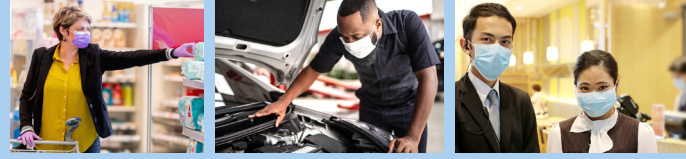




# Responsible RestartOhio

## Consumer, Retail, Services & Entertainment



### Requirements

Consumer, retail, services, and entertainment businesses must follow Ohio mandates for social distancing, masking, congregating, and responding to confirmed cases of COVID-19 as outlined in the [Director's 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](http://coronavirus.ohio.gov).

Manufacturing, distribution, and construction businesses must follow all relevant mandates in the order, including:

- **Masks must be worn at all times; some exceptions:**
  - The requirement does not apply where prohibited by law or regulation, in violation of documented industry standards, or in violation of a business's documented safety policies.
  - Exempt is anyone in an enclosed space, such as an office; or in open space in which people are separated by at least 6 feet. (This exemption does not apply in spaces intended to be used or accessed by the public).
  - Exempt are industrial or manufacturing facilities where employees are separated by at least 6 feet or by a barrier in a manufacturing line or work area.

### 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.
- 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.
- Provide face coverings upon entry.
- Use contact-less 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.