

Guidelines for Safer Operations During the COVID-19 Pandemic

INDOOR MALLS

Sector: Indoor Malls

The following is intended as a plain language summary of rules for reopening in the Green Phase and does not replace the need to follow all applicable federal, state, and local laws and regulations.

See also: Retail, Restaurants (food courts should follow guidance for restaurants).

Protections Needed

- **Masks**

- Provide masks for employees.
- Require employees and customers to mask while on site except only as necessary for the employee to eat or drink during break times. The employee should be seated at least 6 feet from others when taking off mask.

- **Barriers**

- For kiosks and other retail environments under the mall owner's control, install plastic barriers at check-out areas to physically separate cashiers and customers.

- **Isolate**

- Screen every employee for symptoms before every shift and prevent them from remaining on site if they have cough, shortness of breath, fever, chills, sore throat, muscle pain, or new loss of taste or smell.
- It is not necessary to conduct onsite temperature measurement for staff or customers. If you measure temperatures, use a no-touch thermometer, and do not allow anyone with a temperature of 100.4° or higher to remain onsite.
- Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.
- If an employee develops COVID-19 infection or has a positive test, please contact the Montgomery County Office of Public Health at 610-278-5117.

- **Distance**

- Use floor decals and other visual cues to encourage spacing by customers.
 - Consider creation of one-way aisles to decrease congestion.
- Use non-contact payment methods if possible.
- Close registers if needed to separate cashiers by at least 6 feet.

- **Reduce crowds**

- Promote online ordering, curbside pickup, and delivery options.
- Assign staff to monitor for areas where crowds are forming and to encourage physical distancing.

- **Handwashing**

- Place handwashing stations or hand sanitizer at entry and outside communal bathrooms for all staff and patrons with prominent signage promoting use.
- Give staff hourly handwashing breaks.

- **Clean**

- Wipe down high-touch surfaces with disinfectant at least once every 4 hours. See [CDC guidance](#) for details.
- If children's play areas are open, provide disinfectant wipes and hand sanitizer and wipe down surfaces hourly.

- **Communicate**

- Educate staff about symptoms and prevention of COVID-19.
- Post prominent signs at entrances and in employee break rooms:

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- Asking people who are sick or who have had contact with someone with COVID-19 within the past 14 days not to enter.
- Encouraging people to cover coughs or sneezes.
- Mandating physical distancing of at least 6 feet for both customers and staff, including while queueing at registers.
- Mandating that all staff and customers wear masks.

See also:

- 1) [Order](#) of the Secretary of Health providing for building safety measures, issued April 5, 2020;
- 2) [Order](#) of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020

*This Safety Checklist was originally developed by the City of Philadelphia Department of Public Health
and the Department of Commerce and adapted by the County of Montgomery.*



[Montgomery County Data Hub](#)

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