



GUIDANCE FOR RETAIL

Relevant Executive Orders:

2020-18 Stay Home, Stay Healthy, Stay Connected
2020-33 Returning Stronger
2020-12 Prohibiting the Closure of Essential Services

FOR CUSTOMERS - Following the Centers for Disease Control and Prevention (CDC) guidance, under all circumstances, the following precautions should be followed:

- Stay home if sick
- Order online or use curbside pickup if possible
- Protect yourself while shopping
 - Stay at least 6 feet away from others while shopping and in lines.
 - Cover your mouth and nose with a cloth face covering when you have to go out in public.
 - When you do have to visit in person, go during hours when fewer people will be there (for example, early morning or late night).
 - If you are at higher risk for severe illness, find out if the store has special hours for people at higher risk. If they do, try to shop during those hours. People at higher risk for severe illness include adults 65 or older and people of any age who have serious underlying medical conditions.
 - Disinfect the shopping cart, use disinfecting wipes if available.
 - Do not touch your eyes, nose, or mouth.
 - If possible, use touchless payment (pay without touching money, a card, or a keypad). If you must handle money, a card, or use a keypad, use hand sanitizer right after paying.
 - After leaving the store, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.

To the extent possible, retail establishments need to properly facilitate allowing their customers to follow these guidelines.

FOR BUSINESSES - The Department of Health Services recommends the following additional steps be taken by retail establishments:

- Maintaining physical distancing.
- Operating with reduced occupancy and capacity based on the size of the business location with special attention to limiting areas where customers and employees can congregate.
- Implementing comprehensive sanitation protocols.
- Continuing to provide options for delivery or curbside service even if a location allows customers inside the store.
- Closing fitting rooms at clothing stores, meeting rooms or other enclosed spaces accessible to customers that do not allow for appropriate physical distancing.
- Implementing symptom screening for employees prior to the start of their shift.
- Considering offering cloth face coverings to employees and visitors to wear.

***Note that guidance continues to be updated and those complying with the guidance are encouraged to visit the websites provided frequently to ensure they are complying with the most up-to-date guidance.*

Websites for additional public health guidance:

www.cdc.gov · www.azhealth.gov · www.dol.gov