



Consumer and Worker Protection

This publication includes information as of June 18, 2020.
Please refer to [PHASE 1 guidelines](#) at nyc.gov/workers for additional information.
Please continue to monitor nyc.gov/workers for updates.

PHASE 2 of Reopening NYC: What Workers Need to Know

Beginning Monday, June 22, 2020, as part of Phase 2, the following businesses can reopen in New York City:

- Commercial Building Management
- Hair Salons and Barbershops
- In-Store Retail
- Offices
- Outdoor and Take-Out/Delivery Food Services
- Real Estate
- Retail Rental, Repair, and Cleaning
- Vehicle Sales, Leases, and Rentals

If you work at a covered business, read this publication for some of the general and industry-specific requirements your employer must follow. Detailed guidance is on forward.ny.gov. You can also call **311** or **1-212-436-0381** with questions about reopening, health and safety guidelines for the workplace, or to report an employer that is not following reopening requirements.

General Requirements All Employers Must Follow When Business Reopens

Communication and Screening	<ul style="list-style-type: none"> • Post a safety plan at your worksite where you can see it. • Train you and your coworkers on safety and hygiene protocols. • Conduct an employee health screening every day. Your employer must send home employees who are sick or become sick. • Post signs for employees and the public with information about safety and hygiene protocols.
Protective Equipment	<ul style="list-style-type: none"> • Give you and your coworkers free face coverings and provide replacements. Your employer must train you and your coworkers on how to use, clean, and discard protective equipment. Your employer must make sure that employees wear face coverings indoors when 6 foot distancing is not possible.
Hygiene, Cleaning, and Disinfection	<ul style="list-style-type: none"> • Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, as well as an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible. • Regularly clean and disinfect common spaces and high-touch surfaces and objects frequently, and at least daily. Examples include cabinet pulls, chair armrests, door handles, elevators, handrails, light switches, lobbies, meeting tables, refrigerator door handles, restrooms. • Limit the sharing of equipment and tools and regularly clean and disinfect workstations, equipment, and tools after each use. Examples include computers, telephones, cash registers, kitchen materials, grooming tools. If it is not possible to limit sharing or to clean equipment because of potential damage to equipment, your employer must require employees to wear gloves.

Hygiene, Cleaning, and Disinfection

- **Prohibit shared food and beverage, coffee pots, and amenities like self-serve bars, vending machines, and samplers.**

Physical Distancing

- **Post signs and put tape or other markers to show people where to stand to ensure 6 feet of distance between individuals.**
- **Require customers* and visitors to wear a face covering when they are less than 6 feet from others.**

Your employer may set stricter rules for customers about wearing face coverings, including refusing service for those not wearing face coverings.

*For in-store retail, customers must wear a face covering at all times.

- **Limit the combined indoor occupancy—workers, customers, visitors—to 50% of maximum capacity in an area.***

For small spaces like elevators, vehicles, stock rooms, and the area behind cash registers, your employer should limit occupancy to one person. If that is not possible, your employer should limit occupancy to *less than* 50% of maximum capacity and require face coverings.

For small areas like restrooms and break rooms, your employer should post signage to restrict occupancy.

*See special requirements for Outdoor and Take-Out/Delivery Food Services.

- **Limit in-person meetings as much as possible.**
- **Establish designated areas for delivery and pickup to limit in-person contact as much as possible.**
- **Close all non-essential common areas like pools, gyms, and game rooms.**



Requirements for COMMERCIAL BUILDING MANAGEMENT

Your employer must:

- *(before reopening)* Complete pre-return check of systems, including, but not limited to, mechanical, water, HVAC, and elevators to ensure a healthy and safe environment.



Requirements for HAIR SALONS AND BARBERSHOPS

Your employer must:

- Arrange seating so customers are 6 feet apart.
- Close waiting rooms and lines if possible. *If you cannot serve a walk-in customer right away, give the customer a time to return.*
- Close all non-essential amenities like water fountains, reading/magazine areas, and product samples.
- Require employees to wear clean smocks or gowns and use gloves or wash hands before and after working with customers. *Replace gloves after each appointment. Smocks or other coverings for customers should be disposable or, if non-disposable, cleaned and disinfected after each use.*

- Provide either a face shield or safety goggles in addition to face coverings when you are working with customers.
- Require employees to wear face coverings around customers even when more than 6 feet apart.
- Prohibit entry unless customers are wearing a face covering and prohibit services like a beard trim that would require customers to remove a face mask.
- Place hand sanitizer throughout the salon for employee and customer use.
- Make sure employees wash hands for at least 20 seconds between customers.
- Provide cleaning and disinfecting supplies to use before and after touching shared areas and surfaces. *You should have at least 15 minutes between appointments to disinfect workstations and tools like chairs, brushes, and scissors. Sharing of tools should be limited.*



Requirements for IN-STORE RETAIL

Your employer must:

- Reduce in-person contact; for example, by limiting workforce to necessary employees only.
- Post markers to ensure 6 feet of distance in common areas like break rooms and store aisles.
- Place cleaning and disinfecting supplies in fitting rooms for employee and customer use.
- Require employees to wear face coverings at checkout registers and install physical barriers like plastic shield walls.
- Require employees to wear gloves when handling food products.
- Place hand sanitizer throughout the store for employee and customer use.



Requirements for OFFICES

Your employer must:

- Reduce in-person contact; for example, by adjusting workplace hours, limiting workforce to necessary employees only, and staggering schedules.
- Make sure workers wear face coverings in common areas like lobbies and elevators.
- Limit the sharing of equipment like laptops, telephones, and writing utensils; clean equipment as often as employees change workstations; and disinfect workstations between users. *Workers should wear gloves or wash hands after using shared equipment.*



Requirements for OUTDOOR AND TAKE-OUT / DELIVERY FOOD SERVICES

Your employer must:

- Make sure customers wear face coverings at all times except when seated, provided they are older than 2 and medically able to tolerate face coverings.
- Only use equipment like buzzers to alert customers when seating is available if equipment can be cleaned and disinfected after each use; clean and disinfect non-disposable menus, silverware, condiment containers after each use; or provide disposable condiments and silverware.

- Clearly mark 6 feet of distance where any line forms, including restrooms, order pickup, or payment location.
- Designate separate entrances and exits for customers and employees where possible.
- Limit the sharing of kitchen tools and equipment like pots and pans or require workers to wear gloves or wash hands before and after using items.
- Make sure employees follow state and local sanitary codes. *Employees who wear gloves should replace them frequently and after switching tasks. Employees who do not wear gloves must frequently wash hands with soap and water.*
- Provide cleaning and disinfecting supplies to use before and after touching shared areas and surfaces.
- *(before reopening)* Complete pre-return checks and assessments of kitchen systems to ensure a healthy and safe environment.
- *(take-out/delivery)* Provide hand hygiene stations for customers waiting for food and/or drinks and make sure windows/doors are open for ventilation if pickup/delivery is indoors.
- Limit and arrange tables so customers are 6 feet apart from other tables, passageways, or corridors. If spacing is not possible, your employer must install physical barriers.
- Close indoor dining and seating areas but use distance markers indoors so customers can access restrooms, outdoor seating, or the payment location.
- Limit table seating to no more than 10 customers who must be from the same party though not the same household. *Communal tables are permitted only if different parties can be 6 feet apart.*



Requirements for REAL ESTATE

Your employer must:

- Limit the use of cloth, homemade, or disposable face coverings if the activity requires more stringent Personal Protective Equipment (PPE) and provide that PPE for free.
- Arrange seating areas so workers or residents are at least 6 feet apart.
- Reduce in-person contact; for example, by adjusting workplace hours, limiting workforce to necessary employees only, and staggering schedules.
- Reserve space so workers can observe social distancing while eating meals.
- Allow showings only in unoccupied properties or when the current resident is not present; stagger showings to avoid a lot of people; and clean high-touch areas after every showing.



Requirements for RETAIL RENTAL, REPAIR, AND CLEANING

Your employer must:

- Reduce in-person contact; for example, by limiting workforce to necessary employees only and adjusting retail hours to spread out customer traffic.
- Make sure that all employees wear face coverings when travel is required and more than one employee is in the vehicle.
- Place hand sanitizer throughout the store for employee and customer use.

- Consider closing waiting rooms and post signs indicating 6 feet of distance outside of the shop where customers may wait.
- Place cleaning and disinfecting supplies in fitting rooms for employee and customer use.
- Sanitize all equipment like vacuums and buckets between each use and location (*for in-home cleaning*).



Requirements for VEHICLE SALES, LEASES, AND RENTALS

Your employer must:

- Reduce in-person contact; for example, by limiting workforce to necessary employees only and adjusting retail hours to spread out customer traffic.
- Require employees who accompany a customer on a test drive to wear a face covering and sit in the farthest seat from the customer. *For test drives requiring more than one person, everyone must wear a face covering.*
- Arrange seating in waiting areas so customers are 6 feet apart.
- Clean and disinfect the inside and outside of every vehicle plus vehicle keys before customers test drive a vehicle or pick up or return a vehicle.
- Place garbage bins around the building so people can dispose of soiled items, including PPE.

This publication includes information as of July 1, 2020.

PHASE 3 of Reopening NYC: What Workers Need to Know



Indoor dining will not be part of Phase 3. The state and City did not set a new date for indoor dining. Visit nyc.gov/workers for updates and information.

Beginning as early as Monday, July 6, 2020, as part of Phase 3, Personal Care businesses can reopen in New York City. Personal Care businesses include:

- Cosmetology
- Massage therapy
- Nail specialty
- Spas
- Tattoo and piercing facilities
- Ultraviolet (UV) and non-UV tanning
- Waxing

If you work at a covered business, read this publication for some of the general and industry-specific requirements your employer must follow. Detailed guidance is on forward.ny.gov. You can also call **311** for the Worker Protection Hotline or **1-212-436-0381** with questions about reopening, health and safety guidelines for the workplace, or to report an employer that is not following reopening requirements.

General Requirements All Employers Must Follow When Business Reopens

Communication and Screening	<ul style="list-style-type: none"> • Post a safety plan at your worksite where you can see it. • Train you and your coworkers on safety and hygiene protocols. • Conduct an employee health screening every day. <p>Your employer must send home employees who are sick or become sick.</p> <ul style="list-style-type: none"> • Post signs for employees and the public with information about safety and hygiene protocols.
Protective Equipment	<ul style="list-style-type: none"> • Give you and your coworkers free face coverings and provide replacements. <p>Your employer must train you and your coworkers on how to use, clean, and discard protective equipment.</p> <p>Your employer must make sure that employees wear face coverings when they are working with customers and when 6 foot distancing from others is not possible.</p>
Hygiene, Cleaning, and Disinfection	<ul style="list-style-type: none"> • Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, as well as an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible. • Regularly clean and disinfect common spaces and high-touch surfaces and objects frequently, and at least daily. <p>Examples include cabinet pulls, chair armrests, door handles, elevators, handrails, light switches, lobbies, refrigerator door handles, restrooms.</p> <p>Your employer must clean and disinfect spaces and surfaces used by customers—for example, chairs, tanning booths—after each use.</p> <ul style="list-style-type: none"> • Limit the sharing of equipment and tools and regularly clean and disinfect workstations, equipment, and tools after each use. <p>Examples include computers, telephones, cash registers, grooming tools.</p> <p>If it is not possible to limit sharing or to clean equipment because of potential damage to equipment, your employer must require employees to wear gloves.</p>

Physical Distancing

- **Post signs and put tape or other markers to ensure 6 feet of distance between individuals, including in customer seating areas.**
- **Require customers and visitors to wear a face covering at all times, provided they are older than 2 and medically able to tolerate face coverings.**
- **Limit indoor occupancy to 50% of maximum capacity in an area.**

For Personal Care, maximum capacity includes workers, customers, visitors.

For small areas like restrooms and break rooms, your employer should post signage to restrict occupancy.

- **Limit in-person meetings as much as possible.**
- **Establish designated areas for delivery and pickup to limit in-person contact as much as possible.**
- **Close all non-essential common areas, including waiting rooms.**

Requirements for PERSONAL CARE

Your employer must:

- Follow all health and safety guidelines from New York State Department of Health (DOH), Occupational Safety and Health Administration (OSHA), and Centers for Disease Control and Prevention (CDC).
- Follow DOH guidance for any dining or beverage area.
- Use products identified by the U.S. Environmental Protection Agency (EPA) as effective against COVID-19 for cleaning and disinfection.
- Close saunas, steam rooms, and other services that take place in enclosed spaces where social distancing is difficult.
- Prohibit entry unless customers are wearing a face covering and prohibit services like facials that would require customers to remove a face mask.
- Provide either a face shield or safety goggles in addition to face coverings when you are working with customers.
- Clean and disinfect shared spaces, tools, and equipment after each customer. Includes chairs, massage tables, headrests, tanning booths, as well as reusable and non-disposable tools. There should be sufficient time between appointments for cleaning and disinfection.
- Make sure employees at desks and cash registers maintain 6 foot distancing unless there is a physical barrier like plexiglass. *Employees must wear a face covering whether or not there is a barrier.*

Massage Therapy and Spa Employers Must:

- Make sure employees wear a face covering *and* a face shield or eye protection when they perform massages on customers in a facedown position on a massage table.
- Make sure massage tables have a clean and disinfected face covering—for example, cotton pillowcase in a face cradle—when customers are in a facedown position or avoid this position.
- Make sure customers wear a face covering when they switch from a facedown position to lying on their back or side during massages.
- Change and wash linens between customers and store them in appropriate containers between use.

Nail and Waxing Salon Employers Must:

- Clean and disinfect items after each customer. Includes manicure and pedicure baths and bowls; hand and foot drying stations; wax containers; towels; finger bowls; spatulas. *You cannot double dip applicators.*

Tattoo and Piercing Employers Must:

- Make sure staff removes needles from sealed packages before every customer procedure.
- Use clean and unused stencils or razors and discard them immediately after use.
- Make sure staff wears disposable gloves when working with customers.