



ARIZONA DEPARTMENT OF HEALTH SERVICES

Guidance for Retail Businesses

All individuals should stay informed on current public health recommendations for COVID-19. The precautions below are provided for *customers* of retail shopping:

- [Stay at home when sick.](#)
- Order online or use curbside pickup where possible.
- Protect yourself and others while shopping:
 - Stay at least 6 feet away from others while shopping and waiting in lines.
 - Cover your mouth and nose with a cloth face covering (mask, bandana, etc.) while out in public.
 - If you have to shop in person, go during hours when fewer people will be present (e.g., early morning or late evening).
 - If you are at higher risk for severe illness and are unable to get assistance with shopping, inquire if the store has special hours for people at high risk.
 - People at higher risk for severe illness include adults 65 years or older and people of any age with underlying medical conditions.
 - Use disinfecting wipes to disinfect shopping carts, if available, and dispose of wipes immediately.
 - Do not touch your eyes, nose, or mouth.
 - Use touchless payment (via phone app, etc.) if available.
 - If you must handle money, a card, or use a keypad, use hand sanitizer immediately after paying.
 - Use hand sanitizer with at least 60% alcohol after leaving a store, and wash your hands with soap and water for at least 20 seconds as soon as possible.

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

The Arizona Department of Health Services recommends the following additional steps be taken by *employers*:

- Maintain and promote physical distancing (at least 6 feet between individuals).
- Operate with reduced occupancy and capacity based on the size of the business location.
 - Limit areas where customers and employees can congregate.
 - Close clothing store fitting rooms, meeting rooms, and other enclosed spaces accessible to customers that don't allow for physical distancing.
- Implement comprehensive sanitation protocols.
- Continue to provide options for delivery or curbside pickup, even if the store is open.



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- Implement symptom screening for employees prior to starting their shift.
- Consider offering cloth face coverings for employees and visitors to wear.
- Educate employees about everyday preventive actions such as:
 - Wash your hands often with soap and water for at least 20 seconds.
 - If soap and water are unavailable, hand sanitizer with at least 60% alcohol should be used.
 - Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Avoid close contact with people who are sick.
 - Stay home when sick.
 - Cover coughs and sneezes with a tissue or elbow.
 - Encourage employees to get the seasonal influenza vaccine.
- Employees who show up to work sick, or become sick at work, should be sent home immediately.
- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs.
 - Use a bleach-and-water solution (0.1% solution; 1:50 dilution) or EPA-approved disinfectants against COVID-19. Always follow directions on product labels.
 - Provide disposable wipes so that commonly used surfaces can be wiped down by employees before and after each use.
 - See additional [CDC reopening guidance](#) on cleaning and disinfecting.

The list of EPA-approved disinfectant products for emerging viral pathogens expected to be effective against COVID-19 can be accessed [here](#).

The Arizona Department of Health Services recommends the following additional steps be taken by *sick employees*:

- If staff have been tested for COVID-19 and are awaiting results, they should stay home away from others until results are available. Once results are available, follow recommendations below based on results.
- If staff have tested positive for COVID-19, they should stay home away from others for 10 days since symptoms first appeared OR until 3 days (72 hours) after fever is gone and symptoms of acute infection resolve, whichever is longer.
- If staff have tested negative for COVID-19 and have compatible symptoms (fever, cough, shortness of breath), they should stay home from others until 3 days (72 hours) after fever is gone and all symptoms of acute infection resolve.
- If staff have compatible symptoms (fever, cough, shortness of breath) and have not been tested for COVID-19, they should stay home away for 10 days since symptoms first appeared OR until 3 days (72 hours) after fever is gone and all symptoms of acute infection resolve, whichever is longer.



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- If staff have other non-compatible symptoms and have not been tested for COVID-19, they should stay home until 24 hours after all symptoms are gone without the use of medicine.
 - At this time, a healthcare provider's note for employees who are sick with acute respiratory illness should not be required to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
- For a detailed list of isolation recommendations and to determine how long you should stay home and away from others if you have, or think you have, COVID-19, visit our ['Release from Isolation' guidance](#).

OSHA recommends employers in the retail industry follow these [tips to help reduce employees' risk of exposure to COVID-19](#).

For additional guidance, visit CDC's [Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#).

For COVID-19 questions, please call the Arizona COVID-19 Hotline at: 1-844-542-8201