Retail Stores

Below are answers to frequently asked questions about the Oregon Health Authority’s (OHA) Sector Guidance for Retail Stores. The guidance and these FAQs apply statewide. OHA provides these FAQs to help the public understand the guidance, to respond to stakeholder questions, and to clarify how the guidance may apply in specific scenarios. These FAQs may be intermittently updated. The FAQ is not intended to take the place of the guidance, but rather to interpret, supplement and help fill in the details of the guidance.

Operations

Q1: May secondhand stores accept donations?
A1: Yes. When processing returns or donations, employees should wash hands or use hand sanitizer before and after handling items. A retailer may set items aside for a day or longer if concerned about perceived risks of exposure.

Q2: Where do real estate offices fit?
A2: Real estate offices must follow the OHA General Guidance for Employers and Organizations. Real estate offices are not subject to, but may review, the retail guidance for other recommendations that they may want to follow.

Q3: How do I determine the number of customers to allow in a store?
A3: Businesses must limit capacity based on the designated risk level for the county where the store is located. Guidance for determining maximum occupancy and capacity is located in the Sector Risk Level Guidance Chart.

Q4: May farmers markets or other open markets operate under the Retail Guidance?
A4: Yes, farmers markets or indoor and outdoor markets may operate under the Retail Stores guidance and are required to follow the maximum capacity limits based on the designated risk level of the county where the market is located.

Q5: If a customer gets COVID-19 from being in my store, am I liable?
A5: If you have liability concerns you should contact your legal counsel.

Q6: I’ve noticed many businesses have shorter hours. Is there any requirement that retailers are to be closed by a certain time?
   A6: There is not a requirement for retailers to be closed by a certain time or change their hours of operation.

Q7: Are museums required to follow the Sector Guidance for Retail Stores? What is the guidance for museums?
   A7: Museums are considered indoor entertainment and are required to follow the Sector Guidance for Indoor Entertainment Establishments.

Q8: Can customers try out a pool table or other product for the purpose of a purchase decision, or is that considered an interactive activity and prohibited?
   A8: Yes, customers may try out a pool table or other product for the purpose of making a purchase decision. However, use of the product must be brief and done specifically for the purpose of making a purchase decision. Retail operators must not allow more than brief use of the product. If the product is use for more than a few minutes, it is considered an interactive activity and prohibited. Retail operators must regularly clean products customers touch, such as a pool cue.

Q9: Are u-pick/u-cut operations, like tree farms, allowed?
   A9: Yes. These are allowed following the Sector Guidance for Retail. For more information about U-Pick Farms, refer to the Oregon Department of Agriculture’s U-Pick Farms information.

Q10: Can holiday bazaars operate under the Retail Guidance?
    A10: Yes. Holiday bazaars may operate under the Retail Guidance. Holiday Bazaars are generally considered an outdoor or indoor market and are subject to the additional requirements in the Retail Guidance.

Q11: Are banks and credit unions allowed to operate under the Retail Guidance?
    A11: Yes, banks and credit unions must comply with the retail guidance.

Q12: Can retail stores that are in extreme risk counties offer alcohol tastings inside their stores?
    A12: No. Indoor on-site consumption of food and beverages are prohibited in extreme risk counties. This includes all tastes and samples.

Employees

Q1: Are retail businesses required or recommended to conduct health care screening for employees? What about self-health monitoring for employees instead?
A1: It is recommended that retail businesses consider regular health checks (e.g., temperature and respiratory symptom screening) or symptom self-report of employees, if job-related and consistent with business necessity, and in accordance with human resources policies.

Q2: May I take the temperature of my employees?
A2: Following OHA guidance, retail businesses may consider regular health checks (e.g., temperature and respiratory symptom screening) or symptom self-report of employees if job-related and consistent with business necessity and in accordance with human resources policies.

Q3: If a retail facility has employees who can maintain physical distancing, do we still have to require them to wear masks?
A3: Yes, a retail facility must require employees, contractors and volunteers to wear a mask, face shield or face covering following the Statewide Mask, Face Covering, Face Shield Guidance. Employees must also maintain at least six (6) feet of physical distance from others.

Q4: Is the face covering requirement for customer-facing employees only, or also for employees who don’t interact with the customers (e.g., warehouse employees)?
A4: It applies to both. The Statewide Mask, Face Covering, Face Shield Guidance requires all employees, contractors and volunteers to wear a mask, face shield or face covering.

Shopping Centers and Malls

Below are answers to frequently asked questions about the Oregon Health Authority’s (OHA) Sector Guidance for Indoor and Outdoor Shopping Centers and Malls. The guidance and these FAQs apply statewide. OHA provides these FAQs to help the public understand the guidance, to respond to stakeholder questions, and to clarify how the guidance may apply in specific scenarios. These FAQs may be intermittently updated. The FAQ is not intended to take the place of the guidance, but rather to interpret, supplement and help fill in the details of the guidance.

Q1: If a food establishment is located at a mall or shopping center, may it provide curbside, take out service for food?
A1: Yes. Establishments located at a mall or shopping center are required to follow the Sector Guidance for Eating and Drinking Establishments and may offer food or drink for off-premises consumption (e.g., take out) or for delivery. All on-site consumption in restaurants and food courts is based on the designated risk level of the county where the eating and drinking establishment is located.

Q2: Do employees count toward the maximum capacity limit for the shared seating areas in food courts?
A2: No. Retail operators that have on-site consumption of food and drink must comply with the Eating and Drinking Establishments Guidance for the designated risk level of the county in which the retail store is located. For the shared seating area in food courts, operators must comply with the maximum capacity limit for indoor dining for the designated risk level where the food court is located. For example, in high risk counties, this limit 50 people.

**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@dhsoha.state.or.us.