



COVID-19 INDUSTRY GUIDANCE RETAIL

getty
Mitch D

MAY 2020

AGENDA

- Purpose
- Workplace Specific Plan
- Topics for Employee Training
- Physical Distancing Guidelines
- Cleaning and Disinfecting Protocols
- Individual Control Measures and Screening



PURPOSE

- IT'S ABOUT WORKING TOGETHER TO SUPPORT A SAFE, CLEAN ENVIRONMENT FOR WORKERS AND CUSTOMERS.

gettyimages®
ehuges

25 YEARS

Please Do Not
Enter The
Vineyard

COUNTY WWW.READY.SLO.ORG WEBSITE

<https://www.emergencyslo.org/en/reopening.aspx>

Reopening and Self Certification Process

[Current Emergency Information](#) / [COVID19 Information for San Luis Obispo County](#) / [Reopening & Self Certification Process](#)



CURRENT STAGE: STAGE 2

SLO County is following the **State's Resilience Roadmap** for reopening. The State determines when and how each county may reopen based on a county's ability to meet the State's criteria.

Counties that have met the State's readiness criteria can open additional businesses as outlined on CDPH's **County Variance page**.

- On May 20, the CDPH **approved** SLO County's attestation moving the County into Stage 2.

WE ARE CURRENTLY IN STAGE 2

STAGE 2 - Business Toolkit and Self-Certification - Open Now!

Businesses in Stage 2 are considered to be lower risk workplaces. Stage 2 businesses are able to open as of 5/20/2020.

1. Destination Retail - NEW 5/20/20
2. Dine-in Restaurants - NEW 5/20/20
3. Supply Chains Supporting Retail - Logistics
4. Supply Chains Supporting Retail - Manufacturing
5. Childcare / Day Camps / Summer School
6. Office-Based Businesses (telework remains strongly encouraged)
7. Car Washes
8. Outdoor Museums
9. Residential Shared Pools
10. Schools with Modifications - NEW 5/20/20
11. In Person Religious Services - NEW 5/25/2020
12. Hair Salons / Barbershops - NEW 5/26/2020
13. County Libraries Curbside Service - START DATE 6/1/2020

WE ARE NOT AT STAGE 3 OR STAGE 4 YET- TBD

STAGE 3 - Business Guidance - Reopening Date TBD

Businesses in Stage 3 are considered to be higher risk workplaces. The timeline for reopening for Stage 3 businesses is to be determined.

Businesses are encouraged to prepare for reopening by:

- Plan and prepare for re-opening
- Make radical changes within the workplace
- Adjust practices by employees and help educate customers

1. Personal Services
2. Gyms / Fitness Studios / Gymnastics Studios / Dance Studios
3. Body Art (Tattoo, Body Piercing, Permanent Cosmetic Facilities)
4. Bars / Distilleries / Wineries / Tasting Rooms (that do not provide sit-down, dine-in meals)
5. Entertainment venues
6. Public Pools
7. Hotels / Lodging for Leisure and Tourism
8. Community Centers

STAGE 4 - Business Guidance - Reopening Date TBD

Businesses in Stage 4 are considered to be the highest risk workplaces. The timeline for reopening for Stage 4 businesses is to be determined and will not occur until therapeutics have been developed.

1. Concerts / Festivals
2. Convention Centers
3. Live Audience Sports
4. Other

STEPS TO REOPEN – WWW.EMERGENCYSLO.ORG

- Find your industry sector in the lists posted at www.emergencyslo.org
- Click on the name of your industry sector in the lists provided.
- Review the guidance and checklist for your industry sector.
- Develop plan, train employees & Implement details outlined in your guidance.
- Click on the "Ready to Reopen Toolkit and Self Certification Form" link.
- Complete your Self Certification form and retain at place of business.
- Option - Download your "Open and Safe" sign to hang at your business.
- Reopen!
- Questions? Call the Phone Assistance Center at 805-543-2444.

DEVELOPING YOUR SITE-SPECIFIC WORK PLAN

After you read the guidance and checklist, create a process flow chart (a map) from cradle to grave then go back and identify risks – or rather where there might be potential for disease transmission in your business processes:

Business Process:
Map From receiving to clean up

Employees:
Map start of shift, through breaks, to end of shift

Customers: Map bringing customers in, serving them, then wishing them well as they leave



Some disease transmission areas to focus on while you are conducting your process review & develop procedures for in your plan:

Where there could be person to person disease transmission (between employees, between customers and employees, between customers themselves, even between delivery drivers and employees, etc).

Where there could be contamination of high customer contact (chairs, credit card machines, menus, doorknobs, restrooms, etc.)

Where there could be contamination of food or food/utensil contact surfaces (tables, utensils, waitress and cook stations, food staging or storage areas, etc.)



COVID-19 INDUSTRY GUIDANCE: Retail

May 19, 2020
covid19.ca.gov



COVID-19 General Checklist for Retail Employers

This checklist is intended to help retail employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Retail Employers](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Training and communication with employees and employee representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.



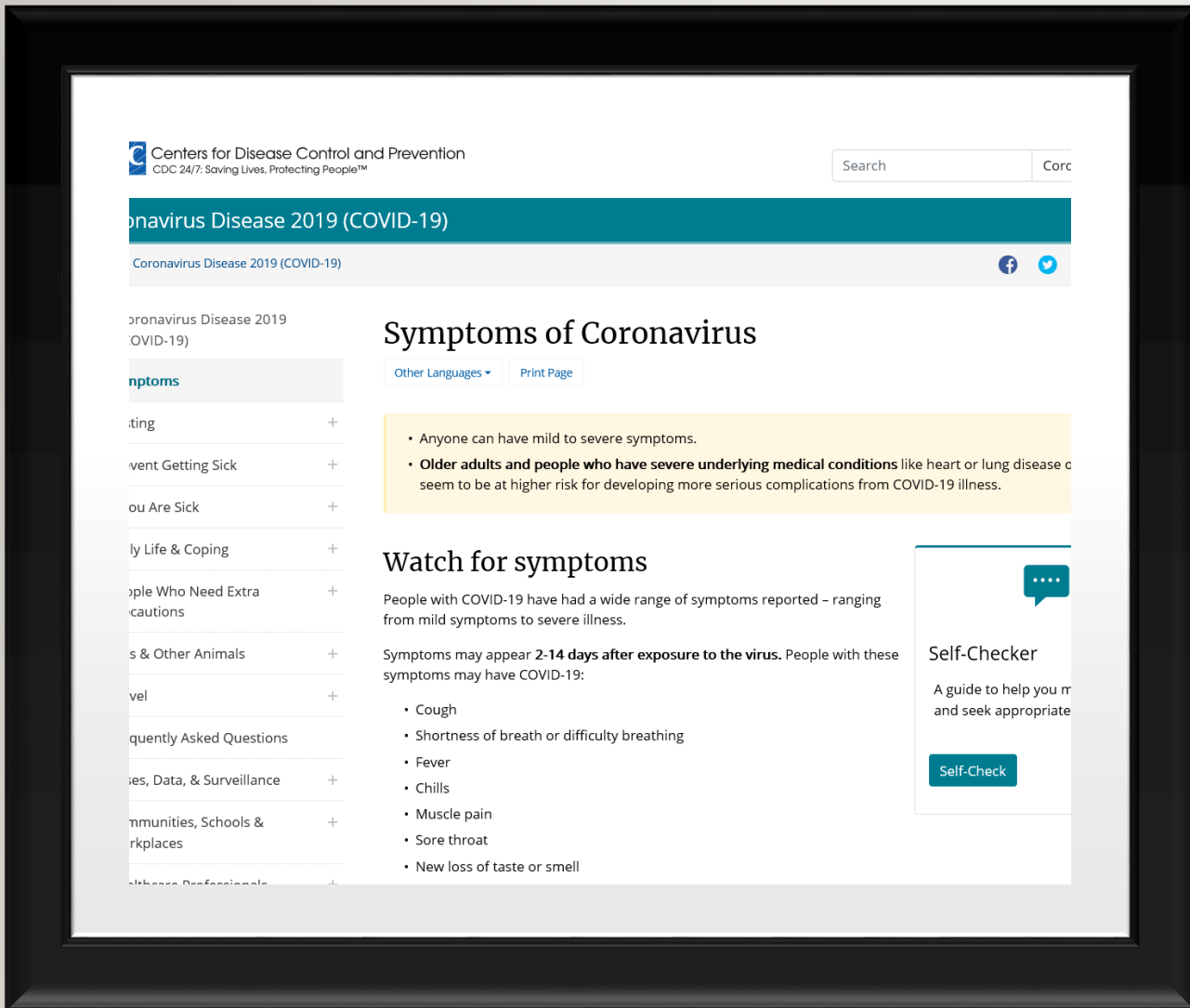
Topics for Employee Training

- Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers.

TRAIN YOUR EMPLOYEES AFTER YOU COMPLETE THE CHECKLIST AND DEVELOP YOUR PROCEDURES

- Decide how you will train your employees
- Post reminders for employees and customers about hand washing, social distancing, and not coming into the facility when ill





CDC HAS A SYMPTOM SCREENER PAGE

Symptom Screener

- CDC lists this guidance – can be used when training employees about COVID 19
- Either monitor employees at the beginning of their shift or require that they do that before coming to work.

**OUR TOOLKIT AT
WWW.EMERGENCYSLO.ORG**

-
- **Readiness to Reopen Self-Certification Form**
 - **Readiness to Reopen Self-Certification Form - Spanish**

This form must be completed by each business as part of a **detailed assessment** to reduce risk to employees and customers. A signed version must be made available at each business.

Open and Safe Signage

- **Commercial Printing - English**
- **In House Printing - English**
- **Commercial Printing - Spanish**
- **In House Printing - Spanish**

COVID Compliant Signage

- **CDC Face Covering Checklist**
- **CDC Face Covering Instructions**
- **Stay Home from Work Poster (for employees)**
- **Keep calm and wash your hands (poster for handwashing stations and restrooms)**
- **CDC How to Protect Yourself and Others**
- **CDC Wash Your Hands**
- **CDC Instructions for Handwashing**
- **CDPH Coronavirus Sign**
- **CDC Social Distancing Sign**
- **Social Distancing**
- **Travel To-dos**



WE ARE
Open
AND
Safe!

**WE COMMIT TO KEEP OUR
EMPLOYEES AND CUSTOMERS SAFE.**

- ✓ We are doing everything in our power to operate safely.
- ✓ We are following our industry's health and safety guidelines.
- ✓ We are effectively communicating these guidelines to our employees and customers.

This business has self-certified that it complies with the State's Resilience Roadmap. Ask to see our COVID-19 Self-Evaluation & Certification Form for more information.

Visit www.EmergencySLO.org/reopen to learn what SLO County businesses are doing to reopen safely.

STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Stay at least 6 feet (about 2 arms' length) from other people.



cdc.gov/coronavirus

CS19178 May 12, 2020 4:01 PM

ONCE TRAINING IS COMPLETE THEN COMPLETE SELF-EVALUATION & CERTIFICATION FORM

COUNTY OF SAN LUIS OBISPO

**BUSINESS READINESS TO REOPEN
COVID-19 SELF-EVALUATION & CERTIFICATION**

Business Name: _____ Business Sector: _____

Facility Address: _____

Contact the following person with any questions or comments about this protocol:

Business Contact Person: _____ Phone Number: _____

Prior to reopening, businesses owners or managers must complete and sign this *COVID-19 Self-Evaluation & Certification form for each facility*. By signing this form, the business owner/manager acknowledges the need to comply with the State's Resilience Roadmap and to implement all applicable State guidance documents to help workplaces reopen and operate safely. Businesses must retain a copy of this completed and signed form on-site at all facilities or business locations and provide to County or City officials upon request.

Detailed information regarding the State's Resilience Roadmap and all State guidance that has been issued for each business sector is available at: <https://covid19.ca.gov/roadmap>

Implemented at Business	Category of State Requirements and/or Guidance <small>(review State details: https://covid19.ca.gov/roadmap)</small>	Notes If related measures not fully Implemented
<input type="checkbox"/> Yes <input type="checkbox"/> No	Performed a detailed risk assessment and implement a site-specific protection plan in accordance with the State guidance documents issued for my business sector.	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay at home if they have any of the symptoms.	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Implement individual control measures and screening processes as defined by the State.	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Implement cleaning and disinfecting protocols.	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Implement social/physical distancing guidelines.	

The undersigned hereby self-certifies that my business has or will implement applicable measures detailed checked above and any applicable State guidance documents issued for my business sector, or I have noted why any measure that is not implemented is inapplicable to my business:

Signature: _____ Date: _____

Name: _____ Phone: _____

Role/Position with Business: _____

Dated 05/12/20 - Disclaimer: County's recommended form may be replaced as State documents become available.

emergencySLO.org/reopen



COVID-19 General Checklist for Retail Employers

May 7, 2020

This checklist is intended to help retail employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Retail Employers](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Training and communication with employees and employee representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.



Topics for Employee Training

- Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers.



Individual Control Measures & Screening

- Symptom screenings and/or temperature checks.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide disposable gloves to workers using cleaners and disinfectants when required. Consider gloves as a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- Strongly recommend cloth face covers.
- Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- Communicate frequently to customers that they should use face masks/covers.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces.
- Clean and sanitize shared equipment between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent.
- Equip customer entrances and exits, checkout stations, and customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- Ensure that sanitary facilities stay operational and stocked at all times.
- Make hand sanitizer and other sanitary supplies readily available to employees.
- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions and Cal/OSHA requirements.
- Adjust or modify store hours to provide adequate time cleaning and stocking with physical distancing.
- Provide time for workers to implement cleaning practices before and after shifts, hire third-party cleaning companies.
- Install hands-free devices if possible.
- Encourage the use of debit or credit cards by customers.
- Encourage customers with reusable bags to clean them frequently and require them to bag their own purchases.
- Consider upgrades to improve air filtration and ventilation.



Physical Distancing Guidelines

- Implement measures to physically separate people by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- Minimize exposure between cashiers and customers. Where physical distancing cannot be maintained, use barriers such as Plexiglas. Where barriers are not feasible, strongly recommend that employees and customers wear face covers.
- Use signage to remind customers of physical distancing at every opportunity.
- Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- Dedicate shopping hours for seniors and other vulnerable populations.
- Increase pickup and delivery service options such as online ordering for curbside pickup.
- Provide separate, designated entrances and exits.
- Limit the number of in-store customers based on the size of the facility.
- Be prepared to queue customers outside while still maintaining physical distance.
- Encourage and train employees to practice physical distancing during pickup and delivery.
- Make some locations pickup- or delivery-only to minimize physical interaction, if possible.
- Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.
- Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing masks.

**MONITOR
PLANS AND
MAKE
CHANGES IF
NEEDED**

**Designate someone in charge
of monitoring facility's
adherence to the plan daily**

**Modify plan if needed - we are
all learning**



PLEASE VISIT

WWW.READY5LO.ORG

FOR LATEST
INFORMATION AND
GUIDANCE

OR

CALL 805-543-2444

Missing35mm