

MINIMUM STANDARD HEALTH PROTOCOLS



CHECKLIST FOR RETAILERS

Non-CISA retailers may operate up to 50% of the total listed occupancy. In addition, non-CISA retailers may operate through pickup, delivery by mail, or delivery to the customer's doorstep. Shopping malls may operate at up to 50% of the total listed occupancy of the shopping. Employees and contractors of the retailer or shopping mall are not counted towards the 50% occupancy limitation.

The following are the minimum recommended health protocols for all retailers choosing to operate in Texas. Retailers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees, contractors, and customers.

The virus that causes COVID-19 can be spread to others by infected persons who have few or no symptoms. Even if an infected person is only mildly ill, the people they spread it to may become seriously ill or even die, especially if that person is 65 or older with pre-existing health conditions that place them at higher risk. Because of the hidden nature of this threat, everyone should rigorously follow the practices specified in these protocols, all of which facilitate a safe and measured reopening of Texas. The virus that causes COVID-19 is still circulating in our communities. We should continue to observe practices that protect everyone, including those who are most vulnerable.

Please note, public health guidance cannot anticipate every unique situation. Retailers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Retailers should also be mindful of federal and state employment and disability laws, workplace safety standards, and accessibility standards to address the needs of both workers and customers.

Health protocols for serving your customers:

- Retailers are encouraged to consider dedicating a certain period of time each day for only at-risk customers¹ or deliver purchased goods to vehicles to reduce the need for at-risk customers to enter the store.
- If practical, monitor what items customers touch to clean or disinfect when the customer leaves the retail establishment.
- Contactless payment is encouraged. Where not available, contact should be minimized.
- Train all employees and contractors on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.

Health protocols for your retail employees and contractors:

- Screen employees and contractors before coming into the retailer:
 - Send home any employee or contractor who has any of the following new or worsening signs or symptoms of possible COVID-19:

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| <ul style="list-style-type: none"> - Cough - Shortness of breath or difficulty breathing - Chills - Repeated shaking with chills - Muscle pain - Headache | <ul style="list-style-type: none"> - Sore throat - Loss of taste or smell - Diarrhea - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit - Known close contact with a person who is lab confirmed to have COVID-19 |
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¹ At-risk customers are those who are 65 or older, especially those with chronic lung disease; moderate to severe asthma; chronic heart disease; severe obesity; diabetes; chronic kidney disease undergoing dialysis; liver disease; or weakened immune system

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- Do not allow employees or contractors with new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee or contractor who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has *improvement* in symptoms (e.g., cough, shortness of breath); and at least 10 days have passed *since symptoms first appeared*; or
 - In the case of an employee or contractor who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee or contractor has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional’s note clearing the individual for return based on an alternative diagnosis.
- 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 (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees and contractors wash or sanitize their hands upon entering the retailer.
- Have employees and contractors maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- If a retailer provides a meal for employees and/or contractors, the retailer is recommended to have the meal individually packed for each individual.
- Consistent with the actions taken by many retailers across the state, consider having all employees and contractors wear cloth face coverings (over the nose and mouth). If available, employees and contractors should consider wearing non-medical grade face masks.
- Employees should be instructed to understand that young children and persons who are unable to adjust or remove face coverings should not be regarded as suitable candidates for wearing face coverings. The decision is up to the individual or their parent, guardian or attendant.

Health protocols for your retail facilities:

- 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.
- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees, contractors, and customers.
- Place [readily visible signage](#) at the retailer to remind everyone of best hygiene practices.

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- 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.
- For malls with food court dining operations open, the mall should designate one or more individuals who are responsible for ensuring, on a continuous basis, the following guidelines are followed. The mall should have the name of that individual available upon request.
 - No tables with more than 6 individuals
 - At least 6 feet distancing remains between individuals sitting at different tables
 - Tables are cleaned and disinfected between uses
 - No condiments or other items are left on the table between customer use

If you have video game equipment or other interactive amusements:

- Assign at least one employee or contractor full time to disinfect the video games and other interactive amusements. **Continuous disinfecting is needed to protect customers.**
- Disinfect all gaming equipment before and after customer use.
- Provide equipment disinfecting products throughout facility for use on equipment.
- Ensure only one player can play a game at a time.
- Provide for at least 6 feet of separation between games.

