

## Guidance for Grocers and Large Retailers, Phase III

Rhode Island has asked all businesses to comply with physical distancing guidelines and to maintain a high level of sanitation and employee hygiene in alignment with CDC guidance. Recognizing the critical role that grocers and large retailers play in delivering services and enabling continued response to COVID-19, Rhode Island is sending this reminder to help retailers and grocers follow best practices and ensure that the shopping experience meets the needs of all Rhode Islanders, including those who are most vulnerable to COVID-19.

### Physical distancing

- Per [Executive Order 20-67](#), retail businesses may allow up to one customer per 100 square feet of store area.
- Retailers should ensure compliance with occupancy limits.
- Clearly mark six-foot spacing in check-out lines and other high-traffic areas, and consider ways to encourage spacing if there are lines outside the store's entrance. Consider posting signage or using ropes to direct customers and to limit bottlenecks and encourage one-way traffic flow in high-density areas of stores.
- Offer exclusive hours for those in high-risk populations, including older adults. During shopping times for high-risk populations, stores should limit capacity to 10% of the normal capacity allowed by the State Fire Marshal or one customer per 300 square feet of store area.
- Grocery stores and large retailers with more than 25,000 square feet are encouraged to offer pickup and/or delivery options.
- Designate employees to monitor physical distancing and assist customers.
- Maximize space between customers and employees at checkout.

### Cleaning and disinfection

- Designate employee(s) to ensure the cleaning guidelines set by the CDC are followed.
- Discontinue self-service of unpackaged foods and product sampling.

Questions about these guidelines can be directed to the Department of Business Regulation (DBR) at 401-889-5550 or via [DBR's website](#).