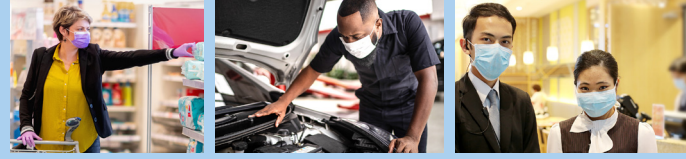




# Responsible RestartOhio

## Consumer, Retail, Services & Entertainment



### Requirements

Consumer, retail, services, and entertainment businesses must follow relevant mandates for social distancing, masking, congregating, and responding to confirmed cases of COVID-19 as outlined in the [Director's Second Amended Order for Social Distancing, Facial Coverings and Non-Congregating](#). Guidance on the order is available at the [Responsible Restart Ohio: Social Distancing, Masking, and Congregating](#) page, available at [coronavirus.ohio.gov](https://coronavirus.ohio.gov).

*NOTE: Employers and businesses will likely be unable to determine whether or not employees and customers/patrons have been vaccinated. As such, they may choose to continue to require masking, social distancing, and/or other mitigation measures among all employees and customers/patrons, both vaccinated and unvaccinated.*

### Recommendations

Below are additional recommended best practices for consumer, retail, services, and entertainment businesses.

#### Employees

- Strongly encourage as many employees as possible to work from home if unvaccinated.
- Group employees by shift to reduce exposure.
- Provide protection supplies such as soap and water, hand sanitizer, tissues, and no-touch disposal receptacles for use by employees.
- Designate an on-site masking compliance officer for each location and shift.

#### Services

- Specify hours for at-risk populations, as appropriate (e.g., elderly).
- Stagger entry of customers and guests.
- Where possible, accept customers by appointment only.
- Increase availability for curbside pickup.
- Have face coverings available to customers upon entry.
- Use contactless payments where possible.
- Consider suspending return policies.

#### Physical Spaces

- Arrange all store aisles to be directionally one-way if necessary for social distancing.
- Clean merchandise before stocking if possible.
- Establish maximum capacity.
- Close once a week for deep cleaning.
- For confirmed COVID-19 cases, shutdown shop/floor for deep sanitation, if possible.