

REOPENING RI

Phase I non-critical retail guidelines

Beginning on May 8, 2020, non-critical retail establishments may begin limited in-person customer shopping. These guidelines summarize steps Rhode Island is asking all non-critical retailers to take. It should be noted that critical retailers, including grocery stores and pharmacies, continue to operate under existing Executive Order and Department of Business Regulation guidelines. If you have any questions about this guidance, please contact the Department of Business Regulation via the online form at <https://dbr.ri.gov/questioncomplaints/> or at 401.462.9500.

Phase I operations

In-person shopping will be permitted in non-critical retail stores with the following guidelines:

- **Capacity and browsing guidelines¹:** If a store permits in-person shopping, capacity is limited to 1 customer per 300 square feet of floor area. Very small stores, under 300 square feet of floor area, may only allow one customer at a time in the store. Browsing is encouraged to be brief and limited. Customer pre-orders and pickup of merchandise are encouraged; this pre-order/pickup approach should be enabled by retailers. Stores are encouraged to offer exclusive hours or other accommodations for those in high-risk populations, including seniors.
- **Social distancing:** Stores should mark six-foot markings to guide customers to maintain safe distance while in line or in high traffic areas of the space. It is recommended that check-out areas have see-through barriers between employees and customers.
- **Contactless payments** are encouraged.
- **Dressing rooms and sampling:** Retailers are asked to close dressing rooms and to temporarily discontinue the sampling or application of personal goods (i.e. make-up, perfume, lotion).
- **General guidance:** All businesses should also review the general business guidance document posted on www.reopeningri.com.
- **Reopening checklist and plan:** Non-critical retail businesses must review and sign the attached checklist in order to conduct customer-facing business (interacting in person with customers) starting in Phase I. The checklist must be posted visibly within your retail establishment before reopening for business. Retail businesses must write a COVID-19 Plan in accordance with the template posted on www.reopeningRI.com by Monday May 18 or, after that, before conducting customer-facing business (interacting in person with customers).

Non-critical retail operations not allowed in Phase I ¹

Retailers must have an independent, exterior entrance to begin limited in-person shopping. Stores are excluded from operating in Phase I if they are only accessible via an interior entrance from a shared hallway or interior concourse.

¹ These portions of the policy may be amended by the Department of Business Regulation (DBR).