

SUGGESTED RETAIL GUIDELINES

EMPLOYERS

- Required to maintain a maximum 75% capacity at all times. Limit the number of customers in a store at any one time. Assign staff to monitor capacity
- Ensure 6 feet between employees. If this is not possible, install barriers
- Required to develop a protocol to screen employees before they commence work
- Require symptomatic employees to stay home and recommend they be tested
- Train employees on importance of hygiene and sanitation; provide regular updates about personal COVID-19 mitigation and store safeguards
- Highly recommend cloth face coverings for employees
- Clean high-touch items after each use (e.g. carts, baskets, door handles)
- Group employees by shift to reduce exposure to others
- Prohibit groups from gathering in break rooms or common areas and limit capacity
- Place hand sanitizers in high-contact locations (e.g. register, entry, exit)
- Place signage telling guests to not enter if they are symptomatic or if they have tested positive
- If available, offer face coverings for shoppers (e.g. masks, scarfs, surgical mask)
- Designate hours for at-risk populations (e.g. elderly and those with underlying health conditions)
- Consider one-way aisles and traffic patterns
- Increase or maintain delivery, curbside pickup, and to-go orders
- Implement no-touch payments, if possible

PRODUCTS AND SPACES

- Clean merchandise before stocking, if possible
- Self-service food stations, beverage refills, and product samples should not be offered except as allowed by Executive Order 20-28 for other retail food establishments
- Food courts and other common areas may operate at 50% capacity
- Disinfect high-contact surfaces regularly
- Clearly post social distancing signage to advise employees and guests of requirements and best practices
- Close regularly for deep cleaning
- Maximize spacing at checkout by providing spacing lines or alternating checkout lines

A number of associations and businesses have provided the state with examples of their guidance. These may be found at www.in.gov/backontrack/industryguidelines.htm.