

## CONSIDERATIONS FOR HANDLING SYMPTOMATIC CUSTOMERS

Employees should be on the lookout for customers or other staff members exhibiting symptoms of COVID 19. As a reminder, symptoms include:

- Fever
- Feeling feverish
- Chills
- Muscle aches
- Cough
- Sore throat
- Tightness in chest
- Shortness of breath
- Difficulty breathing
- Loss of sense of taste or smell
- Nausea
- Abdominal pain

Other Employees: If an employee has a concern that a colleague may be symptomatic, there should be a no-fault policy in which the employee can raise a concern with management. Management should then approach that individual of concern and, in a very respectful and professional manner, inquire about whether that individual has symptoms. Anyone who has symptoms, exposure history or significant travel history should be asked to go home without penalty.

Customers: If a customer is identified as definitively having symptoms, a manager should tactfully ask the customer to leave the premises for the protection of employees and customers. If the customer refuses to comply and the situation escalates, management should enact whatever their normal system is for handling such situations, potentially to include notifying law enforcement.