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Practical Advice for Modified Business Reopening

Nevada County COVID Recovery Advisory Committee

Version: May 8, 2020

The purpose of this document is to assist our businesses to reopen safely and assure their customers that our businesses are safe.

The key to reducing the likelihood of spreading COVID-19 at your business is to limit contact between people, including the surfaces and items they touch. This can be achieved through implementing best practices. Businesses are encouraged to follow the State guidelines at <https://covid19.ca.gov/roadmap/#guidance>.

The ideas below were compiled with input from many Nevada County business and community leaders through the COVID Recovery Advisory Committee as well as through researching industry guidance, Dr. Cutler's past orders and other resources. This list provides concrete ideas as to how you can best protect your employees and customers, following the State guidance. This list is not exhaustive and should only be considered to the extent that each measure applies to your sector, facility and business operations. Not every measure will apply to each business. We will continue to update this list as new issues or ideas emerge in order to provide the most relevant, up to date information to our business community.

Additional consideration should be given to OSHA regulations and in consultation with your insurance company.

Business Operations Best Practices:

1. Develop a COVID-19 Business Operation Plan

- An example template is available at www.mynevadacounty.com/coronavirus for retail. More sector-specific templates will be made available as we proceed through Stages 2 & 3.

2. Provide COVID-19 training for employees

- An employee training and attestation example is available for businesses at the same web address above.

3. Clean, sanitize, and disinfect

- Make soap and water for handwashing available to all employees. If/where soap and water cannot easily be accessible, make hand sanitizer effective against COVID-19 available to all employees
- Make disinfectant and related supplies available to all employees.
- Frequently disinfect all high-touch areas including break rooms, bathrooms, and other common areas
- Eliminate or regularly clean and disinfect items in common spaces (i.e., break rooms) that are shared between individuals (i.e., condiments, coffee makers, vending machines)
- Make hand sanitizer, soap and water, or effective disinfectant available to guests/customers at or near entrance of the facility or anywhere else where people have direct interactions.
- Increase frequency of routine cleaning and disinfecting of public restrooms.

4. Physical layout modifications

- Where practical and appropriate, install shields or barrier between customers and employees

- Rearrange workstations to separate them by at least six feet or if that is not possible, add barriers to separate workstations
- Remove tables, chairs, other furniture that encourages congregating (i.e. break rooms)
- Identify “choke points” and “high-risk areas” where people are forced to stand together, such as hallways, doorways, break areas, and control them so social distancing is maintained
- Prop open doors if safe to do so to reduce touching of doorknobs

5. Other potential mitigation measures

- Ensure proper ventilation of work areas
- If practical, maintain a daily attendance log of all employees and visitors to your facility
- Do not allow sharing of communal food, have food service or food events among employees or customers
- Consider provide disposable food service items in break rooms instead of washing and reusing communal dishes

Employee Management Best Practices:

6. Continue telework

- Direct everyone who can carry out their work duties from home to do so
- Provide flexible or remote scheduling for employees who need to continue to observe Stay-at-Home, who may have child or elder care obligations, or who live with a person who still needs to observe Stay-at-Home due to underlying condition, age, or other factors

7. Reduce exposure

- Inform all employees not to come to work if sick or exposed to COVID-19
- Provide for sick leave and compensation so ill employees can stay home. Connect employees to company or state benefits providers
- Direct employees to inform their supervisor if they have been in close contact with someone who is exhibiting COVID-19 symptoms or who has tested positive for COVID-19
- Require employees to stay home if they have a sick family member at home with COVID-19
- Check employees for symptoms before entering the workplace. (i.e. check in with supervisor at beginning of shift – supervisor observes for symptoms. Some businesses may decide to take temperatures of staff at the beginning of a shift, or if exhibiting other symptoms)

8. Facilitate social distancing among employees

- Avoid gatherings or congregating of people where social distancing cannot be met (meetings, waiting rooms, etc)
- Minimize interactions when picking up or delivering equipment, materials, or goods, ensure six-foot minimum separation
- Stagger shifts/trades/workgroups/breaks to reduce density of workers
- Discourage workers from using other workers’ phones, desks, offices, tools or equipment. If necessary, clean and disinfect before and after use
- Check employees for symptoms before entering the workplace (check-in with supervisor at beginning of each shift)

9. Provide appropriate protective gear (PPE) like gloves, masks, eye protection, and face coverings and encourage appropriate use. (Some businesses may require employees to wear masks or other PPE)

10. Encourage breaks to wash hands or use hand sanitizer

11. Post signage reminding employees of required hygienic practices including:

- Not touching face with unwashed hands or with gloves;
- Washing hands with soap and water for at least 20 seconds;
- Use of hand sanitizer with at least 60% alcohol;
- Cleaning and disinfecting frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons and doorknobs;
- Covering the mouth and nose when coughing or sneezing and well as other hygienic recommendations by the CDC

Guest/Customer Management Best Practices:

12. Post signage at each entrance to the facility to remind all employees and guests of social distancing best practices. Example signage is available at the website above. Signage should include messages such as:

- Avoid entering the facility if you feel sick, have a cough or fever;
- Maintain a minimum six-foot distance from anyone who is not a household member;
- Sneeze and cough into a cloth or tissue or, if not available, into your elbow;
- Do not shake hands or engage in any unnecessary physical contact; and,
- Consider wearing a face covering (Businesses may decide to require face coverings for employees and/or customers who can wear them safely);
- Consider additional rules specific to your business/facility type to limit contact
- In high-traffic facilities, consider posting an employee at the door to inform customers of expectations

13. Limit contact with customers

- Provide curbside pick-up or delivery as alternative service delivery method
- Where feasible, require payment in advance using a method that does not require exchange of physical currency (online, credit card). Encourage alternative payment methods that minimize contact between customers and employees
- Consider instituting an “all sales are final” policy – do not accept returns of items purchased
- Complete paperwork/document signing electronically in advance
- Eliminate physical contact or passing of items at check in/out
- For equipment rentals (tools, recreation equipment, etc.) consider increasing minimum rental time and disinfect equipment between each customer. Maintain sanitation logs for all equipment rentals

14. Facilitate social distancing among customers

- Create special hours for people at higher risk of severe illness from COVID-19
- When possible, provide services by appointment/reservation only and provide time between appointments to reduce/eliminate overlap
- Move products/service delivery outside where feasible or to larger room/venue to allow for increased space between customers and product displays
- Limit the number of guests in the facility at the same time to ensure six-foot distance (i.e. reduce occupancy/number of tables)
- Place tape or markings at least six feet apart in customer line areas inside a store or on sidewalks at public entrances to help with distancing