



Epidemic Crisis Best Practices

ICSC is monitoring the novel coronavirus (COVID-19) outbreak on behalf of the retail real estate industry and our members. We have been in contact with the Centers for Disease Control and Prevention (CDC) and the Department of Homeland Security (DHS) who have advised they are closely monitoring the situation.

General recommendations for malls and shopping center owners and operators:

- Upgrade cleaning and Hygiene Practices:
 - Increase cleaning focus on disinfecting areas most susceptible to the spread of viral germs. For example: children's play areas; public restrooms; rental strollers and wheelchairs; door handles, escalator handrails, food court tables, and any other places the public commonly touches.
- Install and maintain alcohol-based hand cleaning dispensers in locations where the spread of germs is likely and normal soap and water hand washing stations are not readily available.
- Establish good communications with local health departments and follow local public directives.
- Display CDC public service announcements at entrances and throughout the property.
- Distribute communications to tenants outlining basic CDC recommendations or local government instructions.
- Encourage employees who are sick to stay home.

For more information please refer to the [CDC website](#) for updates and additional recommendations.

- [Guidance for Businesses and Employers](#)
- [Information for Travel](#)
- [Prevention and Treatment](#)
- [Know the Facts About Coronavirus and Help Stop the Spread of Rumors](#)
- [Frequently Asked Questions](#)
- [CDC Coronavirus Website](#)

ICSC is urging members to continue to maintain a high level of sanitation at all times in order to minimize the possible outbreak or spread of infection. We also encourage members to stay informed and to develop strategies and precautionary measures to protect the health and safety of their employees and customers.

ICSC will continue to monitor this situation and look to the DHS and the CDC for further guidance/recommendations.