

Phase II Retail Guidelines

In Phase I, non-critical retail establishments were permitted to begin limited, in-person customer shopping. These guidelines supplement the Phase I guidelines to guide operations during Phase II and summarizes steps Rhode Island is asking all non-critical retailers to take. It should be noted that *critical* retailers, including grocery stores and pharmacies, continue to operate under existing Executive Order and Department of Business Regulation guidelines. If you have any questions about this guidance, please contact the Department of Business Regulation via the [online form](#) at or call 401.462.9500.

Phase II operations

In-person shopping will be permitted in non-critical retail stores with the following guidelines:

Capacity and browsing guidelines: If a store permits in-person shopping, capacity is set by regulation and will be limited to one customer per 150 square feet in individual retail stores and in common areas. Browsing is encouraged to be brief and limited.

- Stores are encouraged to have exclusive hours for those in high-risk populations, including older people, or offer other accommodations for high-risk populations.
- Customer pre-orders and pickup of merchandise are encouraged; this pre-order/pickup approach should be enabled by retailers.
- Retailers are encouraged to minimize customer use of shared surfaces by cleaning high touch surfaces frequently and reduce merchandise on floor, where possible, to reduce handling.

Physical distancing: Stores should mark six-foot distances to guide customers to maintain a safe distance while in line or in high-traffic areas of the space. It is recommended that check-out areas have see-through barriers between employees and customers.

Contactless payments are encouraged.

Sampling and dressing rooms: Retailers must temporarily discontinue the sampling or application of personal goods (i.e. make-up, perfume, lotion). Retailers are encouraged to close dressing rooms. Businesses that wish to operate their dressing rooms or for whom the operation of a dressing room is essential to their business model must outline procedures for the sanitizing of any clothing tried on in dressing rooms between customers and for cleaning the dressing rooms frequently (e.g. between uses) in their COVID-19 Control Plan.

General guidance: All businesses should also review the [general business guidance document, dated May 13, 2020](#), posted on Reopening RI's website..

Retailers are encouraged to offer hand sanitizer to customers at store entrances and exits.

Reopening checklist and plan: Non-critical retail businesses must review and sign the [reopening poster](#) before conducting customer-facing business (interacting in person with customers). The checklist must be posted visibly within your retail establishment before reopening for business. All retail businesses must write a [COVID-19 Control Plan in accordance with the template](#) posted on Reopening RI's website before conducting customer-facing business (interacting in person with customers).

Expanded Non-critical retail operations allowed in Phase II

Retailers that do not have an independent, exterior entrance may begin limited in-person shopping in Phase II. This includes stores accessible via an interior entrance from a shared hallway or interior concourse.

Multi-retailer complexes (including malls)

Operators of multi-retailer complexes, such as shopping malls, whether in a single building or a series of connected buildings, should follow the appropriate guidance in operating each component of their facility under their control. Recreation, entertainment, and food service areas must follow the guidance appropriate to those settings. In a multi-tenant facility, such as a shopping mall, capacity limitations must be maintained within all common areas and within individual business settings.

Multi-retailer complexes must organize public or shared spaces to maintain physical distancing and prevent congregating. This includes removing or otherwise preventing use of seating areas and seating in food courts, marking six-foot spacing in high-traffic areas, and encouraging six-foot spacing in lines outside of the facility or for individual uses within the facility. Consider posting signage or using ropes to direct customers and limit bottlenecks and encourage flow in high-density common areas. Consider marking floors with directional indicators (arrows) to prevent customers from passing by each other with less than six feet of distance.

Multi-retailer complex (mall) personnel should be assigned to ensure that there is no congregating, that traffic flows smoothly, and that physical distancing is maintained.

Tenants who rent and operate discrete spaces within a facility are responsible for following the applicable guidance for their operation, including adherence to all general business guidelines and setting-specific guidelines on capacity, sanitation, and hygiene.