COVID-19 GUIDE
PLAYBOOK FOR REOPENING YOUR BUSINESS IN THE AGE OF COVID-19

Tulare County
Health & Human Services Agency
MESSAGE FROM LEADERSHIP

Dear Business Leaders,

These unprecedented times have been challenging, to say the least. However, we’re proud of you for helping our community succeed, from donating meals to essential employees, to sewing masks, to simply sharing resources on social media. We are truly #StrongerTogether.

As we move forward, we know you are anxious to reopen your doors. To ensure the safety of our community and to help you navigate the new normal, we have created this playbook. This comprehensive guide includes many of the recommendations and developed guidelines from the CDC and other federal, state, and local agencies. This resource will act as a living document, which we will update as this fluid situation changes.

Though we all wish to return to our regular lives, we must take necessary precautions during this time. The last thing we want is for the virus to grow during this stage. This playbook is a guideline to help you safely serve your customers and accommodate your employees. If you have any questions, please contact the Tulare County Public Health Branch. We are here to help you.

Thank you for your support and courage as we continue to navigate this pandemic together. We’ll continue to persevere the only way we know how: together.

Stay safe.
Disclaimer

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety, and other workplace requirements in place prior to the age of COVID-19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate this guidance and consult with your own legal counsel and other advisors regarding the legality, applicability, and potential efficacy of this information in your place of business and to determine what, if any, other recommendations or requirements may apply to your business.
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GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS

The majority of these recommendations come from the California Department of Public Health and CDC guidelines. This playbook provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus’s spread. Individuals’ temperature standards as used in this report will be in accordance with directions from the California Department of Public Health and CDC.

It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15-day supply at all times.

EMPLOYEE & CUSTOMER PROTECTION

- Employees should wear PPE when possible.
- Customers should use face coverings while in public.

- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers must be at least six feet apart.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms should not be allowed to work.
- A sign will be posted on the store that individuals who have a fever, cough, or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose, and mouth. Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the California Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer.

- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
- Sanitize point-of-sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.
KEEPING THE WORKPLACE SAFE

- Practice good hygiene
- Stop handshaking & avoid touching face
- Increase ventilation
- Use videoconferencing
- Adjust/postpone large gatherings
- Limit business travel
- Limit food sharing
- Stay home if you or a family member is sick
- Use booking system to stagger customers
- Limit cash handling
- Use online transactions
- Practice social distancing
- Hold meetings in open spaces
- Remind staff of hand washing
- Sanitize high traffic areas
- Communicate Covid-19 plan with staff
COMMUNICATING WITH YOUR TEAM

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team’s health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.

provide education and training materials in an easy-to-understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.

Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.

Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.

Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.

Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive “emergency sick leave” policies.

Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by the local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, stretching, meditation and other healthy activities for your team. If employees ask for help regarding their mental health, ask them to reach out to a health care provider and/or call:

- Tulare County Warm Line 1-877-306-2413
- Mental Health Crisis Line 1-800-320-1616
- Tulare County 24-Hour Crisis Line 1-800-320-1616
- Non-Crisis Information (559) 624-7471
PREPARING YOUR SPACE

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.

Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers, and other electronics.

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE DISINFECTION PROCESS).

DEEP CLEANING

COVID-19 “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

• Trained personnel to execute the process of cleaning, disinfection, and disposal of hazardous waste
• Proper equipment and PPE to perform the task
• All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
• Use of approved COVID-19 disinfectant chemicals to perform this activity

A list of approved chemicals and guidelines can be found at cdc.gov/coronavirus/2019
CLEANING + DISINFECTING AFTER OPENING

**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**

We recommend use of EPA-registered household disinfectant. 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

Water-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.

Alcohol solutions with at least 70% alcohol may also be used.

**SOFT SURFACES**
For soft surfaces such as carpeted floors, rugs, upholstery, 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.
- Disinfect with an EPA-registered household disinfectant if laundry isn’t possible.

**ELECTRONICS**
For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:
- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting.
  - If no guidance is available, 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.

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer’s body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include masks, face shields, and gloves.

**WHO SHOULD WEAR MASKS?**
- Medical and isolation team members
- Health screeners (i.e., a supervisor who takes employees’ temperature)
- Disinfection team members
- Those with broad exposure to customers or employees

**WHO SHOULD WEAR FACE SHIELDS?**
- Face shields are commonly used in health care and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. They are not necessary unless you work in health care/manufacturing, but they can help.

**WHO SHOULD WEAR GLOVES?**
- Those performing disinfection of common surfaces
- Employees handling trash
- Employees handling food

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:
- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves, when in reality they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training: if contaminated gloves are not removed properly, our employees are exposed to greater risk.

**REMEMBER:** PPE is only effective if it is worn correctly. Train your employees in correct PPE usage. Refer to the CDC guidelines.
STAY PREPARED

- Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels, and tissues.
- Confirm stock of PPE.
- Have touchless thermometers on site for employee screening.
- Businesses should keep a minimum quantity of a 30-day supply of disinfectant supplies.

MAKE YOUR OWN MASK

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.

Sewn Cloth Face Covering

Materials:
- Two 10”x6” rectangles of cotton fabric
- Two 6” pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
- Needle and thread (or bobby pin)
- Scissors
- Sewing machine

1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.

2. Fold over the long sides ¼ inch and hem. Then fold the double layer of fabric over ½ inch along the short sides and stitch down.

3. Run a 6-inch length of 1/8-inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight.
   Don’t have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the mask behind your head.

4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.
Quick Cut T-shirt Face Covering (no sew method)

Materials:
- T-shirt
- Scissors

1. Cut a horizontal strip from the lower part of the t-shirt. The strip should be 7–8 inches wide.

2. Cut out a mouth and nose shape from the center of the strip. The shape should be approximately 6–7 inches wide.

3. Cut tie strings from the ends of the strip. Tie the strings around the neck, then over the top of the head.

Bandana Face Covering (no sew method)

Materials:
- Bandana (or square cotton cloth approximately 20”x20”)
- Rubber bands (or hair ties)
- Scissors (if you are cutting your own cloth)

1. Fold bandana in half.

2. Fold top down. Fold bottom up.

3. Place rubber bands or hair ties about 6 inches apart.

4. Fold side to the middle and tuck.

5. Tie the bands securely.

6. Place the bandana over the mouth and nose area.

Tutorials courtesy of CDC. For more information, visit [www.cdc.gov/coronavirus/](http://www.cdc.gov/coronavirus/).
## HOW LONG COVID-19 LIVES ON SURFACES

<table>
<thead>
<tr>
<th>Surface</th>
<th>Examples</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aluminum</strong></td>
<td>soda cans, tinfoil</td>
<td>2–8</td>
</tr>
<tr>
<td><strong>Cardboard</strong></td>
<td>shipping boxes</td>
<td>24</td>
</tr>
<tr>
<td><strong>Ceramics</strong></td>
<td>dishes, pottery, mugs</td>
<td>5</td>
</tr>
<tr>
<td><strong>Paper</strong></td>
<td>magazines, mail, money</td>
<td>Minutes–5</td>
</tr>
<tr>
<td><strong>Copper</strong></td>
<td>pennies, teakettles, cookware</td>
<td>4</td>
</tr>
<tr>
<td><strong>Metal</strong></td>
<td>doorknobs, jewelry, tools</td>
<td>5</td>
</tr>
<tr>
<td><strong>Plastics</strong></td>
<td>bottles, buttons</td>
<td>2–3</td>
</tr>
<tr>
<td><strong>Glass</strong></td>
<td>glasses, measuring cups, mirrors, windows</td>
<td>5</td>
</tr>
<tr>
<td><strong>Stainless Steel</strong></td>
<td>refrigerators, pots, pans, sinks</td>
<td>2–3</td>
</tr>
<tr>
<td><strong>Wood</strong></td>
<td>furniture, decking</td>
<td>4</td>
</tr>
</tbody>
</table>

### Food
Coronavirus doesn’t seem to spread through exposure to food. Still, it’s a good idea to wash fruits and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the supermarket. If you have a weakened immune system, you may consider buying frozen or canned produce.

### Water
Coronavirus hasn’t been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

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**TO REDUCE YOUR CHANCE OF CATCHING OR SPREADING CORONAVIRUS, CLEAN AND DISINFECT ALL SURFACES AND OBJECTS IN YOUR HOME AND OFFICE EVERY DAY.**
FIVE ESSENTIAL ACTIONS FOR INDIVIDUALS

The following Five Essential Actions are recommended to help reduce the spread of COVID-19 and safely maintain the county’s reopening efforts. It is important that community members continue to implement these actions through every phase of the reopening plan to prevent the spread of COVID-19.

1. Social Distancing
   Physical distancing (also called social distancing) means keeping space between yourself and other people who do not live with you. To practice physical distancing:
   • Stay at least 6 feet from people who are not part of your household
   • Avoid hand shaking or high fives
   • Avoid social and family gatherings larger than the size indicated in each Phase.
   • Avoid crowded spaces and mass gatherings as indicated by the Phase.

2. Cloth Face Coverings
   When outside the home, the wearing of a cloth face coverings (masks) by individuals is strongly encouraged and at times required. Cloth face coverings are intended to trap droplets leaving the wearer’s mouth and nose. This reduces the risk of spreading COVID-19 if someone is asymptomatic or if pre-symptomatic, which means they don’t look or feel sick but can still pass COVID-19 on to others.

   Wearing a cloth face covering protects your neighbors. When your neighbor wears a cloth face covering they are protecting you. Cloth face coverings also help to remind you not to touch your face with unwashed hands. The CDC has guidance on how to make, wear, and care for a cloth face covering. When not wearing a cloth face covering (at home or when eating, for example), it is important to cough or sneeze into your elbow or a tissue and not your hand.

3. Hand Washing
   Washing your hands with soap and water for 20 seconds helps to removed the virus from your hands if you come in contact with the virus. If soap and water is not available and your hands are not visibly soiled, hand sanitizer that contains at least 60% alcohol can be used.

   Remember to wash your hands after you have been in a public place or touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc. The CDC website has more information on when and how to wash your hands.

4. Disinfecting Surfaces
   Regularly disinfecting surfaces with soap and water or EPA-registered household disinfectants (including bleach and cleaners containing at least 70% alcohol) helps to prevent transmission from droplets that may have settled on surfaces or have transferred to commonly used surfaces through touch, such as door handles and light switches.
5. Stay Home if Sick or You are Instructed to Isolate/Quarantine by a Medical or Public Health Professional

If you are sick or have been instructed to stay home by a medical professional, stay home. The strategies listed above rely on people staying home when they know they feel sick or have been told to self-isolate/quarantine. If you feel sick and are concerned, contact your doctor’s office to determine if you need to be seen. If possible, ask others to deliver needed supplies instead of going to the store. If you live with others, follow CDC guidance for caring for someone who is sick at home.

High-Risk Individuals

Higher-risk individuals include those over the age of 65 and those with serious underlying health conditions, such as high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised.

Throughout all stages, higher-risk individuals are strongly encouraged to follow the guidance specifically for them. Residents who are 65+ and individuals with underlying conditions should stay home and wear face covering when unable to continuously maintain 6-foot social distancing when in public.
RESOURCES FOR BUSINESS

STATEWIDE RESOURCES
California is providing broad assistance to small businesses and employers impacted by COVID-19. This includes:

• Small business interest-free deferral of sales/use tax up to $50,000 for businesses with less than $5 million in taxable sales.
• Federal small business stimulus programs:
  • Economic Injury Disaster Loan Advance
  • Paycheck Protection Program
  • Small Business Debt Relief
• 90-day extension on all businesses filing a return for less than $1 million in taxes
• Small Business Disaster Relief Loan Guarantee Program (via IBank) $50 million in state funding, providing potential capital for individuals who do not qualify for federal funds.

For more information visit the California COVID-19 Response website.

CALIFORNIA “GO-BIZ” RESOURCES
The Governors Office of Business and Economic Development (GO-Biz) has compiled helpful information for employers, employees, and all Californians as it relates to the Coronavirus (COVID-19) pandemic. Californians can access the California GO-Biz Coronavirus Resources page for newsletters, program instruction videos, weekly webinars, latest updates, and more information related to business and economic development.

NATIONWIDE RESOURCES

Small Business Administration (SBA)
The U.S. Small Business Administration (SBA) has a variety of relief options and additional resources for business owners to help overcome challenges created by this health crisis. SBA is offering multiple funding options for those seeking relief made possible by the CARES Act, which contains relief funding for American workers and small businesses.

Visit the SBA website for funding options and more information.

U.S. Chamber of Commerce
The U.S. Chamber of Commerce is marshalling its full resources to assist companies and businesses to continue to operate and keep paychecks flowing to American workers. The Chamber of Commerce has created an array of resources and guidance for business owners. Visit the U.S. Chamber of Commerce website for information regarding Emergency Loan programs, Economic Injury Disaster Load Programs, and other relief programs for businesses and independent contractors.

AGRICULTURE

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers.

EMPLOYEE & CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity.
- Make hand-washing stations more readily available and encourage their use.

- Smaller farms can participate in socially-distant farmers markets to safely provide products for customers.
- Use social distancing when preparing products for delivery/making deliveries.
- Social distancing should be used at the farm for employees, too.
- Stagger break and lunch times.
- Limit crew size by staggering work shifts or increasing the number of work shifts.
- Provide additional seating and shade to allow employees to take breaks while distancing.
- Clean and disinfect commonly touched surfaces and objects throughout the work day.

MORE AGRICULTURE RESOURCES

California Farm Bureau Federation:
https://www.cfbf.com

CAL OSHA - Infection Prevention for Agriculture Employers & Employees
ANIMAL SERVICES

This includes veterinary offices and animal shelters.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers.

EMPLOYEE & CUSTOMER PROTECTION

• Masks should be used for employees working in close proximity.
• If a customer or employee is sick, he or she will be sent home or to a health care facility.

• At veterinary offices, owners should drop off their pets curbside while they receive services. Owners will wait for their pets in the car.
• Animal shelters should use virtual tours when possible and limit visits to appointment only. Only one customer should visit at a time.

• Limit cash handling.
• Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
• Sanitize point-of-sale equipment after each use, including pens.
• Provide hand sanitizer and disinfectant wipes at register locations.

MORE ANIMAL SERVICES RESOURCES

California Veterinary Medical Board:
https://www.vin.com/vin/

California Professional Pet Groomers Association:
cppga.wildapricot.org/groomingprotocols-during-covid-19

Tulare County Animal Services:
www.tcanimalservices.org
PHARMACIES

AVerAGE LEVEL OF CUSTOMER INTERACTION

Some work requires direct physical contact with customer.

EMPLOYEE & CUSTOMER PROTECTION

• Pharmacy personnel will wear protective face masks and gloves as appropriate.
• If an employee is sick, he or she will be sent home or to a health care facility.
• Utilize plastic shields/screens at check-out and other counters.

• Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
• Drive-through and curbside service should be used for prescription pick-up.
• Deliver pharmacy items to patients’ homes where possible.
• Utilize plastic shields/screens at check-out and other counters.
• Widen check-out counters for social distancing.
• Strategies to limit direct contact with customers include:
  - Packaged medication can be placed on a counter for the patient to retrieve.
  - Avoid handling insurance or benefit cards.
  - Avoid touching objects that have been handled by patients.
• Add markings and signs where appropriate to encourage social distancing.

• Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff.
• Increase cleaning measures and supplies for the pharmacy area.
• Bathrooms should be sanitized after use.
• Sanitize any high-traffic areas, such as doorknobs, counters, etc.
• Close self-serve blood pressure units.

• Limit cash handling.
• Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-free payment.
• Sanitize point-of-sale equipment after each use, including pens.
• Promote the use of self-serve checkout registers and clean them frequently. Provide hand sanitizer and disinfectant wipes at register locations.

MORE PHARMACY RESOURCES

California Pharmacists Association: 
https://cpha.com
REAL ESTATE

This section covers real estate agents.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires close contact with customer.

AGENT + CLIENT PROTECTION

- Clients and agents should wear masks and gloves for showings, closings, and other face-to-face interactions.
- Clients and agents should wear shoe covers when entering a home.
- Encourage virtual tours and open houses.
- Use digital notary seal and remote signings.
- Use electronic closing on home loans.
- Limit number of people in office at one time.
- Only the decision maker(s) should attend showings. No children should attend. Sick individuals should not attend showings.
- Provide sanitizing station in home, including soap, paper towels, garbage can, and hand sanitizer.
- Only realtor or sellers turn lights on, open doors, cabinets, closets, etc.
- To minimize germ spread, clients may not open cabinets.
- Sanitize the home prior to and following showings.

MORE REAL ESTATE RESOURCES

California Association of Realtors:
https://www.car.org
CONSTRUCTION

This includes residential, commercial, and industrial construction.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires face-to-face interactions and some work in close quarters.

EMPLOYEE & CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity.
- Field fever tests should be administered before employees are allowed to enter an active construction site.
- All equipment, materials, and tools will be sanitized at the beginning of the workday and upon delivery by a third party.
- Provide required hand-washing stations.

MORE CONSTRUCTION RESOURCES

Associated General Contractors of California:

https://www.agc-ca.org
This section includes restaurants, bars, coffee shops, and catering companies.

**AVERAGE LEVEL OF CUSTOMER INTERACTION**

- Work requires some contact with customer.

**EMPLOYEE & CUSTOMER PROTECTION**

- Employees should wear masks, and the CDC and FDA recommend masks/face coverings for all employees.
- Gloves are already part of the supplies restaurants use on a daily basis. There should be no additional need for other supplies outside the normal course of business.

- Bathrooms should be sanitized frequently.
- High customer contact areas (e.g., door entrances) should be cleaned every two hours.
- Menus, if laminated, should be cleaned after each usage, or paper menus shall be designed for single use.
- Condiments are not to be left on tables. Provide by request and sanitize after usage, or disposable packets should be used.

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based handsanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

- Never touch Ready-to-Eat foods with bare hands.
- Use single-service gloves, deli tissue, or suitable utensils.
- Wrap food containers to prevent cross-contamination.
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill.

- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- A sign should be posted on the store that individuals who have a fever, cough, or any sign of sickness should not enter.
MANUFACTURING

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with other employees.

EMPLOYEE & CUSTOMER PROTECTION

- Establish an adequate supply of PPE. This includes:
  - Disposable surgical masks (1 per employee/day).
  - Nitrile gloves (2 pairs per employee/day).
  - Glasses/face shields (1 per employee).

- Establish a social distancing strategy based on the layout and workflow of the facility, including break areas.

- Arrange staggered “day-of-return” meetings to discuss mitigation strategy.

- Limit face-to-face interaction with customers.

- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.

- Establish on-site health screening strategy.

- Establish on-site screening checkpoints upon entrance to facility.

- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.

- Establish an adequate supply of preventive material inventory (soap, sanitizer, thermometers, etc.).

- Establish a disinfection team to clean/disinfect entire facility and create a recurring disinfection schedule.

- Establish an inbound parts/materials/packages disinfection strategy.

- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal sanitization practices.

- Expedited shipment may be sanitized (only by appropriately trained personnel) with a 10% bleach solution or a hospital-grade disinfectant.

- When possible, allow incoming materials to remain untouched for 48 hours after receipt.

- Establish an internal pandemic response team that will design and implement a “return-to-work” plan.

- Assign a COVID-19 protocol coordinator and training strategy.

MORE MANUFACTURING RESOURCES

Automotive Service Councils of California:
https://www.ascca.com
This section includes medical doctor’s offices, urgent care facilities, chiropractic clinics, and physical therapy offices.

### AVERAGE LEVEL OF CUSTOMER INTERACTION

Physicians, allied health professionals, and staff members interact with multiple patients each day, and patients interact with multiple staff members during each encounter.

### EMPLOYEE & PATIENT PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear face masks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear face masks.
- All staff will be screened for symptoms of COVID-19, including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of COVID-19 will be referred to the appropriate health care facility.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- When possible, non-emergency conditions will be handled via telemedicine.
- High-risk patients should use a separate entrance and exit.

- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized more often.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point-of-sale equipment after each use, including pens.
- Protective shields can also be installed at point-of-sale areas for added safety.
This section includes maxillofacial and oral surgery offices and dentist offices.

**AVERAGE LEVEL OF CUSTOMER INTERACTION**

Doctors, nurses, hygienists, and support staff have close physical contact with patients.

**EMPLOYEE & PATIENT PROTECTION**

- Employees will wear masks, gloves, full face shields and/or protective eyewear, shoe covers, and disposal gowns. One mask can be used per day. As N95 masks are again available to dentists commercially, they may be used as an option when high aerosolization is anticipated.
- Gloves, shoe covers, and gowns will be disposed of after each patient.
- All staff will be screened for symptoms of COVID-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of COVID-19 will be referred to the appropriate health care facility.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- When possible, non-emergency conditions will be handled via telemedicine.
- Services will be provided by appointment. If a walk-up patient arrives, that patient will be evaluated in the same manner as a patient with an appointment, providing that the schedule allows for the extra patient.
- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.

- Office and exam rooms will be cleaned and disinfected between patients.
- All instruments will be either disposed or sterilized in an autoclave after each use. Each instrument is individually sterilized and packaged for each patient.
- Chairs, trays, capes, and face shields will be cleaned and sanitized after each patient is treated.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point-of-sale equipment after each use, including pens.
- Protective shields can also be installed at point-of-sale areas for added safety.
This section includes optometry and ophthalmology offices.

**Average Level of Customer Interaction**

Work requires direct physical contact with patients.

**Employee & Patient Protection**

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear face masks and gloves. One face mask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear face masks.
- All staff will be screened for symptoms of COVID-19, including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly ill with symptoms of COVID-19 will be referred to the appropriate health care facility.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- When possible, non-emergency conditions will be handled via telemedicine.
- Services will be provided by appointment only. No walk-in patients allowed.
- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.
- Optical stations will be separated by at least six feet.
- Limit the number of people in the office to one person per doctor, technician, or optician.

- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized more often.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point-of-sale equipment after each use, including pens.
- Protective shields can also be installed at point-of-sale areas for added safety.
MEDICAL SERVICES: MENTAL HEALTH

This section includes mental health and behavioral therapy offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Therapists, social workers, and other staff members have minimal contact with patients.

EMPLOYEE & PATIENT PROTECTION

- Provide therapy services to patients via phone call or video conference by appointment.
- Update patients on policies amid COVID-19.
- Allow staff to work from home.
- For services that require in-person care, by appointment only.
- If an emergency arises, the patient should call 911 or report to the nearest emergency room.
- If interactive therapy is needed, consider sneeze guards or maintain six-foot distancing.
- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.
- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee's phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phones, etc., daily.

MORE MEDICAL RESOURCES

- California Department of Public Health: [https://www.cdpha.ca.gov/](https://www.cdpha.ca.gov/)
- American Medical Association: [https://www.ama-assn.org/](https://www.ama-assn.org/)
- American Dental Association: [https://www.ada.org/](https://www.ada.org/)
- American Optometric Association: [https://www.aoa.org/](https://www.aoa.org/)
- American Physical Therapy Association: [https://www.apta.org/](https://www.apta.org/)
- American Chiropractic Association: [https://www.acatoday.org/](https://www.acatoday.org/)
- American Nurses Association: [https://www.nursingworld.org/](https://www.nursingworld.org/)
- Centers for Disease Control: [https://www.cdc.gov](https://www.cdc.gov)
- California Medical Association: [https://www.cmadocs.org](https://www.cmadocs.org)
- California Dental Association: [www.cda.org](www.cda.org)
- California Optometric Association: [www.coavision.org](www.coavision.org)
- California Physical Therapy Association: [www.ccapta.org](www.ccapta.org)
- California Chiropractic Association: [https://www.calchiro.org](https://www.calchiro.org)
- California Nurses Association: [https://www.nationalnursesunited.org](https://www.nationalnursesunited.org)
FINANCIAL SERVICES

This includes banks, credit unions, and financial planners.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers and cash handling.

EMPLOYEE & CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.
- Limit the number of individuals inside the lobby/public areas in banks/credit unions capacity per square feet.
- Encourage drive-through use.
- Encourage virtual meetings regarding loans, financial planning, etc.
- Additional hand sanitizing stations will be available to patrons and employees.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Point-of-sale equipment will be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Teller windows must be at least 6 feet apart.
- Pens should be sanitized after use.

MORE FINANCIAL SERVICES RESOURCES

Financial Planning Association: https://www.onefpa.org/

California Bankers Association: https://www.calbankers.com
Examples include law firms, accounting firms, and other essential offices.

**AVERAGE LEVEL OF CUSTOMER INTERACTION**

Work requires some contact with others.

**EMPLOYEE & CUSTOMER PROTECTION**

- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick will not be permitted in the building.
- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.
- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee’s phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phones, etc., daily.
- Point-of-sale equipment (if applicable) will be frequently cleaned and sanitized.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, PayPal, etc.
- Pens should be sanitized after use by client/customer.

**MORE OFFICE RESOURCES**

California Certified Public Accountants:
[https://www.calcpa.org](https://www.calcpa.org)

California Association of Non-profits:
[https://calnonprofits.org](https://calnonprofits.org)
This section includes grocery stores, liquor stores, food retailers, gas stations, and convenience stores.

### Average Level of Customer Interaction

Requires close interaction between staff and customers but not direct physical contact.

### Employee & Customer Protection

- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear face masks. Gloves should only be worn to handle food.
- Customers will be encouraged to wear face masks in order to prevent spreading of the virus.
- All persons in the store should practice sensible social distancing of at least 6 feet from another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in the store.
- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear face masks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles.
- Sanitization of incoming stock and merchandise is recommended.
- Sanitize bathrooms often and limit bathroom occupancy.
- Sanitize shopping carts and baskets often. Encourage customers to wipe down carts before use.
- Point-of-sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- Sales registers must be at least 6 feet apart.
- Salesperson will encourage customers either to insert payment card or to provide their own pen or sanitize store’s pen, before and after use to sign the receipt. Receipt should be left on counter.
- Encourage curbside pick-up options or consider offering these services.
- At gas stations, sanitize pumps and encourage patrons to use a secondary barrier when pumping gas (glove or paper towel).

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the California Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer.

This section includes family child care programs, also known as home-based child care, Pre-K (Pre-kindergarten) programs at private and public schools, and Head Start and Early Head Start programs. This also includes private child care centers, temporary child care centers operated by municipalities for the children of essential service providers, such as first responders, health care workers, transit workers, and other industries where a parent cannot stay home, and child care centers that partner with health care facilities to support health care workers in need of child care.

**AVERAGE LEVEL OF CUSTOMER INTERACTION**

Work requires direct physical contact with children.

**EMPLOYEE & CHILD PROTECTION**

- When feasible, staff members and older children should wear face coverings within the facility. Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation.

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.

- Persons who have a fever of 100.4°F (38.0°C) or above or other signs of illness should not be admitted to the facility. Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick. Screen children upon arrival, if possible.

- Encourage workers to report any safety and health concerns to the employer.

- Facilities should develop a schedule for cleaning and disinfecting.

- Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily, such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility.

- Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective.

- If possible, provide EPA-registered disposable wipes to child care providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use.

- All cleaning materials should be kept secure and out of reach of children.

- Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.

- Toys that cannot be cleaned and sanitized should not be used.

- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.

- Do not share toys with other groups of infants or toddlers unless the toys are washed and sanitized before being moved from one group to the other.

- Bedding that touches a child’s skin should be cleaned weekly or before use by another child.
• Consider staggering arrival and drop-off times and plan to limit direct contact with parents as much as possible.
• Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from COVID-19.
• Hand hygiene stations should be set up at the entrance of the facility so that children can clean their hands before they enter.
• If possible, child care classes should include the same group each day, and the same child care providers should remain with the same group each day.
• Cancel or postpone special events such as festivals, holiday events, and special performances.
• Limit the mixing of children, staggering playground times and keeping groups separate for special activities such as art, music, and exercising.
• If possible, at nap time, ensure that children’s nap time mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
• If possible, arrange for administrative staff to telework from their homes.
• Classes should be limited to 11 children per room, as per CDC recommendations.
• It is important to comfort crying, sad, and/or anxious infants and toddlers, and they often need to be held. To the extent possible, when washing, feeding, or holding very young children: Child care providers can protect themselves by wearing an over-large, button-down, long-sleeved shirt and by wearing long hair up off the collar in a ponytail or other updo.
• Child care providers should wash their hands, neck, and anywhere touched by a child’s secretions.
• Child care providers should change the child’s clothes if secretions are on the child’s clothes. They should change the button-down shirt if there are secretions on it and wash their hands again.
• Contaminated clothes should be placed in a plastic bag or washed in a washing machine.
• Child care providers should wash their hands before and after handling infant bottles prepared at home or prepared in the facility. Bottles, bottle caps, nipples, and other equipment used for bottle-feeding should be thoroughly cleaned after each use by washing in a dishwasher or by washing with a bottlebrush, soap, and water.
• If a cafeteria or group dining room is typically used, serve meals in classrooms instead. If meals are typically served family-style, plate each child’s meal to serve it so that multiple children are not using the same serving utensils.
• Food preparation should not be done by the same staff who diaper children.
• Sinks used for food preparation should not be used for any other purposes.
• Caregivers should ensure children wash hands prior to and immediately after eating.
• Caregivers should wash their hands before preparing food and after helping children to eat.
• When diapering a child, wash your hands and wash the child’s hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas. Steps include:
  - Prepare (includes putting on gloves)
  - Clean the child
  - Remove trash (soiled diaper and wipes)
  - Replace diaper
  - Wash child’s hands
  - Clean up diapering station
  - Wash hands
• After diapering, wash your hands (even if you were wearing gloves) and disinfect the diapering area with a fragrance-free bleach that is EPA-registered as a sanitizing or disinfecting solution. If other products are used for sanitizing or disinfecting, they should also be fragrance-free and EPA-registered. If the surface is dirty, it should be cleaned with detergent or soap and water prior to disinfection.

CHILD HEALTH SCREENING OPTIONS

OPTION 1: RELIANCE ON SOCIAL DISTANCING
Ask parents/guardians to take their child’s temperature either before coming to the facility or upon arrival at the facility.

Upon their arrival, stand at least 6 feet away from the parent/guardian and child. Ask the parent/guardian to confirm that the child does not have fever, shortness of breath, or cough.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

You do not need to wear personal protective equipment (PPE) if you can maintain a distance of 6 feet.

OPTION 2: RELIANCE ON BARRIER/PARTITION CONTROLS
Stand behind a physical barrier, such as a glass or plastic window or partition that can serve to protect the staff member’s face and mucous membranes from respiratory droplets that may be produced if the child being screened sneezes, coughs, or talks.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

- Conduct temperature screening (follow steps below)
- Perform hand hygiene

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child’s temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check.

If you use disposable or non-contact (temporal) thermometers and you did not have physical contact with the child, you do not need to change gloves before the next check. If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

OPTION 3: RELIANCE ON PERSONAL PROTECTIVE EQUIPMENT
If social distancing or barrier/partition controls cannot be implemented during screening, personal protective equipment (PPE) can be used when within 6 feet of a child. However, reliance on PPE alone is a less effective control and more difficult to implement, given PPE shortages and training requirements.

Upon arrival, wash your hands and put on a face mask, eye protection (goggles or disposable face shield that fully covers the front and sides of the face), and a single pair of disposable gloves. A gown could be considered if extensive contact with a child is anticipated.

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child’s temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness, and confirm that the child is not experiencing coughing or shortness of breath.
OPTION 3: CONTINUED

Take the child’s temperature. If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check. If you use disposable or non-contact (temporal) thermometers and did not have physical contact with an individual, you do not need to change gloves before the next check.

If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

After each screening, remove and discard PPE, and wash hands. Use an alcohol-based hand sanitizer that contains at least 60% alcohol or wash hands with soap and water for at least 20 seconds. If hands are visibly soiled, soap and water should be used before using alcohol-based hand sanitizer.

If your staff does not have experience in using PPE, check to see if your facility has guidance on PPE. The procedure to take on and off PPE should be tailored to the specific type of PPE that you have available at your facility. You can also review PPE use in this booklet.

MORE CHILD CARE CENTER RESOURCES

CDC:
https://www.cdc.gov

California Department of Social Services:
https://cdss.ca.gov/inforesources/childcare-licensing
Curbside pickup and delivery only, until further notice
- Curbside retail, including but not limited to:
  - Bookstores
  - Jewelry stores
  - Toy stores
  - Clothing stores
  - Shoe stores
  - Home furnishing stores
  - Sporting goods stores
  - Antique stores
  - Music stores
  - Florists
- Supply chains supporting the above businesses, in manufacturing and logistics sectors
- Outdoor recreational activities: provided all activities adhere to social distancing and infection control protocols
  - Parks
  - Trails
  - Golf Courses
  - Lakes

BEFORE REOPENING, ALL FACILITIES MUST:

1. Perform a detailed risk assessment and implement a site-specific protection plan.
2. Train employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them.
3. Implement individual control measures and screenings.
4. Implement disinfecting protocols.
5. Implement physical distancing guidelines.

ONCE METRICS HAVE BEEN MET: CAN OPEN LATER IN STAGE 2:

- Destination retail, including shopping malls and swap meets.
- Personal services, limited to: car washes, pet grooming, tanning facilities, and landscape gardening.
- Office-based businesses (telework remains strongly encouraged)
- Dine-in restaurants (other facility amenities, like bars or gaming areas, are not permitted)
- Schools and childcare facilities
- Outdoor museums and open gallery spaces
• Personal services such as nail salons, tattoo parlors, gyms and fitness studios
• Hospitality services, such as bars and lounges
• Entertainment venues, such as movie theaters, gaming facilities, and pro sports
• Indoor museums, kids museums and gallery spaces, zoos, and libraries
• Community centers, including public pools, playgrounds, and picnic areas
• Religious services and cultural ceremonies
• Nightclubs
• Concert venues
• Festivals
• Theme parks
• Hotels/lodging for leisure and tourism

For more information regarding the State's roadmap to reopening: https://covid19.ca.gov/roadmap/
COVID-19 GENERAL CHECKLIST FOR RETAIL EMPLOYERS

This checklist is intended to help retail employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the Guidance for Retail Employers. This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.

CONTENTS OF WRITTEN WORKSITE-SPECIFIC PLAN

☐ The person(s) responsible for implementing the plan.

☐ A risk assessment and the measures that will be taken to prevent spread of the virus.

☐ Training and communication with employees and employee representatives on the plan.

☐ A process to check for compliance and to document and correct deficiencies.

☐ A process to investigate COVID-19 cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.

TOPICS FOR EMPLOYEE TRAINING

☐ Information on COVID-19, preventing spread, and who is especially vulnerable.

☐ Self-screening at home, including temperature and/or symptom checks using CDC guidelines.

☐ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

☐ When to seek medical attention.

☐ The importance of hand washing.

☐ The importance of physical distancing, both at work and off work time.

☐ Proper use of cloth face covers.
INDIVIDUAL CONTROL MEASURES & SCREENING

☐ Symptom screenings and/or temperature checks.

☐ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.

☐ Encourage frequent hand washing and use of hand sanitizer.

☐ Provide disposable gloves to workers using cleaners and disinfectants when required. Consider gloves as a supplement to frequent hand washing for other cleaning tasks, such as handling commonly touched items or conducting symptom screening.

☐ Strongly recommend cloth face covers.

☐ Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.

☐ Communicate frequently to customers that they should use face masks/covers.

CLEANING AND DISINFECTING PROTOCOLS

☐ Perform thorough cleaning in high-traffic areas.

☐ Frequently disinfect commonly used surfaces.

☐ Clean and sanitize shared equipment after each use.

☐ Clean touchable surfaces between shifts or between users, whichever is more frequent.

☐ Equip customer entrances and exits, checkout stations, and customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).

☐ Ensure that sanitary facilities stay operational and stocked at all times.

☐ Make hand sanitizer and other sanitary supplies readily available to employees.

☐ Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.

☐ Modify store hours to provide adequate time for cleaning and stocking with physical distancing.

☐ Provide time for workers to implement cleaning practices before and after shifts; hire third-party cleaning companies.

☐ Install hands-free devices if possible.

☐ Encourage the use of debit or credit cards by customers.

☐ Encourage customers with reusable bags to clean them frequently and require them to bag their own purchases.

☐ Consider upgrades to improve air filtration and ventilation.
Implement measures to physically separate people by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).

Minimize exposure between cashiers and customers. Where physical distancing cannot be maintained, use barriers such as Plexiglas. Where barriers are not feasible, strongly recommend that employees and customers wear face covers.

Use signage to remind customers of physical distancing at every opportunity.

Adjust in-person meetings, if they are necessary, to ensure physical distancing.

Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation.

Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.

Dedicate shopping hours for seniors and other vulnerable populations.

Increase pickup and delivery service options such as online ordering for curbside pickup.

Provide separate, designated entrances and exits.

Limit the number of in-store customers based on the size of the facility.

Be prepared to queue customers outside while still maintaining physical distance.

Encourage and train employees to practice physical distancing during pickup and delivery.

Make some locations pickup- or delivery-only to minimize physical interaction, if possible.

Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.

Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.

Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing masks.

For other business type checklist, please visit https://covid19.ca.gov
SOURCES

Centers for Disease Control and Prevention (CDC): https://www.cdc.gov/

Food and Drug Administration (FDA): https://www.fda.gov/

WebMD: https://www.webmd.com/

California Department of Public Health: https://www.cdph.ca.gov/

Cal/OSHA: https://www.dir.ca.gov/dosh/

We would to thank the Chamber of Commerce of West Alabama at www.westalabamaworks.com
We know this situation is difficult. Many of us are going through circumstances we never thought we would experience, from teaching our children at home to filing for unemployment. We will rise above this. We will emerge from this better than we were. We are #StrongerTogether.

Remember your Tulare County Health & Human Services Agency is here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns, or ideas. We will continue to update our resources to serve you as this fluid situation develops.

Thank you for your support. Thank you for your drive. Thank you for your grit. Thank you for making Tulare County what it is — a place where amazing things happen.

#STRONGERTOGETHER