



Reopening Guidance FAQs

Retail Stores, Shopping Centers and Malls *(Updated 5-21-2020)*

Below are answers to frequently asked questions regarding the Oregon Health Authority's (OHA) [retail stores sector guidance](#) that applies statewide, starting May 15. Note that shopping centers and malls frequently asked questions below apply only in counties that have been approved for [Phase 1 Reopening](#).

Operations

Q1: May secondhand stores accept donations in Phase 1 of the reopening?

A1: Yes. When processing returns or donations, employees should wash hands or use hand sanitizer before and after handling items. Retailer may set items aside for a day or longer if concerned about perceived risks of exposure.

Q2: Where do real estate offices fit?

A2: Real estate offices must follow the [OHA General Guidance for Employers](#). Real estate offices may review the [retail guidance](#) for other recommendations that they may want to follow.

Q3: As a retail store, can I make it mandatory for customers to wear face masks?

A3: Yes, but the retail store must develop a policy and post clear signs about any such requirements. A policy that requires customers and visitors to wear face coverings must:

- Provide exceptions to the policy to accommodate people with certain health conditions, or children under two years of age.
- Take into account that places of public accommodation must make reasonable modifications to their policy to allow people with disabilities to access their services.
- Take into account that requiring people to wear face coverings affects people differently including people of color who may have heightened concerns about racial profiling and harassment due to wearing face coverings in public.
- Consider whether to provide face coverings for customers or visitors who do not have one. If a store sets a policy that all customers are required to wear cloth, paper or disposable face coverings, store management should consult with their legal counsel to determine whether such a requirement can be enforced.

Q4: How do I determine the number of customers to allow in a store?

A4: Store management should determine maximum occupancy that allows for at least six (6) feet of physical distancing between customers, considering areas of the store prone to crowding (like aisles) and limit admittance accordingly.

Q5: May farmers markets or other open markets open in Phase 1?

A5: Farmers markets or open markets were never required to close under the Governor's Executive Orders. Following [OHA guidance](#), farmers markets and other open markets must ensure that customers, employees/vendors, maintain at least six (6) feet of distance.

Q6: Will retail stores be able to get testing and tracing?

A6: Contact tracing is a usual part of public health departments' work and a county must be ready and able to do contact tracing in order to move into Phase 1. Testing capability is increasing rapidly. If you are seeking testing for an employee, contact your [local county health department](#). For more information about testing and contact tracing please refer to the [Oregon COVID-19 Testing and Contact Tracing Strategy](#).

Q7: If a customer gets COVID-19 from being in my store, am I liable?

A7: If you have liability concerns you should contact your legal counsel.

Q8: I've noticed many businesses have shorter hours. Is there any requirement that retailers are to be closed by a certain time?

A8: There is not a requirement for retailers to be closed by a certain time or change their hours of operation.

Q9: Are museums required to follow the reopening guidance for retail stores? What is the guidance for museums?

A9: Museums are currently closed under the Executive Order 20-25 and may reopen or expand operations once identified in OHA guidance and approved by the Governor.

Q10: How can a retail store ensure compliance, prevent congregation, and follow the OHA guidance for retail stores?

A10: It is strongly recommended that retail stores designate a staff person as a monitor to ensure compliance with the [OHA guidance for retail stores](#) and to prevent congregation. The monitor may also perform other retail store duties.

Employees

Q1: What are the recommendations for employee quarantine if the employee was exposed to someone with the virus?

A1: It is recommended that the employee quarantine for fourteen (14) days from the last time the employee had contact with the person with the virus. County public health is very likely to be in touch with you to help you with this situation through their contact tracing system.

Q2: Are retail businesses required or recommended to conduct health care screening for employees? What about self-health monitoring for employees instead?

A2: It is recommended that retail businesses consider regular health checks (e.g., temperature and respiratory symptom screening) or symptom self-report of employees if job-related and consistent with business necessity and in accordance with human resources policies.

Q3: May I take the temperature of my employees?

A3: Following [OHA guidance](#), retail businesses may consider regular health checks (e.g., temperature and respiratory symptom screening) or symptom self-report of employees if job-related and consistent with business necessity and in accordance with human resources policies.

Q4: If our retail business decides to check the temperature of our employees, is there a specific thermometer to use that is less invasive?

A4: Yes, it is recommended to use an infrared no-touch thermometer.

Q5: If a retail facility has employees who can maintain physical distancing, do we still have to require them to wear masks?

A5: A retail facility must require employees, contractors and volunteers to wear a mask, face shield, or face covering, unless an accommodation for people with disabilities or other exemption applies per the [Mask and Face Covering Guidance for Business, Transit, and the Public](#). Employees must also maintain a distance of at least six (6) feet of physical distancing.

Q6: Is the face covering requirement for customer-facing employees only or also for employees who don't interact with the customers (e.g., warehouse employees)?

A6: [The Mask and Face Covering Guidance for Business, Transit, and the Public](#) requires employees, contractors and volunteers to wear a mask, face shield, or face covering, unless an accommodation for people with disabilities or other exemption applies. This applies to all employees who work in the vicinity of customers and/or other employees. An employee who works in a warehouse where other individuals work or enter is subject to the mask and face covering guidance.

Q7: For retail stores that have not closed or listed as required to close under the Governor’s Executive Order 20-25, are face coverings required for those employees?

A7: Yes. All retailers, including grocery and pharmacy stores, must comply with the [Guidance for Retail Stores](#) and [Mask and Face Covering Guidance for Business, Transit, and the Public](#).

Shopping Centers and Malls

Below are answers to frequently asked questions regarding the Oregon Health Authority’s (OHA) Phase One [Reopening Guidance: Specific Guidance for Shopping Centers and Malls](#). The shopping centers and malls guidance and these FAQs apply only to those shopping centers and malls operating in a county that has been approved for [Phase 1 Reopening](#).

Q1: Please clarify when malls and shopping centers can reopen. Is it only if a county has been approved for Phase 1 reopening?

A1: Yes. Shopping centers and malls must remain closed until their county or region is approved to enter Phase 1 and must comply with [OHA guidance for shopping centers and malls](#) and other applicable OHA guidance. Per Executive Order 20-25, shopping centers and malls are not prohibited from operating to provide food, grocery, health care, medical, pharmacy, or pet store services.

Q2: Can anchor retailers attached or connected to malls open starting May 15?

A2: Anchor retailers attached or connected to malls may open only if they: 1) open only their external doors; 2) are not next to space where people congregate; and 3) can allow for the flow of shopping to be from the car to the store, similar to strip malls.

Q3: If a grocery store is located in the interior of a shopping center and is currently the only open store, can other retail locations at the shopping center open since the grocery store is open?

A3: No. A retail store in this situation can open only if the shopping center is located in a county approved to enter Phase 1 of reopening and the mall complies with [OHA guidance for shopping centers and malls](#).

Q4: If a food establishment is located inside an indoor mall, can it provide curbside, take out service for food?

A4: Yes. Establishments may offer food or drink for off-premises consumption (e.g., take out) or for delivery in accordance with Executive Order 20-25. Food establishments must also follow [OHA guidance for restaurants and bars](#).

For individuals with disabilities or individuals who speak a language other than English, OHA can provide documents in alternate formats such as other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.ADAModifications@dhsosha.state.or.us.