



Guidance for Critical and Non-Critical Retail to Reduce Crowding and Promote Social Distancing

At Level Red: Severe Risk on the [Colorado COVID-19 Dial](#), capacity for retail establishments is limited to 50% of occupancy limits (staff included). The following summarizes the requirements for retail according to the state Public Health Order.

Retailers MUST:

- **Provide dedicated, in-store hours for individuals at risk for severe illness from COVID-19**
- Post signage encouraging individuals at risk of severe illness from COVID-19 to shop during dedicated hours set aside for them
- **Maintain 6 feet of distance between customers and employees**
- Require 6-foot distance measures wherever possible, such as marked space in pick up/check out lines
- Provide guidance and encouragement about maintaining 6-foot distance between employees and other employees, and customers
- **Limit the number of customers on the premises as needed to ensure 6 feet of distance can be maintained between customers. This can be done by:**
 - Staffing entrances/exits to limit the number of customers on the premises at any time
 - Using the [social distancing space calculator](#) to determine the total number of employees and customers that can occupy usable space while maintaining at least 6 feet of separation from each other
- **Provide decals and demarcation for waiting area in lines that meet 6-foot distancing criteria**
 - Marked spaces in check-out/waiting lines both indoors (stickers, tape, etc.) and outdoors (chalk, tape, etc.)

Additional Best Practices

- Offer shopping by appointment
- Extend sales beyond one day
- Offer, advertise, and encourage online shopping, ordering-ahead, curbside pickup, and delivery options
 - Provide a staging area outdoors for pick-up
 - Assign staff to monitor customer traffic, support social distancing, and disburse crowds, including popular areas such as seasonal,
- Assign staff to entrances and exits to monitor the number of customers within the store at any time
- Install one-way aisle markers to facilitate customer traffic flow
- Create signage encouraging customers to maintain 6-foot social distancing while in the store

Don't forget to require face coverings for all employees and customers!