In-Store Retail Operations
COVID-19 Requirements

Summary of June 2, 2021 changes:
- Clarified rule changes for fully vaccinated individuals.
- Linked updated Department of Labor & Industries guidance.

Summary of May 3, 2021 changes:
- Removed section on fitting rooms.

For Phase 1:
- In-store retail is limited to 25 percent of indoor occupancy limits.
- Common/congregate seating areas and indoor dining facilities such as food courts are closed.

For Phase 2:
- Common/congregate seating areas and indoor dining facilities such as food courts are open and subject to Restaurant, Tavern, Breweries, Wineries and Distilleries COVID-19 Requirements.
- In-store retail is limited to 25 percent of indoor occupancy limits.

For Phase 3:
- In-store retail is limited to 50 percent of indoor occupancy limits.
- Common/congregate seating areas and indoor dining facilities such as food courts are open and subject to Restaurant, Tavern, Breweries, Wineries and Distilleries COVID-19 Requirements.

Requirements Specific to In-Store Retail Operations

1. Arrange contactless pay options, pickup, and/or delivery of goods wherever possible.
2. Customer Traffic Management
   a. Guest occupancy must be kept at or below the appropriate percentage for the phase of the county outlined above. This limit does not include employees in the calculation.
   b. Place distance markers outside of the facility in order to maintain six-foot physical distancing requirements for customers waiting to enter. Assign employees to assist and monitor customers waiting to enter.
   c. Arrange the flow of customers to eliminate choke points and reduce crowding. Mark high traffic areas with six-foot markers to maintain physical distancing requirements.
   d. Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on face coverings.
   e. Place distance markers in check-out lines in order to maintain six-foot physical distancing requirements for customers waiting to check out.
   f. Ensure minimum six-foot physical distancing requirements are maintained between customers, cashiers, baggers, and other staff except when collecting payments and/or exchanging goods. Sneeze guards or other barriers should be placed throughout the retail
establishment at all fixed places of prolonged interaction between employees that could be less than 6 feet.
g. When possible, establish hours of operation that permit access solely to high-risk individuals as defined by the CDC.

3. Sanitation
   a. Frequently sanitize additional high-touch areas including customer restrooms, fitting rooms, doors, check-out counters, and other areas like shopping cart handles.
   b. Ensure operating hours allow downtime between shifts for thorough cleaning.
   c. Ensure that employee including handhelds/wearables, scanners, radios, or other work tools and equipment are properly cleaned before and after use.

4. Any common/congregate seating areas and indoor dining facilities such as food courts are closed.

5. Malls and Other Shopping Centers
   a. Apply aforementioned in-store customer traffic management and sanitation guidance as it relates to additional customer common areas in all facilities.
   b. Ensure all tenants adhere to curbside and/or in-store retail guidance.


7. Designate a site-specific COVID-19 supervisor to monitor and enforce the COVID-19 safety plan. A copy of the plan must be available at all locations and available for inspection by state and local authorities.

**Fully Vaccinated Individuals:**

*** Nothing in this section repeals any of the other provisions found in this document. Rather, this section creates limited exemptions for fully vaccinated individuals. ***

1. **Customers:** In accordance with the Secretary of Health’s [Order 20-03.2](https://www.lni.wa.gov/forms-publications/F414-164-000.pdf), fully vaccinated individuals are exempt from the requirement to wear a face covering. A person is fully vaccinated against COVID-19 two weeks after they have received the second dose in a two-dose series (Pfizer-BioNTech or Moderna) or two weeks after they have received a single-dose vaccine (Johnson and Johnson/Janssen).

   Fully vaccinated individuals are also exempt from physical distancing requirements.

   To implement this section, businesses may:
   a. Implement an honor system;
   b. Engage with customers to ask about vaccination status;
   c. Require proof of vaccination status; or
   d. Continue mandating the use of face coverings.

2. **Employees:** Follow the requirements from the Department of Labor & Industries [here](https://www.lni.wa.gov/forms-publications/F414-164-000.pdf).
**Safety and Health Requirements**

All employers have a general obligation to maintain a safe and healthy workplace in accordance with state and federal law and safety and health rules for a variety of workplace hazards. Employers must specifically ensure operations follow the main Labor & Industries COVID-19 requirements to protect workers. COVID-19 workplace and safety requirements can be found [here](#).

Additional information is available at [Novel Coronavirus Outbreak (COVID-19) Resources](#) and [Paid Leave under the Washington Family Care Act and the Families First Coronavirus Response Act](#).