

**BE SAFE
CHICAGO** ★★



**Be Safe.
Retail**

Be Safe. Retail

What's in this guide?



Gradually Resume
(Phase IV)

Cautiously reopening Chicago requires:

Healthy interactions

Social distancing



Limitations on physical distance to other individuals

Gathering size



Limitations on gatherings of individuals

Protective gear



Use of protective gear by individuals

Hygiene requirements



Ensuring hygienic interactions (e.g., hand washing)

Safe spaces and conditions

Entry access



Entry/exit condition for access to space

Cleaning standards



Actions taken to disinfect space

Visual guidance



Hygiene resources and guidance posted in space

Workplace conditions



Evaluation of foot traffic, ventilation, etc.

Operational resilience and monitoring

Flexible models



Flexibility with sick leave, remote work (when possible)

Operational resiliency



Support for operational flexibility (e.g., multiple shifts)

Travel guidelines



Restriction of movement of people between locations

Testing / tracking



Facilitation of testing and tracking

- Recommended guidance -

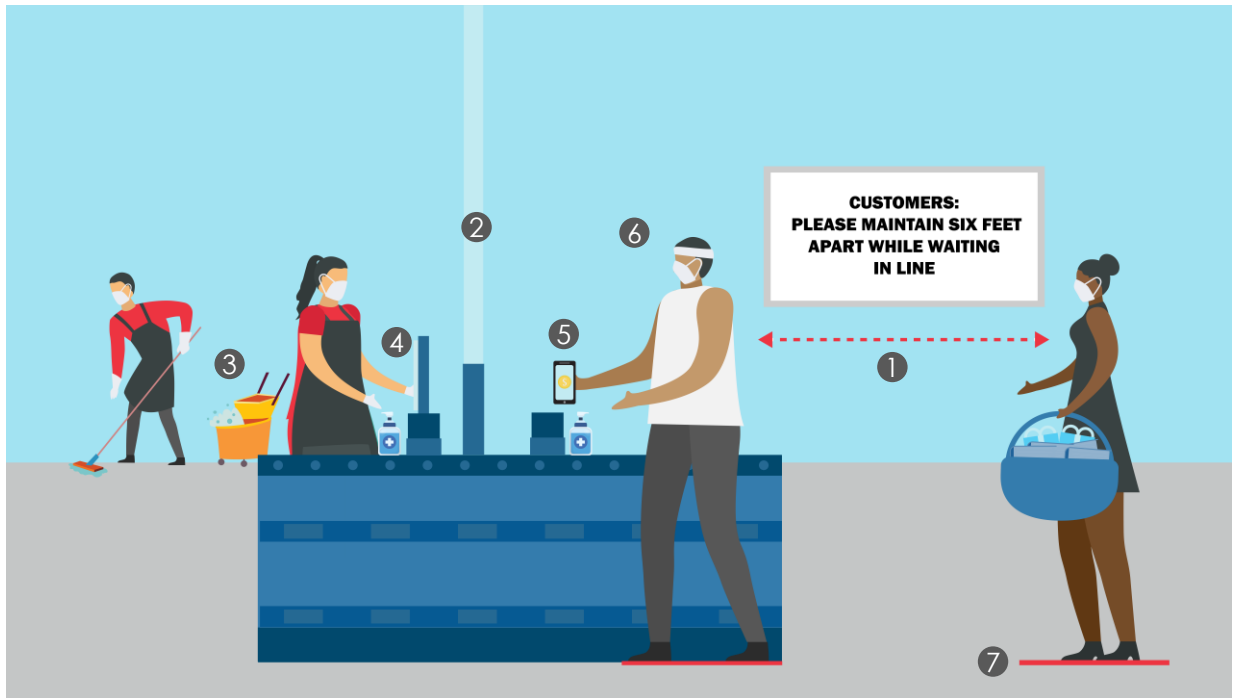
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Illustrative example



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What may be different?

- 1 Customers to maintain **physical distancing** while in store
- 2 **Impermeable barriers** may be used to maintain separation between employees and shoppers
- 3 Employees **disinfect** stores frequently
- 4 **Sanitization products** readily available for use
- 5 Customers encouraged to use **contactless payment**
- 6 Customers and employees required to wear **facial coverings** at all times
- 7 **6 ft indicators** placed throughout stores to ensure customers maintain physical distancing

- Recommended guidance -



**Social
distancing**



**Gathering
size**

Ensure >6 ft between individuals and close choke points

- Provide 6 ft markers (e.g., floor markings) in any area where guests or employees queue or congregate to ensure appropriate social distancing (e.g., near checkout, deli/bakery, customer service, fitting rooms)
- If practical, provide impermeable barriers where 6 feet social distancing is not possible (e.g., check-out counters)

Limit gatherings to ensure social distancing; spaces limited to capacity constraints

- Limit capacity to 25% for non-essential retail, 50% for essential retail, for all indoor spaces (excluding staff)
- Limit gatherings of employees and customers in choke points (e.g., break rooms, check-out areas) to no more than 50 individuals while ensuring 6 ft social distancing



Ensure protective gear worn by employees and customers

- In any outdoor and indoor common spaces (not including private spaces like changing rooms), face coverings must be worn over nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- Provide grocers with gloves following standard food handling protocols



Ensure regular sanitization of hands and high-touch areas

- Provide sanitizing products for customer use (e.g., soap and water, hand sanitizer)
- Prohibit store employees from handling reusable shopping bags
- Provide employees access to sanitizing products (e.g., soap and water, hand sanitizer) and at least one hygiene break per shift; break can coincide with any other break granted/scheduled during the shift (not including a scheduled lunch)
- Clean store-issued clothing items kept in the store after each shift, and encourage employees to clean after each shift if kept at home
- Prior to each new phase, if possible, provide training to refresh proper hygiene, disinfection, and sanitation practices

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Safe spaces and working conditions



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Establish employee health screening protocol, customer queueing guidance

- Prior to leaving home, all individuals encouraged to self-identify symptoms and stay at home if symptomatic
- Prior to entering establishment, employees self-screen to ensure no symptoms of COVID-19 (e.g., questionnaire – see appendix)
- Employees should not report to, or be allowed to remain at, work if exhibiting symptoms or reporting they feel ill
- Provide markers outside for queuing customers, spaced 6 ft apart (creative use of people spots or similar program that would allow for safe queuing outside for small, neighborhood businesses)



Establish daily cleaning standards for spaces and high-touch items

- Clean and disinfect public restrooms, fitting rooms and all other high-touch areas (e.g., carts, baskets, self serve checkout equipment, display cases/checkout counters) frequently, at least once every 2 hours as appropriate

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Safe spaces and working conditions



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Provide visual guidance on hygiene standards and entry requirements

- Post comprehensive health and hygiene reminders in break room (e.g., signage from CDC guidelines)
- Post signage for social distancing/face coverings at entrance (including criteria for entering) and checkout
- If practical, periodically play PA announcements for social distancing throughout the day



Modify workplace operations

- Allow cafeterias, buffets, or other self-serve food stations to re-open if an employee is serving the food and wearing proper PPE; encourage the use of packaged servings
- Allow self-service beverage fountains if surfaces are cleaned and sanitized frequently, and customers are prohibited from refilling cups or using reusable cups; if practical, limit the use of beverage stations by the customers
- Ensure all samples (food, product) are handed out by an employee
- If practical, adjust store navigation to ensure social distancing (e.g., one-way aisles)
- Reopen food seating areas according to food service guidelines

- Recommended guidance -

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Operations and monitoring



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**Flexible
models**



**Operation
resiliency**



**Travel
guidelines**

Limit in-person work where possible

- Minimize in person interactions where practical (e.g., consider utilizing online trainings / virtual staff meetings)
- If practical, allow employees that can work from home to continue to do so

Limit interaction between individuals where possible

- If practical, encourage curbside/delivery and contactless payment, and/or self-serve checkout (where available)
- If practical for full-service grocery, implement shopping hours for vulnerable populations at least once per week for one hour at the beginning of the day

Limited travel for business

- Limit business travel with industry safety precautions; encourage virtual meetings when possible
- If applicable, limit staff travel across multiple retail locations



Follow CDPH and CDC guidance for testing and tracing protocols

- If employee does contract COVID-19, they must follow all CDC guidelines before returning to work
- If an employee is identified as being COVID-19 positive by testing, cleaning and disinfecting must be performed according to CDC guidelines
- Any employee who has had close contact with a co-worker or any other person who is diagnosed with COVID-19 should self quarantine according to CDC guidelines
- If a facility becomes aware of 2 or more cases possibly associated with an establishment over a 14 day period, employers are required to report cases to CDPH
- Follow all other CDPH guidance set forth and comply with CDPH recommendations in response to a workplace outbreak



Glossary

Gathering: A group of individuals outside a single household who are part of a spontaneous or planned event convening for more than ten minutes

Handwashing: The act of thoroughly cleaning one's hands with soap and water for at least 20 seconds or using a disinfectant capable of eliminating the virus that causes COVID-19

Social distancing: The physical spacing of at least six feet between individuals, or groups of individuals.

PPE: Personal protective equipment (e.g., face coverings, goggles, face shields); requirements vary based on industry and specific circumstances

Self-screening sample questionnaire

Self-screening: A protocol by which an employee answers questions at the start of a shift. Subject to the guidance of the Commissioner of Health, the questions may include:

- Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?



General workplace guidance

Retail guidance

Disclaimer

National resources for further guidance

CDC – *Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again:*
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf>

CDC – *Guidance for Businesses and Workplaces*
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

OSHA *Guidance on Preparing Workplaces for COVID-19:*
<https://www.osha.gov/Publications/OSHA3990.pdf>

National Retail Federation – *Coronavirus Resources for Retailers:*
<https://nrf.com/resources/retail-safety-and-security-tools/coronavirus-resources-retailers>

Retail Industry Leaders Association – *COVID-19 Resource For Retailers:*
<https://www.rila.org/coronavirus-resources-for-retailers>

OSHA – *COVID-19 Guidance for Retail Workers:*
<https://www.osha.gov/Publications/OSHA3996.pdf>

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