



SAFER AT HOME Checklist for Retail

This checklist is intended to help businesses comply with the Colorado Safer at Home Order and other applicable orders.

- Compliance with all public health orders is mandatory.
- Use of this checklist is voluntary.
- Completion of this checklist does not assure compliance but may be asked for as supporting documentation in cases of compliance investigations.
- Businesses are encouraged to share the completed version of this checklist with employees and post it for the public.

As Orders evolve, be sure to visit www.COVID19.Colorado.gov and www.boco.org/COVID-19 for the most current information.

This checklist includes but is not limited to:

- Appliance stores
- Customer-facing financial institutions
- Thrift shops
- Apothecaries
- Vape and cigar shops (for retail only, not on-site consumption)
- Craft stores
- Sporting goods retailers
- Boutiques
- Motor vehicle dealerships
- Liquor stores
- Marijuana dispensaries
- Large retail, department, discount, or outlets stores, provided that the entrance/exit opens to the outdoors and not an indoor common hallway and small retail stores

This section does not include: Indoor malls.



Workplace Requirements

Curbside pick-up and delivery

- Offer goods through delivery service, window service, walk-up service, drive-through service, drive-up service, curbside delivery, or any other manner allowing for strict compliance with mandatory social distancing requirements
- Elevate and increase frequency of cleaning practices, including sanitization of high touch areas. See [additional guidance](#)
- Restrict return policy to only items that can be properly sanitized prior to re-selling
- Conduct daily temperature checks and monitor symptoms in employees, logging all results. Refer symptomatic employees to the [CDPHE Symptom Tracker](#) See [additional guidance](#)
- Contactless signatures for deliveries
- Post signage for employees and customers on good hygiene and other sanitation practices. See [additional resources](#)
- Provide a staging area outside for hands-free pick-up

Open with restrictions

- Continue implementing all of the above.
- Open at 50% capacity and/or at a capacity that enables the retailer to:
 - Maintain 6-foot distancing between customers and employees,
 - Effectively symptom monitor employees,
 - Provide face coverings or masks and gloves as necessary to appropriate employees, and
 - Ensure ability to adequately clean and sanitize both back-room and retail spaces. If unable to meet this requirement, continue operating with curbside pick-up/delivery only
- Install protective plexiglass screens at checkout counters
- Provide dedicated in-store visit hours for people at higher risk of severe illness from COVID-19, as possible
- Post signs at entrances notifying customers to STOP if they are sick and ask them not to enter store
- Restrict return policy to only items that can be properly sanitized prior to re-selling
- Conduct daily temperature checks and monitor symptoms in employees, logging all results. Refer symptomatic employees to the [CDPHE Symptom Tracker](#). See [additional guidance](#)
- Increase the availability of hand sanitizer, wipes and cleaning of frequently touched surfaces (including baskets/carts) for both employees and customers
- Disallow sampling and customers access to bulk-bin options
- Apply floor decals in cashier and queuing areas to establish safe waiting distance
- Close public seating areas
- Establish one-way traffic flow through aisles
- Continue contactless signatures for deliveries
- Post signage for employees and customers on good hygiene and other sanitation practices. See [additional resources](#)



Employee-Related Requirements

Curbside pick-up and delivery

- Provide guidance and encouragement on maintaining 6-foot distancing between employees
- Wear gloves and face coverings or masks during customer interactions and whenever possible during other work activities. See [additional guidance](#)
- Provide appropriate face coverings and gloves to all employees whenever possible, and also allow employees who can to provide their own appropriate face coverings and gloves for work activities. Employees without face coverings shall not perform tasks that require engagement with the public or with other coworkers.
- Encourage virtual payments and minimize exchanges of debit/credit and identification cards except as required by law
- Encourage frequent breaks to wash hands
- Require employees to stay home when showing any symptoms or signs of sickness
- Provide PPE for employees who are managing deliveries, returns, etc.

Open with restrictions

- Provide guidance and encouragement on maintaining 6-foot distancing between employees
- Wear gloves and face coverings or masks during all customer interactions and whenever possible during other work activities
- Continue to encourage virtual payments and minimize exchanges of debit/credit and identification cards except as required by law
- Encourage frequent breaks to wash hands
- Require employees to stay home when showing any symptoms or signs of sickness

Customer-Related Requirements

- Implement 6-foot distancing measures (i.e., marked space in check-out lines) and use signage to encourage distancing while in the store. See [additional resources](#)
- Create signage encouraging people at higher risk of severe illness from COVID-19 to refrain from shopping outside of dedicated hours set aside for those who are at higher risk of severe illness from COVID-19
- Create signage to encourage the use of face coverings or masks and gloves. See [additional resources](#)
- Make supplies available for customers to participate in sanitizing surfaces and touched objects

Suggested Best Practices

- Establish curbside and delivery services in accordance with the Boulder County Public Health [Curbside and Delivery Checklist](#)
- If possible, use every other check-out lane to aid in distancing
- Place a staff person at all entrances to ensure the number of people inside does not go above the location's capacity to maintain social distancing requirements.
- Separate payment areas from delivery areas to prevent customers from gathering.
- Offer "By Appointment Only, No Walk-Ins" services
- Shift primary stocking activities to off-peak or after hours when possible to reduce contact with customers.



Additional Resources and Guidelines

- [Guidelines for Grocery Stores](#)
- [Guidelines for Non-healthcare Industries](#)
- [Guidance for Symptom Screening](#)
- [CDC Recommendations for Businesses and Employers](#)
- [CDPHE Cleaning Guide for COVID-19](#)
- [OSHA COVID-19 Guidance for Retail Workers](#)
- [National Retail Federation Coronavirus Resources for Retailers](#)

General Business Requirements

Workplace Requirements

- Deputize workplace coordinator(s) charged with addressing COVID-19 issues
- Maintain 6-foot distancing when possible, and discourage shared spaces
- Frequently sanitize all high-touch areas. See [additional guidance](#).
- Post signage for employees and customers on good hygiene. See [additional resources](#).
- Ensure proper ventilation. See [OSHA guidance](#).
 - Higher than normal ventilation levels are encouraged
- Avoid gatherings (meetings, waiting rooms, etc.) of more than 10 people
- Implement symptom monitoring protocols (including workplace temperature monitoring and symptom screening questions) where possible. See [additional guidance](#).
- Eliminate or regularly sanitize any items in common spaces (i.e., break rooms) that are shared between individuals (i.e., condiments, coffee makers, vending machines). See [additional guidance](#).
- Provide appropriate protective gear like gloves, masks, and face coverings and encourage appropriate use. See [additional guidance](#).

Employee Requirements

- Require employees showing any symptoms or signs of sickness, or who have been in contact with known positive cases to stay home. Connect employees to company or state benefits providers
- Provide flexible or remote scheduling for employees who need to continue to observe Stay-at-Home, who may have child or elder care obligations, or who live with a person who still needs to observe Stay-at-Home due to underlying condition, age, or other factors
- Encourage and enable remote work whenever possible
- Minimize all in-person meetings
- Provide hand washing facilities/stations and hand sanitizer
- Encourage breaks to wash hands or use hand sanitizer
- Phase shifts and breaks to reduce employee density
- Wear appropriate protective gear like gloves, masks, and face coverings and encourage appropriate use. See [additional guidance](#).
- [Additional guidance to keep employees & customers safe](#)



Customer Requirements

- Create special hours for people at higher risk of severe illness from COVID-19
- Encourage and facilitate 6-foot distancing inside of the business for all patrons
- Encourage use of protection like gloves, masks, and face coverings
- Provide hand sanitizer at entrance
- Install shields or barriers where possible between customers and employees
- Use contactless payment solutions, no touch trash cans, etc. whenever possible
- [Additional guidance to keep employees and customers safe](#)

Additional Resources and Guidelines

- [CDC Printable Signage Resources](#)
- [CDC Signage on How to Remove Gloves](#)
- [Commuting Solutions Telework Resource](#)

