

Safeguarding Guidance:

This Retail Guidance has been updated and modified from the Retail Guidance issued on _____, 2020, to allow expanded operations. This updated guidance is effective on June __, 2020.

General Business Guidance:

1. Review and comply with the NH Universal Guidelines.
2. Review and follow the CDC guidance for cleaning and disinfection
3. Review and follow the industry-specific and general applicable guidance from the CDC, the [Equal Employment Opportunity Commission \(EEOC\)](#), the [Occupational Safety and Health Administration \(OSHA\)](#) guidance, and the Food and Drug Administration (FDA).
4. The business or organization operated may fall under multiple industry-specific guidance issued by the State of New Hampshire. All such guidance must be reviewed and complied with by the business or organization.
5. Business and organization owners, managers, and all employees must familiarize themselves with the symptoms of COVID-19, general information about COVID-19, and ways to stop the spread of COVID-19 within their industry.

Employee Protection:

1. All staff must comply with the Universal Guidelines and wear cloth face coverings/masks that cover their noses and mouths when in the retail store/facility and in public locations or shared staff areas (e.g. break rooms), even if other individuals are not immediately present.
2. Trainings must be provided on the use of cloth face coverings/mask based on the Universal Guidelines.
3. Employees wearing face coverings must not touch their eyes, noses, mouths, or faces, or adjust their face coverings without sanitizing their hands first. After a person touches his/her face or adjusts his/her face covering, his/her hands must be sanitized.
4. Alcohol-based hand sanitizer must be made readily available for both staff and consumers at various places throughout the facility including entrances, exits, check-out locations, staff break rooms, and in other commonly used staff areas. .
5. Shifts, breaks, and meals should be staggered, in compliance with wage and hour laws and requirements to maintain social distancing.
6. Provide periodic updates and training for employees about COVID-19 safeguards based on CDC guidelines and the Universal Guidelines.
7. Require all employees to be screened before each shift in accordance with the Universal Guidelines and to report any symptoms of COVID-19 or close contact to a person with COVID-19 to supervisor.
8. Any employee who is sick or not feeling well must stay home. Any employee who has been diagnosed with COVID-19 or comes into close contact with a person who has COVID-19 must stay home. See the Universal Guidelines for details.
9. Staff who develop symptoms while at work or come into close contact with a person who has COVID-19 must be sent home immediately. See Universal Guidelines for details.

10 .Staff should be instructed to continue to maintain a distance of at least 6 feet from others (staff and customers) at all times even when wearing cloth face coverings/masks.

Consumer Protection:

1. Occupancy of the store/facility will be increased to 100%.
2. Customers should wear cloth face coverings at all times when inside the store/facility. Signage and staff should request this before customers enter the store/facility.
3. If possible, continue dedicated shopping hours or appointment times for customers over 65 years old and medically vulnerable persons.
4. Continue pay-ahead and curbside pickup and/or delivery service options to minimize contact and maintain social distancing.
5. Continue social distancing reminder signage and floor stickers in key areas in the store (e.g. check-out counters).
6. Offer self-checkout and/or self-bagging options when possible.
7. Signage must be prominently posted at the entrance informing customers about symptoms of COVID-19 and customers should be asked to:
 - a. remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19);
 - b. keep a safe distance of at least 6 feet from other people at all times;
 - c. practice frequent hand hygiene/washing; and
 - d. wear cloth face coverings/masks that cover their mouths and noses at all times.

Business Process Adaptations:

1. Continue enhanced cleaning protocols that follow [CDC guidance and the Universal Guidelines](#) relating to cleaning and disinfection for COVID-19. This includes cleaning and disinfecting shared resources and frequently touched surfaces. repeatedly.
2. Use plastic shields or barriers between customers and clerks at service counters and clean them frequently.
3. Adjust store hours to allow time for enhanced cleaning.
4. Continue to prohibit the use of reusable bags.
5. Suspend the sampling of food and personal hygiene products.
6. Task management-level employees within a store to monitor compliance with the Universal Guidelines and prompt customers and other staff about the importance of social distancing, hand hygiene, and use of cloth face coverings.
7. Allow business and organization owners to have requirements over and above this Guidance.
8. Touchless consumer check-out and inventory receiving practices should be implemented if possible.
9. A hazard assessment should be conducted to identify potential workplace hazards related to COVID-19 and possible mitigation actions.
10. Building ventilation should be evaluated to increase room and overall building ventilation, increase the number of air exchanges, increase outdoor air ventilation, limit internal air circulation, and improve central air filtration. Ventilation systems' filters must be routinely replaced and other necessary maintenance should be performed as needed. CDC guidance should be reviewed and used in evaluating building ventilation.