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.
GET PREPARED - UPDATE YOUR POLICIES

HR Policies (Excerpts from the CDC website)

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.

Sick Leave

- 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.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- 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.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

Physical Distancing Policies

- Discourage workers from using other workers’ phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Physical distancing should be implemented if recommended by state and local health authorities. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible workhours, staggering shifts, meeting requirements, and travel options where applicable.
PLANNING A SAFE REOPENING

A Reopening Plan should be posted in your business and here's the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:

- **Wearing Face Masks and proper usage.** MANDATORY The Governor has mandated that essential businesses wear face masks during all 3 phases of COVID restrictions when working with the public until the executive order expires or is rescinded. (We are still seeking clarification on this for non-essential)

- **Taking Employee Body Temps.** (Recommended, not required) We recommend Employees take their before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. (CDC considers 100.4°F a fever). Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures.

- **Symptom Monitoring.** Ask Employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell.

- **Disinfecting Plan.** Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, and other work equipment.

  **Customer Contact Recommendations:**
  - Sanitize hands after physical interaction with a customer or any monetary exchange.
  - Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.

  **Disinfecting Solutions:**
  - To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
  - Alcohol solutions with at least 70% isopropyl alcohol may also be used
  - Any commercial disinfecting product labeled to kill coronavirus can be used
  - Read labels carefully and research before mixing chemicals.

- **Physical Distancing Plan.**
  - (Recommended) All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
  - (Recommended) Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
  - (Recommended) Order areas are separated from Pick up areas to prevent customers from gathering.
  - (Recommended) Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).

- **Crowd Control.** Plan on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase the county is in and cannot exceed your business maximum occupancy given physical distancing measures (think about if everyone was standing 6-feet apart, how many customers could there possibly be?). (Stay tuned for County exemption request update to state).

- **Employee Training & Test Runs.** (Recommended) Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.
A SAMPLE REOPENING PLAN

SAMPLE BUSINESS REOPENING PLAN - NOT A REAL BUSINESS - NOT GUIDELINES

EMPLOYEE SAFETY

- Employees are required to wear a face mask. The business will work on behalf of employees to obtain reusable face masks should they not be able to get their own. We will train every employee on proper usage and sanitation of their face masks and display posters on recommended procedures.
- Employees will wash hands when first entering the building, prior to taking their temperature.
- Taking Employee Body Temps. After washing their hands, employees will take their temperature and record it on a tracking sheet, sanitizing before and after use with alcohol. Any employees having temperatures of 100°F or higher will be sent home and instructed to isolate themselves and watch for symptoms.
- Symptom Monitoring. Employees will be asked to call in prior to their shift if they have any of the following symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms.

BUSINESS DISINFECTING PLAN

- Sanitizing Solutions. A bleach disinfection solution containing 5T of bleach per gallon, and an 70% alcohol disinfecting solution set will be at the check out counter and the customer assistance counter, as well as in the back office and restrooms. The bleach solution is meant to be sprayed on countertops and other non-porous areas, and the alcohol solution is meant for hand sanitizing and areas where bleach is not recommended. Employees will be trained on proper usage of each.
- Employee cleaning plan
  - Bathroom. Employees will be sanitizing the bathroom toilet handles, door knobs, faucets, and soap dispensers every hour, or when any employee uses the bathroom. A logbook will be kept in each bathroom and reminders set at each hour.
  - Office. Before we sit down in the office, we will sanitize keyboards, computer mouse, and desk area.
  - Public areas. Employees will be sanitizing entrance, any other door knobs, and any display case handles.
  - Customer Contact. Employees will sanitize their hands with alcohol after physical interaction with a customer or any monetary exchange, along with any areas that a customer has touched at a service counter before interacting with the next customer.

PHYSICAL DISTANCING PLAN

- There is only 1 office, 1 break room, & 1 check out counter and right now all are more than 6 feet apart.
- Markings have been installed on the floor every 6 feet at the check out counter.
- We have put up a see-through barrier at the check out counter.
- Employees and delivery people have been instructed to maintain their physical distance between each other. There is a plan to alternate breaks and lunch periods.

CROWD CONTROL

- Normally, our maximum occupancy is 50. Our public space is 900 square feet, so the maximum number when taking in physical distancing guidelines is 26. Realistically, even though it's an open space, people don't congregate that way, so based on typical usage we have amended the maximum to 15 people.
- In phase 1, we will only allow a maximum of 10 people at any one time, and will increase to 15 at phase 2, which we will hold until all restrictions are lifted or changed.
- There will be a sign placed on the front entrance stopping customers from entering when the maximum is reached. Employees will keep a count of people and activate the sign when at capacity.

COMMUNICATION AND MARKETING

- We have loaded this plan onto our website and Facebook pages, and will be doing a post to customers letting them know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business. An email will be sent to our existing customers letting them know opening details.
COVID-19 has impacted every business differently. Every business will face tremendous challenges as our nation begins to recover from the Coronavirus pandemic. In this guide, we'll walk you through the steps your business will need to take to reopen as restrictions are lifted across California and the county, while your business prepares for the "new normal." Here are our 7 areas of focus:

1. Gather Information and BEST PRACTICES

   There's a lot of information out there about COVID-19, so you'll need to focus on the most reputable, reliable sources to find the right guidance for your business.

   - Centers for Disease Control and Prevention (CDC)
   - Guidelines for Opening Up America Again
   - Coronavirus.gov
   - U.S. Chamber of Commerce State-by-State Business Reopening Guidance
   - State of California CA.gov
   - Governor Gavin Newsom official social media accounts: Facebook, Twitter and Instagram
   - Contra Costa County, Contra Costa Supervisor Candace Andersen and Contra Costa Health Services
   - CDC, The CDC has created individual guidelines for numerous industries that are uniquely impacted by COVID-19
   - American Industrial Hygiene Association (AIHA). The AIHA has also created detailed industry guidelines for sectors like at-home service providers, construction workers, gyms, salons, retailers, restaurants and others as they plan their return to work.
2 Prioritize SAFETY

- **General hygiene practices**: Consult the [CDC’s guidelines](https://www.cdc.gov) for proper, frequent handwashing and respiratory hygiene. Assess your business’s current cleaning and sanitation practices against the CDC’s recently released recommendations.

- **Personal protective equipment (PPE)**: If your business was subject to the Occupational Health and Safety Administration’s general requirements for employee PPE use, make sure you continue to adhere to those guidelines when you reopen.

- **Social distancing**: Consider how your current workspace can be reconfigured to encourage social distancing if telework is not possible. The CDC recommends installing physical barriers, changing layouts to put at least six feet of distance between work stations, closing communal spaces, staggering shifts and breaks and refraining from large events.

- **Employee health monitoring**: Develop a plan for monitoring your employees’ health, with a particular focus on COVID-19 symptoms.

- **Positive cases**: Decide how you will handle a positive case of COVID-19 in your workplace after you reopen. The [World Health Organization (WHO)](https://www.who.int) says the plan should cover isolating the sick individual, limiting the number of people who have contact with that person and contacting the local health authorities.

3 Make a PLAN

Develop your new business plan while taking into consideration:

- **Your budget**
- **Your space/location**
- **Your supply chain**
- **Your products/services**
- **Your revenue impact**

4 COMMUNICATE

Follow these tips to communicate with your business’s various stakeholders throughout the process:

- **Employees**: Explain details of the changes, new work practices and guidelines for health and safety.

- **Customers**: Use multiple channels to ensure your message is widely received and reinforced.

- **Vendors/partners**: If you plan to continue working together as your business reopens, let them know what (if anything) might need to change about your working relationship.

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EXECUTE

- **Get input from your team.** If your business is customer-facing, ask your staff for their thoughts and concerns about interacting with customers in the near term, given the current circumstances in your state.

- **Plan out an anticipated schedule of pre-opening tasks.** From deep-cleaning and sanitizing to rearranging furniture to encourage social distancing, make a list of everything you'll need to do to get your business customer-ready.

- **Coordinate with your vendors.** If you've been shut down, start reaching out to vendors to re-establish your supply chain and administrative support. If you've been operating in a limited capacity, plan ahead for how your inventory needs may increase as business picks up.

- **Give your customers a heads up.** Even if you don't have an exact date for reopening yet, **stay in touch with your customers** and let them know to stay tuned for an upcoming announcement.

BE READY to adapt to any obstacles

- **Anticipate and prepare for challenges.** No matter how prepared you are, you may find that some elements of reopening your business are more difficult than you expected. You may need to change directions quickly and make swift decisions to overcome obstacles.

- **Check in with your employees.** During your first few weeks of operating "normally" again, frequently check in with your staff and see how they're feeling. See if there's anything you can do to make their jobs easier or give them greater peace of mind about their health and safety.

- **Know that you won't get it perfect on day one.** Mistakes may happen as you execute your reopening plan. If something goes wrong, quickly acknowledge the situation and let employees and customers know how you're making it right.

- **Create formal and informal processes for getting feedback.** Listening to your employees, customers, vendors and partners during this time is critical for your future success. Have one-on-one conversations, share polls on social media and send out anonymous surveys via email to encourage your stakeholders to share their thoughts.

- **Analyze your sales data, customer behavior and ROI.** Your numbers likely won't bounce back right away, especially if you've changed your product or service offering. Keep an eye on your business analytics to understand what's working and what's not.

- **Gauge the overall community response.** Pay attention to what customers are saying about you (and your competitors) as everyone adjusts to your industry's operational changes. Take customer suggestions seriously and always acknowledge anyone who mentions your business directly.
**7 RESPOND** and pivot your strategy accordingly

- **Make adjustments based on the feedback you receive.** Your employees and customers may be feeling apprehensive and nervous right now, so it's more important than ever to meet their needs. Do what you can to adjust your operations in response to stakeholder feedback.

- **Communicate evolving changes in a timely, transparent manner.** Let people know what's happening and why. If appropriate, give credit to the employee or customer who inspired the change so your audience knows you're listening to them.

- **Continue mapping out your road back to normal.** Normalcy is not going to happen overnight. In fact, "normal" for you moving forward may look very different from what it looked like pre-pandemic. Your journey back to the volume of customers you had before may take time, but all your business can do is keep learning, growing and evolving as new information becomes available.