

# MI SAFE START: RETAIL ESTABLISHMENTS

## An informed-choice guidance for evaluating protective measures

As locations begin the process of reopening or scaling up after their initial response to COVID-19, certain actions will be inherently more protective of their staff and the general public. This document provides guidance that should be followed regardless of the current level of COVID-19 transmission, and additional measures that can be scaled depending on local levels of COVID-19 transmission and the protective measures desired.

**Note:** This guidance does not constitute legal advice and is subject to change. MDHHS will continue to monitor best practices and will issue updated guidance as our collective knowledge of COVID-19 continues to improve. Visit [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus) for updates. New versions of this document will be posted online.

## Guidelines for all retail establishments, regardless of local COVID-19 transmission levels:

### *Understand your community*

- 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.
- Strongly consider special accommodations for employees who are members of an at-risk population. Possible considerations could include flexible leave, telework when feasible, or the reassignment to duties to reduce contact with the general public. 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.
- Strongly consider special accommodations for clients who are members of an at-risk population. Possible considerations could include special operating hours solely for those at-risk individuals, separate checkouts isolated from the rest of the establishment, or enhanced sanitation measures. Members of households with at-risk residents should be aware that by returning to environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- 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.



### *Safe behaviors*

- Enforce hand washing and the covering of coughs and sneezes at all times.
- 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 entrance and other high contact locations), paper towels, and tissues.
- Use gloves when removing garbage bags or handling and disposing of trash. Remove gloves properly and wash hands afterwards.
- Ensure enough time between switching cashiers for proper cleaning and disinfection of the cash register and equipment.
- Wash, rinse, and sanitize food contact surfaces, food preparation surfaces, and beverage equipment after use.
- When disinfecting, 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.
- Provide no-touch trash cans and, if equipped, encourage use of no-touch doors.
- Establishments should consider offering opportunities for customers to pre-order and pre-pay for items and have those items available for curbside pick-up, drive-through, or delivery.
- 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, children, 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.
- Train all employees in the above safety actions while maintaining social distancing and/or use of face coverings during training.

### *Health checks and response actions*

- Require staff who are sick to stay at home.
- 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.
- 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.
- Employees with symptoms of COVID-19 (fever, cough, or shortness of breath or difficulty breathing, chills, muscle pain, sore throat, new loss of taste of 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](#).
- 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](#).
- 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.
- Support coping and resilience among employees.

*Be prepared for closings*

- 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.

## Additional guidelines for retail establishments arranged by level of protective behavior:

### Facial Coverings and Distancing:



<b>Facial Coverings: Clients</b>	Facial covering required at all times	Facial covering encouraged at all times; required when within six feet of others	Facial covering encouraged when within six feet of others	No recommendations on facial coverings
<b>Facial Coverings: Employees</b>	Facial covering required at all times	Facial covering encouraged at all times; required when within six feet of others	Facial covering encouraged when within six feet of others	No recommendations on facial coverings
<b>Personal Distancing: Clients</b>	Clients are encouraged to remain six feet apart, markings on floor and one-way directional flow in aisles used to assist distancing	Clients are encouraged to remain six feet apart, markings on floor used to assist distancing	Clients are encouraged to remain six feet apart	No recommendations on social distancing or store layout precludes clients from staying six feet apart
<b>Personal Distancing: Client to Employee</b>	Employees and clients remain six feet apart during all interactions	Partitions are used when employees and clients are within six feet of each other during interactions	Employees and clients are within six feet of each other (without partitions) for some interactions	Employees and clients are within six feet of each other (without partitions) for the majority of interactions
<b>Personal Distancing: Employees</b>	Employees are never within six feet of each other	Employees are within six feet of each other occasionally while passing	Employees are within six feet of each other commonly at typical choke points	Employees are within six feet of each other often



**Business Operations:**

**Most Protective**



**Least Protective**

<b>Critical Retail Services Offered</b>	Retail merchandise is available for curbside pick-up, drive-through, and delivery only	In-person shopping is allowed with strict capacity limits that ensure no clients come within six feet of each other	In-person shopping is allowed with reduced capacity that allows clients to stay six feet apart from each other	All services are offered with relaxed social distancing and minimal personally protective measures
<b>Non-Critical Retail Services Offered</b>	Retail merchandise is available for curbside pick-up, drive-through, and delivery only	In-person shopping is allowed with strict capacity limits that ensure no clients come within six feet of each other	In-person shopping is allowed with reduced capacity that allows clients to stay six feet apart from each other	All services are offered with relaxed social distancing and minimal personally protective measures
<b>Curbside Pick-Up</b>	Signs are posted explaining curbside pick-up procedure, readable from inside vehicle, staff wear facial coverings while delivering merchandise	Signs are posted explaining curbside pick-up procedure, staff wear facial coverings while delivering merchandise	Signs posted explaining curbside pick-up procedure	Curbside pick-up procedure not indicated or difficult to read/understand
<b>Shopping Appointments (If Offered)</b>	All shopping appointments are prescheduled only, no walk-in appointments	Walk-in appointments are assigned a return time to ensure proper distancing in the establishment	Walk-in appointments allowed if social distancing can be maintained while the client waits	Walk-in appointments allowed
<b>Signage</b>	Post signs on how to stop the spread of COVID-19, properly wash hands, promote everyday protective measures, and properly wear a face covering		No signage posted	
<b>High Touch Items (e.g. gumball machines, children's motion rides)</b>	High touch items removed, closed, or barricaded	High touch items sanitized after each use	High touch items sanitized each day	High touch items unmonitored



<p><b>Self-Serve Food Options</b></p>	<p>Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations</p>		<p>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</p>
<p><b>Payment</b></p>	<p>Use touchless payment options</p>		<p>Exchange cash or credit card payment by placing method of payment on receipt tray or on counter rather than by hand, disinfect pens before and after use</p> <p>No payment restrictions in place</p>
<p><b>Merchandise Returns</b></p>	<p>Prohibit the return of purchased products or merchandise</p>	<p>If return of purchased products or merchandise allowed, disinfect merchandise before restocking, do not allow a return on merchandise that cannot be disinfected</p>	<p>If return of purchased products or merchandise allowed, disinfect returned merchandise if possible</p> <p>No restrictions on returns</p>

**Sanitation and Cleaning:**



<p><b>Clean and disinfect frequently touched surfaces (for example, door handles, workstations, cash registers)</b></p>	<p>Frequently touched surfaces cleaned hourly</p>		<p>Frequently touched surfaces cleaned daily</p>	
<p><b>Clean and disinfect shared objects (for example, payment terminals, order separators, shopping carts/baskets)</b></p>	<p>Shared objects cleaned between each use</p>		<p>Shared objects cleaned hourly</p>	<p>Shared objects cleaned daily</p>
<p><b>Workstation Cleaning</b></p>	<p>Clean and disinfect entire cash register station at the beginning and end of every day and between cashier changes</p>	<p>Clean and disinfect entire cash register station between cashier changes</p>	<p>Clean and disinfect high touch surfaces at the cash register station between cashier changes</p>	<p>Cash register station is not cleaned between cashier changes</p>
<p><b>Merchandise</b></p>	<p>Clean all merchandise before stocking, merchandise handled by designated stocking staff</p>		<p>Clean all merchandise before stocking, merchandise stocking staff not regulated</p>	<p>Merchandise stocked without being cleaned</p>
<p><b>Deep Cleaning</b></p>	<p>Close one day per week (or proceed after business hours) for a thorough deep cleaning of the entire establishment</p>		<p>Deep cleaning of the entire establishment regularly performed, but not weekly</p>	<p>Deep cleaning of the entire establishment not regularly performed</p>
<p><b>Employee Duties</b></p>	<p>Cleaning and disinfecting time is built into the employee's daily work schedule</p>			<p>Cleaning and disinfecting time is not accounted for in the employee's work schedule</p>



**Health and Wellbeing:**



<b>Health Screening: Client</b>	Signage posted on door explaining symptoms of COVID-19		No signage posted
<b>Health Screening: Employee</b>	Conduct pre-shift health checks (including temperature and symptom screening) of all employees	Conduct pre-shift symptom screening of all employees (excluding temperature check)	No health screening of employees
<b>Contact Tracing</b>	Keep a list of contact numbers and times on premises for all employees and delivery personnel	Keep a list of contact numbers and times on premises for all employees	List of employee contact numbers or times on premises are incomplete

**Employee Policy:**



<b>Telework</b>	Telework required whenever possible and feasible with business operations	Telework encouraged whenever possible and feasible with business operations	Telework considered whenever possible and feasible with business operations	Telework not supported even though possible and feasible with business operations
<b>Employee Shifts</b>	Set shifts so that employees are working with the same cohort of employees on a day-to-day basis, stagger start times so employee cohorts do not overlap	Set shifts so that employees are working with the same cohort of employees on a day-to-day basis	Employees work with different employees from day to day	
<b>Employee Common Areas</b>	Common areas closed	Common areas open but enforce capacity to ensure six feet separation	Common areas open with 6 feet separation encouraged	Common areas open with no restrictions
<b>Business Travel</b>	Non-essential business travel not allowed	Non-essential business travel limited to local travel between similar transmission areas	Non-essential business travel limited to domestic travel between similar transmission areas	Non-essential business travel not restricted

