

PREPARE TO REOPEN

Business Toolkit: Sample Checklists, Policies, Strategies and Recommendations to Prepare Your Business to Reopen

Public Health



Prevent • Promote • Protect



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SAFETY IN AN OFFICE SPACE CHECKLIST

AT THE ENTRANCE:

- Ensure employees are being screened for symptoms before entering the building, and not coming to work if they are having any symptoms
- Post signage reminding employees and visitors of the symptoms of COVID-19
- Restrict the number of employees present on premise to no more than is strictly necessary to perform essential operations until gathering restrictions are removed
- Provide tape or other means of marking on the floor to show people where to stand to remain 6 feet apart if you have a reception or high gathering area
- Promote flexible/remote work schedules to reduce the number of employees in the office at any given time
- Disinfect high touch surfaces like door handles, light switches, and restrooms frequently using an [EPA approved disinfectant effective against COVID-19](#)
- Eliminate self-serve water, coffee, and candy dishes

RECEIVING DELIVERIES:

- If providing delivery services or receiving deliveries, utilize no contact strategies to avoid unnecessary face to face contact (no door to door sales)
- Limit and/or designate areas that packages and mail can be dropped off minimizing the number of delivery drivers coming into your office space

THROUGHOUT THE OFFICE:

- Spread out workstations so employees can remain 6 feet apart at all times
- Limit sharing of equipment/electronics like phones, computers, etc. and disinfect between employee use
- Minimize contact between employees
- Limit/eliminate in-person meetings, use ZOOM, Skype, or other means of meeting that are not in person whenever possible
- No hand shaking, high fives, fist bumps, other direct person to person contact
- Provide hand sanitizer stations
- Send sick employees home immediately, have them call for a test, and [disinfect their work area](#)
- Follow quarantine and isolation guidance in the *Quarantine & Isolation Algorithm* within this document
- Maximize curbside pick-up or delivery for customer service
- Consider installing high-efficiency air filters if possible

- Increase ventilation rates
- Increase the percentage of outdoor air that circulates into the system
- Install physical barriers, such as clear plastic sneeze guards, if able in reception areas or high interaction areas

IN SHARED SPACES:

- Ensure sinks in break rooms and restrooms are always stocked with soap and disposable paper towel
- Remove extra chairs and tables in break room to allow people to remain 6 feet apart; consider staggering breaks and lunch to accommodate 6 foot distance between people
- Disinfect high touch surfaces in these areas frequently
- Discontinue shared snacks or potluck style-food activities

SAFETY IN A RETAIL SPACE CHECKLIST

AT THE ENTRANCE:

- Post signage reminding customers and employees to check for symptoms and do not come into the store if they are sick
- Provide hand sanitizer/sanitizer wipes for wiping cart or basket handles and encourage their use
- Maintain secondary exits accessible in case of emergency
- Encourage curbside pickup and delivery
- Limit number of customers in the store at any given time based on current guidance
- Offer at least two hours per week of dedicated shopping time for vulnerable populations (people over 60, pregnant women, and those with chronic conditions like heart disease, diabetes, and lung disease)
- Establish lines to regulate entry in accordance with the above occupancy restrictions with markings for patrons to enable them to stand at least six feet apart from each other while waiting (consider alternatives to lines such as allowing customers to wait in their cars for a text or call when it's their turn to enter)

THROUGHOUT THE STORE:

- Provide arrows encouraging one-way traffic up and down store aisles
- Provide tape or other means of marking on the floor to show customers where to stand 6 feet apart from others when waiting in high traffic areas (at the deli or post office counter)
- Use PA system to message social distancing and shopper safety to customers
- Encourage use of cart to facilitate social distancing
- Limit/stagger times when vendors or employees are stocking shelves
- Provide hand sanitizer stations
- Minimize contact between employees and customers and maintain physical distance amongst employees as well
- Discourage employees from sharing phones, desks, offices, or equipment/tools they need to do their jobs (disinfect between use when shared equipment is required)
- Allow employees to wear cloth face covering if they choose; consider making it mandatory for those without health conditions that preclude them from using safely (e.g. difficulty breathing)
- Ensure employees are being screened or screening themselves for symptoms before entering the building, and throughout their work day
- Send sick employees home immediately, ask them to call for a test, and [disinfect their work area](#)
- Use the Quarantine and Isolation Decision Tree to determine how long the employee must be away of work
- Encourage curbside pickup and delivery

- Maximize ability of drive through window, curbside pick-up or delivery for customer service, even if in-person shopping is allowed during the current phase
- Consider installing high-efficiency air filters if possible
- Increase ventilation rates
- Increase the percentage of outdoor air that circulates into the system
- Install physical barriers, such as clear plastic sneeze guards, if able in reception areas or high interaction areas

AT THE CHECK-OUT:

- Use markings on the floor to show customers where to stand
- Use every other check-out lane to maintain physical distancing based on current guidance
- Disinfect high touch surfaces as often as possible (key-pads, pens, conveyor belts) with an [EPA approved disinfectant effective against COVID-19](#)
- Provide hand sanitizer to employees to use between customers
- Install physical barriers such as clear, plastic cough/sneeze shields

IN SHARED SPACES:

- Ensure sinks in break rooms and restrooms are always stocked with soap and disposable paper towel
- Remove extra chairs and tables in breakroom to allow people to remain 6 feet apart
- Disinfect high touch surfaces in these areas frequently

RECOMMENDED ELEMENTS OF A SICK POLICY

During the COVID-19 pandemic, businesses should reduce the risk of virus transmission between staff and customers. One of the most critical elements of this process is implementing a flexible yet strict sick policy, designed to identify staff members at risk of having COVID-19 based on their symptoms, exposure status, and/or travel history.

Staff members should be informed of the policy and told about the conditions under which they should not report to work, which should include:

- Have fever or respiratory symptoms
- Live in a household with someone exhibiting fever or respiratory symptoms who either has not been tested for COVID-19 or tested positive for COVID-19
- Has had direct contact with a laboratory-confirmed positive case
- Has recently traveled to an area where there is wide, sustained community spread or an outbreak/ cluster of COVID-19

Determine how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from childcare or school.

- Plan to monitor and respond to absenteeism at the workplace.
- Implement plans to continue your essential business functions in case you experience higher than usual absenteeism.
- Prepare to institute flexible workplace and leave policies.
- Cross-train employees to perform essential functions so the workplace can operate even if key employees are absent.

Implement flexible sick leave and supportive policies and practices.

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures. Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.

- Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws (for more information on employer responsibilities, visit the [Department of Labor](#) and the [Equal Employment Opportunity Commission](#) websites).
- Connect employees to employee assistance program (EAP) resources (if available) and community resources as needed. Employees may need additional social, behavioral, and other services, for example, to cope with the impact of this pandemic.

SAMPLE SICK POLICY

[BUSINESS NAME] is fully committed to safeguarding the health and safety of all staff and customers. For this reason, effective immediately, [BUSINESS NAME] enacts the following policy applicable to all staff members, regardless of position or authority:

- All staff members will be screened or complete a “daily active monitoring” form regarding any symptoms they may have. This form must be completed on every employee at the beginning of every shift.
- All employees must immediately report symptoms associated with COVID-19 to their manager.
- Staff members who have any symptoms of fever OR respiratory illness will not be allowed to work.
- Staff members living in a household where individual member(s) have symptoms but have not been tested for COVID-19 or who tested positive for COVID-19 will not be allowed to work.
- Staff members who have recently traveled from an area where there is wide community spread or an outbreak/cluster of COVID-19 will not be allowed to return to work until 14 days after that most recent travel.

SAMPLE ACTIVE STAFF MONITORING SYSTEM

Each business should have an “active monitoring” system, in which each staff member is asked about their symptoms, exposures and travel history prior to starting each shift. When possible, it is good practice to check staff member temperatures prior to the start of a shift. If you determine that a staff member should be in isolation or quarantine, you should strongly recommend that they call ahead and get tested for COVID-19.

Any staff member who has any of the following symptoms should be excluded from work:

- 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

Additionally, any staff member who reports they have a household member who is positive for COVID-19 or has symptoms of COVID-19 and has not been tested should be excluded from work.

Finally, any staff members who have recently traveled from an area where there is wide community spread or an outbreak/cluster of COVID-19 should not be allowed to return to work until 14 days after that most recent travel.

How to Implement

There are a variety of ways you can implement an active monitoring program, including:

- Have minimal entrances that staff are required to use. Before they enter the building, station designated staff members at those entrances to ask the screening questions (and, if possible, to take temperatures).
- Require all staff members complete an electronic version of the questionnaire on a platform such as Google forms and allocate management to look through the answers and identify any staff members who should be excluded from work.

Recommended Questions

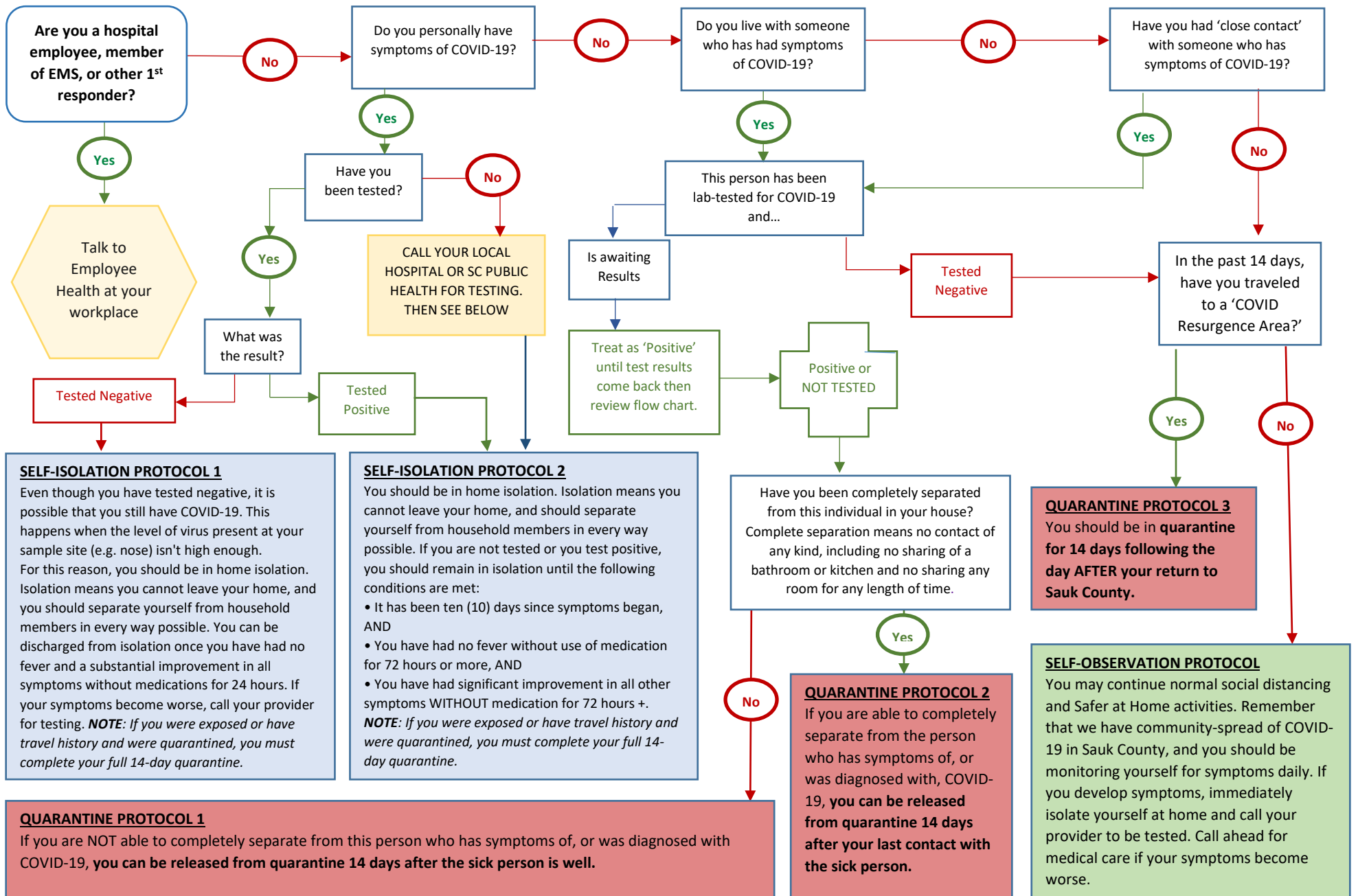
We recommend that you include the following questions in your active screening process:

- Do you currently have any of the following symptoms? [LIST SYMPTOMS FROM ABOVE]
- Sometimes, people feel “off” before they develop symptoms. Do you feel “different” today than you did yesterday? Do you have any symptoms that are not normal for you this time of year?
- Is there anyone else in your household that has any symptoms?
- In the past 14 days, have you been in contact with someone who was diagnosed with COVID-19?
- In the past 14 days, have you traveled any place outside of Sauk County?

Quarantine and Isolation Decision Tree

To standardize the determination if an employee should be allowed to return to work, and to help businesses make more informed decisions about their staff, we have included a Quarantine and Isolation Decision Tree. We are providing a copy of this decision tree to assist businesses in making the best decisions for the health and safety of their employees, customers, and community at large.

QUARANTINE AND ISOLATION DECISION TREE



STRATEGIES TO LIMIT TRAFFIC FLOW

Business should take steps to limit the amount of traffic in their establishments, which should include a variety of strategies to reduce transmission risk for both customers and staff. Some strategies you should consider include:

- One or Two People Per Household: Request that only ONE person per household come to the store; there will be circumstances where a caregiver must bring the person/people (child or adult) they are caring for, but this should be gently discouraged in communication materials wherever possible. It may not always be possible, and we don't want to discourage a caregiver from getting essential goods and services.
- Physical Distancing Visuals: Place tape on the floor in areas where people congregate (e.g. checkouts, reception desks, etc.) in 6 foot increments to demonstrate appropriate physical distancing.
- Limiting the Number of Shoppers: Businesses should limit the number of shoppers in their store at one time. It is essential that the mechanism of limiting entry does NOT create added problems such as people lining up shoulder to shoulder outside waiting for admission. Methods of achieving this goal might include:
 - Limit the number of customers to whichever is SMALLER of the following numbers:
 - Less than 10 people in Phase 1, or 25% of maximum occupancy
 - Less than 50 people in Phase 2, or 50% of maximum occupancy
 - Hand out a number, one per vehicle, and call numbers one at a time. Numbers could be called out via loudspeaker or displayed on a board.
 - Direct cars to numbered parking spaces and admit one occupant per vehicle in order, one at a time. Once the store reaches capacity, allow the next vehicle's occupant to enter only once another customer leaves.
 - Consider having customers sign up for an arrival time. For example, if 20 households could sign up for an entry time of 9 AM – 10 AM and another 20 households could sign up for an entry time of 10 – 11 AM, this may help curb the flow of traffic into the parking lot. You might consider having one section of the parking lot reserved for those who reserved their arrival time online, and a smaller portion of the parking lot for those who did not and who would have to wait longer.
 - Staff at the door counting customers coming in and out and coordinating the customers allowed in while maintaining 6 feet between all people.

SAMPLE HANDWASHING POLICY

Handwashing is one of the biggest ways to reduce virus transmission. Employers should create a policy regarding more aggressive handwashing for employees that includes specific instances when handwashing is expected. A sample hand- washing policy is provided below:

[BUSINESS NAME] is fully committed to safeguarding the health and safety of all staff and customers. For this reason, effective immediately, all [BUSINESS] employees will be required to wash hands with soap and warm water frequently. If soap and water is not available, employees may use hand sanitizer, which [BUSINESS NAME] will provide. At a minimum, ALL employees must wash hands:

- At the beginning of each shift, before interacting with other staff or customers, or when disinfecting surfaces
- When switching business tasks, such as checking and stocking shelves
- Before and after all breaks
- After direct physical interaction with customers, staff or vendors
- After a cough, sneeze, or blowing your nose
- When hands are visibly soiled

We suggest that you create a visual version of this type of information and display it in all bathrooms, break rooms, food preparation areas, staff meeting rooms, by time clocks/computers, and in other locations where staff frequent. A sample poster, which you are welcome to use if helpful, is provided on the next page.

Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How?



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



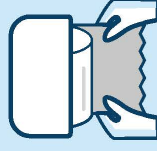
Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.



Rinse hands well under clean, running water.



Dry hands using a clean towel or air dry them.



LIFE IS BETTER WITH
**CLEAN
HANDS**



www.cdc.gov/handwashing



This material was developed by CDC. The Life is Better with Clean Hands Campaign is made possible by a partnership between the CDC Foundation, GOJO, and Staples. HHS/CDC does not endorse commercial products, services, or companies.

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To download printable pdf of this poster click here:

https://www.co.sauk.wi.us/sites/default/files/fileattachments/health/page/106221/stop_germs_wash_your_hands.pdf

RECOMMENDATION FOR DESIGNATED SHOPPING HOURS

Specific members of our community are at higher risk for developing severe complications of illness, including COVID-19. We recommend that retail stores provide designated shopping times that are only for high-risk individuals. Designated hours should ideally include times when cleaning activities have just been completed and items have been recently restocked.

Populations that should be considered for such designated shopping hours include individuals who are:

- Over the age of 60
- Immune-compromised because of pre-existing health conditions (e.g. diabetes, heart disease, lung disease) or medications like chemotherapy
- Pregnant or those with a child under the age of 2 years that they cannot leave at home with another caregiver

RECOMMENDATIONS FOR EMPLOYEES CONSIDERED FOR RE-ASSIGNMENT

Specific members of our community are at higher risk for developing severe complications of illness, including COVID-19. These include individuals over the age of 60, those with a weakened immune system due to other health conditions (diabetes, heart disease, lung disease) or medications like chemotherapy or steroids, those who are pregnant, and individuals who live with or care for people who have weakened immune systems.

It is likely that some of your employees are among those who would be at higher risk for developing severe disease. It would be appropriate to allow employees to self-disclose this information if they chose, and to re-allocate those staff members to occupational assignments that do not require as direct contact with others. For example, a checker who would usually be interacting with customers could be re-allocated to stocking shelves.

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.

SAMPLE DISINFECTION PRACTICE

To download printable pdf of this guidance, [click here](#).

GUIDANCE FOR CLEANING & DISINFECTING

PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN HERE
FOR MORE
INFORMATION

1 DEVELOP YOUR PLAN

DETERMINE WHAT NEEDS TO BE CLEANED.

Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

Follow guidance from state, tribal, local, and territorial authorities.

2 IMPLEMENT

CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 MAINTAIN AND REVISE

CONTINUE ROUTINE CLEANING AND DISINFECTION. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.

For more information, please visit [CORONAVIRUS.GOV](https://www.cdc.gov/coronavirus)



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MAKING YOUR PLAN TO CLEAN AND DISINFECT

Cleaning with soap and water removes germs, dirt, and impurities from surfaces. It lowers the risk of spreading infection.

Disinfecting kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection.



Is the area indoors?

YES

It is an indoor area.

NO

Maintain existing cleaning practices.

Coronaviruses naturally die in hours to days in typical indoor and outdoor environments. Viruses are killed more quickly by warmer temperatures and sunlight.

Has the area been occupied within the last 7 days?

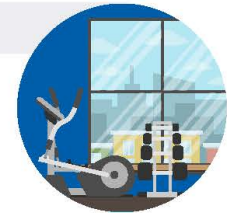
YES

Yes, the area has been occupied within the last 7 days.

NO

The area has been unoccupied within the last 7 days.

The area will need only routine cleaning.



Is it a frequently touched surface or object?

YES

Yes, it is a frequently touched surface or object.

NO

Thoroughly clean these materials.

Consider setting a schedule for routine cleaning and disinfection, as appropriate.



What type of material is the surface or object?

Hard and non-porous materials like glass, metal, or plastic.

Visibly dirty surfaces should be cleaned prior to disinfection.

Consult EPA's list of disinfectants for use against COVID-19, specifically for use on hard, non-porous surfaces and for your specific application need. More frequent cleaning and disinfection is necessary to reduce exposure.

Soft and porous materials like carpet, rugs, or material in seating areas.

Thoroughly clean or launder materials.

Consider removing soft and porous materials in high traffic areas. Disinfect materials if appropriate products are available.



CONSIDERATIONS FOR USE OF CLOTH FACE COVERINGS

If you are able to procure or make cloth face coverings for your employees, you should provide them to staff. Face coverings should be washed in warm water with detergent daily and whenever soiled. Employees should be reminded that face coverings protect other people from their germs but do not provide good protection for that employee against other people's germs. Physical distancing is the best line of defense and should be maintained between both employees and customers.

We highly encourage you to recommend that all patrons and employees wear cloth face coverings, especially when unable to maintain social distancing of 6 feet. Please keep in mind that children under the age of 2 and people with certain medical conditions may not be able to wear cloth face coverings safely and should not be universally required to. Resources for DIY cloth face coverings can be found [here](#).