



**CABINET FOR HEALTH AND FAMILY SERVICES  
OFFICE OF THE SECRETARY**

**Andy Beshear  
Governor**

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**Eric C. Friedlander  
Secretary**

**ORDER**

May 20, 2020

On March 6, 2020, Governor Andy Beshear signed Executive Order 2020-215, declaring a state of emergency in the Commonwealth due to the outbreak of COVID-19 virus, a public health emergency. Pursuant to the authority in KRS 194A.025, KRS 214.020, and Executive Orders 2020-215, 2020-243, 2020-257, 2020-323, the Cabinet for Health and Family Services, Department for Public Health, hereby orders the following directives to reduce and slow the spread of COVID-19:

1. The March 19, 2020 Order of the Cabinet for Health and Family Services concerning mass gatherings, as previously amended by the May 9, 2020 Order of the Cabinet for Health and Family Services (the "Mass Gatherings Order"), is hereby further amended as follows.
2. As previously ordered, the Mass Gatherings Order does not prohibit in-person services of faith-based organizations. Faith-based organizations that have in-person services must continue to implement and follow the Guidelines for Places of Worship, which are attached hereto and incorporated by reference herein. The Guidelines for Places of Worship are available online at: <https://healthyatwork.ky.gov>.
3. For the avoidance of doubt, nothing in these Orders prohibits drive-in or virtual, televised, or radio services of faith-based organizations, so long as appropriate social distancing and hygiene measures as recommended by the Centers for Disease Control and Prevention are implemented and followed.
4. Effective May 20, 2020, funeral and memorial service providers must, in addition to the minimum requirements for all entities in the Commonwealth of Kentucky attached to and incorporated by reference in the May 11, 2020 Cabinet Order, implement and follow the Requirements for Funeral and Memorial Services, which are attached hereto and incorporated by reference herein. The Requirements for Funeral and Memorial Services and the

minimum requirements for all entities are available online at:  
<https://healthyatwork.ky.gov>.

5. Effective May 22, 2020, the Mass Gatherings Order shall no longer prohibit gatherings of up to 10 people. Gatherings of up to 10 people must follow the Guidance for Gatherings of Up to 10 People, which are attached hereto and incorporated by reference herein. The Guidance for Gatherings of Up to 10 People are available online at: <https://healthyatwork.ky.gov>.
6. For the avoidance of doubt, this Order does not apply to or otherwise restrict entities such as restaurants, in-person retail establishments, public-facing businesses, or other businesses permitted to reopen pursuant to other Orders of this Cabinet or another Cabinet, or Executive Orders. However, such entities must implement and comply with the requirements set forth for those entities in applicable Orders.
7. The Mass Gatherings Order remains in full force and effect except as amended herein. For the avoidance of doubt, gatherings of more than 10 people remain prohibited as set forth in the Mass Gatherings Order.
8. Any gathering, regardless of whether it is a mass gathering prohibited under this Order, shall to the fullest extent practicable implement Centers for Disease Control and Prevention guidance, including:
  - maintaining a distance of 6 feet between persons;
  - encouraging good hygiene measures, including regular, thorough handwashing, and providing adequate hygiene materials, including hand sanitizing options;
  - encouraging people who are sick to remain home or leave the premises; and
  - regularly cleaning and disinfecting frequently touched objects and surfaces.
9. The Department for Public Health hereby delegates to local health departments the authority to take all necessary measures to implement this Order.

The Cabinet for Health and Family Services will monitor these directives continuously.



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Steven J. Stack, M.D.  
Commissioner of Public Health  
Department for Public Health  
Cabinet for Health and Family Services



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Eric Friedlander  
Secretary  
Governor's Designee

## **Requirements for Funeral and Memorial Services**

Funeral and memorial service providers will be required to meet the same Healthy at Work Minimum Requirements as businesses. In addition **funeral and memorial service providers** must meet the requirements below in order to reopen and remain open:

### **Social Distancing Requirements**

- Funeral and memorial service providers conducting in-person funerals, memorials or burials should limit attendance to no more than 33% of the building occupancy capacity, excluding any officiants, funeral directors, clergy and staff members, while maintaining social distance between household units of at least six (6) feet. A funeral or memorial service provider that cannot maintain this space must further reduce occupancy capacity until this is achieved. Additionally, funeral and memorial service providers should, to the greatest extent practicable, conduct alternative services, including recorded video and live video internet broadcasted services (e.g. live streaming social media broadcasts).
- Funeral and memorial service providers, for outdoor funerals, memorials or graveside services, should encourage services which allow their attendees remain in their vehicles and not socialize through their vehicle windows, except at a distance of more than six (6) feet. Attendees should turn off their vehicles to avoid idling and protect everyone's health. If drive-up outdoor services are not possible, attendees to an outdoor service must maintain of at least six feet of social distance, if they are not of the same household.
- Funeral and memorial service providers should ensure, to the greatest extent practicable, that officiants, funeral directors, clergy, staff-employees, and service attendees wear coverings (e.g., cloth mask or bandana) over their mouths and noses while attending services.
- Funeral and memorial service providers should, to the greatest extent practicable, limit congregational singing during services, as doing so may aerosolize infectious particles. To the extent practicable, funeral and memorial providers should consider alternatives to congregational singing, including by playing pre-recorded or live instrumental music (e.g. pianos and guitars - no wind instruments) during services.
- Funeral and memorial service providers should consider taking attendees' temperatures and asking about signs of illness before admitting them into the funeral home, house of worship or other buildings where funeral or memorial services are held.
- Funeral and memorial service providers should not allow individuals with elevated temperatures or signs of illness (coughing, runny nose, sneezing) to attend in-person services. Funeral and memorial service providers should direct those having symptoms of

# Healthy at Work



COVID-19, as well as people who have had close contact with a person who has symptoms like dry cough, chest tightness, and/or fever, to refrain from participating in any aspect of in-person services and stay at home or seek immediate medical care.

- Funeral and memorial service providers making restrooms available must ensure restrooms are only used by one person at a time and high touch surfaces are appropriately disinfected after each use (e.g. door knobs and handles).
- Funeral and memorial service providers conducting in-person services must, to the greatest extent practicable, provide hand sanitizer, handwashing facilities, tissues and waste baskets in convenient locations.
- Funeral and memorial service providers should not provide communal food or beverages to officiants, funeral directors, clergy, staff-employees, or attendees.
- Funeral and memorial service providers should restrict access to common areas, to the greatest extent practicable, in order to maximize social distancing and reduce congregating. These common areas include, but are not limited to, foyers, lobbies, vending areas, and community and multi-purpose rooms. Funeral and memorial service providers should arrange seating that allows for social distancing of at least six feet separation between family or same household attendees.
- Funeral and memorial service providers should, to the greatest extent practicable, find and encourage alternatives to handshaking, handholding and hugging.
- Funeral and memorial service providers should encourage those at higher risk for severe illness per CDC guidelines not to attend in-person services. These guidelines are available at: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Higher-Risk>. Instead, funeral and memorial service providers should, to the greatest extent practicable, provide alternative services, including live streaming social media broadcasts. If a funeral or memorial service provider is unable to provide alternative services, they should, to the greatest extent practicable, implement hours where service can be safely provided to congregants at higher risk for severe illness.
- Funeral service providers should encourage funeral directors, staff and pallbearers to take precautions to stay safe while they are in close proximity to one another while honoring the deceased (e.g. wearing masks and minimize verbal interaction).

## **Cleaning and Disinfecting Requirements**

- Funeral and memorial service providers should ensure facilities are properly cleaned and ventilated.
- Funeral and memorial service providers must ensure cleaning and sanitation of frequently touched surfaces with appropriate disinfectants. Appropriate disinfectants include EPA registered household disinfectants, diluted household bleach solution, and alcohol

solutions containing at least 60% alcohol. Funeral and memorial service providers must establish a cleaning and disinfecting process that follows CDC guidelines when any individual is identified, suspected, or confirmed as COVID-19 positive.

- Funeral and memorial service providers, as appropriate, must ensure they do not use cleaning procedures that could re-aerosolize infectious particles. This includes, but is not limited to, avoiding practices such as dry sweeping or use of high-pressure streams of air, water, or cleaning chemicals.
- Funeral and memorial service providers should put into place protocols to reduce or eliminate repeat touching of surfaces by officiants, funeral directors, clergy, staff-employees and attendees (e.g. flowers or flower arrangements, microphones, doors and door knobs or handles). If alternative expressions of support (e.g. donations to charitable organizations representing a cause the deceased or their family supports) would aide in reducing repeat touching then funeral or memorial service providers should consider encouraging those options.

## **Training and Safety Requirements**

- Funeral and memorial service providers should ensure appropriate signage is posted throughout their facilities to inform officiants, funeral directors, clergy, staff-employees, and congregants about good hygiene and new practices.
- Funeral and memorial service providers should ensure officiants, funeral directors, clergy, staff-employees, and congregants are instructed to avoid touching their faces, including their eyes, noses, and mouths, particularly until after they have thoroughly washed their hands upon completing work and/or removing PPE, to the greatest extent practicable.
- Funeral and memorial service providers should ensure officiants, funeral directors, clergy, staff-employees, and congregants are informed that they may identify and communicate potential improvements and/or concerns in order to reduce potential risk of exposure.

## Guidance for Gatherings of Up To Ten (10) People

- Under Governor Beshear’s new executive order, groups of up to ten (10) people may begin gathering on May 22, 2020.
- Public health experts recommend people remain Healthy at Home to the greatest extent practicable and that they continue to socialize via Internet, telephone, and any other modes of communications that allow people to engage in appropriate social distancing.
- While people may meet in groups of up to ten (10) people, public health experts discourage people from engaging in excessive social gatherings in order to appropriately limit contacts.
- If people meet in the allowable groups of up to ten (10) people, public health experts recommend limiting the gathering size to the smallest number of people practicable.
- Public health experts discourage people from sharing items in any gathering, including tools, sporting equipment, vehicles, cooking/grilling ware, and other high-touch objects.
- If you are a member of a group particularly vulnerable to COVID-19 (individuals with conditions identified by the CDC as higher risk or those over 65 years old), public health experts recommend that you avoid any in-person gatherings and remain Healthy At Home.
- If you host or attend a gathering of up to ten people, please consider the following recommendations:
  - Hold the gathering outside whenever possible;
  - Remain at least six (6) feet apart from people who are not a part of your household;
  - Do not share food, drink, containers, plates, napkins, or utensils;
  - Wash or sanitize your hands frequently before, during, and after the gathering;
  - Avoid touching your eyes, nose, or mouth, and;
  - If you will be closer than six (6) feet to someone outside your household at any point, wear a cloth face covering or mask over your nose and mouth.

## Guidelines for Places of Worship

Places of worship will be expected to meet the [Healthy at Work Minimum Requirements](#). In addition, **places of worship should follow the guidelines in order to reopen and remain open:**

### Social Distancing

- Places of worship should, to the greatest extent practicable, continue to conduct alternative services, including tele-services, radio broadcasts, and drive-in services.
- Places of worship conducting drive-in services should ensure their congregants remain in their vehicles and not socialize through their vehicle windows, except at a distance of more than six (6) feet. Attendees should turn off their vehicles to avoid idling and protect everyone's health.
- Places of worship conducting in-person services should limit attendance to no more than 33% of the building occupancy capacity, including clergy and staff-employees, while maintaining social distance between household units of at least six (6) feet. This means that there must be six (6) feet between individuals on a row and individuals between rows, such that a six-foot radius is maintained around all household units. A place of worship that cannot maintain this space must further reduce its occupancy capacity until it is achieved.
- Places of worship should ensure, to the greatest extent practicable, that clergy, staff-employees, volunteers and congregants wear coverings (e.g., cloth mask or bandana) over their mouths and noses while attending services.
- Places of worship should wait to reopen youth services (including, but not limited to, Sunday schools) until childcare services have reopened on June 15, 2020. Once they reopen, youth services should follow the requirements posted for childcare services.
- Singing during services creates a higher risk of spreading infectious particles. Choirs should avoid singing. Congregants should wear face coverings and consider a greater than six feet social distance from others if they choose to sing. Houses of worship should consider alternatives to congregational singing, including by playing pre-recorded or live instrumental music (e.g. pianos and guitars - no wind instruments) during services.
- Places of worship should consider taking congregants' temperatures and asking about signs of illness before admitting them into the place of worship. If they do take temperatures, they should consider using a non-contact thermometer or thermal imager. If a place of worship must use a standard oral/aural thermometer, consider having the congregant take their own temperature and relay the information to maintain social distancing and sanitize the thermometer after each use.

# Healthy at Work



- Places of worship should not allow individuals with elevated temperatures (100.5 degrees Fahrenheit or above) or signs of illness (coughing, shortness of breath, sneezing) to attend in-person services. Houses of worship should direct those having symptoms of COVID-19, as well as people who have had close contact with a person who has symptoms like dry cough, chest tightness, and/or fever, to refrain from participating in any aspect of in-person services. Places of worship should encourage symptomatic persons to stay at home, seek immediate medical care, or get tested.
- Places of worship should use greeters to direct congregants to available masks and bulletins. Greeters should be masked, maintain social distancing, and consider wearing gloves.
- Places of worship should display markers and signage in the sanctuary/meeting space to guide social distancing.
- Places of worship should communicate with the congregation often and with clarity and transparency. Prepare the congregation for worship and for the changes that are occurring in procedures due to the national health crisis.
- Places of worship making restrooms available must ensure restrooms are only used by one person at a time and all portions that are regularly touched (e.g., door, sink, and toilet handles) are appropriately disinfected after each use.
- Places of worship conducting in-person services must, to the greatest extent practicable, provide hand sanitizer, handwashing facilities, tissues, and waste baskets in convenient locations.
- Places of worship should not provide communal food or beverages to clergy, staff-employees, volunteers, or congregants.
- Places of worship should restrict access to common areas, to the greatest extent practicable, in order to maximize social distancing and reduce congregating. These common areas include, but are not limited to, foyers, lobbies, vending areas, community and multi-purpose rooms, and event spaces.
- Because of the requirement to socially distance at least six (6) feet apart, places of worship should refrain from the practice of handshaking, handholding, or hugging.
- Places of worship should encourage those at higher risk for severe illness per CDC guidelines not to attend in-person services. These guidelines are available at: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Higher-Risk>. Instead, places of worship should, to the greatest extent practicable, provide services that are not in-person, including tele-services, drive-in services, and/or radio services for those individuals. If a house of worship is unable to provide alternative services, they should,

to the greatest extent practicable, implement hours where service can be safely provided to congregants at higher risk for severe illness.

## **Personal Protective Equipment Requirements**

- Places of worship should ensure, to the greatest extent practicable, that clergy, staff-employees, volunteers and congregants wear face coverings (e.g., cloth mask or bandana) over their mouths and noses while attending services.

## **Cleaning and Disinfecting Requirements**

- Places of worship must ensure facilities are properly cleaned and ventilated.
- Places of worship must ensure cleaning and sanitation of frequently touched surfaces with appropriate disinfectants. Appropriate disinfectants include EPA registered household disinfectants, diluted household bleach solution, and alcohol solutions containing at least 60% alcohol. Places of worship must establish a cleaning and disinfecting process that follows CDC guidelines when any individual is identified, suspected, or confirmed as COVID-19 positive.
- Places of worship, as appropriate, must ensure they do not use cleaning procedures that could re-aerosolize infectious particles. This includes, but is not limited to, avoiding practices such as dry sweeping or use of high-pressure streams of air, water, or cleaning chemicals.

## **Training and Safety Requirements**

- Places of worship should ensure appropriate signage is posted throughout their facilities to inform clergy, staff-employees, and congregants about good hygiene and new practices.
- Places of worship should ensure clergy, staff-employees, volunteers, and congregants are instructed to avoid touching their faces, including their eyes, noses, and mouths, particularly until after they have thoroughly washed their hands upon completing work and/or removing PPE, to the greatest extent practicable.
- Places of worship should ensure clergy, staff-employees, volunteers, and congregants are informed that they may identify and communicate potential improvements and/or concerns in order to reduce potential risk of exposure.



**ANDY BESHEAR**  
**GOVERNOR**

**EXECUTIVE ORDER**

**Secretary of State**  
**Frankfort**  
**Kentucky**

**2020-398**  
**May 20, 2020**

**STATE OF EMERGENCY**

The novel coronavirus (COVID-19) is a respiratory disease causing illness that can range from very mild to severe, including illness resulting in death, and many cases of COVID-19 have been confirmed in the Commonwealth.

The Kentucky Constitution and Kentucky Revised Statutes, including KRS Chapter 39A, empower me to exercise all powers necessary to promote and secure the safety and protection of the civilian population, including the power to suspend state statutes and regulations, and to command individuals to disperse from the scene of an emergency. Under those powers, I declared by Executive Order 2020-215 on March 6, 2020, that a State of Emergency exists in the Commonwealth. On March 22, 2020, I signed Executive Order 2020-246, ordering all in-person retail businesses that are not life-sustaining to close. On March 25, 2020, I signed Executive Order 202-257, requiring businesses that are not life-sustaining to close except as needed to conduct Minimum Basic Operations as defined in that Order.

Kentuckians are encouraged to remain Healthy at Home, which will continue to help protect our community from the spread of COVID-19. For the same reason, as the Kentucky economy reopens through phases Kentuckians and Kentucky businesses must be Healthy at Work. Continuing with the Healthy at Work reopening in Kentucky, it is appropriate that retail businesses be permitted to reopen, subject to specific requirements for retail businesses, in addition to the minimum requirements for all entities in the Commonwealth.

**Order**

I, Andy Beshear, by virtue of authority vested in me pursuant to the Constitution of Kentucky and by KRS Chapter 39A, do hereby Order and Direct as follows:



ANDY BESHEAR  
GOVERNOR

## EXECUTIVE ORDER

Secretary of State  
Frankfort  
Kentucky

2020-398  
May 20, 2020

1. All in-person retail businesses in the Commonwealth of Kentucky, including retail businesses that were required to close under Executive Order 2020-246, are permitted to reopen and remain open on May 20, 2020.
2. All in-person retail businesses permitted to reopen on May 20, 2020 shall implement and comply with the minimum requirements for all entities in the Commonwealth of Kentucky under Executive Order 2020-323 and implemented by the May 11, 2020 Order of the Cabinet for Health and Family Services. The Cabinet Order and the minimum requirements for all entities may be found at <https://healthyatwork.ky.gov>.
3. In addition to the minimum requirements for all entities in the Commonwealth under the May 11, 2020 Order of the Cabinet for Health and Family Services, all in-person retail businesses permitted to reopen on May 20, 2020 shall, pursuant to Orders of the Cabinet for Health and Family Services implementing this Executive Order, implement and comply with the specific Requirements for Retail Businesses detailed at <https://healthyatwork.ky.gov>.
4. All uninvited, in-person solicitation for any purpose occurring at a residence or physical business location remains prohibited.
5. Executive Order 2020-246 and Executive Order 2020-275 are hereby rescinded and superseded and are no longer in effect.
6. **Other Prior Orders Remain In Effect.** All other prior Executive Orders, and Orders issued by Cabinets pursuant to Executive Order 2020-215, shall remain in full force and effect, except to the extent they conflict with this Order. For the avoidance of doubt March 17, 2020 Order of the Cabinet for Health and Family Services closing public-facing, non-retail businesses that encourage public congregation shall remain in full force and effect.
7. **Additional Orders.** The following designees may provide guidance, clarification or modification of this Order to industries or businesses, and may otherwise issue orders necessary to the operation of government during the State of Emergency: the Governor's Executive Cabinet, as set forth in KRS 11.065; the Commissioner of Public Health; the Director of the Division of Emergency Management; and the Director of the Kentucky Office of Homeland Security.
8. Failure to follow the requirements provided in this Order and any other Executive Order and any Cabinet Order, including but not limited to the Orders of the Cabinet for Health and Family Services implementing this Executive Order, is a violation of the Orders issued under KRS Chapter 39A, and could subject said business to closure or additional penalties as authorized by law.



**ANDY BESHEAR**  
GOVERNOR

**EXECUTIVE ORDER**

**Secretary of State**  
Frankfort  
Kentucky

**2020-398**  
**May 20, 2020**

This Order shall be in effect for the duration of the State of Emergency herein referenced, or until this Executive Order is rescinded by further order or by operation of law.

A handwritten signature in blue ink, appearing to read "CJB", written over a horizontal line.

ANDY BESHEAR, Governor  
Commonwealth of Kentucky

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MICHAEL G. ADAMS  
Secretary of State



**CABINET FOR HEALTH AND FAMILY SERVICES  
OFFICE OF THE SECRETARY**

**Andy Beshear**  
Governor

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**Eric C. Friedlander**  
Secretary

**ORDER**

May 20, 2020

On March 6, 2020, Governor Andy Beshear signed Executive Order 2020-215 declaring a state of emergency in the Commonwealth due to the outbreak of the COVID-19 virus, a public health emergency.

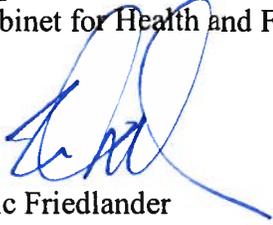
At this time the Commonwealth is beginning to reopen its economy with a phased approach known as the Healthy at Work program. Healthy at Work is based upon criteria set by the Centers for Disease Control and Prevention and public health officials and experts, along with advice from industry experts. Each phase will be introduced in steps to ensure the Commonwealth's citizens can safely return to work while still protecting the most vulnerable Kentuckians.

On May 11, 2020, the Cabinet for Health and Family Services issued an Order implementing the minimum requirements for all entities in the Commonwealth of Kentucky as the continuation of Healthy at Work, pursuant to the authority in KRS Chapter 39A, KRS 194A.025, KRS 214.020, Executive Order 2020-215, and Executive Order 2020-323. That Cabinet Order fully adopted and incorporated by reference the minimum requirements for all entities that were attached to the May 11, 2020 Order, which are available at: <https://healthyatwork.ky.gov>.

Pursuant to the authority in KRS Chapter 39A, KRS 194A.025, KRS 214.020, Executive Orders 2020-215, 2020-323, and 2020-398, the Cabinet for Health and Family Services states that in-person retail businesses shall be permitted to reopen effective May 20, 2020. In-person retail business shall, in addition to the minimum requirements for all entities in the Commonwealth of Kentucky, comply with Requirements for Retail Businesses attached to, and fully adopted and incorporated by reference in, this Order. These requirements are available at: <https://healthyatwork.ky.gov>.

If an in-person retail business cannot comply with the Requirements for Retail Businesses and the minimum requirements for all entities, it must wait to reopen until it is able to do so or until some or all of these requirements are lifted.

The Secretary for the Cabinet for Health and Family Services has been designated by the Governor to deliver these directives during this public health emergency. The Cabinet for Health and Family Services will continue to provide information and updates during the duration of this Public Health Emergency. Prior orders of the Cabinet for Health and Family Services remain in effect unless inconsistent with this Order.



Eric Friedlander  
Secretary  
Governor's Designee

## Requirements for Retail Businesses

In addition to the Healthy at Work [Minimum Requirements](#), **retail businesses** must meet the requirements below in order to reopen and remain open:

### Social Distancing Requirements

- Retail businesses should provide services and conduct business via phone or Internet to the greatest extent practicable. Any retail employees who are currently able to perform their job duties via telework (e.g., accounting staff) should continue to telework.
- Retail businesses must limit the number of customers present in any given retail business to 33% of the maximum permitted occupancy of the facility, assuming all individuals in the store are able to maintain six (6) feet of space between each other with that level of occupancy. If individuals are not able to maintain six (6) feet of space between each other at 33% of capacity, the retail business must limit the number of individuals in the store to the greatest number that permits proper social distancing.
- If a retail business has more customers wishing to enter their business than is possible under the current social distancing requirements of six (6) feet between all individuals, the business should establish a system for limiting entry and tracking occupancy numbers. Once a retail business has reached its capacity, it should permit a new customer inside only after a previous customer has left the premises on a one-to-one basis. Retail businesses experiencing lines or waits outside their doors should establish a safe means for customers to await entry, such as asking customers to remain in their car and notifying them via phone when they are able to enter the store or marking off spots six (6) feet apart where customers can safely stand without congregating.
- Retail businesses should ensure employees wear face masks for any interactions between co-workers or while in common travel areas of the business (e.g., aisles, hallways, loading docks, breakrooms, bathrooms, entries and exits). Retail employees are not required to wear face masks while alone in personal offices or if doing so would pose a serious threat to their health or safety.
- Retail businesses should ensure employees use digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) to the greatest extent practicable.
- Retail businesses should, to the greatest extent practicable, modify internal traffic flow to minimize contacts between employees and customers.
- Retail businesses should demarcate six feet of distance between customers, cashiers, and baggers, except at the moment of payment and/or exchange of goods. Retail businesses

# Healthy at Work



should seek to limit activities that require employees to enter within six (6) feet or less of another person, regardless of whether they have installed non-porous, physical barriers. Retail businesses should establish controls, to the greatest extent practicable, when six (6) feet of physical distancing is not feasible. This includes, for example, installation of portable or permanent non-porous physical barriers (e.g., plexiglass shields) at cash registers and point of sale.

- Retail businesses should implement contactless payment options, pickup, and delivery of goods to the greatest extent practicable.
- Retail businesses should ensure, to the greatest extent practicable, that any paperwork can be completed electronically by using e-signature technology for signatures.
- Retail businesses should ensure, if there are any documents that must be completed in-person, there is a safe process for doing so. This includes compiling all paperwork that must be completed in-person and leaving it in a single room for the customer to complete alone. Providing a sanitized pen for customer should also be included.
- Retail businesses should reduce, to the greatest extent practicable, the number employees and customers entering, exiting, or gathering at one time. One suggested method to accomplish this is by staggering the beginning and end times of employee shifts. Retail businesses that require employees to operate equipment or vehicles must, to the greatest extent practicable, limit the number of employees riding in the vehicle together. If riding in separate vehicles is not practicable then employees should maximize social distancing and wear face masks in the vehicle. Thorough cleaning and disinfecting vehicles after each trip is required.
- Retail businesses must restrict access to common areas, to the greatest extent practicable, in order to maximize social distancing and reduce congregating. These common areas include, but are not limited to, break rooms, food courts, public seating, and vending areas.
- Retail businesses with warehouses and loading docks must ensure minimal interaction between drivers at loading docks, doorsteps, or other locations.
- Retail businesses making restrooms available should, to the greatest extent practicable, limit the number of individuals in a restroom to ensure proper social distancing and ensure that frequently touched surfaces are appropriately disinfected (e.g., door knobs and handles).
- Retail businesses should provide hand sanitizer, handwashing facilities, and tissues in convenient locations to the greatest extent practicable.
- Retail businesses should limit the number of delivery personnel working together at one time to the greatest extent practicable.

# Healthy at Work



- Retail businesses must ensure six (6) feet of distance between employees and customers during in-home deliveries and installations.
- Retail businesses should prohibit gatherings or meetings of employees of ten (10) or more during work hours, and should instead permit employees to take breaks and lunch outside, in their office or personal workspace, or in other areas where proper social distancing may be accomplished.
- Retail businesses should discourage employees from sharing phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment to the greatest extent practicable.
- Retail businesses should extend the time period for customers to return items.
- Retailer businesses should not allow sampling and customer access to bulk-bins.
- Retail businesses should, to the greatest extent practicable, install floor decals in cashier and queuing areas to establish safe waiting distance.
- Retail businesses should close public seating areas.
- Retail businesses should close childrens' play areas.
- Retail businesses should discourage customers from using items prior to sale, other than apparel items. However, any item that has been used or tried on must be sanitized before it is returned to the sales floor.
- Retail businesses should encourage customers to touch only those items that they intend to buy.
- Retail businesses should disallow any make-up application stations or other cosmetic facilities that encourage people to congregate.
- Retail businesses should establish procedures for managing fitting rooms, including sanitation and social distancing requirements.
- Retailer businesses should limit fitting rooms to one customer at a time to the greatest extent practicable.
- Retailer businesses should ensure any items that are not purchased are set aside in compliance with retailer established guidelines for returns. Items, such as apparel, tried on but not purchased would be separated and cleaned using steam or other appropriate cleaning measures prior to returning to sales floor.

## Cleaning and Disinfecting Requirements

- Retail businesses should ensure that offices and workstations are properly cleaned and ventilated.
- Retail businesses should encourage employees to frequently wash their hands or use hand sanitizer, which should be provided by the retail business.
- Retail businesses must ensure that cleaning and sanitation of frequently touched surfaces with appropriate disinfectants. Areas with frequently touched surfaces include fitting rooms, doors, PIN pads, and common areas. Appropriate disinfectants include EPA registered household disinfectants, diluted household bleach solution, and alcohol solutions containing at least 60% alcohol. Retail businesses must establish a cleaning and disinfecting process that follows CDC guidelines when any individual is identified, suspected, or confirmed COVID-19 case.
- Retail businesses should ensure shopping carts and baskets are sanitized after each use.
- Retail businesses should ensure employees wipe their workstations/cash registers down with disinfectant at the end of their shift or at any time they discontinue use of their workstations/cash register for a significant period of time.
- Retail businesses should ensure disinfecting wipes or other disinfectant are available near shared equipment.
- Retailer businesses should encourage customers to use hand sanitizer or wipes prior to fitting room use.
- Retail businesses should ensure employees do not use cleaning procedures that could re-aerosolize infectious particles. This includes, but is not limited to, avoiding practices such as dry sweeping or use of high-pressure streams of air, water, or cleaning chemicals.
- Retail businesses must ensure employees, for their own safety and that of the customer, clean and disinfect any surfaces which will be regularly touched throughout the duration of any in-home installation.
- Retail businesses must ensure the employee cleans and disinfect all surfaces which were contacted throughout in-home deliveries and installations.
- Retail businesses must ensure employees clean and disinfect any tools or supplies used through delivery and installation upon leaving the home.
- Retailers should clean all fitting rooms prior to use.

## **Personal Protective Equipment (PPE) Requirements**

- Retail businesses must ensure appropriate face coverings and other personal protective equipment (PPE) is used by employees whenever they are near other employees or customers so long as such use does not jeopardize the employees' health or safety. Retail businesses must train employees to use PPE. This training includes: when to use PPE; what PPE is necessary; and how to properly put on, use, and remove PPE. Retail business shall provide employees with face coverings.
- Retail businesses must require contractors, vendors, and drivers to wear face coverings or masks while at the retail location.
- Retail businesses should establish a policy as to whether to serve customers who do not adhere to the business's policy on requiring masks. Retail businesses may choose not to serve those customers who refuse to wear a mask in order to protect their employees and other customers.
- Retail business must train employees to properly dispose of or disinfect PPE, inspect PPE for damage, maintain PPE, and the limitations of PPE.
- Retail businesses must ensure, to the greatest extent practicable, that employees use gloves, along with any PPE normally used for routine job tasks, when cleaning equipment, workspaces, and high-touch areas of the business.
- Retail businesses must ensure gloves are available to employees engaging in high-touch activity to the greatest extent practicable provided that they do not create additional hazards while being worn.
- Retail businesses must ensure employees wear gloves while handling products during shipping and receiving.
- Retail businesses must ensure employees wear protective face coverings and gloves during any in-home delivery.

## **Training and Safety Requirements**

- Retail businesses must place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on face coverings. Signage should inform employees and customers about good hygiene and new practices.
- Retail businesses should establish procedures for processing, handling, and disinfecting returns and exchanges before returning items to the sales floor.

# Healthy at Work



- Retail businesses should, to the greatest extent practicable, implement hours where service can be safely provided to customers at higher risk for severe illness per CDC guidelines. These guidelines are available at:<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Higher-Risk>
- Retail businesses should ensure employees are informed that they may identify and communicate potential improvements and/or concerns in order to reduce potential risk of exposure at the workplace. All education and training must be communicated in the language best understood by the individual receiving the education and training.