



Charlotte-Mecklenburg Emergency Operations Center (EOC) Call Center Guidance

Updated May 1, 2020

Retail Establishments Deemed Essential – Restrictions for Operation

- **Definition of Essential Retail Establishments:** Essential retail establishments include any business in which customers enter to purchase goods or services including, but not limited to, grocery stores, convenience stores, large-format retail stores, pharmacies, banks, ABC stores, hardware stores, and vehicle dealerships.
- **Emergency Maximum Occupancy:** The occupancy of all retail establishments shall be limited to no more than:
 - 20% of the stated fire capacity
 - 5 customers for every one 1,000 square feet of the total square footage of the establishment, including non-customer-facing portions
 - If the retail establishment has reached this Emergency Maximum Occupancy or expects to reach it, the establishment must post sufficient staff at store entrances and exits to enforce the Emergency Maximum Occupancy limit
 - The Emergency Maximum Occupancy must be posted in a conspicuous place
- **Social Distancing Measures:** To encourage the minimum social distancing recommended by the CDC, all operating retail establishments must clearly mark 6 feet of spacing:
 - In lines at cash registers; and
 - In other high-traffic areas for customers, such as at deli counters and near high volume products inside the establishment
 - Operating retail establishments who have reached or expect to reach Emergency Maximum Occupancy must clearly mark 6 feet of spacing in a designated line outside the establishment.
- **Cleaning and Disinfection:** All operating establishments shall perform frequent and routine environmental cleaning and disinfection of high-touch areas with a disinfectant approved by the Environmental Protection Agency (EPA).
- **Impact on Businesses Remaining Open:** Executive Order 121 allowed some businesses and operations to remain open only if they could maintain specific social distancing requirements. These businesses and operations must now also meet the additional social distancing requirements specified in this section to remain open.

All Other Retailers – Restrictions for Operation

- Unless otherwise stated in the Governor's Executive Order, all other retail establishments (including those previously deemed non-essential by letter from the N.C. Dept of Revenue) are authorized to operate but must do so by conducting online and/or telephonic sales with curbside delivery/pickup.
- In addition, the following conditions must be met:
 - Maintain social distancing between each other and customers,
 - Employees are to wear face coverings or masks at all times,
 - Customers are encouraged to wear face coverings or masks,
 - Employers are to instruct employees to stay home if they exhibit any signs or symptoms of COVID-19 (signs include fever, cough, shortness of breath, muscle pain, headache, sore throat, or new sense of loss taste or smell),
 - Customers of non-essential businesses are not permitted to enter business,
 - Since non-essential businesses are allowed to operate, employers will do all that is possible to prevent further spread of the virus

Businesses that are Considered Essential

- Defense and military contractors
- Electronic retailers that sell or service cell phones, computers, tablets, and other communications technology
- Lawn and garden equipment retailers
- Landscaping
- Dog groomers or pet daycare (should practice social distancing and limit contact)
- Book stores that sell educational materials
- Insurance companies, underwriters, agents, brokers, and related insurance claims and agency services
- Automobile dealers
- Chiropractic offices
- Home repair
- Cleaning services
- Farmers markets
- Flea markets
- Physical therapy
- Speech therapy
- RV parks and campgrounds
- Medically prescribed massage therapy
- Occupational therapy
- Live streaming of performances or use of performance facilities to record performances for later viewing, so long as they comply with restrictions on mass gatherings and practice appropriate social distancing

Mass Gathering Restrictions

- A mass gathering is still defined as any event or convening that brings together more than 10 persons in a single room or single space at the same time, such as an auditorium, stadium, arena, large conference room, meeting hall, or any other confined indoor or outdoor space.

Recreation

- Tennis is allowed but must meet USTA guidelines.
- Parking lots to Mecklenburg County Parks have been reopened to vehicular traffic.
- Boat ramps owned by Mecklenburg County have been reopened.
- Basketball, baseball, soccer, volleyball and other sports involving shared equipment are still not allowed.
- Driving ranges/mini golf are not allowed.

Religious Services

- Religious facilities, entities, groups, gatherings, services, counseling and pastoral care are allowed.
- All religious services are subject to mass gathering restrictions of no more than 10 people with the exception of funerals which may have up to 50 people.
- Drive up religious services are allowed with so long as participants:
 - Do not have personal contact with individuals outside of their car
 - Keep car windows partially closed during the service
 - Park a space away from other participants
 - Do not take communion

Businesses/Establishments that Not Allowed to Operate

- Bingo parlors
- Bowling alleys
- Indoor exercise facilities
- Health clubs
- Indoor/outdoor pools
- Live performance venues
- Movie theaters
- Skating rinks
- Go-cart racing
- Batting cages
- Driving ranges
- Mini-golf courses
- Amusement parks/facilities
- Spas
- Gaming and business establishments which allow gaming activities (i.e. arcades, poker, etc.)
- Barber shops
- Beauty salons
- Hair salons

- Nail salons
- Massage parlors
- Cryotherapy centers
- Spas
- Tattoo parlors
- Escape rooms
- Trampoline parks
- Rock climbing facilities
- Yoga studios
- Martial arts facilities
- Personal trainers utilizing indoor training facilities
- Hookah bars
- Cigar bars