

## RETAIL BUSINESS PROTOCOL

Business Protocol	Restrictions	Best Practices/Suggested Guidelines	Staff Liaison
	<ul style="list-style-type: none"> <li>• May operate up to 25% of total listed occupancy (does not include employees or contractors)</li> <li>• May operate through pickup, delivery by mail or delivery to customer's doorstep</li> <li>• Play areas and interactive displays and settings must remain closed</li> <li>• Comply with Minimum Standard Health Protocols for Retailers: Refer to Governor Abbott's executive order GA-18</li> </ul>		
<p><b>Protocol for Serving Customers</b></p>	<ul style="list-style-type: none"> <li>• Encouraged to consider dedicating a certain period of time each day for only at-risk customers</li> <li>• Clean or disinfect items customers touch</li> <li>• Contactless payment is encouraged. Where not available, contact should be minimized</li> </ul>	<ul style="list-style-type: none"> <li>• Provide tape or signage on floor showing 6 feet social distancing at point of sale</li> <li>• Use every other register to provide proper social distancing</li> <li>• Automate as many processes as possible to limit contact</li> <li>• Separate used and sanitized pens</li> <li>• If departments are split limit comingling</li> </ul>	<p>Janet Tucker Neighborhood Services Manager 972.412.6123 jtucker@rowlett.com</p>
<p><b>Protocol for Employees</b></p>	<ul style="list-style-type: none"> <li>• Train employees and contractors on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette</li> <li>• Screen employees and contractors for any new or worsening signs or symptoms of possible COVID-19 before coming into the retail facility</li> <li>• Do not allow employees or contractors with new or worsening signs or symptoms of COVID-19 return to work <u>until all three of the following criteria are met</u>: i. At least 3 days/72 hours have passed since recovery (resolution of fever without the use of fever-reducing medications); ii. and the individual has improvement in respiratory symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Limit number of high demand items placed out for sale at one time, so they are spread out through the day</li> <li>• Decrease business hours</li> </ul>	

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	<p>(e.g., cough, shortness of breath); iii. and at least 7 days have passed since symptoms first appeared</p> <ul style="list-style-type: none"><li>• Do not allow an employee or contractor with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure</li><li>• Have employees and contractors wash or sanitize their hands upon entering the retailer</li><li>• Have employees and contractors maintain at least 6 feet separation from other individuals. If such distancing is not feasible, then other measures including face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced</li><li>• If employer provides meals to employees and/or contractors recommend having meals individually packed</li><li>• Encourage employees and contractors to wear cloth (non-medical) face coverings (over the nose and mouth)</li></ul>
<b>Health Protocol</b>	<ul style="list-style-type: none"><li>• If 6 feet of separation is not available between employees, contractors, and/or customers inside the facility, consider the use of engineering controls, such as dividers between individuals, to minimize the chances of transmission of COVID-19</li><li>• Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms</li><li>• Disinfect items that come into contact with customers</li></ul>

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- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees, contractors and customers
- Place readily visible signage to remind everyone of best hygiene practices
- For retailers with more than 10 employees and/or contractors present at one time, consider having an individual wholly or partially dedicated to ensuring the health protocols adopted by the retailer are being successfully implemented and followed

**Please direct your queries to Janet Tucker at 972.412.6123 or [jtucker@rowlett.com](mailto:jtucker@rowlett.com), Neighborhood Services Manager, Department of Community Development**