

PRACTICES FOR OPERATING GRAND BLANC EYES DURING COVID-19

Customer Recommendations

Here are the recommendations that you should consider when you are operating during COVID-19 or deciding about how to re-open your business after stay-at-home or shelter-in-place restrictions are lifted. Each item will be discussed separately in this document with hyperlinks to referenced materials or further guidance.

- Consider appointment only for customers or curb-side service when possible
- Consider requiring all individuals in facility to wear masks
- Provide signage on door for:
 - ✓ hand sanitizer when entering
 - ✓ symptoms screening to be allowed to enter
 - ✓ social distancing protocol
- Maintain social distance throughout facility
- Prohibit handshakes or touching
- Provide no-touch pay station
- If not possible for no touch, provide tissue or sanitizer wipes at pay station for employees and customers

Idaho has provided us with [re-opening guidance](#) and during all stages of the process the following items are required protocol by employers:

- Maintain the six-foot physical distancing requirements for employees and patrons
- Provide adequate sanitation and personal hygiene for employees, vendors, and patrons
- Ensure frequent disinfection of the businesses as well as regular cleaning, especially of high-touch surfaces
- Identify how personal use items such as masks, face coverings, and gloves may be required by employees, vendors, and/or patrons
- Provide services while limiting close interactions with patrons
- Restrict non-essential business travel
- Identify strategies for addressing ill employees, which should include requiring COVID-19 positive employees to stay at home while infectious, and may include keeping employees who were directly exposed to the COVID-19 positive employee away from the workplace, and the closure of the business until the location can be properly disinfected
- On a case-by-case basis, include other practices appropriate for specific types of businesses, such as screening of employees for illness and exposures upon work entry, requiring non-cash transactions, etc.

Consider Appointment Only for Customers or Curb-side Service When Possible

As an employer, you have a duty under the [general duty clause of OSHA](#) to provide a safe and healthy workplace to your employees. We know that during this pandemic, that is a difficult proposition when you are trying to ensure the viability of your business. As such, to the extent you can take actions to minimize physical interactions between employees and customers that is the preferred way of doing business during the pandemic.

[CDC recommends](#) as advice to employers on keeping employees safe to consider delivering services remotely (e.g. phone, video, or web) and delivering products through curbside pick-up or delivery. [OSHA is also recommending](#) the same with advice to limit customers' and the public's access to the worksite or restrict access to only certain workplace areas and to consider strategies to minimize face-to-face contact (e.g., drive-through windows, phone-based communication, telework.)

For customers, if you can't do appointment only or curb-side service, you will need to actively monitor how many individuals are in your location so that you can maintain the required 6 feet of social distancing. To the extent that you can control how many people are in your physical work location, you need to do so during the pandemic. Remember, if you can't do the required 6 feet social distancing, you may not be able to be open during some reopening plans like Idaho.

If you are an essential business or provide essential services that can't be performed at a 6 feet distances, you will need to take other actions to keep employees and customers safe from contracting the virus, which includes everyone in the facility wearing masks.

Consider Requiring Masks in Facility

[CDC recommends wearing cloth face coverings in public settings](#) where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) especially in areas of significant community-based transmission. We know that social distancing works. But to the extent that there may be times in your facility that the 6 feet social distance can't consistently be maintained, it is recommended that everyone in your facility (employees, customers, vendors, service workers) wear masks.

Remember, [CDC advises that the following individuals not wear masks](#): young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

CDC continues to study the spread and effects of the novel coronavirus across the United States and learns new information as the research develops. CDC now knows from recent studies that a significant portion of individuals with coronavirus lack symptoms ("asymptomatic") and that even those who eventually develop symptoms ("pre-symptomatic") can transmit the virus to others before showing symptoms. This means that the virus can spread between people

interacting in close proximity even if those people are not exhibiting symptoms through the following methods: speaking, coughing, or sneezing.

It is critical to emphasize that maintaining 6-feet social distancing remains the most important measure that can be taken to slow the spread of the virus. CDC advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others.

[OSHA has also provided this advice to wear PPE](#), which includes masks, to help keep employees who are at high to medium risk in workplaces safe from both transmitting and contracting the virus.

The CDC has said a cloth mask is a way to contain respiratory secretions right at the source. “The mask traps the droplets before they spread into the environment. Therefore, ‘my mask protects you, and your mask protects me!’ It’s a way of strengthening the social distancing that we are already doing”, according to a CDC spokesperson.

This is the reason that requiring masks by customers is essential. The masks your employee wear protect your customers. However, you have an obligation under the general duty clause to protect your employees and that means requiring your customers to ALWAYS stay 6 feet away from your employees or wear a mask when they enter the facility for those times social distance can’t be maintained.

[Costco is requiring all customers to wear masks](#) starting Monday, May 4. The signs are already starting to show up in stores in Washington and Idaho. This is an essential practice to keep your employees safe.



Additionally, some states are now requiring masks when you are in public, such as Illinois. [According to news articles](#), the following is now a requirement in Illinois.

All Illinoisans should wear a mask or face covering when they must leave their home or report to work for essential operations. The guidance is especially important when people cannot or it is impractical to maintain 6 feet of physical distance, as advised by the CDC. Example areas include:

- **Shopping at essential businesses, like grocery stores or pharmacies;**
- Picking up food from drive thru or curbside pickup;
- While visiting your health care provider;
- Traveling on public transportation;
- **Interacting with customers, clients, or coworkers at essential businesses;**
- Performing essential services for state and local government agencies, such as laboratory testing, where close interactions with people are unavoidable, and;
- When feeling sick, coughing, or sneezing.

Due to these requirements, in Illinois both customers and employees of essential businesses need to be wearing masks in the workplace.

[Illinois has allowed](#) those who are at home to not wear masks. Additionally, masks need not be worn when doing the following activities:

- Running or walking in your neighborhood;
- Mowing the lawn, performing spring yard cleaning; gardening;
- Driveway car washing, and;
- Other outdoor activities on your own property.

Door Signage

In order to keep your employees safe under the OSHA general duty clause, you are going to need to let your customers know what is required of them in the facility and that means developing signage. [OSHA has also advised to post signage](#) to your customers when necessary. [CDC is advising to place posters](#) on common hygiene issues for customers. [The CDC provides print resources](#).

The following are the recommended signage you consider for your customers before they enter your facility:

- All customers must use hand sanitizer when entering facility
- No customer who has symptoms associated with COVID-19 will be allowed to enter facility
- All customers must adhere to 6 feet social distancing protocol when in facility and will be reminded of the requirement by facilities personnel while in facility

We know that implementing these three control measures will help keep employees and customers safe when in your facility from reviewing recommendations from [CDC](#) and [OSHA](#). These three controls combined with everyone in the facility wearing masks currently provides the best protocol that there is when combined with routine cleaning and disinfecting that we discussed in our facilities recommendations. We strongly recommend that you implement these

controls and post the signage, so your customers are clear on your workplace rules while in your facility.



Provide Hand Sanitizer Station at Door

We know that [CDC recommends hand sanitizer](#) when washing hands is not available to your customers and encourages you to post signage throughout your facility to encourage customers and employees to use hand sanitizer on a regular basis. [OSHA is providing the same advice](#) in circumstances where regular hand washing can't be done.

As such, we recommend providing a hand sanitizer station at your entry door and at regular stations throughout your facility. You can also post signs at all the stations on proper use of the hand sanitizer.



Maintain Social Distance Throughout Facility

The best way to prevent the spread of the virus is always to maintain social distancing of 6 feet. [CDC recommendations](#) for achieving this at a work facility is to:

- Increasing physical space between employees and customers (e.g., drive through, partitions)

Many companies enforce social distancing through the following strategies:

- Taping lines on floor to indicate where customers should stand while waiting in line
- Limiting the number of customers allowed into the facility
- Having only one entrance point for customers to maintain customer count. Customers are counted as they enter the single-entry point and this number is tracked.
- Having only one exit point for customers to maintain customer count. As customers leave the single point of exit, that exit count is relayed to the entry point employee responsible for the count of customers in the store.
- Signs or arrows on the floor indicate the path of travel through the store when possible
- Designated employees observe customers and enforce social distancing through reminders to customers of the requirement
- Signage posted throughout facility on social distancing requirements
- Empower employees to remind customers of requirements if the customer is not observing social distancing



Prohibit Handshakes or Touching

This advice comes directly from the [CDC to discourage handshakes](#) and encourage other non-contact forms of greeting. If you are close enough to touch someone, you are violating the 6 feet social distancing that must be maintained. Additionally, we know the [virus spreads in the following ways](#):

- Person-to-person from being within 6 feet of each other
- From contact with contaminated surfaces or objects
- Touching your eyes, nose, or mouth after hands having been in contact with contaminated surfaces or objects

As such, if a person coughs or sneezes and doesn't practice correct hygiene, that person now has the virus on his or her hands. If that person now touches another person's hands, the virus could be on the second person's hands. Now that second person touches their eyes, nose, or mouth and introduces the virus into his or her body.

In order to keep all employees and customers safe, prohibit physical contact in the workplace unless critical and then, if it is critical, [provide appropriate PPE to the employees](#) depending on the risk classification that OSHA has for that position designated.

Provide No-Touch Pay Station

The rationale for no-touch pay stations are the same as for prohibiting physical contact in the workplace. A customer uses the touch pad for the credit card machine and hasn't practiced correct hand hygiene. The next customer to use the machine touches it and picks up the virus and then touches their face, thus introducing the virus to his or her body. To the extent possible try to determine if no-touch pay stations are feasible at your facility.

If they are not feasible, consider alternatives to keep employees and customers safe. If an employee has to physically handle cash or credit cards, PPE such as gloves should be used. Employees need to be trained on glove PPE use so as not to contaminate themselves by touching their face with the gloves on after handling a potentially infectious item. We have included a modified handout from the [World Health Organization](#) on glove use.

You could also provide disinfecting wipes at all pay stations so that employees can wipe off any equipment used by customers between each customer use. Or the customers themselves could also wipe off the equipment before using it for their own peace of mind.

Remember, many of your customers are fearful of contracting the virus. If they see you taking all precautions necessary to follow CDC protocol, such as requiring masks, marking out social distancing requirements, providing hand sanitizer coming in and throughout the facility, and aggressive posting throughout the facility on cough, sneeze, and handwashing hygiene they are going to appreciate your efforts to keep them safe.