RUSK COUNTY

PUBLIC HEALTH

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715-532-2299

Covid-19 Business Toolkit:

Preparing to Reopen Safely, Responsibly and Confidently

Revised May 15, 2020

Please call 715-532-2299 or email healthhumanservices@ruskcountywi.us with any questions.

This toolkit was adapted from La Crosse County's business toolkit. Thank you to La Crosse County Health Department for sharing your work with other counties for adaption.

Rusk County Public Health Department COVID-19 Checklist for Businesses				
Priority	**Customer Service Protocol and Procedures**	**Tool**	**Target Date**	**Completed**
1	Develop a clear, written protocol regarding sick leave for employees.	Tool 1: Recommended Elements of Sick Policy		
2	Develop and implement an active monitoring program that assesses staff for exposure, fever and respiratory symptoms before every shift.	Tool 2: Sample Sick Leave Policy Tool 3 Quarantine and Isolation Algorithm Tool 4: Sample Active Monitoring System		
3	Develop a policy that limits the number of customers in the store at any one time	Tool 5: Strategies to Limit Traffic Flow		
4	Place tape on floor to keep 6-foot distancing at heavily populated spots in the store, especially at cash register.			
5	Increase frequency of cleaning, sanitizing, and disinfecting your facility.			
6	Schedule handwashing for employees. Post the schedule in breakroom(s), bathrooms, and common areas; and send it out to employees via email.	Tool 6: Sample Hand-Washing Policy		
7	Wipe down high-touch surfaces at cash registers between customers (credit card touch pad, carts, baskets, conveyer belt, door handles, etc.).			
8	Implement a no-touch policy for all staff members (no handshakes, hugs, or other close contact).			
9	Place hand sanitizer at each cash register for use by staff members, if available.			
10	Develop a policy that designates shopping hours for customers at risk for severe disease.	Tool 7: Recommendations for Designated Shopping Hours		
11	Consider temporarily assigning employees at high risk for coronavirus to non-public-contact duties.	Tool 8: Recommendations for Employees Considered for Re-assignment		
12	Develop policy encouraging employees to be on the lookout for customers exhibiting symptoms of COVID-19 and how you would like them to handle that situation.	Tool 9: Considerations for Handling Symptomatic Customers		
13	Increase availability/promotion of curb-side pickup if applicable.			
14	Increase or consider offering a delivery service.			
15	Develop communication materials (flyers, posts, emails, etc.) regarding changes that are proactive and clearly explains the reasons for these changes.			
16	Consider reducing hours of operation.			
17	Require vendors to wash or sanitize their hands immediately upon entering the store or require deliveries to be dropped outside.			

Tool 1: Recommended Elements of Sick Policy

During the COVID-19 pandemic, businesses should reduce the risk of virus transmission between staff and customers. One of the most critical elements of this process is implementing a strict sick policy, designed to identify staff members at risk of having COVID-19 based on their symptoms, exposure status, and/or travel history. Staff members should be informed frequently of the policy and told about the conditions under which they should not report to work, which should include:

- Have symptoms consistent with COVID-19[1]
- Live in a household with someone exhibiting fever or respiratory symptoms who either has not been tested for COVID-19 or tested positive for COVID-19
- Has had direct contact with a laboratory-confirmed positive case
- Has recently had non-essential travel

Tool 2: Sample Sick Policy

A sample policy is provided below:

[BUSINESS NAME] is fully committed to safeguarding the health and safety of all staff and customers. For this reason, effective immediately, [BUSINESS NAME] enacts the following policy applicable to all staff members, regardless of position or authority:

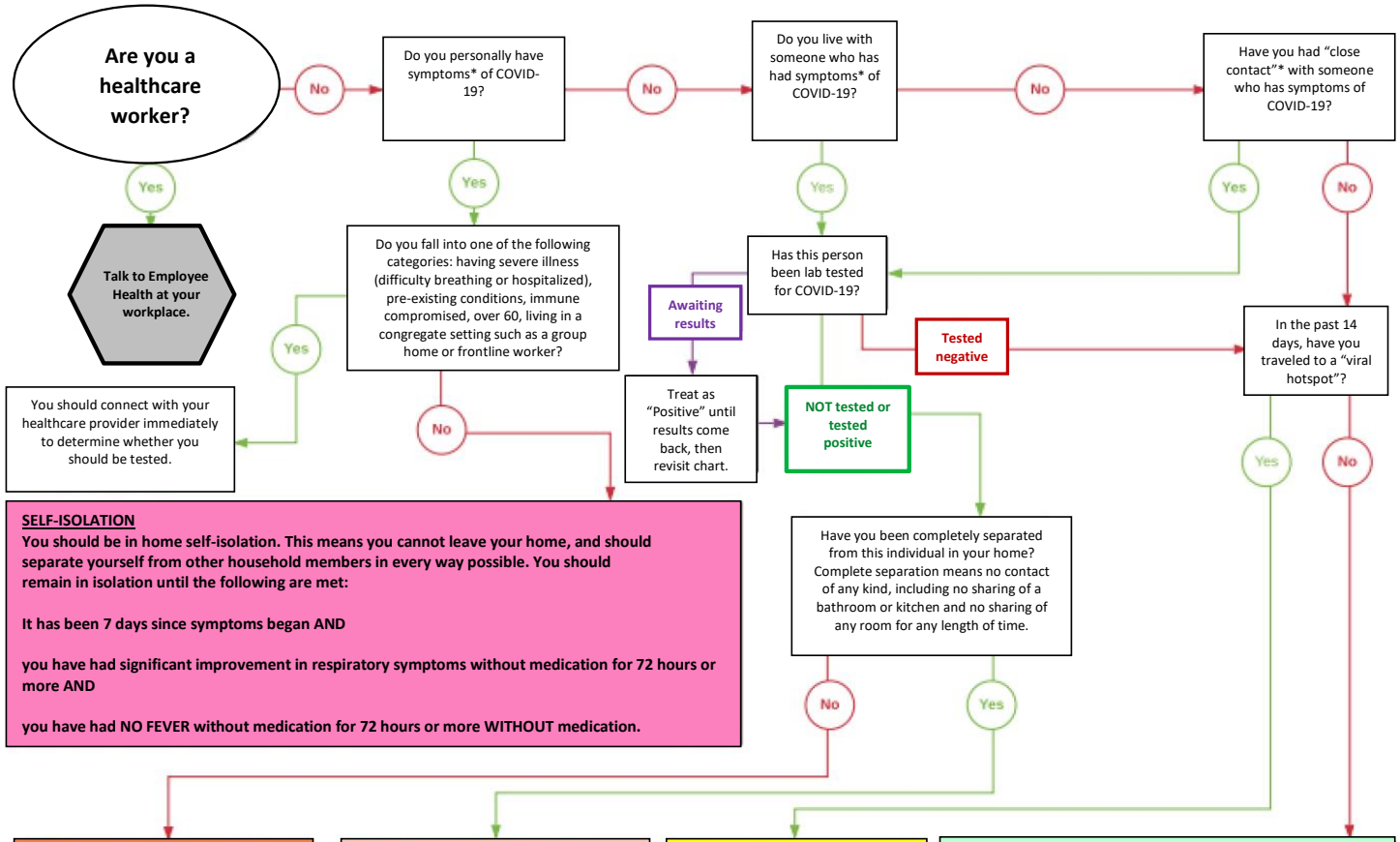
- All staff members will complete a "daily active monitoring" form regarding any symptoms they may have. This form must be completed at the beginning of every shift.
- Staff members who have any symptoms consistent with COVID-19 will not be allowed to work.
- Staff members living in a household where individual member(s) have symptoms who have not been tested for COVID-19 or who tested positive for COVID-19 will not be present in the workplace.
- Staff members who have recently traveled outside of the community will not be allowed to return to work until 14 days after the most recent travel.

Tool 3: Quarantine and Isolation Algorithm

Rusk County Public Health Department has often been asked for case-by-case guidance on whether employees should be allowed to work based on symptoms they experience, exposures they may have in their households, and travel history. To standardize our responses to this question, we developed and utilize a "quarantine and isolation algorithm" that guides our recommendations regarding when someone can return to regular activity (including work). We are providing a copy of this algorithm to assist businesses in making determinations for staff.

PLEASE NOTE: If you determine that a staff member should be in isolation or quarantine, please call Rusk County Public Health Department at 715-532-2299 and ask for a Public Health Nurse to consult with us us.

[1] We are learning more about COVID 19 symptoms every day. Please see https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html for the latest list of common symptoms.



SELF-ISOLATION

You should be in home self-isolation. This means you cannot leave your home, and should separate yourself from other household members in every way possible. You should remain in isolation until the following are met:

It has been 7 days since symptoms began AND

you have had significant improvement in respiratory symptoms without medication for 72 hours or more AND

you have had NO FEVER without medication for 72 hours or more WITHOUT medication.

QUARANTINE PROTOCOL 1

If you are NOT able to completely separate from this person who has symptoms of or was diagnosed COVID-19, **you can be released from quarantine 14 days after the sick person is well.**

QUARANTINE PROTOCOL 2

If you are able to completely separate from the person has symptoms of or was diagnosed with COVID-19, **you can be released from quarantine 14 days after your last contact with the sick person.**

Quarantine Protocol 3

You should be in Quarantine For 14 days following the day AFTER your return to Rusk County.

SELF-OBSERVATION PROTOCO

You are strongly encouraged to follow social-distancing and other Rusk County guidance. Remember that we have community-spread of COVID-19 in our county, and you should be monitoring yourself for symptoms. If you developed symptoms, immediately isolate yourself at home. Seek medical care if your symptoms become severe. Call ahead if you go to see a provider.

NOTE: QUARANTINE means that you remain at home and do not go into the community. Others should drop off items you need if at all possible. Monitor yourself for symptoms twice daily. If you develop symptoms, isolate yourself. If symptoms are severe, call ahead to seek medical care.

Comment [AS1]:

RECOMMENDED TRAVEL GUIDANCE

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IF YOU HAVE BEEN ON A CRUISE, A PLANE, OR TRAVELED BY ANY OTHER CONFINED TRANSPORTATION IN THE LAST 2 WEEKS:

SELF QUARANTINE AT HOME FOR 14 DAYS

IF SYMPTOMS DEVELOP:

ISOLATE AT HOME AWAY FROM FAMILY MEMBERS FOR

7 DAYS AFTER 1ST DAY OF SYMPTOMS

AND

72 HOURS (3 DAYS) OF NO SYMPTOMS

***GUIDANCE AS OF April 29, 2020**
THIS RECOMMENDATION MAY CHANGE FREQUENTLY DEPENDING ON CDC GUIDANCE

Tool 4: Sample Active Monitoring System

Each business should have an "active monitoring" system, in which each staff member is asked about their symptoms, exposures and travel history prior to starting each shift. When possible, it is good practice to check staff member temperatures prior to the start of a shift.

Any staff member who has any of the following symptoms should be excluded from work[2]:

- Fever (100.0 F or higher)
- Feeling feverish
- Chills
- Muscle aches
- Cough
- Sore throat
- Feelings of tightness in chest
- Shortness of breath
- Difficulty breathing
- Loss of sense of taste or smell
- Rarely: Abdominal pain
- Rarely: Nausea

Additionally, **any staff member who reports they have a household member who is positive for COVID-19 or has symptoms of COVID-19 and is not being tested** should be excluded from work.

Finally, **any staff member who has had non-essential travel,** even if it was just through an airport or on a road trip should be excluded from work.

How to Implement

There are a variety of ways you can implement an active monitoring program:

- Have one or two entrances that staff are required to use. Before they enter the building, station designated staff members at those entrances to ask the screening questions (and, if applicable, to take temperatures).
- Require all staff members complete an electronic version of the questionnaire on a platform such as Google forms and allocate management to look through the answers and identify any staff members who should be excluded.

Recommended Questions

We recommend that you include the following questions in your active screening questions:

- Do you currently have any of the following symptoms? [LIST SYMPTOMS]
- Sometimes, people feel "off" before they develop symptoms. Do you feel "different" today than you did yesterday?
- Is there anyone else in your household that has any symptoms?
- In the past 14 days, have you been in contact with someone who was diagnosed with COVID-19?
- In the past 14 days, have you done any non-essential travel?

[2] We are learning more about COVID 19 symptoms every day. Please see https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html for the latest list of common symptoms.

Tool 5: Strategies to Limit Traffic Flow

Business should take steps to limit the amount of traffic in their stores, which should include a variety of strategies to reduce transmission risk for both customers and staff. Some strategy ideas you can consider include:

- **Businesses are advised to**:
  - Consider if curb-side pick-up is feasible for customers.
  - Limit the number of customers:
    - Stores lees than 50,000 square feet: limit number of people in store to 50% of the total occupancy limit.
  - Offer at least 2 hours per week of shopping time for vulnerable populations.

- **Physical Distancing Visuals:** Place tape on the floor in 6 ft increments to demonstrate appropriate physical distancing.

- **One or Two People Per Household:** Request that only ONE person per household come to the store; there will be circumstances where a parent must bring their child, but this should be gently discouraged on social media and on communications materials wherever possible.

- **All Businesses Should Limit the Number of Shoppers:** Businesses should limit the number of shoppers in their store at one time. It is essential that the mechanism of limiting entry does NOT create added problems such as people lining up shoulder to shoulder outside waiting for admission. Methods of achieving this goal might include:
  - Hand out a number, one per vehicle, and call numbers one at a time. Numbers could be called out via loudspeaker or displayed on a board.
  - Direct cars to numbered parking spaces and admit one occupant per vehicle in order, one at a time. Once the store reaches capacity, allow the next vehicle's occupant to enter only once another customer leaves.
  - Consider having customers sign up for an arrival time. For example, if 10 households could sign up for an entry time of 9 AM – 10 AM and another 10 households could sign up for an entry time of 10 – 11 AM, this may help curb the flow of traffic into the parking lot. You might consider having one section of the parking lot reserved for those who reserved their arrival time online, and a smaller portion of the parking lot for those who did not and who would have to wait longer.

Tool 6: Sample Handwashing Policy

Handwashing is one of the best ways to reduce virus transmission. Employers should create a policy regarding more aggressive handwashing for employees that includes specific times when handwashing is expected. A sample hand- washing policy is provided below.

> [BUSINESS NAME] is fully committed to safeguarding the health and safety of all staff and customers. For this reason, effective immediately, all [BUSINESS] employees will be required to wash hands with soap and warm water frequently. At a minimum, this must include:
>
> - At the beginning of each shift, before interacting with other staff, customers, or business surfaces
> - When switching business tasks, such as checking and stocking shelves
> - Before and after short breaks and lunch breaks
> - After direct physical interaction with customers, staff or vendors
> - When hands are visibly soiled

We suggest that you create a visual version of this type of information and display it in all bathrooms, break rooms, food preparation areas, staff meeting rooms, by time clocks/computers, and in other locations where staff frequent. A sample flyer, which you are welcome to use if helpful, is provided on the next page.

WHEN EMPLOYEES MUST WASH HANDS

WARM WATER + SOAP + 20 SECONDS

Employees must wash hands with warm water and soap for 20-30 seconds. Be sure to clean under nails.

WHEN YOU ARRIVE AT WORK

Employees should wash hands as soon as they arrive at work, before interacting with staff, customers or business surfaces.

AFTER TOUCHING OTHERS

Employees should try not to physically touch others when possible, but when it is necessary, they should wash their hands immediately.

SWITCHING TASKS

Employees must wash hands when switching between business tasks, such as between stocking and checking.

BEFORE AND AFTER BREAKS

Employees must wash hands before and after taking breaks and after lunch breaks.

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Tool 7: Recommendations for Designated Shopping Hours

Specific members of our community are at higher risk for develop severe complications of illness, including COVID-19. Essential retail stores are required to offer at least 2 hours per week of shopping time for vulnerable populations. We recommend that all other retail stores provide designated shopping times that are only for vulnerable populations. Designated hours should ideally include times when cleaning activities have just been completed and items have been recently restocked.

Populations that should be considered for such designated shopping hours include individual who are:

- Over the age of 60
- Immune-compromised because of pre-existing health conditions or medications like chemotherapy
- Pregnant or those with a child under the age of 6 months that they cannot leave at home with another caregiver

Tool 8: Recommendations for Employees Considered for Re-assignment

Specific members of our community are at higher risk for develop severe complications of illness, including COVID-19. These include individuals over the age of 60, those with a weakened immune system to other health conditions of medications like chemotherapy or steroids, those who are pregnant, and individuals who live with or care for people who have weakened immune systems.

It is likely that some of your employees are among those who would be at higher risk for developing severe disease. It would be appropriate to allow employees to self-disclose this information if they chose, and to re-allocate those staff members to occupational assignments that do not require as direct contact with others. For example, a checker who would usually be interacting with customers could be re-allocated to stocking shelves.

Tool 9: Considerations for Handling Symptomatic Customers

Employees should be on the lookout for customers or other staff members exhibiting symptoms of COVID 19. As a reminder, symptoms include[3]:

- Fever (100.0 F or higher)
- Feeling feverish
- Chills
- Muscle aches
- Cough
- Sore throat
- Feelings of tightness in chest
- Shortness of breath
- Difficulty breathing
- Loss of sense of taste or smell
- Rarely: Abdominal pain
- Rarely: Nausea

Other Employees: If an employee has a concern that a colleague may be symptomatic, there should be a no-fault policy in which the employee can raise a concern with management. Management should then approach that individual and, in a very respectful and professional manner, inquire about whether that individual has symptoms. Anyone who has symptoms, exposure history or significant travel history per information in Toolkit 1 should be asked to go home without penalty.

Customers: If a customer is identified as definitively having symptoms, the employee or a manager should tactfully ask the customer to leave the premises for the protection of employees and customers. If the customer refuses to comply and the situation escalates, management should enact whatever their normal system is for handling such situations, to include notifying law enforcement.

[3] We are learning more about COVID 19 symptoms every day. Please see https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html for the latest list of common symptoms.

Tool 10: Sample Disinfection Practices

Clean

- **Clean surfaces using soap and water.** Practice routine cleaning of frequently touched surfaces.
- **High touch surfaces include:** Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use disinfectant.
- **Recommend use of EPA-registered household disinfectant** external icon**.**
  Follow the instructions on the label to ensure safe and effective use of the product.
  Many products recommend:
  - Keeping surface wet for a period of time (see product label)
  - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- **Diluted household bleach solutions may also be used** if appropriate for the surface.
  - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
  - Unexpired household bleach will be effective against coronaviruses when properly diluted. **Follow manufacturer's instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. **Leave solution** on the surface for **at least 1 minute. 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% alcohol may also be used.**

These recommendations are not for food-contact surfaces. Retail stores and restaurants should continue to use the current health department approved methods for sanitation of food contact surfaces.

Soft Surfaces

- For soft surfaces such as **carpeted floor, rugs, and drapes**
  - **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.
  - **Launder items** (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
    - OR
  - **Disinfect with an EPA-registered household disinfectant.** These disinfectants external icon meet EPA's criteria for use against COVID-19.

Electronics

- For electronics, such as **tablets, touch screens, keyboards, remote controls, and ATM machines**
  - Consider putting a **wipeable cover** on electronics.
  - **Follow manufacturer's instruction** for cleaning and disinfecting.
    - If no guidance, **use alcohol-based wipes or sprays containing at least 70% alcohol**. Dry surface thoroughly.

Laundry

- For clothing, towels, linens and other items
  - Launder items according to the manufacturer's instructions. **Use the warmest appropriate water setting** and dry items completely.
  - **Wear disposable gloves** when handling dirty laundry from a person who is sick.
  - Dirty laundry from a person who is sick **can be washed with other people's items**.
  - **Do not shake** dirty laundry.
  - Clean and **disinfect clothes hampers** according to guidance above for surfaces.
  - Remove gloves, and **wash hands right away**.

Cleaning and disinfecting your building or facility if someone is sick

- **Close off areas** used by the person who is sick.
- **Open outside doors and windows** to increase air circulation in the area. **Wait 24 hours** before you

clean or disinfect. If 24 hours is not feasible, wait as long as possible.

- Clean and disinfect **all areas used by the person who is sick**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
- Continue routing cleaning and disinfection.

When Cleaning

- **Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash**.
    - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
    - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- **Wash your hands often** with soap and water for 20 seconds.
    - Always wash immediately after removing gloves and after contact with a person who is sick.
    - Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- **Additional key times to wash hands** include:
    - After blowing one's nose, coughing, or sneezing.
    - After using the restroom.
    - Before eating or preparing food.
    - After contact with animals or pets.
    - Before and after providing routine care for another person who needs assistance (e.g., a child).

Additional Considerations for Employers

- **Educate workers** performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions **on what to do if they develop symptoms within 14 days** after their last possible exposure to the virus.
- Develop **policies for worker protection and provide training** to all cleaning staff on site prior to providing cleaning tasks.
    - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are **trained on the hazards of the cleaning chemicals** used in the workplace in accordance with OSHA's Hazard Communication standard (29 CFR 1910.1200external icon).
- **Comply** with OSHA's standards on Bloodborne Pathogens (29 CFR 1910.1030external icon), including proper disposal of regulated waste, and PPE (29 CFR 1910.132external icon).

Tool 11: Considerations for Use of Masks by Employees

If you are able to procure or make cloth masks for your employees, you are strongly encouraged to provide them to staff. Masks should be washed in warm water with detergent daily and whenever soiled. Masks should be used that properly fit employees. When wearing a mask the wearer should not touch their face or mask without washing their hands after every time they touch the mask. Employees should be reminded that masks protect other people from their germs but does not provide good protection for that employee against other people's germs. Social distance is the best line of defense and should be maintained between both employees and customers. Providing masks for customers has a variety of issues and resource concerns. Please keep in mind that children and people with certain conditions may not be able to wear masks safely and should not be universally required to.