

Preparedness Plan Requirements Guidance – Retail Stores

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Businesses involving retail stores and businesses include, but are not limited to, department stores, shopping malls, auto parts stores, sporting goods stores, home improvement and hardware stores, computer and electronics stores, clothing stores, furniture stores, auto dealerships, book stores, toy and hobby stores, flower and gift shops, rental equipment businesses, and other outlet stores.

As required by executive orders issued by Gov. Tim Walz under the Peacetime Emergency, all businesses must develop and implement COVID-19 Preparedness Plans that addresses the hazards of COVID-19 transmission. Unless clearly indicated that an action included in the guidance is recommended, businesses should understand that the action is required if applicable to their business. In instances where the guidance uses language “to the extent possible,” the action is required but only to the extent it is possible for the business to implement the requirement.

- ✓ Businesses must address all the guidance requirements applicable to their operations in their COVID-19 Preparedness Plans and as set out in each of the components below.
- ✓ Businesses must assign a designated Plan administrator to ensure the Plan is evaluated, monitored, executed, and updated.
- ✓ Businesses must ensure the plan is posted at all the business’s worksites in readily accessible locations (or is distributed to workers electronically) to allow for the plan to be readily reviewed by all workers, as required.

Worker protections and protocols for all workplaces

For the purposes of this guidance, a “worker” includes all staff and employees associated with the business. All workers, including subcontractors, independent contractors, vendors, delivery personnel, contract, seasonal, part-time or temporary workers, however categorized, who are present in the business as a condition of employment are required to be covered by a COVID-19 Preparedness Plan. Volunteers are also to be included as a “worker”. All workers must be properly trained on and adhere to the business’s policies, protocols, and practices as outlined within this guidance.

ENSURE SICK WORKERS STAY HOME

Requirements

1. Establish health screening protocols for workers at the start of each shift (e.g. health screening survey, taking temperature). A health screening must be conducted for each business’s workers upon arrival and check-in at work. See the Minnesota Department of Health (MDH)’s [Visitor and](#)

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[Employee Health Screening Checklist](#)

www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf. The checklist is also available in Hmong, Somali, and Spanish on the [Businesses and Employers: COVID-19 web page](#) (www.health.state.mn.us/diseases/coronavirus/businesses.html).

2. Workers must be stopped from entering the business if their responses to the health screening indicates they are experiencing symptoms of COVID-19 or have tested positive for COVID-19 and they should be sent home immediately. If workers begin experiencing symptoms of COVID-19 while at work, they must also be sent home immediately. If workers cannot be sent home immediately, they must be isolated in a closed room or remote area of the worksite until they can be sent home.
3. Establish a protocol for workers to report, whether at home or at work, when they are experiencing COVID-19 symptoms, have tested positive for COVID-19 or have been in close contact with a person with COVID-19 symptoms or who has tested positive for COVID-19 and a return-to-work protocol for workers who are required to isolate or quarantine, following MDH Guidance on [COVID-19 and When to return to work](#) (<https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf>)
 - Workers who are experiencing COVID-19 symptoms, have tested positive for COVID-19 or have been in close contact with a person with COVID-19 symptoms or who has tested positive for COVID-19 must be instructed not to report to work until their isolation or quarantine period is completed.
4. Establish a protocol for identifying and communicating with workers who may have been exposed to a person with COVID-19 symptoms or who has tested positive for COVID-19 while at work. See the Centers for Disease Control and Prevention (CDC) [General Business Frequently Asked Questions](#) (<http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>) and [CDC Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 \(COVID-19\), May 2020](#) www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html).
 - If a worker is confirmed to have COVID-19, the protocol must include informing the business's other workers who have been in close contact with the infected worker, as well as their respective employers (where applicable), of the possible exposure to COVID-19 while at work. An individual must be designated to gather information from workers who may be sick with COVID-19 and to engage in needed communications, while ensuring the privacy of infected workers is maintained in accordance with [Equal Employment Opportunity Commission \(EEOC\) guidance](#) (www.eeoc.gov/transcript-march-27-2020-outreach-webinar).
5. Establish protocols for workers to return to work, and follow [COVID-19 and When to return to work](#) (<https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf>)
6. Provide accommodations for “high risk” and vulnerable populations. See CDC’s People Who are at Higher Risk for Severe Illness ([People Who are at Higher Risk for Severe Illness](#) (www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html)). Vulnerable workers should be encouraged to self-identify, and employers should avoid making unnecessary medical inquiries. Employers should take particular care to reduce these workers’ risk of exposure.
7. Evaluate and adjust sick leave policies to reflect the need for isolation and incentivize workers who are sick to stay home. Clearly communicate sick leave policies to all workers.

SOCIAL DISTANCING – WORKERS MUST BE AT LEAST SIX FEET APART

Requirements

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1. Maximize remote-working – Workers who are able to work from home must work from home.
2. Hold virtual or online meetings, when possible.
3. Ensure physical distancing is maintained in all work areas, including at workstations, production lines, cafeterias, break rooms, etc.
 - Provide for six feet of physical distancing in work areas, storage areas, break areas, locker and changing areas, meeting areas, copy-rooms, parking areas, etc.
 - Evaluate traffic patterns, congestion areas, “bottle-necks”, and “choke points” to reduce crowding at entrances, reception areas, information counters, in hallways, elevators, waiting areas, staging areas, locker-room and changing areas, doorways, corridors, janitor’s closets, sink-rooms, transport areas, time-clock areas, etc.
 - Designate one way entrances and exits that facilitate six-foot distancing.
 - If time clocks are in use, consider alternatives such as phone-based apps, web-based apps or cameras to clock workers in and out.
 - Avoid having workers facing each other at work-stations or on assembly-lines whenever possible.
 - Limit collective gatherings of workers to numbers that allow for social distancing to be maintained, including during collective gatherings for training, meetings, and breaks.
 - Ensure social queuing is established to provide and promote social distancing between multiple workers, clients, customers, and visitors congregating and waiting to use facilities (e.g. restrooms, handwashing, vending, cafeterias).
 - **Roving Workers:** Ensure social distancing is maintained while workers are engaged in “roving” activities (e.g. janitorial, security, customer service, stocking). Where activities must be performed while customers, clients, and visitors are present, workers must ensure social distancing is maintained (e.g. working in less congested areas, low-peak periods, using stanchions, placement of carts).
 - **Custodial/Janitorial:** Refer to additional guidance specific for “Janitorial and Custodial Services” for workers performing janitorial, custodial, housekeeping, and other cleaning and maintenance services.
4. Limit the number of people in restrooms, break areas, and cafeterias to allow for social distancing. Create and designate additional break areas (including outside, when practical) for breaks and meals. Revise break times to prevent congregating in cafeterias and breakrooms. Spread out or remove tables and chairs in break areas so they are at least six feet apart and install barriers where necessary.
5. Implement static assignment or “co-horting” of work crews to the extent possible. For example, Bob, Julie and Indigo always work together and are assigned to the same location or work area every day, rather than reporting to different locations or work areas throughout the week or being reassigned with different workers.
6. Limit worker interaction across floors, buildings, campuses, worksites, etc. Use walkie talkies or headphones so workers can communicate from a distance.

7. Incorporate barriers, partitions, screens or curtains to maintain barrier protection between workers, to the extent possible, where social distancing cannot be maintained.
 - **Office Cubicles/Shared Office Space:** Where a larger number of workers assemble in a workspace, and are assigned to individual workstations or cubes, reduce the number of workers within the workspace, and/or reduce the number of workstations available, to ensure social distancing can be maintained.
 - **Office Cubicles/Shared Office Space:** Install and provide barriers/partitions in-between cube-spaces, work-stations, and desk areas, in addition to maintaining social distancing, to provide protective separation between workers while working at/within their workstations. The barriers/partitions must be of such dimensions as to ensure separation between workers whether sitting, standing, or otherwise moving within the workspace. The use of barriers/partitions must be used in addition to social distancing, and not used in replacement of social distancing.
 - **Payment/Ticket/Merchandise/Concession/Reception/Information Counters:** Install a plastic partition between the workers and customers, clients, and visitors with ample space cut out where items can be slid through.

Recommendations

1. Use staggered shifts, extended work hours and added shifts to reduce the number of workers on the worksite.
2. Office Cubicles/Shared Office Space: Consider staggered work-schedules or workspace assignments to further promote social distancing by assigning cube spaces diagonal from each other (as opposed to immediate adjacent or across from each other).
3. Use arrows and other signage to mark one-way traffic flows at access-points, in aisles, hallways, stairways and corridors.
4. Mark access points, staging areas, loading areas and other areas of congestion to provide for social distancing of at least six feet, including floor markers for distance, lane lines and marking of adjacent areas where workers may be congregating or waiting.

WORKER HYGIENE AND SOURCE CONTROLS

Requirements

1. **Ensure workers regularly wash their hands.** Instruct workers to regularly wash and/or sanitize their hands, in particular when entering and exiting the business, before and after eating or drinking, using tobacco products, using restroom facilities, and using devices, tools and equipment used by other workers. Instruct workers to avoid touching their face with unwashed or unsanitized hands.
 - Post “handwashing” and “cover your cough” signs.
2. Ensure handwashing and/or hand-sanitizer facilities are readily available and allow workers sufficient time to engage in handwashing/sanitizing.
3. Ensure supplies in restrooms, portable toilets and handwashing/sanitizing stations are regularly monitored and continually stocked.

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4. Provide tissues or towels for proper cough and sneeze etiquette and provide no-touch trash bins.
5. Require workers to wear a face covering as required by Executive Order. As of July 25, 2020, per the Governor's Executive Order 20-81, people in Minnesota will be required to wear a face covering in all public indoor spaces and indoor businesses. Additionally, the Executive Order requires workers to wear face coverings when working in outdoor settings in situations where social distancing (*i.e.*, keeping at least 6 feet of physical distance from other individuals not in the same household) cannot be maintained. This Executive Order also requires workers, customers, or visitors to wear a face covering when a business has opted impose stricter face covering requirements than the Executive Order or when the applicable industry guidance requires wearing a face covering.

This Executive Order includes exemptions for people who are unable to wear or tolerate a face covering due to medical or mental health condition or other reasons—such as when wearing a face covering would create a job hazard. There are also situations in which a face covering may be temporarily removed. More information about face covering requirements and exemptions is available on the MDH website at Facemasks and Personal Protective Equipment (PPE) Webpage (<https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks>). You can also visit these webpages: [Face Covering Requirements and Recommendations under Executive Order 20-81](https://www.health.state.mn.us/diseases/coronavirus/facecover.html) (<https://www.health.state.mn.us/diseases/coronavirus/facecover.html>) and [Frequently Asked Questions About the Requirement to Wear Face Coverings](https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html) (<https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html>)

- Workers should maintain an adequate number of face-coverings during their shift to change face-coverings as they become saturated, dirty, or compromised.
 - Launder reusable face coverings before each daily use according to CDC guidelines at [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html) (www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).
6. Provide protective supplies when required, including non-medical source-control face coverings, gloves, disinfectant, guards and shields to protect workers against the transmission of COVID-19 while they are working.
 7. Do not discriminate or retaliate in any way against any worker for wearing face-coverings or personal protective equipment, in accordance with Executive Order 20-54.
 8. Doors to multi-stall restrooms should be able to be opened and closed without touching the handles, opening-devices, or powered door-operators with the hand, whenever possible. If the door cannot be opened without touching the handle or door-operator with the hand, the business must ensure a trash-receptacle is placed by the door to ensure a paper towel can be readily disposed of when operating the door. The location and positioning of waste-receptacles should not interfere with Life Safety requirements (e.g. egress, evacuation, emergency equipment) or any reasonable accommodations provided under the Americans with Disabilities Act.
 9. Community drinking stations and water-fountains must not be available or used unless protocols are implemented to ensure frequent sanitation between users. Touchless water-filling stations may still be provided.
 10. Food must not be served nor shared communally.

11. Instruct workers to launder their clothing, uniforms, apparel and personal protective equipment (PPE) daily according to clothing or detergent instructions. Encourage workers to maintain additional apparel at work (e.g. shirts, sweatshirts) to minimize cross-exposure between work areas or locations.
12. Ensure proper respiratory protection is still provided, used and maintained to protect workers from other recognized health hazards as required (e.g. hazardous chemicals, particulates, and dust, respirable silica, lead, asbestos).

Recommendations

1. Encourage workers to maintain additional apparel at work (e.g. shirts, sweatshirts) to minimize cross-exposure.

WORKPLACE BUILDING AND VENTILATION PROTOCOLS

Requirements

General Building Conditions: Businesses must assess the status and capacities of the utility-systems within the building (e.g. ventilation, water-supply, sewer, gas), as well as potential issues associated with vermin, molds, and mildew, prior to putting the building into an operational status.

1. Follow established protocols for starting mechanical, electrical, plumbing, life-safety, and other systems after non-use according to the Authorities Having Jurisdiction.
2. Assess the building for indications of pest and vermin infestation, and consult a pest-control professional as appropriate.
3. See CDC's [Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation \(www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html\)](https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html).

Ventilation System Start-up: Businesses must evaluate the operational capacity, and increase, improve, and maintain ventilation provided throughout the building.

1. Increase the outdoor air-percentage to increase dilution of contaminants, and eliminate recirculating, whenever possible, while maintaining indoor air-conditions.
2. For heating-ventilation-air-conditioning systems that recirculate air, businesses need to improve central- air filtration to at least the MERV-13 or the highest compatible with the filter rack (at least MERV-14 preferred), and seal the edges of filters to further limit by-pass around the filters.
3. Replace and upgrade air filters prior to re-occupancy.
4. Run systems on full economizer as outside air-conditions allow.

Day-To-Day Operations: Once systems are in a safe operational status, businesses should ensure the following practices and protocols are maintained:

1. Continuously maximize fresh-air into the workplace, and eliminate air recirculation.
2. Maintain relative humidity levels of RH 40-60%

3. Add a flush cycle to the controls of the HVAC system, and run HVAC systems for 2-hours before and after occupancy.
4. Minimize air-flow from blowing across people.

Recommendations

1. Check and rebalance the HVAC system to provide negative air-pressure whenever possible.
2. Supplement ventilation-system with the use of portable HEPA filter units whenever possible.
3. Keep systems running longer hours (24/7 if possible) to enhance the ability to filter contaminants out of the air.
4. Consult an HVAC professional or the American Society of Heating, Refrigerating and Air-Conditioning Engineers to ensure proper ventilation is provided, and ventilation-systems are properly maintained. See [ASHRAE's COVID-19 Preparedness Resources \(www.ashrae.org/technical-resources/resources\)](http://www.ashrae.org/technical-resources/resources).

WORKPLACE CLEANING AND DISINFECTION PROTOCOLS

Requirements

1. Establish a documented sanitation schedule and checklist, identifying surfaces/equipment to be sanitized, the agent to be used, and the frequency at which sanitation occurs.
2. Routinely clean and disinfect all areas, such as offices, restrooms, locker and changing rooms, common areas, shared electronic equipment, machinery, tools, controls, etc.
3. Frequently clean and disinfect all high-touch items, such as doorknobs, countertops, barriers, railings, handles, and other surfaces.
4. Clean and disinfect work-vehicles in-between the use of each worker or work-crew, before and after each use.
5. Electronic devices (e.g. light-switches, circuit-breakers) should not be cleaned and disinfected with a liquid agent. Consider covering switches/devices with a poly-covering that allows the user to manipulate the device without touching the switch, and change out the poly-covering frequently. Electronic devices must be sanitized only when disconnected from the power-source, and sanitized in accordance with the listing/labeling requirements.
6. Whenever possible, assign a designated user/operator for each station, machine or piece of equipment as opposed to allowing several users/operators to share stations, machines, or pieces of equipment. If stations, machines, or pieces of equipment must be shared, disinfect between users.
7. Implement immediate cleaning and disinfecting of the workplace if a worker, client or visitor becomes ill with COVID-19. See CDC's [Cleaning and Disinfecting Your Facility \(www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html\)](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html).
8. Select appropriate and ensure the needed supply of disinfectants – consider effectiveness and safety. The U.S. Environmental Protection Agency's (EPA) List N has identified a list of products that meet EPA's criteria for use against SARS-CoV-2. See EPA's [List N: Disinfectants for Use Against SARS-CoV-2 \(www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2\)](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2).

9. Ensure all trash, refuse and debris is regularly disposed of and not allowed to accumulate, to minimize the number of workers involved in the handling and disposal of materials.
10. Review product labels and Safety Data Sheets, follow manufacturer specifications, and use required personal protective equipment for the product.

Recommendations

1. Personal equipment, tools and phones should not be shared or, if shared, should be cleaned and disinfected after each use.
2. Encourage workers to sanitize high-touch points within their personal vehicle (e.g. handles, locks, steering-wheels, instrument controls, switches, seatbelt) upon entering.

DROP-OFF, PICK-UP AND DELIVERY PRACTICES AND PROTOCOL

Requirements

1. Workers must maintain a distance six feet or greater from others during interactions while receiving or exchanging deliveries.
2. Businesses receiving deliveries must do so via a contactless method whenever possible, including deliveries at loading docks, reception areas and locations where workers can maintain a distance of at least six feet from each other.
3. Whenever possible, businesses should attempt to do everything electronically (e.g. app, phone) to eliminate the need for close contact between workers and delivery personnel.
4. Businesses providing deliveries must provide for contactless deliveries that promote delivery at a doorstep or similar location where persons can maintain a distance at least 6-feet away while verifying receipt of the delivery between the worker and the delivery person.
5. Workers must minimize the unnecessary exchanging or sharing of scanners, pens, or other tools with delivery personnel.
6. Refer to additional guidance specific to “Transportation, Distribution, and Delivery Services” for delivery-based activities and services.

Recommendations

1. Consider establishing delivery or pick-up locations outside of the building to minimize delivery personnel having to enter.
2. Provide accommodations for drop-offs, pickups and deliveries, and delivery workers, and minimize the need for delivery workers to enter the building (e.g. drop-off windows, secured lockers, teller-windows, portable toilets).

Communications and training practices and protocol

Requirements

1. All workers and members of management must be trained regarding COVID-19 exposure, as well as applicable policies, procedures, practices, and protocols. The training must be provided by and paid

for by the business. The training must be provided in a manner and language that each employee can understand, and must be adjusted to reasonably accommodate all limiting factors present. See [“OSHA’s Resource for Development and Delivery of Training to Workers” \(osha.gov/Publications/osha3824.pdf\)](#). See also Minnesota’s [“Small Assemblies for Testing and Training” for guidance with facilitating training for employees while addressing COVID-19 implications \(dli.mn.gov/sites/default/files/pdf/COVID-19_training_facilities.pdf\)](#).

2. Ensure their respective COVID-19 Preparedness Plans are posted at all worksites where workers are present, in readily accessible locations, and are shared with and reviewed by all workers. Posting may be accomplished through electronic dissemination of the plan to all workers as long as workers have access means to review electronic posting.
3. Ensure the required rules, protocols and practices are communicated to their workers and adequately enforce their provisions.
4. Ensure the required rules, protocols and practices are required by businesses providing temporary, part-time, seasonal and contract workers to the business.
5. Ensure their workers are provided with and use personal protective equipment necessary to perform their work.
6. Use signage as reminders for workers, delivery workers, officials, customers, clients, and visitors of rules, protocols and practices, including not to enter the business if they have COVID-19 symptoms, social distancing, handwashing, use of source control face coverings and respiratory etiquette.
7. Workers must ensure they comply with and follow established rules and practices.

Recommendations

1. Communication to educate customers/clients about the steps being taken for their protection to mitigate the spread of COVID-19 is strongly encouraged. Protective measures should be communicated to customers and clients prior to, and at the start of, their appointment to both educate customers and visitors as well as inform them of their role in protecting the workers and all other persons.
2. Provide for on-going periodic audible announcements to customers, clients, and visitors to remind of social distancing protections and protocol.

What customers and visitors can do to minimize the transmission

Requirements

1. Advise customers, clients, and visitors to conduct a self-check of their body temperature the day of their appointment and prior to arriving to the business.
2. Encourage customers, clients, and visitors of “high risk” to strongly consider refraining coming to the business or postponing from the service. Persons who may be at higher risk for severe illness should consider delaying seeking or providing these services. (See [People Who Are at Increased Risk for Severe Illness \(www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html\)](#)).

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3. Ensure customers/clients review a screening survey that checks for COVID-19 symptoms, close contacts with confirmed cases and quarantined cases, and out of state travel. The questions would be the same as those completed by staff. MDH's [Visitor and Employee Health Screening Checklist \(www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf\)](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf).
4. Post signage and develop messaging that if customers do not feel well or have any symptoms compatible with COVID-19, they are strongly encouraged to stay home. They are also strongly encouraged to stay home if they have a household member experiencing symptoms compatible with COVID-19. Refer to CDC's [What to Do if You are Sick or Caring for Someone Who is Sick \(www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html\)](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html).
5. If customers, clients, or visitors begin to feel unwell while in the business, they must leave immediately and isolate themselves at home. If a customer, client, or visitor is a member of a household group at the business, the household group must also leave. See CDC's [Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 \(COVID-19\), May 2020 \(www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html\)](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html).
6. Advise customers, clients, and visitors to wash and/or sanitize their hands upon entering the business, and to regularly wash and/or sanitize their hands while at the business.
7. Ensure customers, clients, and visitors wear a face covering, when required by Executive Order 20-81. More information about face covering requirements and exemptions is available on the MDH website at [Facemasks and Personal Protective Equipment \(PPE\) Webpage \(https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks\)](https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks). You can also visit these webpages: [Face Covering Requirements and Recommendations under Executive Order 20-81 \(https://www.health.state.mn.us/diseases/coronavirus/facecover.html\)](https://www.health.state.mn.us/diseases/coronavirus/facecover.html) and [Frequently Asked Questions About the Requirement to Wear Face Coverings \(https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html\)](https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html). Cloth face coverings are NOT a substitute for maintaining a physical distance of 6-feet from other people. For additional information about cloth face covering and how to make, wear and wash them, refer to CDC [guidance on cloth face coverings \(www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html\)](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).
8. Make sure each piece of equipment (e.g. terminals, carts, touch-screens) is wiped down before and after each use by a customer, client or visitor, and dispose of the wipe accordingly.

Recommendations

1. Limit the number of persons accompanying the customer/client at the time services are being provided.
2. Limit the equipment, products, or items touched by the customer, client, and visitors while in business.

Additional measures for specific business types

ADDITIONAL PROTECTIONS AND PROTOCOL FOR EXCHANGING OR RECEIVING PAYMENT

Requirements

1. Use contactless payment whenever possible. Utilize a electronic fund-transfer service or credit-card payment method that allows the customer/client to fully initiate and complete the payment transaction remotely, or while separated from the worker.
2. When contactless payment is not possible, payment must be made in a manner that allows for at least 6-feet of distance between the worker and customer/client.
3. During check-in and check-out, the configuration at the payment stations, and the space between the worker and the customer/client must allow for physical distancing of at least 6-feet, or a physical barrier must be installed.
4. Install barriers at check-in and payment counters.
5. Establish social queuing to provide and promote social distancing between multiple clients/customers congregating or waiting in line for transactions (e.g. markings on the floor, stanchions).

ADDITIONAL PROTECTIONS AND PROTOCOL FOR MANAGING ACCESS AND OCCUPANCY

Requirements

1. To meet social distancing requirements in accordance with applicable Executive Orders, businesses may be required to reduce occupant capacity to ensure proper social distancing.
2. Provide virtual, on-line, or delivery services as much as possible for customers, clients, and visitors (e.g. pre-registration, product delivery, rental arrangements, on-line shopping).
3. Prior to a reservation or appointment, email or text a screening survey in advance of an appointment/reservation and/or post screening questions at the entrances and access-points of the business.
4. Ensure social queuing is established to provide and promote social distancing between multiple workers, clients, customers, and visitors congregating and waiting for access and/or entry.
5. Decline to provide services to a customer/client if there is any suspicion that they are sick or symptomatic, and advise them to leave the business.

Recommendations

1. When not otherwise required, limit the number of customers, clients, and visitors allowed within the business at one time.
2. Limit the number of children allowed within the business at one time.
3. Limit and/or restrict areas within the business that are accessible by clients, customers, or visitors.

4. Unless otherwise required, strongly encourage advanced reservations/registration/purchases for customers, clients, and visitors (e.g. on-line, app-based, email, will-call). Do not allow walk-ins, impromptu purchases or admittance.
5. Unless otherwise required, have customer, clients, and visitors respond to the screening-survey questions upon arrival and check-in, and verify that they have read the screening-survey and can respond “no” to all questions.
6. Advertise business protocols so that current and potential customers, clients, and visitors are aware of changes.

ADDITIONAL PROTOCOL FOR THE USE OF FACE COVERINGS

Requirements

1. Evaluate work activities to ensure social distancing can maintained, and identify those activities where social distancing is difficult to maintain to determine if they can be done in an alternative way. Work activities must not be performed if adequate protective measures cannot be implemented.
2. Workers must wear a face covering that covers their mouth and nose in accordance with Executive Order 20-81. This Executive Order requires everyone—including workers—to wear a face covering in indoor businesses and indoor public spaces. Additionally, the Executive Order requires workers to wear face coverings when working in outdoor settings in situations where social distancing (*i.e.*, keeping at least 6 feet of physical distance from other individuals not in the same household) cannot be maintained. This Executive Order includes exemptions for people who are unable to wear or tolerate a face covering due to medical or mental health condition or other reasons—such as when wearing a face covering would create a job hazard. There are also situations in which a face covering may be temporarily removed. More information about face covering requirements and exemptions is available on the MDH website at [Facemasks and Personal Protective Equipment \(PPE\) Webpage \(health.state.mn.us/diseases/coronavirus/prevention.html#masks\)](https://health.state.mn.us/diseases/coronavirus/prevention.html#masks).
3. Instruct workers to:
 - Maintain an adequate number of face-coverings during their shift or work-day that allows the worker to exchange face-coverings as they become saturated, dirty, or compromised during use.
 - Launder reusable face coverings before each daily use according to CDC guidelines at [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 \(www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html\)](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).
4. Businesses must take reasonable steps to ensure that workers, customers, clients and visitors wear face coverings in accordance with Executive Order 20-81, , and conspicuously post face covering policies for workers, customers, clients and visitors. Cloth face coverings are NOT a substitute for maintaining a physical distance of 6-feet from other people.
5. Ensure all persons, including customers, clients, and visitors bring their own face coverings, or offer face coverings for use.

RETAIL STORES

6. Establish a protocol for accommodating workers who cannot wear a face covering due to a medical condition, mental health condition, or disability. Businesses must comply with applicable law, including civil rights laws, relating to verification of a worker's disability or medical condition.
 - If a worker is unable to use a face covering due to a medical condition, mental health condition, or disability, then the business must engage with the worker to identify and implement alternative protections as to ensure the worker, as well as other customers, visitors, and workers, maintain a similar level of protection (e.g. face-shields, isolating the worker, job-reassignment).
7. Establish protocols for addressing instances where the use of a face-covering may present a hazard to the worker, and identifying and implementing alternatives to minimize the risk to the worker. However, the business must work to identify and implement alternative protections as to ensure the worker, as well as customers, visitors, and other workers, maintain a similar level of protection whenever possible.
 - For environments involving extreme temperatures (e.g. heat, cold) and/or wet environments (e.g. wet processes, rain), face shields may be considered to be used in lieu of face-coverings
 - For work-activities that may present a risk of entanglement, businesses must ensure the machine/tool is properly guarded as to eliminate the risk of the face-covering becoming entangled into the machine/tool, and that the selection and use of the face-covering protects the worker from the risk of entanglement (e.g. using ear-loops instead of tie-backs).
 - For work-activities that may present a risk of hazardous chemicals becoming absorbed and/or saturated within the materials of face-covering, the use of engineering controls (e.g. ventilation), administrative controls (e.g. work-practices), or personal protective equipment (e.g. respiratory protection) must be considered and implemented whenever possible.
8. Establish a protocol for accommodating customers, clients and visitors who cannot wear a face covering due to a medical condition, mental health condition, or disability. Businesses may not require customers to provide proof of a medical condition mental health condition, or disability, or require customers to explain the nature of their conditions or disability.
9. Establish a protocol for customers, clients and visitors who refuse to wear a face covering where wearing a face covering is required. Businesses may refuse entry or services to customers, clients, or visitors who refuse to wear a face covering when required by Executive Order 20-81 or when otherwise required by the business even if not required by the Executive Order. Refer to the documents and information available at [Facemasks and Personal Protective Equipment \(PPE\) \(health.state.mn.us/diseases/coronavirus/prevention.html#masks\)](https://health.state.mn.us/diseases/coronavirus/prevention.html#masks) for more information about what a business may or may not do to enforce face covering requirement.

Recommendations

1. Additional work practices to further reduce face-to-face interaction, which may be used to supplement social-distancing protections and protocol, may include:
 - Installing/Maintaining barriers or screens to separate workers from customers, clients, and visitors.
 - Standing to the side or behind the customers, clients, and visitors as much as possible.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR DISTANCING AND HYGIENE

Requirements

1. Evaluate space, configuration and flow throughout the establishment to allow for physical distancing of 6-feet by all workers, customers, clients, and visitors.
2. Demarcate all check-out areas and other areas of congestion to provide for physical distancing of at least 6-feet, including floor markers for distance, lane lines and marking of adjacent areas where customers may be waiting for business access.

Recommendations

1. Provide hand sanitizer at the entrance, point of purchase, and prominent locations for customers/clients.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR RETAIL CUSTOMER DROP-OFF, PICK-UP, AND DELIVERY

Requirements

1. Drop-off, pick-up or delivery of goods must be made using means that allow for at least six feet of distance between the worker and customer.
2. Order verification must also be made using means that allow for at least six feet of distance or a complete barrier between the worker and customer.

Recommendations

1. Customers should pre-order goods or pre-arrange the maintenance or repair of goods or pet grooming services before traveling to the business.
2. Timing of outdoor drop-off, pick-up and delivery should be pre-arranged and arrival at the drop-off, pick-up or delivery location should be communicated through voice, text or email messaging.
3. Drop-off and pick-up locations should allow for six feet of social distance between customers and minimize contact with car surfaces.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR RETAIL CUSTOMER IN-STORE SHOPPING

Requirements

1. Provide for use of changing rooms that allows for disinfection between customers.
2. Merchandise return policies should accommodate cleaning and/or delay of product return to shelves.
3. Post instructions for customers or clients at entrances, and inform customers/clients:
 - Not to enter if they are experiencing symptoms;
 - About the facility's occupancy limits;

- They are required to adhere to hygiene and social distancing instructions, face covering requirements, signage and markings.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR RETAIL MALLS

Requirements

1. Control occupancy based on vehicle counts, digital tracking and/or monitoring entrances and exits.
2. Monitor and manage traffic flow inside and outside of the facility.
3. All communal seating, eating areas, play areas, stroller rentals and other areas where people may gather must be closed off.
4. Ensure physical distancing is maintained for customer lines that exceed outside of tenant store entrances.
5. No large events and activities that result in people congregating may be held.
6. Provide for physical distancing in restrooms or limit restroom capacity, closing stalls and including marking areas outside of bathroom for customer waiting.
7. In elevators, post instruction that limit occupancy to one occupant or one family group.

Recommendations

1. Have hand hygiene products at a minimum at entrances and available next to water stations with instructions for users to perform hand hygiene upon entry and before and after using the station.

ADDITIONAL PROTECTIONS AND PROTOCOL FOR IN-HOME SERVICES

Requirements

1. Have all occupants present within the residence respond to the screening survey questions prior to or upon arrival and verify they have read the screening survey and can respond “no” to all questions. Decline to enter the residence and proceed with the services if there is any suspicion that occupants are sick or symptomatic and leave the residence.
2. Encourage that services be postponed for residences where “high risk” and vulnerable populations are residing, unless proper protective measures can be established. See [CDC’s People Who are at Higher Risk for Severe Illness \(www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html\)](http://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html).
3. Provide the services outdoors, rather than indoors, whenever possible.
4. Ensure proper social distancing is maintained between all workers and occupants of the residence where the work is being performed or the service is being provided.
5. Physical contact between workers and occupants must be avoided at all times, unless necessitated by the service.
6. Workers must always use a face covering when social distancing cannot be maintained. See CDC [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 \(www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html\)](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).

7. Strongly encourage occupants of the residence, who are present while workers are inside of the home, to wear face coverings unless not recommended for health or physical ability reasons.
8. Ensure workers regularly wash and/or sanitize their hands. Workers should wash their hands upon entering the residence, before and after eating and meal periods, before and after restroom breaks, upon exiting the residence and prior to entering their vehicle.
9. Frequently clean and disinfect all high-touch items, such as doorknobs, countertops, railings, handles and other surfaces.

Recommendations

1. Communication to educate landlords, homeowners, tenants and occupants about the steps being taken for their protection while providing in-home services to mitigate the spread of COVID-19 is encouraged. Communicate protective measures to homeowners, tenants and occupants prior to entering the residence to both educate the occupants and inform them of their role in protecting the workers.
2. Encourage occupants to minimize the number of persons present while workers are entering and working inside the residence

Appendix A – Guidance for developing a COVID-19 Preparedness Plan

General

[Centers for Disease Control and Prevention \(CDC\): Coronavirus \(COVID-19\) – www.cdc.gov/coronavirus/2019-nCoV](https://www.cdc.gov/coronavirus/2019-nCoV)

[Minnesota Department of Health \(MDH\): Coronavirus – www.health.state.mn.us/diseases/coronavirus](https://www.health.state.mn.us/diseases/coronavirus)

[State of Minnesota: COVID-19 response – https://mn.gov/covid19](https://mn.gov/covid19)

Businesses

CDC: Resources for businesses and employers – www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html

CDC: General business frequently asked questions – www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html

CDC: Building/business ventilation – www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

MDH: [Businesses and Employers: COVID-19 \(www.health.state.mn.us/diseases/coronavirus/businesses.html\)](https://www.health.state.mn.us/diseases/coronavirus/businesses.html)

MDH: [Health screening checklist – www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](https://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)

MDH: [Materials for businesses and employers –
www.health.state.mn.us/diseases/coronavirus/materials](https://www.health.state.mn.us/diseases/coronavirus/materials)

Minnesota Department of Employment and Economic Development (DEED): COVID-19 information and resources – mn.gov/deed/newscenter/covid/

Minnesota Department of Labor and Industry (DLI): Updates related to COVID-19 – www.dli.mn.gov/updates

Federal OSHA – www.osha.gov

AIHA Back to Work Safely – www.backtoworksafely.org/

Handwashing

MDH: [Handwashing video translated into multiple languages –
www.youtube.com/watch?v=LdQuPGVcceg](https://www.youtube.com/watch?v=LdQuPGVcceg)

Respiratory etiquette: Cover your cough or sneeze

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

CDC: www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

MDH: www.health.state.mn.us/diseases/coronavirus/prevention.html

Social distancing

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

MDH: www.health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

CDC: www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Environmental Protection Agency (EPA): www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Employees exhibiting signs and symptoms of COVID-19

CDC: www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

MDH: www.health.state.mn.us/diseases/coronavirus/basics.html

MDH: www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

RETAIL STORES

MDH: www.health.state.mn.us/diseases/coronavirus/returntowork.pdf

State of Minnesota – <https://mn.gov/covid19/for-minnesotans/if-sick/get-tested/index.jsp>

Training

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

Federal OSHA: www.osha.gov/Publications/OSHA3990.pdf

MDH: www.health.state.mn.us/diseases/coronavirus/about.pdf

