



Retail Establishments including Small Businesses

General Guidelines

(Effective June 1, 2020 at 12:01 AM)



The following guidelines are outlined within Miami-Dade County's Emergency Order 23-20 Amendment No. 1 for reopening certain retail and commercial establishments in Miami-Dade County.

To view the List of Establishments or to obtain a copy of the entire handbook, visit: <https://www.miamidade.gov/global/initiatives/coronavirus/emergency-orders.page>

For more information, call (305) 234-4262, email info@cutlerbay-fl.gov, or visit our website at www.cutlerbay-fl.gov

Color Identification System

The color flag identification system below will be used to communicate each day where we are on the continuum of the New Normal. Depending upon the situation, we may take intermediate steps between these phases, but knowing what color phase we are in will help you navigate your activities.

Color



Phase

Most stringent closures; only essential businesses open; social distancing and facial covering requirements in place



Parks and Open Spaces open; preparations taking place to reopen other sectors with strict capacity requirements in place; social distancing and facial covering requirements in place



Limited opening of non-essential businesses and other facilities; strict capacity requirements in place; social distancing and facial covering requirements in place

Current Phase: Yellow



More expansive opening of businesses and facilities; capacity requirements expanded; social distancing and facial covering requirements in place



New Normal is in place; all businesses and facilities open; social distancing and facial coverings encouraged

Initial Reopening Plan



The Yellow flag phase began on May 18, 2020 and allowed selected non-essential businesses to open with stringent capacity and safety rules in place. The guidebook now includes protocols for the reopening of beaches, hotels and other accommodations. Protocols for wellness facilities, including gyms, yoga studios and other facilities, as well as summer camps and entertainment venues will be released in the next edition with designated start dates.

While designated businesses are permitted to open, you are not required to open. Furthermore, if we experience a surge in cases, we may be required to return to the Orange flag phase. Should this happen, we will communicate this to the community with adequate time to prepare prior to the effective date.

As you prepare to reopen your establishment, please consider these examples of general safeguarding guidelines for reopening. All guidelines are categorized by workforce protection measures, employee protection measures, non-employee (or customer) protection measures, business process adaptations, employer-led public health interventions and industry-wide safeguards. This list is not intended to be all-inclusive, but rather examples of actions to be taken so that you may protect your employees and your customers. If a particular commercial establishment supports multiple business lines, only those permitted to operate may be opened in any particular phase. You may wish to enforce more stringent guidelines or procedures.

General Reopening Guidelines

- I. Workforce protection
 - a. **Facial coverings must be worn inside businesses and commercial establishments or wherever social distancing is not possible**
 - b. **Do not allow employees who have flu like symptoms to report to work for 14 days after the onset symptoms**
 - c. Provide or coordinate safe transportation to work allowing for social distancing
 - d. Allow for flexible schedules for childcare and sick time
 - e. Staggered breaks to reduce large group gatherings
 - f. **Install hand sanitizer at entry points and through site**

- II. Employee protection
 - a. **Enforce personal protective equipment (e.g., face masks, gloves)**
 - b. **Ensure employees (and customers) stay more than 6 feet apart (use visual markers to help with implementation)**
 - c. **Enhanced sanitization of all common areas / touch points (doors, stairwell handles, light switch, elevator switch, etc.)**
 - d. **Procure increased amounts of soap, hand sanitizer, cleaning materials and protective equipment**

- III. Non-employee Protection
 - a. **Visually mark separation 6 ft. apart for areas where people would group (e.g., queues and elevators)**
 - b. Discourage entry to site of visitors and contractors, unless needed for operations
 - c. **Eliminate car valet services, unless self-parking is unavailable. Where self-parking is unavailable, valet may be utilized. Valet operator will step away 6 feet after opening car door (visual markers should be placed on the ground to assist). After parking, vehicle operator will switch or sanitize gloves prior to servicing the next vehicle.**
 - d. Set up self-checkout lines and contactless payments, as applicable

- IV. Business Process Adaptations
 - a. Upgrade/Install ventilation including HVAC filters per OSHA guidance
 - b. **Clean and disinfect bathrooms every two to three hours**
 - c. **Eliminate the use of common water fountains and interactive displays**
 - d. **Limit capacity of elevators to ensure social distancing**
 - e. Designate quarantine rooms for infected individuals and deep clean after use
 - f. Require non-core functions to work from home, as possible
 - g. Avoid meetings of more than 5 participants, encourage virtual meetings
 - h. Reduce seating in breakrooms / common areas to ensure minimum 6' physical distance. If not possible, close common areas
 - i. **Prior to re-open, flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store's closure**

- V. Employer-led public health interventions
 - a. **Post CDC signage in publicly trafficked locations emphasizing measures to “Stop the Spread of Germs” and to exercise social responsibility**
 - b. **Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with COVID 19 issues**
 - c. Design work group shifts to minimize contacts between employees and ensure easier tracking and tracing, as possible
 - d. Implement testing programs for high risk employees (e.g., frequent contact with customers or suppliers)

- VI. Industry-wide Safeguards
 - a. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
 - b. Establish protocol to immediately disclose infection to state DOH bodies and procedure to safeguard store (e.g., deep cleaning)
 - c. Setup clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale)
 - d. Post a contact email address and/or telephone number for employees /customers to contact if they have questions or concerns
 - e. **Any establishment that has an on-site employee or contractor who tests positive shall close for the shorter of:**
 - i. **the time needed for staff who were in contact with the positive employee or contractor to be tested and cleared by a medical professional as being COVID-19 free and the establishment to be deep-santized;**
 - ii. **14 days from the date such employee or contractor was last on-site at such establishment, if deep-santization is not performed.**
 - f. **An establishment shall be deemed to have complied with the above if, after deepsantizing, employees who were in contact with the positive employee or contractor do not report to work for 14 days after the date the positive employee or contractor was last on-site**
 - g. **Where an establishment has multiple floors or structures or square footage of more than 10,000 feet, only those structures, floors or areas where the infected person was present are required to be sanitized as a condition of re-opening, and only those employees working in such structures, floors or or areas must be tested. All employees who came into personal contact with the positive employee must be tested or, in the absence of a test, be excluded from the premises for 14 days after the date the positive employee was last onsite.**
 - h. **Under no circumstances shall an employee or contract who tested positive report to work at an establishment until that employee is cleared by a medical professional as being COVID-19 free.**

Retail Establishments (including Small Businesses)

- I. Workforce protection
 - a. Assess employee assignments based on risk profiles (vulnerable populations)
 - b. **Enable single point of entrance**
 - c. **Facial coverings must be worn inside a retail establishment**
 - d. **Install hand sanitizing dispensers or make sanitizer available at entrances and in common areas**
 - e. Establish sign-in stations or check points for employees with health questionnaire on symptoms
 - f. Encourage employees to self-identify and report symptoms; do not allow employees who have flu like symptoms to report to work for 14 days after the onset symptoms.
 - g. Institute staggered breaks in order to discourage large group gathering

- II. Employee protection
 - a. **Space out customer queues for fitting rooms and at cashiers with floor markers (every 6 ft);** adopt virtual waiting area / queue where feasible
 - b. Ensure commercial / delivery drivers' access is limited to receiving area and minimize interactions with staff; exclude any interactions with frontline personnel
 - c. Installation of plexiglass sneeze guards and moving of pin pads to facilitate social distancing at checkout stations
 - d. **Procure appropriate amounts of soap, hand sanitizer, cleaning materials and protection equipment (masks, gloves)**

- III. Non-Employee Protection
 - a. **Limit the number of staff and customers to state requirement up to a maximum of 50 percent of mall/store occupancy**
 - b. **Place signs outside and inside the elevators to limit capacity to 4 passengers, with visual markers for passengers to stand on.** Signs should encourage people to take the stairs where appropriate and offer preferential treatment elderly, persons with disabilities, pregnant women, and families with small children
 - c. **Cart handles and basket handles must be sanitized between uses**
 - d. **Eliminate car valet services, unless self-parking is unavailable. Where self-parking is unavailable, valet may be utilized. Valet operator will step away 6 feet after opening car door (visual markers should be placed on the ground to assist). After parking, vehicle operator will switch or sanitize gloves prior to servicing the next vehicle.**
 - e. Adapt curbside locations to be available in shopping center parking lots and throughout mall surface lots to accommodate pick-up
 - f. Set specific shopping hours for vulnerable groups (elderly, persons with disabilities, pregnant women)

IV. Business Process Adaptions

- a. **Mark with arrows entry and exit points, creating one-way circulation paths inside stores**
- b. Remove public seating areas, if possible, and enforce distancing through signaling
- c. **Flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store's closure**
- d. Change and/or upgrade mall/store HVAC filters (per OSHA guidance)
- e. Encourage adoption of contactless payment mechanisms (e.g., credit cards)
- f. Install 'physical buffers' to handle shopping items (e.g. 1 or more tables between customer and cashier for loading, checkout and bagging of items)

V. Employer-led Public Health Interventions

- a. **Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with Covid-19 issues**
- b. **Post CDC signage in publicly trafficked locations emphasizing measures to "Stop the Spread of Germs" (CDC) and exercise social responsibility (e.g., hygiene)**
- c. Design work group shifts to ensure easier tracking and tracing
- d. Encourage use of contactless thermometer for daily employee check in monitoring of temperatures
- e. Evaluate the need for testing program for high risk employees (e.g., frequent contact with customers or suppliers)

VI. Industry-Wide Safeguards

- a. Malls and stores must indicate how much "lead time" each needs to be ready to re-open
- b. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
- c. Establish and employ protocol to immediately disclose infection to state DOH bodies and procedure to safeguard store (e.g., deep cleaning.
- d. Establish and employ clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale)
- e. **Stores/malls shall post a contact email address and/or telephone number for customers**

Additional considerations for Personal Grooming Stores

- I. Workforce Protection
 - a. **Within the shop, a minimum of six feet (6') distance between customers, except for families residing at that same dwelling**
 - b. **Capacity limited to 50% of building occupancy as required by law**
 - c. As possible, install plexiglass barrier between salon chairs
 - d. **Only the customers receiving the service may enter the shop (except for an adult accompanying a minor or someone requiring assistance)**
 - e. **All services require an appointment; appointments must be recorded for tracking purposes and for the notification of others that may have been present in the shop, if a positive COVID-19 case is reported**
 - i. **Customers must wait outside of the business (practicing social distancing) or in their cars until they are called for their appointment**
 - ii. **A paging system may be utilized similar to what restaurants use, so that customers do not congregate outside of or around the shop**
 - iii. **Walk-ins are prohibited**
- II. Employee protection
 - a. **Employees to wear masks and gloves at all times, the use of face shields is strongly encouraged**
 - b. **Employees must not share tools**
 - c. **Hairdressers have to wear single-use aprons**
 - d. **Any face to face service requires a face shield being worn by the groomer/stylist (e.g., beard/mustache, eyelashes, eyebrow, facial)**
- III. Non-employee Protection
 - a. **Customers to wear face masks (coverings may be removed for a short time when necessary to perform face services as instructed by groomer/stylist)**
 - b. Provide customers with disinfection spray to apply on entry/exit
- IV. Business Process Adaptations
 - a. **Cleaning and disinfecting agents must be EPA registered and labeled as bactericidal, virucidal and fungicidal**
 - i. **Reception and Retail Area**
 - 1. **Discard old magazines and other non-essential items in the waiting area that cannot be disinfected**
 - 2. **Wipe down all soft surfaces (couches, chairs) with water and a clean towel**
 - 3. **Clean and disinfect all hard, non-porous surfaces such reception counter, computer keyboard, phones, door handles, light switches and point of sale equipment**
 - 4. **Clean and disinfect all shelving, glass and display cases; keep product containers clean and dust free**
 - 5. **Place signage in window to notify customers of your diligence in practicing proper infection control**

- ii. **Workstations – this must be performed after each service(s) provided to the customer**
 - 1. Clean and disinfect all non-porous implements used in your services (immersion, spray or wipe)
 - 2. Store properly disinfected implements in closed containers
 - 3. Clean and disinfect all electrical implements used in your services
 - 4. Clean and disinfect chairs and headrests; consider barrier methods on chairs such as disposable paper drapes or towels that can be laundered after each client
 - 5. Clean and disinfect workstation, rolling cards, drawers and any containers used for storage
 - 6. Ensure that single use porous items are new
 - 7. All items on a nail station must either be new, never used, or cleaned and disinfected (stored in a closed container until ready to use)
- iii. **Treatment Rooms/Laundry/Shampoo Bowls/Pedicure Bowls**
 - 1. Clean and disinfect any appliances used
 - 2. Clean and disinfect treatment tables
 - 3. Ensure all single use items are new
 - 4. Empty wax pots, completely clean and disinfect, and refill with new wax
 - 5. Any used linens, must be washed and dried on the HOT temperature setting
 - 6. All clean linens must be stored in closed covered cabinets
 - 7. Launder (porous) or disinfect (non-porous) all capes
 - 8. Clean and disinfect all shampoo bowls, handles, hoses, spray nozzles and shampoo chairs after each use
 - 9. Clean and disinfect pedicure bowls after each use
- b. **Washing hair before a cut is compulsory**
- c. Encourage paperless transactions and offer to email receipts if possible
- d. **All staff must wash hands before and after each service; if possible, it is recommended to wash hands in front the customer**



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	f. Institute staggered breaks in order to discourage large group gathering		
Employee Protection	a. Space out customer queues for fitting rooms and at cashiers with floor markers (every 6 ft); adopt virtual waiting area / queue where feasible		
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	d. Procure appropriate amounts of soap, hand sanitizer, cleaning materials and protection equipment (masks, gloves)		
Non-employee Protection	a. Place signs outside and inside the elevators to limit capacity to 4 passengers, with visual markers for passengers to stand on. Signs should encourage people to take the stairs where appropriate and offer preferential treatment elderly, persons with disabilities,		
	b. Eliminate car valet services, unless self-parking is unavailable		
	c. Adapt curbside locations to be available in shopping center parking lots and throughout mall surface lots to accommodate pick-up		
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Business Process adaptations	a. Mark with arrows entry and exit points, creating one-way circulation paths inside stores		
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Industry-wide safeguards	a. Malls and stores must indicate how much "lead time" each needs to be ready to re-open		
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	e. Stores/Malls shall post a contact email address and/or telephone number for customers		



Screening for COVID-19

FloridaHealth.gov/COVID-19 • Florida Department of Health

Are you experiencing symptoms?

Symptoms may appear in 2–14 days after exposure to the virus.

1



FEVER



COUGH



SHORTNESS OF BREATH

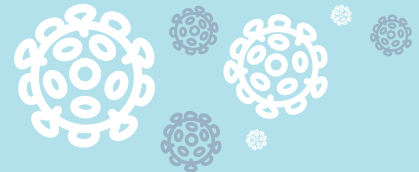
2

Have you returned from international travel or a cruise within the last 14 days and have any of the symptoms above?



3

Have you been around someone diagnosed with COVID-19?



If you answered “yes” to any of the above questions, call your health care provider or your county health department (CHD) by scanning the code for the local CHD finder. Or call 1-866-779-6121.



Guidance

- Self monitor for fever, cough, or other respiratory symptoms for 14 days.
- Avoid contact with sick people.
- Delay any additional travel plans until no longer sick.
- Wash hands often with soap and water for at least 20 seconds.
- Cover mouth and nose with a tissue or sleeve when coughing or sneezing. Throw the tissue in the trash.



COVID-19

Guidance for Businesses & Employees

Florida Department of Health • FloridaHealthCOVID19.gov

Reduce Transmission Among Employees

Encourage sick employees to stay home

- Employees who have symptoms (**fever, cough, or shortness of breath**) should notify their supervisor and stay home.
- Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers. **Learn more at tinyurl.com/vgx83aq.**
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor. Follow the Centers for Disease Control and Prevention’s (CDC) recommended precautions at **tinyurl.com/sdf3p46**.
- Reduce the in-office workforce to 50% by encouraging employees to telecommute if possible.
- For more information, refer to the Florida Public Health Advisory at **FloridaHealthCOVID19.gov/News**.



Have Flexible Sick Leave Policies

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s (HCP) note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. HCP offices and medical facilities may be extremely busy and not able to provide such documentation quickly.



Maintain a Healthy Work Environment

- Provide tissues and no-touch disposal receptacles if possible.
- Provide soap and water in the workplace.
- Place hand sanitizers with at least 60% alcohol in multiple locations to encourage hand hygiene.
- Discourage handshaking—encourage the use of other noncontact methods of greeting.
- Encourage social distancing by maintaining a distance of **6 feet** from others when possible.



Perform Routine Cleaning and Disinfection

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
- Discourage workers from using other workers’ phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use.



Advise Employees Before Travel

- Check the CDC’s Traveler’s Health Notices for the latest guidance and recommendations for each country to which you will travel.
- Advise employees to check themselves for symptoms of COVID-19 (fever, cough, or shortness of breath) before starting travel and notify their supervisor and stay home if they are sick.
- Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and promptly call a healthcare provider for advice if needed.