



**VIRGINIA'S
HEALTH
IS IN OUR
HANDS.**
Do your part,
stop the spread.

VIRGINIA RE-OPENING CHECKLIST FOR RETAIL BUSINESSES-PHASE 1

Follow these rules to keep Virginia open for business.

Brick and mortar retail businesses must follow the recommended guidelines in the Virginia Re-Opening Checklist for ALL BUSINESSES, as well as the rules listed below.

Mandatory:

- Limit occupancy to 50% of the lowest occupancy load on the certificate of occupancy.
- At your entrance, post signage saying that no one with a fever or symptoms of COVID-19 is permitted in your establishment. (Visit vdh.virginia.gov for printable templates.)
- Post signage about social distancing, limits on how many people can gather, options for high-risk individuals, and staying home if you're sick. (Visit virginia.vdh.gov for printable templates).
- Insist that customers stay at least six feet between people or family groups while shopping and waiting in line.
- Mark floors in six-foot increments in areas where customers will be congregating or standing in line such as cashier areas.
- Meeting rooms and other enclosed spaces such as fitting rooms should be closed to customers.
- Employees working in customer-facing areas are required to wear cloth face coverings or non-surgical masks.
- Schedule cashier station sanitation breaks to allow for the cleaning of conveyor belts, shelves, cash machine pads, keyboards, order separation bars, and other high-touch surfaces every 2 hours.
- Eliminate stations where food or drink can be sampled. Eliminate all self-service of food (except beverages), including condiments. Self-service beverage areas must use beverage equipment designed to dispense through a contamination-free method.
- If seating is available, provide a minimum of six feet between tables; if tables are not movable, parties must be spaced at least six feet apart.
- Ensure there is a way to sanitize shopping cart and basket handles. Either make sanitizing wipes easily accessible to customers or have employees manage the process and sanitize between each customer use.

Not Mandatory – But Highly Recommended

The following tactics can help stop the spread of COVID-19 – and they can also make your customers and staff more comfortable being in your workplace.

- Provide sanitizing stations for customers and staff throughout the store, particularly at entrances and exits.
- Encourage customers to wear face coverings while entering, exiting, or otherwise traveling throughout the store.
- Consider managing customer movement by using one-way aisles or other directional instructions.
- Consider reserving certain hours for senior citizens and other high-risk populations.
- Provide opportunities to shop and pay online or on the phone whenever possible.
- Provide options for home delivery, in store pickup, or curbside pickup whenever possible to minimize the number of customers in facilities.
- When protective equipment such as a face covering is used, instruct staff to launder it daily, and to wash hands after touching/adjusting their face covering while working.
- Use separate doors to enter and exit the establishment when possible.
- Use messaging boards or digital messaging for pre-shift meeting information.
- Consider installing touchless systems or providing single-use barriers (ie: deli tissues, paper towels) for use in touching door and sink handles.
- Consider using a reservation system to schedule customer visits: certain stores with sales (furniture, car dealerships, equipment sales) can have customers set up a time to view the showroom or sales floor to limit how many customers are there at once.
- Designate a workplace coordinator who will be responsible for COVID-19 issues and their impact in the workplace.
- Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for safe social distancing.
- Stagger shifts, breaks and meals in compliance with wage and hour laws and regulations to maintain social distancing.
- If reusable shopping bags are permitted, ask customers to bag their own products/groceries.

For helpful tools and information on safely reopening Virginia, go to virginia.vdh.gov.