



Guidance FAQs

Retail Stores, Indoor and Outdoor Shopping Centers and Malls
(Updated 12/09/2020)

Retail Stores

Below are answers to frequently asked questions about the Oregon Health Authority's (OHA) [Sector Guidance for Retail Stores](#). The guidance and these FAQs apply statewide. OHA provides these FAQs to help the public understand the guidance, to respond to stakeholder questions, and to clarify how the guidance may apply in specific scenarios. These FAQs may be intermittently updated. The FAQ is not intended to take the place of the guidance, but rather to interpret, supplement and help fill in the details of the guidance.

Operations

Q1: May secondhand stores accept donations?

A1: Yes. When processing returns or donations, employees should wash hands or use hand sanitizer before and after handling items. A 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 and Organizations](#). Real estate offices are not subject to, but may review, the retail guidance for other recommendations that they may want to follow.

Q3: How do I determine the number of customers to allow in a store?

A3: Businesses must limit capacity based on the designated risk level for the county where the store is located. Guidance for determining maximum occupancy and capacity is located in the [Sector Risk Level Guidance Chart](#).

Q4: May farmers markets or other open markets operate under the Retail Guidance?

A4: Yes, farmers markets or indoor and outdoor markets may operate under the Retail Stores guidance and are required to follow the maximum capacity limits based on the [designated risk level](#) of the county where the market is located.

Q5: If a customer gets COVID-19 from being in my store, am I liable?

A5: If you have liability concerns you should contact your legal counsel.

Q6: I've noticed many businesses have shorter hours. Is there any requirement that retailers are to be closed by a certain time?

A6: There is not a requirement for retailers to be closed by a certain time or change their hours of operation.

Q7: Are museums required to follow the Sector Guidance for Retail Stores? What is the guidance for museums?

A7: Museums are considered indoor entertainment and are required to follow the [Sector Guidance for Indoor Entertainment Establishments](#).

Q10: Are u-pick/u-cut operations, like tree farms, allowed?

A10: Yes. These are allowed following the [Sector Guidance for Retail](#). For more information about U-Pick Farms, refer to the Oregon Department of Agriculture's [U-Pick Farms information](#).

Q11: Can holiday bazaars operate under the Retail Guidance?

A11: Yes. Holiday bazaars may operate under the [Retail Guidance](#). Holiday Bazaars are generally considered an outdoor or indoor market and are subject to the additional requirements in the [Retail Guidance](#).

Q12: Are banks and credit unions allowed to operate under the Retail Guidance?

A12: Yes, banks and credit unions must comply with the [retail guidance](#).

Employees

Q1: Are retail businesses required or recommended to conduct health care screening for employees? What about self-health monitoring for employees instead?

A1: 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.

Q2: May I take the temperature of my employees?

A2: 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.

Q3: If our retail business decides to check the temperature of our employees, is there a specific thermometer to use that is less invasive?

A3: Yes, it is recommended to use an infrared no-touch thermometer.

Q4: If a retail facility has employees who can maintain physical distancing, do we still have to require them to wear masks?

A4: Yes, a retail facility must require employees, contractors and volunteers to wear a mask, face shield or face covering following the [Statewide Mask, Face Covering, Face Shield Guidance](#). Employees must also maintain at least six (6) feet of physical distance from others.

Q5: 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)?

A5: It applies to both. The [Statewide Mask, Face Covering, Face Shield Guidance](#) requires all employees, contractors and volunteers to wear a mask, face shield or face covering.

Q6: For retail stores that have not closed or are not listed as required to close based on the designated risk level for the county, are face coverings required for those employees?

A6: Yes. All retailers, including grocery and pharmacy stores, must comply with the [Guidance for Retail Stores](#) and the [Statewide Mask, Face Covering, Face Shield Guidance](#)

Shopping Centers and Malls

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Q1: Can shopping centers and malls open during the extreme risk level?

A1: Yes. Shopping centers and malls may operate during the extreme risk level and must follow the capacity requirements listed in the [Sector Risk Level Guidance Chart](#).

Q2: If a food establishment is located at a mall or shopping center, may it provide curbside, take out service for food?

A2: Yes. Establishments located at a mall or shopping center are required to follow the [Sector Guidance for Eating and Drinking Establishments](#) and may offer food or drink for off-premises consumption (e.g., take out) or for delivery. All on-site consumption in restaurants and food courts is based on the designated risk level of the county where the eating and drinking establishment is located.

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