



Public Health
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Dayton & Montgomery County

Ohio Health Order Enforcing Mask-Wearing in Retail Locations Guidance



The Ohio Department of Health has issued a health order to enforce mask-wearing in retail locations across the state in compliance with the statewide mandatory mask order signed on July 23, 2020. This order takes effect beginning at 12:01 a.m. on November 16, 2020. This order does not apply to restaurants, bars, banquet and catering centers, hair salons, day spas, nail salons, barber shops, tattoo parlors, body piercing locations, tanning facilities, gyms, dance instruction studios, or personal fitness venues as these businesses fall under previously-issued, existing orders.

Why is Mask-Wearing Required in All Retail Locations?

Every retail employee has the right to work in an environment that is as safe as can be, which means all customers must wear masks. Customers have the right to know that every store they enter will be safe and the people they encounter in that store will be wearing a mask. Masks are the easiest, most cost-effective way to limit the spread of COVID-19.

Requirements and Guidance for Retail Businesses

- ▶ All retailers must post and enforce a sign indicating that masks are required at all entrances. Employees are not required to put themselves in jeopardy or risk harm when enforcing this order.
- ▶ All retailers must post at all entrances a maximum capacity limit to ensure a minimum of six-feet physical distance can be maintained throughout the location.
- ▶ All retailers must require employees to stay home if symptomatic.
- ▶ All retailers must disinfect high-touch areas after each use (e.g. carts, baskets, and other equipment).
- ▶ All retailers should mark six-foot separation spots in all check-out lines.
- ▶ All retailers should arrange all store aisles to be directionally one-way, if required to achieve appropriate social distancing.
- ▶ All retailers should place hand sanitizer stations at high-contact locations.
- ▶ All retailers should provide reasonable accommodation to any person unable to wear a mask into the store by providing online or telephone ordering and curbside, non-contact pick up or a delivery option and/or allowing a person to wear a full face shield that extends below the chin. Each retailer must post a sign at each entrance detailing these accommodations.
- ▶ All retailers shall allow representatives of the Ohio Department of Health, a local health department, or law enforcement to inspect public areas during business hours.

Compliance and Enforcement

- ▶ This order does not apply to children under 10 or to those medically or developmentally unable to wear a face mask.
- ▶ Each business should designate an on-site compliance officer for each business location and each shift during all business hours to enforce these requirements.
- ▶ State of Ohio employees with enforcement powers, including the Ohio Bureau of Workers' Compensation Retail Compliance Unit employees working on behalf of the Ohio Department of Health, representatives of local health departments, and local law enforcement are authorized to inspect and enforce the order.

Recommendations for Customers

- ▶ Customers that are unable to wear a face mask are strongly urged to utilize online or telephone ordering and curbside, non-contact pick-up or delivery options.
- ▶ Citizens observing non-compliance should notify the Ohio Department of Health call center at 1-833-427-5634.