



Effective Date: January 13, 2021

Sector Guidance – Retail Stores

Authority: Executive Order No. 20-66, ORS 433.441, ORS 433.443, ORS 431A.010

Applicability: This guidance applies statewide to retail stores, including but not limited to, grocery stores, convenience stores, trade shows, RV/car shows, farmer’s markets, indoor and outdoor markets, u-cut farms, winery retail sales, libraries and pharmacies.

Enforcement: To the extent this guidance requires compliance with certain provisions, it is enforceable as specified in Executive Order No. 20-66, paragraph 10.

Definitions:

- “Alcohol Tasting” means no more than a 1/2 ounce of distilled spirits, 1 ½ ounces of wine/cider, or 3 ounces of malt beverage.
- “Farmers market” means a public and recurring group of farmers or their representatives whose primary purpose is selling the food or other agricultural products that they grow or harvest directly to consumers, including but not limited to produce, baked goods, meat, eggs, flowers, honey and dairy products.
- “Indoor and outdoor markets” means indoor or outdoor public spaces where the primary purpose is for vendors to sell agriculture products, food, merchandise, and services, generally from booths or tables, and vendors may pay a fee to participate. Indoor and outdoor markets may include but are not limited to farmers markets, flea markets, craft fairs, roadside stands and other markets that do not include interactive rides or exhibits. Indoor and outdoor markets do not include shopping centers or malls.
- “On-site consumption” means providing food or beverage for consumption within retail stores, which include but are not limited to, grocery stores, convenience stores, trade shows, RV/car shows, farmer’s markets, indoor and outdoor markets, u-cut farms, winery retail sales, libraries and pharmacies.
- “Operator” means a person responsible for the management and operation of an indoor or outdoor market space.
- “Sample” means a three-ounce or less portion of a food or non-alcoholic beverage.
- “Vendor” means a business that sells food, beverages (including alcoholic beverages), merchandise or services at an indoor market or outdoor market and may or may not pay a fee to participate.

Retail stores are required to:

- Review and implement [Statewide Mask, Face Covering, Face Shield Guidance](#).
- Ensure all individuals comply with the [Statewide Mask, Face Covering, Face Shield Guidance](#).
- Review and implement [General Guidance for Employers and Organizations](#).
- Limit maximum capacity based on the [designated level of risk](#) for the county in which the retail store is located.
- Comply with the [Self-Service Operations Guidance, if applicable](#).
- Comply with the [Eating and Drinking Establishments Guidance](#) for the designated risk level of the county in which the retail store is located, if applicable.
 - In extreme risk counties close on-site indoor food and beverage consumption areas, including but not limited to food courts and seating areas.
- Prohibit interactive exhibits and activities.
- Encourage alternative order ahead and pick up options, such as curbside pickup.
- Post clear signs (available at healthoregon.org/coronavirus) listing [COVID-19 symptoms](#), asking employees and customers with symptoms to stay home, and listing who to contact if they need assistance.
- Use signs to encourage physical distancing.
- Frequently clean and sanitize work areas, high-traffic areas, and commonly touched surfaces in both customer/public and employee areas of store. Wipe down changing room doorknobs, walls and seating between each customer use.
- Ensure that ventilation systems operate properly. Increase air circulation and ventilation as much as possible by opening windows and doors. In indoor spaces, fans should only be used when windows or doors are open to the outdoors in order to circulate indoor and outdoor air. Do not open windows and doors if doing so poses a safety risk to employees or customers.

To the extent possible, retail stores should, but are not required to:

- Consider placing clear plastic or glass barriers in front of cashiers or customer service counters, or in other places where maintaining six (6) feet of physical distance between employees and customers is more difficult.
- Implement one-way flow with marked entrances and exits, but do not block egress for fire exits. Use signs to direct one-way flow of traffic.
- Use signs and tape on the floor to maintain physical distancing while waiting for cashiers.
- Prohibit customers from trying on items that are worn on the face (cloth masks, scarves, headbands, eyewear).

- If opening fitting rooms, encourage customers to wash hands or use hand sanitizer before and after trying on clothes. Retailers should provide hand sanitizer or hand washing stations near fitting rooms.
- Use touchless or cashless payment options, that do not require contact with customers.
- Provide hand sanitizer (60-95% alcohol content) at entrances.

Additional Guidance for Indoor and Outdoor Markets

Operators of indoor and outdoor markets are required to:

- For on-site food and drink consumption, designate and delineate an area of the market only for this purpose and limit the maximum capacity of the designated area to comply with the [Eating and Drinking Establishments Guidance](#) for the designated risk level of the county.
 - Additional requirement for extreme risk counties: close on-site indoor food and beverage consumption areas, including but not limited to food courts and seating areas.
 - OHA strongly recommends that areas are roped off or marked in such a way to create a single entry and exit areas.
 - Vendors offering on-site consumption of alcohol or alcohol tastings at markets must obtain a special event license from the OLCC and must ensure that open containers of alcohol (including alcohol tastes, drinks, etc.) do not leave the boundaries of the licensed area.
- Ensure customers, staff and vendors maintain physical distance of at least six (6) feet per person, except that members of the same party can stand together without staying six (6) feet apart. A distance of at least six (6) feet must be maintained between parties.
- Post signs to require physical distancing throughout market, including but not limited to posting signs near restrooms.
- Use signs, tape, or other physical indicators, to maintain physical distancing while waiting for cashiers.
- Assign one (1) physical distancing monitor on premises per 50 people to ensure physical distancing requirements and gathering capacity limits are maintained at all times for both indoor and outdoor spaces, including at entrances, exits, restrooms and any other area where people may gather.
- Remove or restrict standing areas to facilitate the requirement of at least six (6) feet of physical distance between parties.
- Provide separate facilities, including restrooms, if there is more than one indoor or outdoor market operating at the same time at the same location.
 - Customers, vendors and market staff must use only the facilities for their designated market.

- Assign at least one (1) sanitation attendant whose duties are to clean restrooms hourly during the market, and ensure adequate sanitary supplies (e.g., soap, toilet paper, 60-95% alcohol content hand sanitizer) during all events.
- Assign at least one (1) sanitation attendant whose duties are to frequently clean and disinfect work areas, high-traffic areas, and commonly touched surfaces in areas accessed by employees and customers.

To the extent possible, operators of indoor/outdoor markets should, but are not required to:

- Strongly encourage vendors/attendees/participants to wash hands with soap and water for at least 20 seconds or to use hand sanitizer (60-95% alcohol content) regularly.
- Provide separate entrances/exits for employees and/or vendors.

Additional requirements for vendors of indoor and outdoor markets:

- If providing personal services, review and implement the [Personal Services Guidance](#).

Guidance for local governments

Local governments must comply with this guidance if they are hosting or sponsoring an indoor or outdoor market in a government building or on governmental owned or leased properties, such as but not limited to county or city fairgrounds. Local governments must comply with this guidance when renting or allowing use of government buildings or governmental owned or leased properties for non-governmental activities.

Additional resources:

- [Signs you can post](#)
- [Statewide Mask, Face Covering, Face Shield Guidance](#)
- [OHA General Guidance for Employers and Organizations](#)

Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsosha.state.or.us.