



Stay Home Stay Safe

Rules for Reopened Services

Definition of “Reopened Services”:

- Retail services that are not “Essential Businesses” under the Dallas County Safer-At-Home Order.
- Effective 12:01 a.m. on Friday, April 24, 2020, Reopened Services shall be provided only through pickup, delivery by mail, or delivery to the customer’s doorstep. Customers may not enter the premises.

General Rules for All Reopened Services:

1. All employees must be trained on environmental cleaning and disinfection, hand hygiene, and respiratory etiquette.
2. All employees must be screened before coming into the business for new or worsening cough; shortness of breath; sore throat; loss of taste or smell; feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit; or known close contact with a person who is lab-confirmed to have COVID-19. Any employee who meets any of these criteria must be sent home.
3. Employers must provide soap and water, or hand sanitizer if no soap or water is available, in the workplace, including all restrooms and food preparation areas.
4. Employees must wash their hands for at least twenty (20) seconds before beginning work, after each interaction with a customer, before any food preparation, before and after the use of shared items, after any meal or restroom breaks, and immediately prior to the end of the work shift.
5. All employees must wear face coverings.
6. Employees must maintain at least 6 feet separation from one another.

Rules for Reopened Services Providing Services Through Retail-to-Go:

1. All payments shall be done over the phone or internet if possible, and contact shall be minimized if remote payment is not available.
2. Purchased items shall be delivered by the employee to the backseat or trunk of the customer’s vehicle whenever possible to minimize physical contact with the customer.
3. Employees must wash or sanitize their hands after each interaction with a customer, and whenever possible, must disinfect any item that came into contact with the customer.



Rules for Reopened Services Providing Services Through Delivery to a Customer's Residence or Business:

1. All payments shall be done over the phone or internet if possible, and contact shall be minimized if remote payment is not available.
2. Purchased items shall be delivered by an employee or third party carrier and delivered to the customer's residence or business. The employee or third party carrier may not enter the customer's house or business.

Rules for Reopened Services Providing Services Through Delivery by Mail:

1. All payments must be done over the phone or internet.
2. Purchased items shall be delivered by mail without customer contact.

Enforcement. A violation of this Order is a misdemeanor punishable by a fine not to exceed \$1,000 and/or confinement in jail for a term not to exceed 180 days. Additionally, any Essential Retailer who fails to strictly comply with these rules can be removed from the essential business list and prohibited from operating in Dallas County.