

## **Safeguarding Guidance:**

The Governor's Economic Re-Opening Task Force recommends protocols for safeguarding all New Hampshire businesses and individuals during the coronavirus disease 2019 (COVID-19) pandemic. This industry-specific guidance is based on what is currently known about COVID-19 and is intended to protect the public's health and allow New Hampshire to remain open for business. The intent of these recommendations is to reduce transmission of COVID-19 among employees and customers; support healthy business operations; and maintain a healthy work environment.

In addition to strict adherence to U.S. Centers for Disease Control and Prevention (CDC), Equal Employment Opportunity Commission (EEOC) and Occupational Safety and Health Administration (OSHA) guidance, and US Food and Drug Administration (FDA), the State of New Hampshire recommends policies and procedures to protect consumers and employees, including.

These guidelines apply to retail establishments who are currently open and providing Essential Services, as well as retail establishments who are re-opening their physical locations and resuming in person operations pursuant to Emergency Order #40. Effective on May 11, 2020, all retail establishments may open their physical facilities to workers, customers, and the public and resume in person operations if they operate in accordance with the following guidelines.

Retail establishments who are currently open due to provision of Essential Services must begin operating in accordance with these guidelines immediately.

## **Employee Protection:**

-All staff must wear cloth face coverings at all times when in the showroom and in public locations or shared staff areas (e.g. break rooms), even if other individuals are not immediately present.

-Alcohol-based hand sanitizer has been made readily available for both staff and consumers at entrances and exits to the retail facility, at checkout locations, and in staff breakrooms and other commonly used staff areas.

-Staff must be screened (questioned about) for symptoms of COVID-19 before each shift. Staff with any symptoms must not be allowed to work.

-Staff has been instructed to maintain a distance of at least 6 feet from others (other staff and customers) at all times.

## **Consumer Protection:**

-Showroom hours will be by appointment only. No walk in appointments will be available.

-Customers should wear cloth face coverings at all times when inside the store. Signage and staff will request this before customers enter the store.

**-Where appropriate and possible, we will implement pay-ahead and curbside pickup and/or delivery service options to minimize contact and maintain social distancing.**

### **Business Process Adaptations:**

**-Services should preferably be paid for electronically, but retailers may accept cash or check.**

**-We have established enhanced cleaning protocols that follow CDC guidance relating to cleaning and disinfection for COVID-19. This includes cleaning and disinfecting shared resources and frequently touched surfaces every two hours. Counters and other frequently touched surfaces will be wiped down and cleaned between each customer.**

**-We have added a plastic shield between customers and clerks at service counters and will sanitize them frequently.**

**- Respect the right of business owners to have requirements over and above these recommendations.**