

City of Chattanooga - Reopening Safely Webinar Series
Economic Restart Guidelines
Retail Industry

Values and Principles

- Protecting the public's health is paramount
- Decisions must be data driven, not date driven
- Safety and productivity must be considered together
- Transparency, communication, and consistency are critical to securing the public's support

General Guidelines for Restart

These guidelines were drafted following recommendations and guidance provided by the Centers for Disease Control and White House, reports and modeling issued by Vanderbilt University, and industry-specific associations.

Except when performing essential services, vulnerable citizens and those with high risk factors should remain safer at home. These include elderly individuals and individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, as well as those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy.

Every possible means of support should be made available to protect the public's health and keep businesses moving forward. Moving backwards, which may entail the reclosure of some businesses, should be avoided except as an emergency measure.

Everyone should maximize physical distancing and wear cloth masks when in public for any reason. Social settings of more than 10 people should be avoided unless precautionary measures are observed and non-essential travel should be minimized as much as possible.

Individual Guidelines

Individuals should continue to practice good hygiene:

- Wash hands with soap and water or use hand sanitizer
- Avoid touching face
- Sneeze or cough into a tissue or the inside of elbow
- Disinfect frequently used items and surfaces as much as possible
- Utilize a face covering while in public.

People who feel sick **should not** go to work, school, etc. People should stay at home if they are sick and contact their medical provider. If individuals feel as though they should be tested for COVID-19, they can call their medical provider or the Hamilton County Health Department at 423-209-8393.

Guidelines for Retail and Small Businesses

Management Responsibilities

- Occupancy and Distancing
 - Business shall allow no more than 50% of their capacity as determined by the local fire marshal
 - Add social distancing markers to check out lines
 - Prohibit groups of 10 or more people from congregating in any common area
- Notification of Policies
 - Post explicit expectations for occupancy restrictions, frequent hand hygiene, and wearing of cloth masks for both employees and patrons in highly visible locations
 - Post information about health precautions for patrons and employees such as maintaining six feet of distance between people outside stores, in checkout queues, etc.
- Spread Prevention
 - Automate doors
 - Reduce number of people using elevators
 - Install plastic shields at points of sale
 - Clean frequently; at least every 2 hours or when the shield is visibly dirty
 - Provide hand sanitizer to the extent possible
 - Increase the frequency of cleaning and sanitizing in all high-traffic common areas with an enhanced focus on all touch points with CDC recommended cleaning agents
- Employee Management
 - Screen daily all employees with temperature and respiratory symptom checks. Employees with temperatures of 100.4 degrees Fahrenheit must leave the premises immediately
 - Require visibly symptomatic to be tested and stay home until they receive test results and they are cleared to work by a medical provider
 - Create policies that make it possible for employees to isolate and quarantine
 - Develop and implement policies and procedures for workforce contact tracing following employee COVID-19 test

Employee Responsibilities

- Physical distancing must be maintained by employees
- Employees should wear cloth face coverings
- Carts and/or other frequently touched items should be cleaned frequently
- Encourage other employees and patrons to maintain social distance recommendations, frequent hand washing, and other appropriate measures
- Self monitor symptoms, stay home if sick
- Abide by all guidelines established by employer

Patron Responsibilities

- Physical distancing must be maintained
- Cloth face coverings should be worn
- Self monitor symptoms, stay home if sick

Other Recommendations

- Hand sanitizer should be placed throughout common areas
- If applicable, the following should remain closed until further notice:
 - Food court seating areas (food vendors are encouraged to reopen for carry-our services)
 - Children's play areas
 - Soft seating areas and other common gathering areas
- Suspend return politics or extend return windows
- Consider dedicated shopping hours or appointment times for elderly, medically vulnerable, and health care workers
- Assign dedicated staff to prompt customers regarding the importance of social distancing
- Adjust store hours to allow time for enhanced cleaning
- If possible, use a clearly designated entrance and a separate clearly designated exit to maintain social distancing
- Prohibit the use of reusable bags
- Suspend the sampling of food and/or personal hygiene products

Additional Resources

- [Tennessee Pledge Guidelines](#)
- [Tennessee Pledge Retail Guidelines](#)
- [CDC Resources for Businesses and Employers](#)
- [Occupational Safety and Health Administration \(OSHA\)](#)
- [OSHA Guidance on Preparing Workplaces](#)
- [List of Disinfectants for Use Against COVID-19](#)