

SHOPPING CENTERS/MALLS (PCOR 2)

Follow all guidelines recommended for **ALL BUSINESSES** and **additionally**:

ENTRY

- “No Mask, No Entry” Policy. Face Shields are also acceptable.
- There should be designated points of entry and exits that are closely monitored. Security personnel should monitor the number of customers entering the shopping center/mall. Once the capacity limit has been reached, entry should be denied. The security personnel monitoring exits should have the ability to advise entry security staff of when customers exit. Entrance staff can then allow entry of customers equal to the number that left.
- Security staff should check the temperature of all incoming customers at the designated entrances. If a customer exhibits a temperature reading of 100 degrees Fahrenheit or higher, they will be asked to seek medical attention and should be denied entry. If a customer does not have a temperature, they should still be asked if they are feeling sick or have had any flu like symptoms in the last 24 hours. No customers who appear sick, coughing, feverish, etc. should be allowed entry.
- Customers should then be asked to sanitize their hands at the designated hand sanitizing station by the entrance after passing the temperature checks (this can be a hand washing station or security personnel may dispense hand sanitizer which container a minimum of 60% alcohol).
- Customers are to be advised that they are to proceed to the retail establishment directly and are not allowed to loiter in any area of the shopping center/mall. The customer may visit any retail establishment they wish but cannot loiter.
- It is strongly recommended that the security staff also provide a quick reminder to the customer to ensure they wear their mask at all times and to maintain social distancing of 6ft throughout the time they are in the shopping center/mall. Customers with children should be advised to ensure that their children follow the same requirements and that it is their responsibility to monitor/control them. Should there be any concerns of children running in the shopping center/mall or otherwise not following safety protocols, they may be asked to leave.

SALES FLOOR AREA

- Directional signs will be in place so show the flow of traffic. Customers will have to follow the signs and maintain social distancing protocols.

STANDARD OPERATING PROCEDURE

- The Shopping Center/Mall management must put into place measures that control the movement of customers throughout the building. It is imperative that such measures not only maintain social distancing requirements but also ensure that customers are not loitering in any areas. Customer movement should be purposeful and intent.
- No tables or chairs in the common areas or food court should be set up or available. The intent is to allow people to visit and purchase items in retail stores not to have an area where people can congregate. If they are done with their shopping, customers should be encouraged to go home.
- No Massage chairs or other “resting” chairs, tables, or benches should be available in the complex.
- Social Distancing window clings should be used at each store front to emphasize the 6 ft rule while creating the line outside of the stores.
- The management of the shopping center/mall will be responsible for requiring/monitoring individual stores who will implement their own “social distancing” policies within their spaces. The stores should comply with all general business and retail guideline requirements.
- If any retail store within a shopping center/mall is found to be in non-compliance, the retail establishment may be shut down. If several within the shopping center/mall are found to be in non-compliance, the entire center/mall may be shut down until compliance is assured.

FOOD COURT

- The main Food Court Entrance will be used to create a “One way in / One way Out” layout.
- Security staff will check the temperature of all incoming customers at the designated entrances. IF a customer exhibits a temperature reading of 100 degrees Fahrenheit or higher, they will be asked to seek medical attention and should be denied entry GPO. If customer does not have a temperature, they should still be asked if they are feeling sick or have had any flu like symptoms in the last 24 hours. No customers who appear sick, coughing, feverish, etc. should be allowed entry.
- Customers should then be asked to sanitize their hands at the designated hand sanitizing station by the entrance after passing the temperature checks (this can be a hand washing station or security personnel may dispense hand sanitizer which container 60% alcohol).
- Customers are to be advised that they are to proceed to the food establishment directly and are not allowed to loiter in any area of the food court.
- Floor markers will be put in place 6ft apart in front of each restaurant

- Individual restaurant lines will be formed to manage the flow of traffic. The lines will be color coded.

SIGNAGE

- Signage should be placed at all entrances showcasing our “No Mask, No Entry” Policy, temperature checks, and how to stop the spread of the COVID-19 Virus provided by DPHSS.
- Other signage includes our modified store hours, and directional signage for the main sales floor area.

SANITIZING

- Shopping Center//Mall staff should coordinate for proper sanitizing of all common areas to include door handles, elevator buttons, railings, etc. every hour with disinfectant. This should include other “high touch” areas.
- Shopping Center//Mall staff should coordinate for proper industrial sanitizing by a qualified provider no less than 2x per week.
- Hand Sanitizer stations should be located at each entrance of the building, outside of the restrooms, and any other area the management deems appropriate.

RESTROOMS

- The restrooms should be checked, sanitized, and cleaned every hour.
- Signage should be displayed at entry point reminding customers to sanitize hands before entry, then properly/thoroughly wash their hands before exiting the restroom. Signage should remind customers that restrooms are high “touch” areas and extreme care should be exercised upon entry and exiting the restroom.
- They will be monitored closely between 12P-2P (lunch period) and 5P-7P (dinner period) and will be disinfected additionally as needed.

CHILDREN’S PLAY AREA

- All Children’s play areas are to remain closed.

References:

Guam Premier Outlets. GPO Standard Operating Procedures. Post COVID-19. April 23, 2020.
Tumon Sands Plaza Standard Operating Procedures. Post COVID-19. 2020.
Micronesia Mall Operating Guidelines. Post COVID-19. 2020.