

Guidance for Businesses Operating during the COVID-19 Pandemic

The following guidelines are being proposed to the Calaveras County Health Officers to reduce the risk of transmission of COVID-19 to both employees and customers in the business setting.

Businesses need to plan now to make their businesses as safe as possible. As businesses are allowed to reopen, we do not know whether additional guidelines from the state or federal agencies to prevent COVID-19 spread will be given. These recommended guidelines can be utilized by ALL businesses to make their operations as safe as possible for employees and customers. The more of these strategies a business can implement the lower the risk of transmission of COVID-19. The most important means to reduce transmission is to ensure 'social distancing', keeping people six feet apart from each other.

Coronavirus Disease 2019, or COVID-19, is the disease caused by a virus (SARS-CoV2) that emerged in China at the end of last year. COVID-19 is spread by droplets that can be sneezed, coughed, or exhaled by infected persons. These droplets can travel up to about six feet from an infected person and inhaled by another person. Once that person has inhaled the virus, it takes about two to fourteen days for that person to have symptoms. It is also possible for a person to spread the virus without showing symptoms. To decrease the risk of spreading COVID-19, it is important to modify business practices to decrease transmission. These can include social distancing, cleaning, screening for illness, and other measures that decrease contact.

1. *Ensure sufficient space for people to socially distance:*

- Calculate the maximum number of customers you can have in your business at one time while still allowing for adequate social distancing. Every person, both employees and customers, should have 120 sq. ft. of space¹. To determine the number of customers that can be in the business at any given time, calculate the amount of open floor space (not including merchandise, furniture appliances, etc.) and divide by 120. This is the total number of people that can be in the building. From this number subtract the number of employees that are in the building. The number remaining is the number of customers that can be permitted in your building at one time.
- Have a means to ensure that the number of customers in the building does not exceed that number. This may be done by assigning an employee to monitor the entry door, allowing an equal number of customers to enter and exit. The employee can use a counter and when the number is at the limit, no new customers will be permitted to enter until current customers leave. Signage at entry ways and on social media pages, as well as on business websites, stating the amount of customers permitted in your building at one time will help alleviate any confusion or displeasure.
- At entrances and waiting areas, select an area outside where customers can wait to ensure social distancing. This area should allow for persons/families to remain six feet apart. These distances can be marked with tape or paint in that area.
- Alternatively, businesses may find other mechanisms to ensure social distancing, such as having customers wait in their cars or by having business by appointment only. Consider taking reservations or using an online reservation software to ensure the capacity limits.
- Create flow patterns in the business that increase social distancing.

¹ This is based on maintaining a six-foot radius around each individual to ensure adequate social distancing.

- Allow people to depart and enter such that they don't pass each other in the doorway. Clearly mark entries and exit pathways, as well as traffic patterns within the establishment. This applies to multi stalled restrooms.
- Establish one-way aisles that allow for 6 feet of distance between customers in each aisle; establish markings on floors at the checkout counter to remind people of how far apart they should be standing.

2. *Implement the following cleaning and sanitizing strategies:*

- Provide disinfectant wipes and/or hand sanitizer at the entrance and exit for customer use.
- Ensure that employees can perform frequent hand hygiene either through handwashing (preferred) or the use of hand sanitizer. Maintain a chart and cleaning schedule for employees.
- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, counters, restrooms, and doorknobs. Post a chart that shows the scheduled cleaning frequency.
- Grocery - Assign employees to disinfect carts and baskets as they are used.

3. *Keeping your Employees and Customers Safe:*

- Post health orders where both customers and employees can see them.
- Screen your employees for Febrile Respiratory Illness symptoms. Follow medical screening checklist (PHO???) that includes:
 - A new or worsening cough
 - New or worsening shortness of breath
 - A fever, either measured or feeling feverish or having chills
- If any of these are positive or the employee is otherwise ill, they should stay home.
- Employees having close contact with customers or other employees should wear cloth masks to prevent them from making one another or vulnerable customers ill. If masks are being worn, train your employees techniques used to safely put them on and take them off.
- Train your employees in proper techniques for donning and doffing of gloves if they are wearing them; gloves should not be used in place of good hand washing.
- Screen your customers for Febrile Respiratory Illness symptoms, as above, before they enter your business. If customers have a fever, cough, or shortness of breath, advise them to return home, isolate themselves, and consult their medical provider.
- Give your employees opportunities to wash and sanitize their hands frequently.
- Have employees place all purchased items in new bags. If customers want to use their own bags, customers should bag their own goods and bags should be left in the shopping cart.

4. *Other ideas to consider:*

- Consider providing delivery services, especially to at risk persons
- Take mobile drive through or curbside orders, especially for at risk individuals.
- Utilize partitions to separate employees and the public.
- When possible, allow for employees to work remotely.
- Discourage handshaking and hugging – encourage the use of other non-contact methods of greeting.
- Direct employees to visit the [coughing and sneezing etiquette](#) and [clean hands webpage](#) for more information.

- Maintain daily rosters of employees and when possible include hours that employees are at specific worksites. This will facilitate Public Health contacting employees if a fellow employee or customer becomes ill.
- Grocery: Have employees' bag groceries and bring them out to cars. Post a list of "out of stock" items outside the store so individuals do not have to come in unnecessarily.
- Retail:
- Hair salons/barbers:

Presented below is a sample checklist.

Business Checklist

If someone with COVID-19 entered your business, what practices do you have in place to prevent them from infecting others? As you plan for re-opening your business, use this checklist to ensure that you are ready. The CDC has additional information available at

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Determine the number of customers allowable in the business

#of customers = square footage of useable space/120 - # of employees at work

Means in place to limit the number of customers to the calculated number

- Employee monitoring customers going in and out
- Other _____

Means in place to space customers at least 6 feet apart

- Employee monitoring
- Other _____

Screening for symptoms/fever for all before entering the business:

- Temperature taken
- Febrile Respiratory Illness Screening

Separate Entrance and Exit

- Yes
- No

Flow pattern (such as one-way aisles) set up to increase social distancing

- Yes
- No

Hand sanitizer or hand washing stations available to both employees and customers

- Yes
- No

Engineering controls in place (such as increased airflow, plexiglass barriers,

Yes

No

Masks/face coverings:

Employees:

Mandatory (for those unable to maintain social distancing)

Recommended (risk reduction for those able to maintain social distancing)

Masks provided by the employer

Customers:

Mandatory (for those unable to maintain social distancing)

Recommended (risk reduction for those able to maintain social distancing)

Masks available for use by customers (not required)

Reservation options

“High touch” surfaces are disinfected frequently during the business day

Yes

No

Contact tracing:

If there were an exposure at your workplace, would you know who to quarantine?

Make sure that attendance and seating charts for worksites/cafeterias are up-to-date and have contact information. Consider voluntary (or required) sign in/contact information sheets for customers depending on duration of time that will be spent in business/location.