

## Retail FAQ May 11, 2020

**Q. Where do real estate offices fit?**

A. Real estate offices must follow the general business guidance. Please review the retail guidance for other recommendations that you may want to follow.

**Q. As a small boutique, can I make it mandatory to wear face masks?**

A. Yes (be aware that it may be a challenge legally to enforce strictly.)

**Q. How do you determine the number of customers to allow in a store?**

A. By determining how many customers you can accommodate and maintain six (6) foot physical distancing between customers or parties of customers. A store of a given size that is able to use a "one-way" flow system could likely accommodate more customers than one that is not set up for "one-way" flow.

**Q. We have a children's bookstore. Is there any reason we can't discourage (or prevent) parents from bringing in children? Is there any model signage or other guidance you can provide to help communicate that message?**

A. ??? [SEEKING GUIDANCE. I DON'T IMAGINE THERE IS ANY HARM IN ENCOURAGING THIS THROUGH SIGNAGE.]

**Q. Would the 14 day 'quarantine' from the workplace by employees who have been exposed to someone with the virus, start at the date of diagnosis or the date the family member test negative?**

A. It would start fourteen days from the last time the employee had contact with the person or fourteen days after the last time that person was contagious (if the employee has been continuously in contact with them), i.e., 72 hours after the person who had the virus no longer has symptoms. County public health is very likely to be in touch with you to help you navigate this situation through their contact tracing system.

**Q. I am the manager of the Lithia Artisans Market in downtown Ashland. Wondering if we would be open in phase one?**

A. There is no blanket prohibition on that kind of market. You should definitely consider whether the appropriate physical distancing can be maintained and having one or more individuals dedicated to educating/encouraging attendees to maintain physical distance. The following farmers' market guidance may also be helpful:  
<https://www.oregonfarmersmarkets.org/covid-19>  
[https://agsci.oregonstate.edu/sites/agscid7/files/wrcefs/wrcefs\\_farmers\\_market\\_covid-19\\_041920.pdf](https://agsci.oregonstate.edu/sites/agscid7/files/wrcefs/wrcefs_farmers_market_covid-19_041920.pdf)

**Q: Is health care screening for employees required or suggested? Can we have self-health monitoring for employees instead?**

A. Yes, this is a "to the extent possible" provision; self-monitoring is acceptable.

**Q: Will retail stores be able to get testing and tracing?**

A. Contact tracing is a function of public health and a requirement for counties to move into Phase 1 is that the county has adequate contact tracing capability. Testing capability is increasing rapidly. If you are

seeking testing for an asymptomatic individual, contact your local county health office.

**Q. May I take the temperature of my employees?**

A. Yes, this is encouraged. See:

<https://www.shrm.org/resourcesandtools/legal-and-compliance/employment-law/pages/eeoc-coronavirus-temperature.aspx>

**Q. If a customer gets COVID from being in my store, am I liable?**

A. You can be sued for anything. However, (a) if you are following state guidance it would probably be difficult to prove negligence; and (b) it would also likely be difficult to prove that they contracted COVID-19 specifically at your business. As always, you should consult with your attorney. You may want to consider posting some signage informing customers of the risks that they assume by coming into your store.

**Q. Will there be a drive-thru testing any time soon?**

A. Several counties are using drive-thru testing already, but in all or most cases that is available only under a doctor's direction at this time.

**Q. Is there a specific thermometer to use that is less invasive?**

A. Yes, use an infrared no-touch thermometer.

**Q. If a retail facility has employees who can maintain social distancing, do we still have to require them to wear masks?**

A. The guidance requires the use of masks AND maintain six (6) feet of physical distance.

**Q. what are plans for fall flu surge, possibly combined with a resurgence of COVID?**

A. County public health and the health care system do anticipate that this may be a challenge. Between now and the fall, our testing capability will continue to increase and, combined with population modelling and contact tracing, is our best hope for avoiding/managing a resurgence of COVID-19 in flu season. OHA will be monitoring contact tracing outcomes and other metrics to determine if contagion is threatening to get out of control.

**Q. Will there be specific guidance for bed & breakfasts and small lodging facilities opening for general tourism (specifically relating to food handling)?**

A. Lodging establishments should follow the restaurant guidance in all of their food service operations.

**Q. Is the face covering requirement for customer facing employees only or for warehouse, etc., that doesn't interact with the customers?**

A. For all employees.

**Q. Are you saying even if you can maintain 6 feet distance we still need to wear a face covering/mask?**

A. Yes.

**Q. Please clarify when malls and shopping centers can reopen. Is it only if a county has been approved for phase 1 reopening?**

A. Yes. Malls and shopping centers should remain closed until their county or region enters Phase 1. (This applies to any common areas or shared entrances of malls. Stores that are part of a mall, but that have entrances that are separate/direct, can be open at this time or after May 15 depending upon the type of store.)

**Q. I've noticed many business have shorter hours; is there any requirement to be closed by a certain time?**

A. There is no hours of operation/time limitation for retail.

**Q. For essential businesses that have been open this whole time, are face coverings required for us?**

A. Yes. All retailers, including grocery and pharmacy stores, must comply with the full retail guidance, ideally by May 15, but by May 22 at the latest.

**Q. Are museums retail? What is the guidance for museums?**

A. Museums are not considered part of retail. They will be addressed by future guidance, likely under the heading of indoor venues or something similar.