customers.
- Take steps to ensure that all water systems and features (for example, drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other contaminants associated with water.

### *Training*

- Train all employees in the above safety actions while maintaining social distancing and use of face coverings during training.

### *Monitoring*

- Consider conducting daily health checks (e.g., temperature and symptom screening) of employees.
- If implementing health checks, conduct them safely and respectfully, and in accordance with any applicable privacy laws and regulations. Confidentiality should be respected. Employers may use examples of screening methods in [CDC's General Business FAQs](#) as a guide.
- Encourage staff who are sick to stay at home.

### *Response*

- Employees with symptoms of COVID-19 (fever, cough, or shortness of breath or difficulty breathing, chills, muscle pain, sore throat, new loss of taste or smell, nausea, vomiting, diarrhea) at work should immediately be sent to their home.
- Inform those who have had close contact to a person diagnosed with COVID-19 to stay home and self-monitor for symptoms, and to follow [CDC guidance for home isolation](#) if symptoms develop. If a person does not have symptoms follow appropriate [CDC guidance for home quarantine](#). Maintain communication with the local health department.
- Establish procedures for safely transporting anyone sick to their home or to a healthcare facility.
- Notify local health officials, staff, and customers (if possible) immediately of any possible case of COVID-19 while maintaining confidentiality consistent with the Americans with Disabilities Act (ADA) and other applicable federal and state privacy laws.
- Close off areas used by a sick person and do not use them until after cleaning and disinfection. Wait 24 hours before cleaning and disinfecting. If it is not possible to wait 24



hours, wait as long as possible. Ensure safe and correct application of disinfectants and keep disinfectant products away from children.

- Advise sick staff members not to return until they have met [CDC's criteria to discontinue home isolation](#).

### *Maintaining Healthy Operations*

- Implement flexible sick leave and other flexible policies and practices, such as telework, if feasible.
- Monitor absenteeism of employees and create a roster of trained back-up staff.
- Designate a staff person to be responsible for responding to COVID-19 concerns. Employees should know who this person is and how to contact them.
- Create and test communication systems for employees for self-reporting and notification of exposures and closures.
- Support coping and resilience among employees.

### *Closing*

- Check State and local health department notices about transmission in the area daily and adjust operations accordingly.
- Be prepared to consider temporarily closing facilities if there is a case of COVID-19 in the establishment or if cases increase in the local area.

## **Phase 3 guidelines for retail establishments:**

- Telework required whenever possible and feasible with business operations.
- If allowed, return to work in phases whenever possible.
- Close common areas where personnel are likely to congregate and interact or enforce strict social distancing protocols.
- Minimize non-essential travel.
- Strongly consider special accommodations for personnel who are members of an at-risk population. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- Non-critical retail establishments, including libraries and museums, remain closed.
- Critical retail establishments may remain open under reduced occupancy only if business can ensure strict social distancing, proper cleaning and disinfecting, and protection of their workers and customers.
- Establishments should consider offering opportunities for customers to pre-order and pre-pay for items and have those items available for curbside pick-up or drive-through.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations.

- Provide physical guides, such as tape on floors or sidewalks to ensure that customers remain at least six feet apart in lines or at service counters. Post signs to inform customers of social distancing protocols.
- Install or maintain physical barriers, such as sneeze guards and partitions at cash registers or other areas where maintaining distancing of at least six feet is difficult.
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.
- Rotate or stagger shifts to limit the number of employees in the workplace at the same time.

#### **Phase 4 guidelines for retail establishments:**

- Telework required whenever possible and feasible with business operations.
- If allowed, return to work in phases whenever possible.
- Close common areas where personnel are likely to congregate and interact or enforce moderate social distancing protocols.
- Minimize non-essential travel.
- Strongly consider special accommodations for personnel who are members of an at-risk population. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- Non-critical retail establishments, including libraries and museums, may open under reduced occupancy and critical retail establishments may remain open under reduced occupancy only if business can ensure strict social distancing, proper cleaning and disinfecting, and protection of their workers and customers.
- Establishments should consider offering opportunities for customers to pre-order and pre-pay for items and have those items available for curbside pick-up or drive-through.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations.
- Provide physical guides, such as tape on floors or sidewalks to ensure that customers remain at least six feet apart in lines or at service counters. Post signs to inform customers of social distancing protocols.
- Install or maintain physical barriers, such as sneeze guards and partitions at cash registers or other areas where maintaining distancing of at least six feet is difficult.
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.
- Rotate or stagger shifts to limit the number of employees in the workplace at the same time.

#### **Phase 5 guidelines for retail establishments:**

- Telework encouraged whenever possible and feasible with business operations.

- Close common areas where personnel are likely to congregate and interact or enforce moderate social distancing protocols.
- Non-essential business travel can resume.
- Strongly consider special accommodations for personnel who are members of an at-risk population. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- All retail establishments, including libraries and museums, may remain open under reduced occupancy only if business can ensure strict social distancing, proper cleaning and disinfecting, and protection of their workers and customers.
- Establishments should consider offering opportunities for customers to pre-order and pre-pay for items and have those items available for curbside pick-up or drive-through.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations.
- Provide physical guides, such as tape on floors or sidewalks to ensure that customers remain at least six feet apart in lines or at service counters. Post signs to inform customers of social distancing protocols.
- Install or maintain physical barriers, such as sneeze guards and partitions at cash registers or other areas where maintaining distancing of at least six feet is difficult.
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.

### **Phase late-5 guidelines for retail establishments:**

- Resume unrestricted staffing of worksites.
- Consider telework whenever possible and feasible with business operations.
- Strongly consider special accommodations for personnel who are members of an at-risk population. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- All retail establishments, including libraries and museums, may remain open under increased occupancy while maintaining appropriate social distancing, proper cleaning and disinfecting, and protection of their workers and customers.
- Establishments should consider continuing opportunities for customers to pre-order and pre-pay for items and have those items available for curbside pick-up or drive-through.
- When offering self-serve food or drink options (e.g., buffets, salad bars, drink stations) employ enhanced sanitation and hygiene measures, particularly for high-touch surfaces.
- Provide physical guides, such as tape on floors or sidewalks to ensure that customers remain at least six feet apart in lines or at service counters. Post signs to inform customers of social distancing protocols.



- Install or maintain physical barriers, such as sneeze guards and partitions at cash registers or other areas where maintaining distancing of at least six feet is difficult.
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.