



Reopening New York



Retail Rental, Repair, and Cleaning Guidelines for Employers and Employees

These guidelines apply to retail rental, repair, and cleaning activities, including in regions of New York that have been permitted to [reopen](#), as well as other areas throughout the state where essential retail businesses were previously permitted to operate as essential as a component of their business or service. See Interim COVID-19 Guidance for Retail Rental, Repair, and Cleaning Activities for full details.

During the COVID-19 public health emergency, all retail rental, repair, and cleaning businesses should stay up to date with any changes to state and federal requirements related to retail rental, repair, and cleaning activities and incorporate those changes into their operations. This guidance is not intended to replace any existing applicable local, state, and federal laws, regulations, and standards.

	Mandatory	Recommended Best Practices
Physical Distancing	<ul style="list-style-type: none"> ✓ Ensure 6 ft. distance between individuals, unless the safety of the core activity requires a shorter distance. ✓ Reduce interpersonal contact and congregation through methods such as limiting in-person presence to only personnel necessary for the current task(s), and/or adjusting retail hours to spread employee and customer traffic over a longer period of time. ✓ The workforce and customer presence must be limited to no more than 50% of the maximum occupancy for a particular area set by the certificate of occupancy, inclusive of customers, who must maintain 6 ft. of space from others and, in all cases, wear an acceptable face covering. ✓ Tightly confined spaces (e.g. elevators, small stock rooms, behind cash registers) should be occupied by only one individual at a time, unless all individuals are wearing face coverings. If occupied by more than one person, keep occupancy under 50% of maximum capacity. ✓ Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas (e.g. clock in/out stations, health screening stations, cash registers, lines, merchandise aisles). ✓ Limit in-person gatherings (e.g. meetings) as much as possible and use tele- or video-conferencing whenever possible. If a meeting is necessary, it should be held in open, well-ventilated spaces with appropriate social distancing among participants. ✓ Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible. ✓ Consider closing waiting rooms, and post signage and floor distance markers denoting 6 ft. outside of the shop where customers may wait. ✓ Close all fitting rooms. 	<ul style="list-style-type: none"> ✓ Modify the use and/or restrict the number of workspaces and employee seating areas to maintain 6 ft. distance. ✓ Modify retail layouts and reduce bi-directional foot traffic by posting signs with arrows in narrow aisles, hallways, or spaces. ✓ Provide clearly designated, separate entrances and exits. ✓ Encourage customer visits for services (e.g. computer repair, dry cleaning) be made by appointment only. ✓ Stagger customer arrivals by advising pick-up time windows, and avoid direct handoffs. ✓ Facilitate curbside pickup by reserving parking spaces near the front door, and avoid direct handoff when possible by implementing a touchless delivery system whereby customers stay in the car. ✓ Designate and arrange customer waiting areas (e.g. lines, parking areas) to maximize social distancing. ✓ Encourage customers to use touchless payment options or pay ahead. ✓ Adjust retail hours as necessary to enable enhanced cleaning procedures. ✓ For in-home services, provide windows for service time and encourage customers to wear face coverings and socially distance. ✓ Provide remote shopping alternatives for customers (e.g. click-and-collect, delivery).

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Protective Equipment	<ul style="list-style-type: none"> ✓ Ensure that each customer entering the retail store is wearing an acceptable face covering, provided that the customer is over the age of two and able to medically tolerate such covering. ✓ Employers must provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement. ✓ Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana) and surgical masks, unless the nature of the work requires stricter PPE (e.g. N95 respirator, face shield). ✓ Face coverings must be cleaned or replaced after use and may not be shared. ✓ Employers must train employees on how to put on, take off, clean and discard PPE, including face coverings. ✓ Employees must wear face coverings when they are within 6 ft. of customers or coworkers and any time they interact with customers (e.g. ringing up a purchase, in-home appliance repair). ✓ Limit the sharing of objects (e.g. registers) and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact. ✓ For businesses where travel and interaction with customers is frequent (e.g. home appliance repairs, in-home cleaning services), employees must wear face coverings when within 6 ft. of a customer. ✓ If vehicle travel is required and more than one employee is in the vehicle, all employees must wear face coverings. 	<ul style="list-style-type: none"> ✓ For cleaning services (e.g. residential cleaning), employees should wear disposable gloves. ✓ Encourage customers to wear face coverings and adhere to social distancing guidelines during home service. ✓ Encourage employees and customers to wear face coverings at all times when in an enclosed space. ✓ Minimize the need for employees to travel in shared vehicles.



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	Mandatory	Recommended Best Practices
Hygiene and Cleaning	<ul style="list-style-type: none"> ✓ Adhere to hygiene and sanitation requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning. ✓ Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, as well as an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible. ✓ Require employees to practice hand hygiene by washing hands for 20 seconds with soap and water after handling laundry or cleaning and disinfecting rented or repaired equipment or homes from individual customers. ✓ Provide and encourage employees to use cleaning/disinfecting supplies before and after use of shared and frequently touched surfaces, followed by hand hygiene. ✓ Place hand sanitizer throughout the store in convenient locations for use by employees and customers. ✓ Ensure equipment and goods are disinfected before customer picks up goods and after customer drops off goods. ✓ Sanitize hands before and after transferring goods or customer visits. ✓ Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and more frequent cleaning and disinfection of shared objects (e.g. registers) and surfaces, as well as high transit areas, such as payment devices, pickup areas, restrooms vehicles, common areas. 	<ul style="list-style-type: none"> ✓ Wherever possible, increase ventilation of outdoor air (e.g. opening windows and doors) while maintaining safety precautions. ✓ Encourage employees to bring lunch from home and reserve adequate space for employees to observe social distancing while eating meals. ✓ For business providing laundry services (e.g. laundromat, dry cleaner), follow CDC guidance : <ul style="list-style-type: none"> • Items should be laundered at the warmest appropriate water setting and dried completely; • Do not combine customers' laundry; • Dirty laundry should not be shaken; • Clean and disinfect equipment (e.g. hampers, bags) after each use.



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	Mandatory	Recommended Best Practices
Hygiene and Cleaning (cont'd)	<ul style="list-style-type: none"> ✓ Cleaning and disinfecting of the retail location, shared surfaces, and other areas, as well as equipment, should be performed using Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. ✓ If cleaning or disinfection products or the act of cleaning and disinfecting causes safety hazards or degrades the material or machinery, personnel should have access to a hand hygiene station between use and/or be supplied with disposable gloves. ✓ Prohibit shared food and beverages (e.g. buffet-style meals). ✓ If providing equipment or goods for rent or providing repair services (e.g. sports equipment rentals), clean and disinfect equipment or goods before pickup by a customer and after a customer drops-off or returns the equipment or goods. ✓ If providing cleaning services (e.g. in-home cleaning), sanitize all equipment (e.g. vacuums, buckets) between each use and location. 	
Communication	<ul style="list-style-type: none"> ✓ Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them. ✓ Post signage inside and outside of the retail location to remind personnel and customers to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols. ✓ Train all personnel on new protocols and frequently communicate safety guidelines. ✓ Establish a communication plan for employees, visitors, and clients with a consistent means to provide updated information. 	

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	Mandatory	Recommended Best Practices
Communication (Cont'd)	<ul style="list-style-type: none"> ✓ Maintain a continuous log of every employee, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding customers; and excluding deliveries that are performed with appropriate PPE or through contactless means. ✓ If a worker, visitor, or customer was in close contact with others at the retail location and tests positive for COVID-19, employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers, visitors, and/or customers (if known) who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations. ✓ Conspicuously post completed safety plans on site. 	<ul style="list-style-type: none"> ✓ Use social media, verbal communication, and signs to provide customers with instructions and to encourage them to use of face coverings when 6 ft. of distance cannot be maintained, in accordance with CDC and DOH guidance.
Screening	<ul style="list-style-type: none"> ✓ Employees who are sick must stay home or return home immediately, if they become ill at work. ✓ Implement mandatory health screening assessment (e.g. questionnaire, temperature check) for employees, contractors, and other visitors, asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days. Responses must be reviewed and documented daily. <ul style="list-style-type: none"> • Employees who screen positive for COVID-19 symptoms should be sent home to contact their health care provider for medical assessment and COVID-19 testing. If employee tests positive or does not receive a test, employee may only return after completing a 14-day self quarantine. • Employees who present with no symptoms but have tested positive in the past 14 days may only return to work after completing a 14-day self-quarantine. 	<ul style="list-style-type: none"> ✓ Customers cannot be mandated to complete a health screen or provide contact information but may be encouraged to do so. ✓ Encourage customers to provide contact information so they can be logged and contacted for contact tracing, if necessary. ✓ Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, to the extent possible. ✓ Coordinate screening to prevent people from intermingling in close contact with each other prior to completion of the screening.



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Screening (cont'd)	<ul style="list-style-type: none"> Employees who have had close contact with a person with COVID-19 but are not experiencing any symptoms should inform their employer and may be able to work with additional precautions, including regular monitoring for symptoms and temperature, , the individual should follow the above protocol for a positive case. <ul style="list-style-type: none"> ✓ A person who screens positive for COVID-19 symptoms should not be allowed to enter the location and should be sent home with instructions to contact their healthcare provider for assessment and testing. ✓ Screeners should be trained by individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE, including at a minimum, a face covering. ✓ Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case. 	