

# Retail Rental, Repair, and Cleaning Businesses

If you operate a Retail Rental, Repair, or Cleaning businesses in New York City, new mandates from New York State require you to do the following at the start of Phase 2:

- **Develop a [Safety Plan](#)** and post it at your work site.
- **Read [New York State \(NYS\) guidelines](#)**, and affirm compliance.
- The State requires that you **affirm that you have reviewed and understand the State-issued industry guidelines** and that you will implement them. You can fill out the affirmation form [here](#).

View the full list of requirements on the State website to make sure you are in compliance, and protect your employees and customers by taking the following steps to prevent the spread of COVID-19. These are some examples of best practices.

## 1. Stay Home if Sick

Unless you are leaving for essential medical care ([including testing](#)) or other essential errands, stay home if you are sick.

- Consider implementing sick leave policies that encourage workers to stay home if they are sick.
- Perform health screenings remotely, before people arrive, where possible.
- Post the [Stop the Spread](#) poster in employee areas. Additional languages are available on the [www.nyc.gov/health/coronavirus](http://www.nyc.gov/health/coronavirus) website or by calling 311 to order a copy.

## **2. Keep Physical Distance**

Stay at least 6 feet away from other people.

- Encourage telework for as long as possible – this will protect workers who must be there in person.
- Modify workspaces and seating areas to keep workers 6 feet apart.
- Modify retail layouts to reduce bi-directional foot traffic, and post signs to encourage distance.
- Encourage customer visits to be by appointment only and promote remote shopping alternatives.
- Create pick-up and delivery windows to stagger arrivals and space out visitors.
- Stagger work schedules and customers where possible.
- Consider having customers drop items off from outside the store and creating customer service forms that can be filled out online ahead of time.
- Have multiple checkout stations – and consider staggering checkout counters in use – every other counter.

## **3. Wear a Face Covering**

Protect those around you. You can be contagious without symptoms and spread the disease when you cough, sneeze or talk. A face covering may help reduce the spread of COVID-19.

- Have face coverings near the front door for those who arrive without them.
- Encourage staff and customers to wear face coverings at all times in enclosed spaces.
- Consider implementing a “no face covering, no service” policy, while adhering to reasonable accommodation requirements

## **4. Practice Healthy Hand Hygiene**

Wash your hands often with soap and water or use hand sanitizer if soap and water are not available; clean frequently touched surfaces regularly; avoid touching your

face with unwashed hands; and cover your cough or sneeze with your sleeve, not your hands.

- Avoid use of furniture that isn't easily cleaned.
- Clean and disinfect fitting rooms after each use.
- Increase ventilation of outdoor air as much as possible.
- Encourage frequent handwashing [with signage](#).
- Regularly clean business vehicles after each visit – upholstery, steering wheels, handles and tools.
- Consider providing portable hand sanitizers to all employees .

The NYC Department of Health and Mental Hygiene (DOHMH) has created plain language Frequently Asked Questions for [each sector re-opening in Phase 2](#), in adherence with the New York State guidance.

Additionally, the Department of Small Business Services (SBS) and the Department of Consumer and Workforce Protection (DCWP) have created [this simple flyer](#) for businesses and workers.