

Public Health Reopening Protocol Retail

May 27, 2020



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1. OVERVIEW OF PROCEDURES AND RESOURCES
2. KEY PRACTICES
3. REOPENING PROTOCOL CHECKLIST

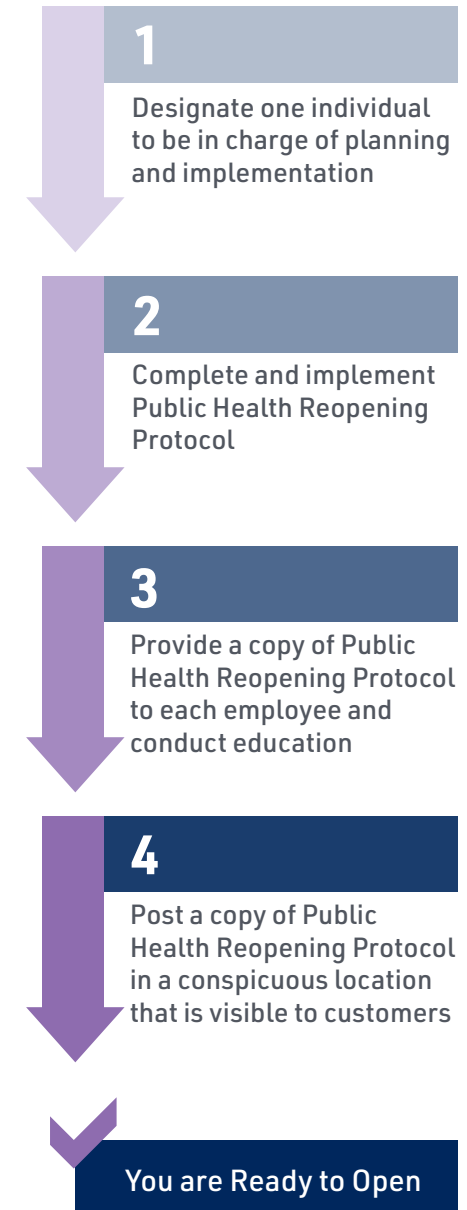
OVERVIEW OF PROCEDURES AND RESOURCES

ENSURING A SUCCESSFUL REOPENING - PROTECTING EMPLOYEES AND CUSTOMERS FROM COVID-19

In the midst of the COVID-19 pandemic, businesses must take steps to prepare and position themselves for a successful reopening. Reduce the risk of your business from becoming the site of an outbreak. Ensure employees are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Depending on the situation, public notification of an exposure to COVID-19 may be required. Employees can call 211 for information on health insurance and primary care physicians.

- **Employers are required to make an immediate report to the Pasadena Public Health Department any time an employee with COVID-19 (confirmed by a lab test or physician diagnosis) was at work while sick or up to 48 hours before showing symptoms.** Employers must call (626) 744-6089 or email nursing@cityofpasadena.net and provide all information requested by the Health Department. The employer is expected to provide or ensure testing for all employees that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the employee's physician, and also at cityofpasadena.net/public-health and covid19.lacounty.gov.
- **Educate employees to contact their supervisor if they are feeling sick.** The supervisor should send the ill employee home, taking care to maintain that person's privacy and observing physical distancing. If the illness is work-related, the employer should facilitate appropriate care for the employee, the workers' compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare personnel records, floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all employees and visitors (if possible) who were in contact with the infectious employee within 6 feet for 10 minutes or more. Implement measures recommended by the Health Department.

STEPS TO REOPEN



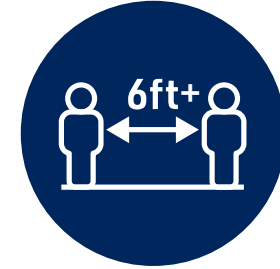
KEY PRACTICES



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

CONTACT INFORMATION

If you have questions, or if you observe a violation, you can request information or submit a complaint through the Pasadena Citizen Service Center.

Call 626-744-7311 or visit
<https://www.cityofpasadena.net/CSC>

REOPENING PROTOCOL CHECKLIST - REDUCING RISK OF COVID-19 TRANSMISSION

All policies described in this checklist, other than those related to terms of employment, are applicable to staff of delivery and other third party companies who may be on the premises.



EXTERNAL COMMUNICATION

Post signage reminding personnel to maintain a distance of at least six feet or more at all times. Post diagrams or maps of how people should flow through the retail floor.

Post signage instructing the public to wear a face covering in the store, and to remain at home if experiencing any symptoms including fever of 100° F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell.

Communicate the business' new protocols by posting information on your website and social media pages regarding updated hours, physical distancing, and the use of face coverings.

Post a copy of this Protocol in a conspicuous location that is easily visible to the customers.



INTERNAL COMMUNICATION & TRAINING AND RECORDS

Provide copies of the Protocol to all employees.

Provide training to staff on all sections of the public health protocols including:

- Information on **COVID-19**.
- How to identify **symptoms** of COVID-19 and how to self-screen and conduct symptom checks.
- The importance of not coming to work if employees are experiencing 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 has been diagnosed with COVID-19.
- Proper use and care of face coverings (**Face Covering FAQs**).
- Physical distancing measures, sanitization, and handwashing.
- Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home.

See additional information on government programs supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act, the Governor's Executive Order N-51-20, and employee's rights to workers' compensation benefits, and presumption of the work relatedness of COVID-19 pursuant to the Governor's Executive order N-6220.

- Proper safety protocols for use of disinfecting solutions.

What is a cloth face covering?

A cloth face covering is a material that covers the nose and mouth, and can be secured to the head with ties or simply wrapped around the lower face. It is intended to prevent someone who does not know they are infected from transmitting COVID-19 to others, since infectious particles may be released when a person speaks, coughs or sneezes.



INTERNAL COMMUNICATION & TRAINING AND RECORDS (continued)

Consider employee training in safe de-escalation, both in the case of shoplifting as well as customer violation of health and safety rules.

Maintain records of each employee's schedule and work area or assignment.

Consider posting signs for the Disaster Distress Hotline: 1-800-985-5990, or text TalkWithUs to 66746

Disaster Distress Hotline

Call: 1-800-985-5990

Text: TalkWithUs to 66746

Connect with a trained crisis counselor



PROTECTION OF EMPLOYEE HEALTH

Employee Health Screening

Conduct daily symptom checks (fever of 100° F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell) before or upon arrival.

Send employees home if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.

Notify all employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19 and self-quarantine for 14 days (when not sick) from last contact with someone with COVID-19. Require sick employees to stay home for at least 10 days or until 72 hours after being fever free, whichever is longer. Employees diagnosed with COVID-19 by a physician or through laboratory testing may not return to work without a letter of clearance from the Pasadena Public Health Department. A letter from a physician may NOT be accepted in place of the clearance letter from the Health Department.

Review and modify workplace leave policies to ensure that employees are not penalized when they stay home due to illness.

Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for 10 minutes or more) with the ill employee. The plan should also include steps for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test).

Visitor Health Screenings (Optional)

Visitors, patrons, and customers should not enter the building if experiencing symptoms of fever of 100° F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell. Screen for symptoms prior to the visitor entering the building, to the extent possible.



PROTECTION OF EMPLOYEE HEALTH (continued)

Scheduling

Limit the number of employees that are onsite to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.

Group employees into teams and schedule them consistently, by team, on the same shifts to reduce potential exposures.

Require employees who can carry out their work duties from home to continue to work from home, and reconfigure work processes to the extent possible.

Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.

Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking. Stagger stocking so that associates are in different aisles.

Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

Face Coverings*

Provide, at no cost, a cloth face covering for all employees that have contact with the public or other employees, and instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a room or private office.

Require customers and visitors to wear face coverings.

Prohibit employees from eating or drinking anywhere inside the workplace other than designated break area to ensure masks are worn consistently and correctly.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a mask hazardous are exempted from this requirement. Children under age 2 years should not wear a face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.*

Hand Hygiene

Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.

Instruct employees to wash hands upon arrival and at departure and after transactions as necessary.

Designate a staff person to check handwashing stations frequently and restock as needed.

Allow employees time to take frequent breaks to wash their hands.

Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in employee areas, customer areas, and at visitor counters. Hand sanitizer, tissues, and trash cans shall be made available to the public at or near the entrance of the facility.

Gloves and Protective Equipment

Provide disposable gloves to be used by employees on retail floor and cashier counters. Gloves will be provided for staff handling commonly touched items.

Restroom

Place a trash can by the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob.

General

Require employees to not use handshakes and similar greetings that break physical distance.

Remove all unpackaged food and beverages typically offered to employees, shut down water fountains, and shut off or remove shared coffee machines.

Instruct employees to not share food, beverages or utensils.

Disconnect vending machines, or sanitize machine buttons after each use.

Prop doors open, where possible and consistent with fire code, to reduce touching of door handles.

Open windows and doors to increase ventilation where possible. Do not open windows if they pose a safety risk to children or adults using the facility.

Assign each worker their own tools, equipment, and defined workspace, and minimize or eliminate shared, held items.

Install transfer-aiding stations, such as shelving and bulletin boards, to reduce person-to-person exchanges.

Install hands-free devices such as trash cans, soap and paper towel dispensers, door openers, and light switches where possible.

Adjust in-person meetings by reducing the size of the meeting and reconfiguring tables and desks. When possible, hold meetings in open air spaces, or conduct meetings by phone or online.

Discontinue non-essential business travel.

Discontinue product sampling.

As feasible, avoid flash discount sales which result in large crowds of customers assembling.

Consider programming in-store audio messaging to frequently remind employees and customers to wear face coverings and maintain physical distancing.

Payment Options

Establish prepayment or self-checkout systems (for example, customer facing credit card terminal that is cleaned after each use). Discourage the use of cash. Provide a no-contact method of payment (optional). Offer any transactions or services that can be handled remotely online.

Instruct employees to avoid touching their face when exchanging paper and coin money. Ask customers to place cash on the counter rather than directly into the employee's hand. Place money back onto the counter when providing change. Disinfect the counter after each customer.

Ask customers if they would like to use their own pen to sign the credit card receipt. Disinfect the PIN pad, stylus, and shared pens after each use.

Pick Up

Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pickup.

Encourage online ordering of goods.

Make purchased goods available for curbside pickup or home delivery. Designate a clearly marked curbside or outside pickup point that maintains physical distance with visual cues.

Encourage employees to practice physical distancing during pickup and delivery by talking with the customer through a passenger window, loading items directly into the customer's trunk without contact, or leaving items at their door.

Returns and Exchanges

Establish procedures for processing, handling, and disinfecting returns and exchanges. Consider requiring returned items to be sealed and stored separately, requiring employees to use personal protective equipment (PPE) to process, handle and disinfect returns, and storing returns in isolation for 24 hours or more before returning them to sales floor.

Fitting Rooms

Disinfect fitting rooms frequently, direct employees to wear disposable gloves when handling tried-on clothes, and consider holding merchandise for 24 hours before returning to the sales floor.



PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

Elevators, Escalators and Stairwells

As feasible, limit elevator capacity ensure 6 feet of distance between riders. Use visual markings on elevator floors to indicate where individuals should stand.

Provide signage at escalators directing personnel to leave 6 feet of physical distancing between parties ahead of them before boarding escalator.

Open stairwells for “up” or “down” traffic with increased disinfection of stairwells.

Physical Distancing - Employees

For staff at higher risk for severe symptoms of COVID-19 (above age 65 or underlying health conditions), assign work that can be done from home when possible.

Reconfigure office spaces, breakrooms, and workstations to allow for at least six feet of distance between employees. Use measures such as physical partitions or visual cues (floor markings, colored tape, or signs) to indicate where people should sit or stand.

Designate separate entry and exit points if possible to minimize crowding, monitor occupancy, and allow for health screenings as employees enter.

Adjust maximum occupancy rules based on the size of the facility to limit the number of people in a store at one time, using no more than 50% maximum occupancy.

Establish directional hallways or passageways for foot traffic.

Review people flows and make changes if needed to permit physical distancing during employee activities and during retail shopping experience. Consider one-way aisles on retail floor to support physical distancing. Place maps and visual markings on floors to inform customers of people flow on the retail floor.

Instruct employees to maintain at least six feet of distance from customers and from each other, except employees may momentarily come closer when necessary to accept or deliver goods.

Where possible, provide outdoor break areas with shade covers and seating, and encourage employees to take breaks alone and away from the store.

Physical Distancing - Customers

Assign a staff person to manage the flow of customers at the entrance and exit during peak times, and designate a separate entrance and exit if possible.

Stagger customer appointment times to reduce crowding.

Reconfigure customer waiting area tables and seats to ensure a distance of at least six feet, and use visual cues (floor markings, colored tape, or signs) to indicate where people should sit or stand.

Install protective, plastic barriers in locations where close interactions with cashiers, receptionists, or salespeople are necessary.

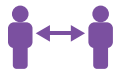
Provide designated hours for vulnerable populations.

Prioritize services that are critical to the customers/clients.

Physical Distancing Specific to Warehousing

Limit entry to employees of the site when feasible.

Modify work processes as necessary to ensure that face coverings and other required personal protective equipment do not jeopardize worker safety.



PHYSICAL DISTANCING (continued)

Designate one-way aisles on the warehouse or shop floor to support physical distancing.

Install transfer aiding materials, such as shelving or bulletin boards, to avert the need for person-to-person hand-offs.

Deliveries and Vendors

Review work flows and make changes if needed to permit physical distancing during, pickups and deliveries.

Adjust store delivery scheduling windows to spread out deliveries.

When other parties (truck drivers, delivery agents, vendors) play a role in the work flow, instruct them to wear face coverings and to comply with symptom checks and physical distancing.



SANITIZATION AND CLEANING

Develop a sanitization plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task. Use an **Environmental Protection Agency (EPA)** registered product that is effective against COVID-19, and follow label instructions for required contact time and ventilation.

Modify hours to allow for regular deep cleaning of the facility.

Provide disinfectant and related supplies in a location readily available to employees.

Provide personal protective equipment (PPE) for staff who clean and disinfect surfaces appropriate to the chemicals that they are using.

Disinfect high-contact surfaces frequently (daily to hourly depending on rate of use) such as counters, protective barriers, elevator buttons, escalator rails, doorknobs, light switches, bathroom fixtures, dispensers, railings, and phones.

Clean and sanitize shared equipment between shifts or between each use, whichever is more frequent, including the following: copiers, fax machines, printers, telephones, keyboards, staplers, reception area surfaces, shared work stations, meeting room desks and chairs, and payment terminals.

Sanitization Specific to Warehousing and Logistics Establishments

Sanitize delivery vehicles and equipment before and after delivery routes. Delivery vehicles are to carry additional sanitation materials during deliveries.

Require the use of clean personal protective equipment by delivery drivers and other employees responsible for deliveries for each delivery stop.

Inspect incoming deliveries and perform disinfection measures where appropriate prior to storing goods in warehouses and facilities.



BUILDING SAFETY

Building Safety

Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).

Consider upgrades to improve air filtration and increased fresh air ventilation (optional).

If fans such as pedestal fans or hard mounted fans are used in the facility, take steps to minimize air from fans blowing from one person directly at another individual.



SUPPLY CHAIN

Evaluate supplies needed to meet operational needs and evaluate suppliers to determine if redundancy is needed should one supplier not be able to fulfill service needs or orders. (COVID-19 supplies may include but are not limited to paper goods such as paper towels and toilet paper, hand sanitizer, disinfectant wipes and spray, soap, cleaning supplies, face coverings, PPE, thermometers, and safety equipment).

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS

Business Name:

Person in Charge:

Title:

Phone Number:

Date:
