



No activity in Retail Businesses can occur without meeting these sector specific COVID-19 workplace safety standards for Retail Businesses. These standards apply, until rescinded or amended by the State, to all Retail Businesses except for Farmers' Markets, which shall continue to be governed by Department of Public Health Guidance. These standards supersede and replace earlier issued Department of Public Health guidance governing grocery stores and pharmacies.



SOCIAL DISTANCING & CAPACITY LIMITS

MANDATORY SAFETY STANDARDS

Require face coverings at all times for all workers and customers, except where unsafe due to medical condition or disability

Each business must monitor customer entries and exits and limit occupancy at all times to the greater of the following:

- 40% of the building's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
- Buildings for which no permitted occupancy limitation is on record may allow up to 8 persons (including staff) per 1,000 square feet of accessible space
- In any case, no enclosed space within the building shall exceed occupancy of 8 persons per 1,000 square feet
- All occupancy counts and calculations shall include customers, staff, and other workers

Operators of enclosed shopping malls and other indoor, multi-tenant retail spaces must monitor customer and worker entries and exits to common areas and limit occupancy of common areas at all times to 40% of maximum permitted occupancy levels

Within enclosed shopping malls and other indoor multi-tenant retail spaces:

- Retailers or restaurants serving food must adhere to the latest restaurant protocols
- Food court seating must be closed. Restaurants in food courts may only provide take-out service
- Any additional seating areas must remain closed
- Any children's play areas must be closed
- All arcades must follow the standards for Arcades and Other Indoor and Outdoor Game and Recreation Businesses

Grocery stores and retail stores with a pharmacy department must provide dedicated hours at least one hour each day of operation, in the early morning, for adults 60 years of age and older. These hours must be conspicuously posted

Ensure separation of 6 feet or more between individuals where possible:

- Close or reconfigure worker common spaces and high density areas where workers are likely to congregate to allow social distancing. Employers are encouraged to close break rooms or limit their use.
- Physical partitions must separate workstations that cannot be spaced out (partitions must be at least 6 feet in height)
- Install physical barriers for checkout stations where possible, otherwise maintain 6 feet distance where not possible
- Install visual social distancing markers to encourage customers to remain 6 feet apart (e.g., lines outside of the stores if applicable, lines to make payments, lines to use the restroom)
- Mark rooms and hallways to indicate 6 feet separation

Establish directional aisles to manage customer flow for foot traffic, if possible, to minimize contact (e.g., one-way entrance and exit to the store, one-way aisles). Post clearly visible signage regarding these policies

Individual retailers must not allow sampling or application of personal goods (makeup, perfume, lotion) unless they provide, they provide single-use applicators or have a no-touch options.

Fitting rooms may be open by businesses for which their operation is necessary. Any clothing tried on by a customer must either be quarantined for 24 hours or thoroughly steam cleaned prior to returning to the floor

Stagger staff lunch and break times, regulating max number of people in one place and ensuring at least 6 feet of physical distancing



MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING & CAPACITY LIMITS

Self-serve, unattended buffets, topping bars, and other communal serving areas (such as salad bars) must remain closed. Retailers must eliminate any open free samples or tastings. Self-serve beverage stations must comply with the following guidelines:

Hand sanitizer must be made available next to beverage stations and operators must instruct customers to use before pouring beverages

Only straws and stirrers individually wrapped in cellophane or paper are allowed

Cups and lids must be from single pull dispenser or other method to minimize contact

Sweeteners, sugars and creamers must be individual packets

Floor markers must be installed to achieve social distancing

Use of personal mugs and cups are not allowed

Frequent disinfecting of the beverage station must take place, even during busy times

If the store offers delivery, curbside pickup capabilities, or limited "appointment only shopping," customers should be encouraged to use those methods before coming into the store

Other retail stores are encouraged to offer exclusive hours or other accommodations for those in high-risk populations as defined by the CDC

Contactless payment methods are encouraged



HYGIENE PROTOCOLS

Disinfect shared equipment, such as cash registers, intercoms, tagging machines before use by another employee

Ensure access to handwashing facilities on site, including soap and running water, wherever possible and encourage frequent handwashing; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative

Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)

Alcohol-based hand sanitizers with at least 60% alcohol shall be made available at entrances and throughout floor areas for both workers and customers

Avoid sharing equipment and supplies between workers

Post visible signage throughout the site to remind workers of hygiene and safety protocols



STAFFING & OPERATIONS

MANDATORY SAFETY STANDARDS

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:

- Social distancing, hand-washing, proper use of face coverings
- Self-screening at home, including temperature and symptom checks
- Importance of not coming to work if ill
- When to seek medical attention if symptoms become severe
- Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus

Facilities must screen workers at each shift by ensuring the following:

- Worker is not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea
- Worker has not had "close contact" with an individual diagnosed with COVID-19. "Close contact" means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for 15 minutes or more, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19
- Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
- Workers who fail to meet the above criteria must be sent home



MANDATORY SAFETY STANDARDS



STAFFING & OPERATIONS

Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points

Businesses should reduce operating hours to allow for on-going off-hour sanitation and cleaning

Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas

Workers shall not appear for work or complete a shift if feeling ill

If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH

Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth's [Mandatory Safety Standards for Workplace](#)

For in-home delivery of products, such as furniture and appliances, screen customers for symptoms prior to workers entering the house. Delay delivery if customer indicates potential COVID-19 positive person in the household

Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas

Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home

Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer

Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing

Limit employee movement to discrete work zones to minimize overlap where possible



CLEANING & DISINFECTING

Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines

Conduct frequent cleaning and disinfection of site (at least daily and more frequently if feasible)

Keep cleaning logs that include date, time, and scope of cleaning

Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, bathrooms, baskets, carts, staff break rooms)

In event of a positive case, follow current CDC guidance on cleaning and disinfecting areas when someone has a COVID-19 diagnosis.

Once returned or tried on by customers, remove clothing from service for 24 hours (before it can be returned by staff and handled by another customer)

Open windows and doors to increase airflow where possible