MERC

Health practices: Retail

April 24th, 2020
Executive summary

Common set of practices for retailers to safeguard employee and customer health

• Will be scalable for small business and large chains (e.g., from single-store operator to large, international chains)
• Will be easy to communicate and executable
• Will not be cost prohibitive

Supporting documentation to be aligned with CDC guidelines. In case of any conflict between any of the foregoing guidance or requirements, the strictest shall apply.

There are a couple important considerations for retailers

• Due to direct customer interaction, ensuring health and building trust is more difficult. This can be tackled with placing additional signage, counting customers, sealing packaging etc.
• PPE can be leveraged in environments where social distancing is more difficult given spacing constraints
• Ramp up is not only dependent on employee capacity but also customer risk appetite. Shifting operations to online delivery and curbside are attempts to lower risk and maintain relationships with customers

*Document is meant as a guide; not exhaustive*
Across facility types, health practices fall into the following eight categories

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td><strong>Response owners and plan</strong></td>
<td><strong>2</strong></td>
<td><strong>Facility entry and health check protocols</strong></td>
</tr>
<tr>
<td></td>
<td>Establish virus response team</td>
<td></td>
<td>Conduct health screenings, temperature checks, send sick employees home, restrict visitors/contractors</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td><strong>PPE requirements</strong></td>
<td><strong>4</strong></td>
<td><strong>Distancing</strong></td>
</tr>
<tr>
<td></td>
<td>What PPE is necessary in this environment? (Provide guidelines and PPE for different settings and roles)</td>
<td></td>
<td>How do we ensure we are maintaining appropriate distance across the facility?</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td><strong>Cleaning</strong></td>
<td><strong>6</strong></td>
<td><strong>Case monitoring protocols</strong></td>
</tr>
<tr>
<td></td>
<td>What are the cleaning protocols and how to we communicate these effectively to employees?</td>
<td></td>
<td>How do we ensure we can respond quickly to a potential case?</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td><strong>Facility/space temporary closure</strong></td>
<td><strong>8</strong></td>
<td><strong>Travel restrictions</strong></td>
</tr>
<tr>
<td></td>
<td>What is our response plan? (e.g., Block off areas of exposure to allow appropriate deep cleaning)</td>
<td></td>
<td>How do we handle employee essential and personal travel?</td>
</tr>
</tbody>
</table>

Core practices ("must-haves"): Practices that can be implemented more broadly across different sized organizations

Next level implementation: Recommended additional practices that provide better risk mitigation (for better equipped facilities)
Retailers can safeguard their facilities with health practices in the following focus areas

<table>
<thead>
<tr>
<th>Categories</th>
<th>Health practice overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Response owners and plan</td>
<td>Establish team or roles&lt;br&gt;Define scope of team (e.g., manage implementation of practices and protocols)&lt;br&gt;Communicate role of team and expectations to employees</td>
</tr>
<tr>
<td>2 Facility entry and health check protocols</td>
<td>Reduce congestion at entry point(s)&lt;br&gt;Screen staff health/exposure&lt;br&gt;Screen customers and suppliers</td>
</tr>
<tr>
<td>3 PPE requirements</td>
<td>Ensure PPE (masks, hand sanitizer) is stocked&lt;br&gt;Establish standard PPE distribution methods&lt;br&gt;Enforce PPE (e.g., mask, face covering) usage for employees&lt;br&gt;Enforce face coverings for customers</td>
</tr>
<tr>
<td>4 Distancing</td>
<td>Increase distancing for employee interaction (with other employees and customers)&lt;br&gt;Increase distancing for customer interaction&lt;br&gt;Provide visual reinforcements (e.g., X’s) for distancing</td>
</tr>
<tr>
<td>5 Cleaning</td>
<td>Conduct more frequent daily cleaning of all high touch areas and post protocols publicly&lt;br&gt;Establish employee cleaning protocols and emphasize frequent hand washing&lt;br&gt;Supply guidance and conduct audit checks for cleaning procedures (incl. deep cleaning)</td>
</tr>
<tr>
<td>6 Case monitoring protocols</td>
<td>Define protocol for symptomatic employees&lt;br&gt;Identify and contact exposed employees; (e.g., provide symptom checking, guidance)</td>
</tr>
<tr>
<td>7 Facility pause/ shutdown</td>
<td>Enforce appropriate shut down/ pause and cleaning protocol&lt;br&gt;Communicate protocol to employees and customers</td>
</tr>
<tr>
<td>8 Travel restrictions</td>
<td>Restrict business and personal travel and have employees self-quarantine if possible after travel</td>
</tr>
</tbody>
</table>
## 1: Response owners and plan (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish team or roles</td>
<td>Designate single point of contact for COVID-19 response, depending on complexity/size of operation may also create COVID-19 response team</td>
<td>Dedicate staff to virus response team (sole focus)</td>
</tr>
<tr>
<td></td>
<td>Design, implement, monitor, and report on key health practices</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure operations, cleaning, distancing etc. satisfy CDC recommendations when possible (monitor changes to applicable laws)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure facility has proper signage for customer and employee confidence/adherence</td>
<td></td>
</tr>
<tr>
<td>Define scope of team (e.g., manage implementation of practices and protocols)</td>
<td>Design, implement, monitor, and report on key health practices</td>
<td>Develop training and materials for employee</td>
</tr>
<tr>
<td></td>
<td>Ensure operations, cleaning, distancing etc. satisfy CDC recommendations when possible (monitor changes to applicable laws)</td>
<td>Ensure consistent implementation across locations</td>
</tr>
<tr>
<td></td>
<td>Ensure facility has proper signage for customer and employee confidence/adherence</td>
<td></td>
</tr>
<tr>
<td>Communicate role of team and expectations to employees</td>
<td>Consider all stakeholders and establish timely and effective communication</td>
<td>Develop virtual training and send push alert to employees, require employees to take training before work (logins tracked)</td>
</tr>
<tr>
<td></td>
<td>Share notices both on-site and digitally if possible to explain new policies to all employees</td>
<td>Send digital notice to managers explaining new policies, also post on-site</td>
</tr>
<tr>
<td></td>
<td>Share clear timeline for implementation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conduct employee training (e.g., review policies in morning check-in)</td>
<td></td>
</tr>
</tbody>
</table>
Establish team or roles

2. **Functions or activities to consider**
   - **Point person**
     - Maintains relationship and communication with key stakeholders
   - **Human Resources**
     - Pay continuation, leave & benefits plans
     - Policies related to employee confirmed COVID cases, exposure and symptoms
     - Monitor and react to staffing and labor impacts
   - **Communications**
     - Internal communications to employees
     - External communications to customers and the community
   - **Government Affairs**
     - Monitor changes in federal, state and local regulations
     - Identify impact on store operations
   - **Safety / Sanitation**
     - Define the scope of work for cleaning, sanitation and disinfection
     - Identify proper chemicals to be used
   - **Procurement**
     - Acquire critical resources needed to execute pandemic response strategies
     - PPE, hand sanitizer, cleaning supplies, contract labor and cleaning services
   - **Store Operations**
     - Implement pandemic response protocols
     - Develop best practices to deploy across all stores
## 2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce congestion at entry point(s)</td>
<td>Establish crowd limiting measures to <strong>meter the flow of customers into the store</strong> (prevent people getting too close in entryways and to prevent exceeding reduced occupancy limit) Add <strong>special opening hours</strong> for highly vulnerable segments (elderly, medically susceptible) in grocery/pharmacy segments</td>
<td><strong>Arrange schedules</strong> or establish procedures so that <strong>neither employees nor vendors arrive in large groups</strong> violating the six-foot spacing at either entrances or time clocks (e.g., stagger work and delivery schedules, install social distancing reminders at time clock, receiving doors, and employee entrances)</td>
</tr>
</tbody>
</table>
| Screen employee health/exposure (home, entrance) | Conduct common daily screening protocol (e.g., temperature check, overall health status check, screening questions at home or store entrance)  
  • Check for contact with infected individuals and COVID-19 symptoms, using Symptoms of Coronavirus identified by CDC.  
  • Retain all screening records, but retailers are required to keep records of workers excluded from work due to testing positive for COVID-19 symptoms or for failing the conditions of the health screen.  
  • **Send employee home** with fever/ potential case | **Assess worker temperatures** and assign one person to take employee temperatures and record in centralized log  
**Track employee travel** between store locations |
| Screen customers and suppliers | **Place signs at customer entry points** to informing customers not to enter if they are or have recently been sick Employee training on how to **handle potential issues** with screening or any **customer health concerns** | **Use signs to promote the use of drive-thru, pick-up and delivery services as an alternative way to shop** |
2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (examples 1/2)

Reduce congestion at entry point(s)

2. Establish crowd limiting measures

Meter the flow of customers into the store to prevent people getting too close in entryways and to prevent exceeding the reduced occupancy limit.

- Designate an adequate number of employees to keep the customer count to the reduced occupancy limit
- Once the reduced occupancy limit is reached, allow 1 customer in only as 1 customer exits
- If there are multiple entrances, this can be coordinated by 2-way radios, phones, or visually if the environment allows.

Illustrative
2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (examples 2/2)

Screen employee health/ exposure (home, entrance)

7. Health Screening.

Conduct daily screenings for all workers for contact with infected individuals and COVID-19 symptoms, using symptoms of Coronavirus identified by CDC (CDC link) and establish a plan of action to exclude workers who fail health screens from work, as appropriate. All screening records should be retained, but records are required to keep records of workers excluded from work due to testing positive for COVID-19 symptoms or for failing other aspects of the health screen.

3. Screening Workers. Workers will be screened daily. A simple questionnaire can be used (see links to symptoms and other questions recommended by CDC). Verifying temperatures is strongly encouraged as part of this screen; however, in recognition that access to appropriate thermometers may be limited, the screening step is not required. Send symptomatic employees or vendors home.

a) Conducting the screen

- Stores may set up a screening area in the store with distancing and sanitation protocols in place to conduct all worker health screens. Touchless and other items could be used to promote distancing with questions being asked by one worker of another.
- Stores may provide an online health screen form that workers complete before beginning their shift.
- Retailers are encouraged to keep records of their EEOC HR data.

b) Verify temperatures

- If stores have access to appropriate thermometers, they are strongly encouraged to make use of these and include temperature measurement as part of the health screen protocol.
- For store-measured temperatures, use a touchless or disposable thermometer. If a worker is taking the temperature of the incoming worker, the interaction should be as brief as possible. Limit face to face exposure by walking up to the incoming team member from the side and reaching the thermometer to their forehead. Return to six feet social distancing immediately after.

c) Complete health screening questions

- A health screen should include the following points. Each worker arriving for work must be screened. Symptoms of Coronavirus are provided by CDC (CDC link).
- Verify temperature, if possible (see 1, above).
- Symptom screen: Does the worker have any new or unusual of the following symptoms (cough, difficulty breathing or shortness of breath, diarrhea, chills or sore throat)?
- Travel screen: Has the worker traveled internationally or domestically on travel or cruise within the last 14 days?
- Contact screen: Has the worker been notified of close contact with someone or come within 6 feet of a co-worker who has tested positive for COVID-19? Yes, have employee contact their supervisor. Send worker home until Return to Work Conditions met.
- Temperature screen: Is the worker’s temperature above 100.3°F?

Illustrative

Feeling sick?

STOP

if you have been in the last 24 hours, we ask you not to enter store at this time.

washed your hands often with soap and water.

avoid touching your eyes, nose, and mouth.

if you cough or sneeze:

avoid close contact with others.

clean and disinfect frequently touched objects and surfaces.
3: PPE requirements (e.g., what do you need before walking in facility) (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure PPE (masks, hand sanitizer) is stocked</td>
<td>Incorporate measures into procurement process to ensure necessary supplies (e.g., soap, hand sanitizer) are available (set restrictions to reduce hoarding by locations)</td>
<td>Ensure PPE (e.g., sanitizer, masks) are on order to provide proper lead time for refills</td>
</tr>
<tr>
<td></td>
<td>Ensure employees have access to face covering</td>
<td>Procure contactless thermometers, cloth masks, sanitizer for employees etc.</td>
</tr>
<tr>
<td>Establish standard PPE distribution methods</td>
<td>Facial coverings are required for all employees and should be deployed or presented upon entry screening. Mask guidance includes surgical masks, cloth masks, and cloth face covering (must follow public health specifications)</td>
<td>Assign employees to hand out masks and place glove boxes in visible locations and refill hand sanitizer</td>
</tr>
<tr>
<td>Enforce PPE (e.g., mask, face covering) usage for employees</td>
<td>Require employees to make proper use of PPE in accord with CDC’s guide to Prevent Getting Sick (CDC link) and OSHA’s Guidance on Preparing Workplaces (OSHA link)</td>
<td>Provide training and guidance to all employees on properly wearing a face mask or covering (doffing and re-donning facial covering and respiratory protection when going on breaks/lunch)</td>
</tr>
<tr>
<td>Enforce face coverings for customers</td>
<td>Enforce customers to wear face coverings while shopping or working (if not possible, only pickup). Examples of implementation:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Install signs at entry ways and in high customer traffic areas</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use audio or video recordings that may be played on a loop</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Share periodic announcements over public address system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Post news releases, social media or website publications</td>
<td></td>
</tr>
</tbody>
</table>
### 3: PPE requirements (e.g., what do you need before walking in facility) (examples)

<table>
<thead>
<tr>
<th>Ensure PPE (masks, hand sanitizer) is stocked</th>
<th>Enforce PPE (e.g., mask) usage for employees</th>
<th>Enforce PPE (e.g., mask) usage for customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surgical mask</td>
<td>Illustrative</td>
<td>Illustrative</td>
</tr>
</tbody>
</table>

*Illustrative*

**Cloth mask**

- Surgical mask

![Cloth mask](image)

![Surgical mask](image)
## 4: Distancing (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Increase distancing for employee interaction (with other employees and customers)</strong></td>
<td>Establish guidelines for employees and customers to exercise effective social distancing, keeping a <strong>minimum of six feet</strong> between individuals throughout the store and workspace (the minimum distance is maintained for all curbside, pickup, delivery, or other transactions)</td>
<td>Minimize cash transactions at check-out (when possible, incorporate contactless payment)</td>
</tr>
<tr>
<td></td>
<td>Install physical barriers at checkout or other service points that inherently require interaction (e.g., buckets, tables)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Leverage PPE usage (e.g., masks), <strong>increased cleaning, and reduced occupancy</strong> especially if distancing is not possible, especially in smaller stores</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use limited/minimum staffing in the store at one time (identify minimum staffing needed)</td>
<td></td>
</tr>
<tr>
<td><strong>Increase distancing for customer interaction</strong></td>
<td>Limit occupancy to maintain social distancing based on the area of selling space</td>
<td>Remove, close, or block off <strong>non-essential product areas</strong> that may hamper distancing (e.g., vending machines, trash can lids, hot bars, salad bars, bottle returns, fitting rooms, make-up testers etc.)</td>
</tr>
<tr>
<td></td>
<td>Ensuring social distancing in restrooms and service areas (e.g., close stalls, set up barriers for food service)</td>
<td><strong>Meter checkout</strong> to reduce congestion (e.g., employee monitor flow)</td>
</tr>
<tr>
<td><strong>Provide visual reinforcements (e.g., X's) for distancing</strong></td>
<td>Reinforce distancing with visual cues (e.g., signage or X’s placed across the store and at high traffic points like checkout lines, break areas, restroom entrances)</td>
<td><strong>Modify store configuration</strong> or service offerings in order to allow the permitted occupancy levels (or restrict occupancy even further until safe distancing can be achieved)</td>
</tr>
<tr>
<td></td>
<td>Provide frequent reminders of protocols that should be followed to stay safe (e.g., entry sign for occupancy limit)</td>
<td><strong>Ask customers to limit the number of people</strong> in their party (e.g., one customer per shopping cart, employees communicate)</td>
</tr>
</tbody>
</table>
Decision making for distancing practices

In all spaces, interactions, and activities where people would normally be near one another, the retailer needs to evaluate how best to prevent people from getting closer than six feet apart. All available forms of communication should be used to reinforce these preventative measures with employees, vendors, and customers.

The following decision tree may be helpful:

If the space, interaction, or activity necessary to the business?

Yes → Close the space or discontinue the interaction or activity.

No → Can it be modified physically to prevent the hazard?

Yes → Make the physical modification.

No → Would a policy or procedure reduce the hazard?

Yes → Implement the policy or procedure and communicate it.

No → Would reduced population/reduced occupancy reduce the hazard?

Yes → Communicate and educate those who need to know.

No → Would PPE reduce the hazard?

Yes → Encourage the proper use of PPE. Consider providing it.

No → Consider whether the business should operate.

Increase distancing for employee and customer interaction (with visual reinforcement)

- Install physical barriers at checkout or other service points inherently require interaction. Effective barriers can be created in a makeshift fashion as with these buckets and tables...

...or in a more formal fashion such as sneeze guards.

- Establish practices such as handling that maximize spacing: instruct customers to ask the customer to present the item with an outstretched arm (rather than handing it to the cashier).

- Consider discouraging use of reusable bags to eliminate the opportunity for transmission from the customer to promote more appropriate social distancing.

- Non-touch social distancing with customers, vendors, and employees through every practical form of available communication:

  - Post signage and floor markings where customers or employees are likely to congregate:
    - Check lanes
    - Service areas that remain open
    - Service at checkout lanes and entrances
    - Health-screening locations
    - Return counters
    - Return lanes

  - Provide frequent reminders of behaviors and protocols that should be followed to stay safe:
    - Electronic or printed signs to create social distancing awareness
    - Audio or visual reminders that may be played on a loop

- Potentially announce changes over the public address system:

b) Activities in the store: Encourage customer and worker behaviors that promote social distancing.

- Discourage social behaviors like handshakes, high-fives, hugs, or other forms of contact.

- Limit meetings and celebrations to a number that per rota is between each individual during the event, as well as, arrival and departure to and from the event.

- Establish practices for transaction assistance that create spacing, such as when a cashier needs to complete an override, have the cashier step away from the register allowing social distancing from supervisor.
### 5: Cleaning (e.g., daily cleaning routine) (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
</table>
| Conduct more frequent daily cleaning of all high touch areas and post protocols publicly | **Establish an increased cleaning/sanitizing routine** in accord with CDC's Interim Guidance for Businesses and Employers ([CDC link](#)) and OSHA's Guidance on Preparing Workplaces ([OSHA link](#)) for employee high-touch areas (e.g., keypads, counters, and shopping carts)  
  - If customers are using their own credit/debit card the machine should be sanitized between customers  
  - If the employee has to handle cash or checks they should be wearing gloves and disposing them between transactions if possible  
  - If gloves not available then properly sanitizing their hands between transactions  
Communicate and **make cleaning visible** to customers (e.g., increase frequency, post protocols, visible high touch surface cleaning)  
Set up **hand sanitizing station** at entry way for customers | **Sanitize entire facility multiple times per day** (depends on stage of reopening, 2x/day vs 1/hr)  
Replace or clean/disinfect **HVAC air filters** and ensure optimal turnover of fresh/clean air |
| Establish employee cleaning protocols | **Educate employees about and require them to follow infection control practices**, such as CDC’s guidance on face touching and regular handwashing ([CDC link](#)) and CDC’s hygiene etiquette on coughing and sneezing ([CDC link](#)). | **Establish cleaning kits** that are readily available with all the key supplies needed for the employees to conduct increased cleaning routine. (e.g., cleaning solution, spray bottles, disposable gloves, cleaning clothes or paper towels, cleaning guides) |
| Supply guidance and conduct audit checks for cleaning procedures (including deep clean as needed) | **Fill out cleaning checklist** and share each day with management | **Conduct virtual visits** to check adherence for more remote or smaller locations (field team)  
**Ensure easy adoption/adherence** (e.g., purchase different color bucket for new cleaning materials) |
5: Cleaning (e.g., daily cleaning routine) (examples)

Conduct more frequent daily cleaning of all high touch areas and post protocols publicly

Establish employee cleaning protocols

Supply guidance and conduct audit checks for cleaning procedures (including deep clean as needed)

5. Customer Carts and Baskets

- Provide customers with clean carts, baskets or motorized shopping carts as they enter the building. Consider dedicating staff at any open door to manage this task.

4. Cleaning handcart.

Establish an increased cleaning/sanitizing routine as described in CTSI’s guidance for businesses and employers (https://www.ctsi.org/guidance) as well as OSHA’s guidance on Preventing Workplace COVID-19 for High-Contact Areas like restrooms, credit card machines, kiosks, counters and shopping carts, and other surfaces.

1. Increased routine cleaning

- Increase the frequency of routine cleaning for high touch areas; these areas could include the following:
  - High-touch areas and keyboards
  - Retails/cashier and checkout areas
  - Paper towel and napkins
  - Attendees or visitors
  - Consent forms
  - Thick covers
  - Self-checkout
  - Meters
  - Self-checkout stands
  - Sales desk clerks
  - Self-service scales
  - DOA Parcels
  - Restrooms
  - Price checkers and cash
  - Time clocks
  - Employee and office: Computer keyboards
  - Office carts
  - For safety of employees and the preservation of equipment, DO NOT spray cleaning: & disinfection chemicals directly on any electronic devices, register card readers, or computer terminals, keyboards, headsets, scanners, etc. Spray the chemical onto a paper towel and then wipe the surface with the towel.

2. Appropriate cleaning dietetics

- The following disinfectant chemicals are effective against the virus causing COVID-19 when used according to the label instructions and are commercially available:
  - Sodium hypochlorite (bleach), farm urea, or peroxyacetic acid
  - Chlorine is a very effective disinfecting agent.
  - Chloride: SAW multi-aggregate solution
  - A list of FDA-approved disinfectants is available. See [link].

3. Prepare cleaning kits

- Establish cleaning kits that are readily available with all key supplies needed for the employees to conduct increased cleaning routine. Include cleaning solutions, spray bottles, disposable gloves, cleaning cloths or paper towels, cleaning pads.

4. Clean-up process

- Maintain PPE and supplies
  - Face: disposable gloves
  - Body spray bottle: disinfectant
  - Spray disinfectant directly on surface or on a paper towel.
### 6: Case monitoring protocols (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
</table>
| Define protocol for symptomatic employees | **Establish a plan of action for workers who fail health screens** (exclude from work environment until they complete a minimum period without symptoms and track records (also include protocol for return to work based on CDC))  
Create policies to **encourage workers to stay home** or leave facility when feeling sick or when in close contact with a confirmed positive case (temp paid sick leave if medically advised to quarantine)  
Employees are responsible for reporting health (employee and family) before coming in via phone/email  
**Ensure employees with symptoms are sent home** immediately and employees are informed  
**Require a doctor’s note release** (for returning to work) if an employee has laboratory confirmed COVID-19. If an employee has symptoms, but not laboratory confirmed COVID-19, they should remain based on CDC requirements | Check in periodically on employee symptoms and work ability |

| Identify and contact exposed employees (e.g., provide symptom checking and guidance) | **Inform team members/manager of potential exposure** when employee is sent home  
Allow employees uncomfortable with coming in to stay home | **Conduct tracing procedures for 3-7 days prior to onset of employee symptoms** (based on where employee was and whether PPE was worn)  
**Communicate procedures** with employees |
### 7: Facility/space temporary closure (e.g., clear area if someone comes to work sick) (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
</table>
| Enforce appropriate shut down/pause and cleaning protocol | **Establish procedures for store disinfection** in accord with CDC’s Cleaning and Disinfection for Community Facilities if an employee COVID-19 infection is suspected or confirmed. Store should temporarily close and deep clean if there is a confirmed case.  
**Conduct deep clean based** on guidelines  
**Identify specific high touch points,** high traffic areas based on the employee’s position and primary department in the store. Use this to define a specific scope of work for cleaning | **Hire outside service** to conduct deep cleaning  
**Consider contracting with a 3rd party service** provides to conduct the targeted scope of work.  
**Consider scheduling the cleaning to be conducted after-hours** or when customer and employee volume is low. |
| Communicate protocol to employees and customers | **Establish clear reporting process for any symptomatic** or positive test employees (e.g., notify store leaders, maintain central log).  
**Provide documentation of positive cases** for necessary parties (labor union, health services, health insurance). Record confirmed cases in accordance with OSHA guidance¹  
**Post signage on front door** notifying customers of temporary closure and deep cleaning being conducted (apologies for the inconvenience) | **Communicate potential exposure or positive cases,** while maintaining employee privacy |

# 8: Travel restrictions (health practices)

<table>
<thead>
<tr>
<th>Health practice overview</th>
<th>Core practices</th>
<th>Next level implementation for better equipped facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restrict business and personal travel and have employees self-quarantine if possible after travel</td>
<td>Reduce risk by restricting air travel to only essential travel</td>
<td>Send digital notice to employees and managers before entering premises on new requirements (includes travel questionnaire)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Enforce 14 day quarantine after returning from travel (unless approval exception is granted)</td>
</tr>
</tbody>
</table>