SACRAMENTO COUNTY

SACRAMENTO COUNTY
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COVID-19 Industry Guidance for Retail

Under the State of California "Blueprint for a Safer Economy" counties are placed a color coded tier based on several factors. As Sacramento County moves through different color tiers, the restrictions on retail are adjusted. The following is a summary of the restrictions under each color tier. Please check to see which color tier Sacramento County is listed under before adjusting operations. Sacramento County's status can be found at **https://www.saccounty.net/COVID-19/Pages/default.aspx**

	Widespread Tier 1	Substantial Tier 2	Moderate Tier 3	Minimal Tier 4
All Retail (including critical infrastructure, except standalone grocers)	Open indoors with modifications, max 25% capacity	Open indoors with modifications max 50% capacity	Open Indoors with modifications	Open Indoors with modifications
Standalone Grocers	Open indoors with modifications, max 50% capacity	Open indoors with modifications	Open indoors with modifications	Open indoors with modifications

Background

COVID-19, also known as the novel coronavirus, is a respiratory illness that is spread through the air via respiratory droplets from an infected person or by touching contaminated surfaces. The virus that causes COVID-19 can be spread to others by infected persons who have few or no symptoms.

It is thought that the virus may also spread to hands from a contaminated surface and then to the nose, mouth or eyes, causing infection. Therefore, personal prevention practices (such as handwashing, staying home when sick, maintaining 6 feet of distance, and wearing a mask) and environmental prevention practices (such as cleaning and disinfection) are important ways to prevent the virus's spread.

The COVID-19 Industry Guidance for Retail (State Guidelines) has been published by the State of California and must be followed to help prevent the spread of COVID-19.

Requirements may change. Please check Official California State Government webpages for the most current information.

Overview

This document provides guidance for retailers to support a safe, clean environment for workers and patrons. The guidance is not intended to revoke or repeal any worker rights, either statutory, regulatory or collectively bargained, is not exhaustive, and it does not substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.

Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their Cal/OSHA Guidance on Requirements to Protect Works from Coronavirus webpage. CDC has additional guidance for businesses and employers and for food and grocery retailers.

Required Use of Face Coverings

The use of face coverings by everyone can limit the release of infected droplets when talking, coughing, and/or sneezing, as well as reinforce physical distancing. The California Department of Public Health (CDPH) released Guidance on the Use of Face Coverings, which broadly requires the use of face covering for both members of the public and workers in all public and workplace settings where there is a high risk of exposure. Circumstances and exemptions are outlined in the guidance. For the most up to date face covering requirements and exclusions visit cdph.ca.gov.

COVID-19 General Checklist for Retail

This checklist is intended to assist retail businesses with implementing a plan to prevent the spread of COVID-19.

Make a Workplace Specific Plan. It should contain the following elements:

- ☐ Identify the person in charge of implementing the Workplace Specific Plan.
- ☐ Identify the high-risk areas and activities within the facility and the measures that will be taken to limit the risks.
- ☐ Describe how training and communication will be conducted.
- ☐ Describe how the facility will self-check for compliance with safety measures and the process for correcting any safety measures that are not being implemented properly.
- ☐ Incorporate the CDPH Face Covering Guidance into the Workplace Specific Plan and include a policy for handling exemptions.
- ☐ Identify contact information for the local health department where the workplace is located for communicating information about COVID-19 outbreaks among workers and congregants/visitors.
- ☐ Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- ☐ Regularly evaluate workplaces for compliance with the plan and document and correct deficiencies identified.
- ☐ Implement the necessary processes and protocols when a workplace has an outbreak, in accordance with CDPH guidelines.
- ☐ Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive workers and close contacts.

Social distancing plan – *Appendix A*

Provide employee training. Topics should include:

- ☐ 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 experiencing symptoms, or
  - If diagnosed with COVID-19 and has not yet been released from isolation, or
  - If within the past 14 days, had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).
- ☐ Seeking medical attention if symptoms become severe per CDC guidance.
- ☐ The importance of frequent hand washing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when workers cannot wash hands).
- ☐ The proper use of face coverings and requirements for wearing them.
- ☐ The importance of physical distancing, both at work and off work time.
- ☐ Ensure that temporary or contract workers are also properly trained. Discuss plan ahead of time prior to them coming to the facility.
- ☐ Information on employer or government-sponsored leave benefits including government programs supporting sick leave and worker's compensation for COVID-19.
- ☐ Workers who receive a COVID-19 diagnosis may return to work only
  - If 10 days have passed since symptoms first appeared,
  - The symptoms have improved, and
  - The worker has had no fevers (without the use of fever reducing medications) for the last 24 hours.
  - A worker without symptoms who was diagnosed with COVID-19 can return to work only if 10 days have passed since the date of the first positive COVID-19 test.
- ☐ Proper use of face coverings, including:
  - Face coverings are not considered to be personal protective equipment (PPE).
  - Face coverings help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Face coverings must cover the nose and mouth.
  - Workers should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching the eyes, nose, and mouth.
  - Face coverings must not be shared and should be washed or discarded after each shift.
- ☐ Information contained in the CDPH Guidance for the Use of Face Coverings, which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.
- ☐ Ensure any independent contractors, temporary, or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- ☐ Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. Additional information at www.covid19.ca.gov is available for government programs supporting sick leave and worker's compensation for COVID- 19.
- ☐ Train and communicate with workers and worker representatives on the plan and make the plan available to workers and their representatives.

Implement Individual Control Measures and Screening

- ☐ Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to best the extent possible.

- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC Guidelines.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers must provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary. This includes protections for cashiers, baggers, and other workers with regular and repeated interaction with customers.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Workers must also be provided and use protective equipment when offloading and storing delivered goods. Workers should inspect deliveries and perform disinfection measures prior to storing goods in warehouses and facilities when there are signs of tampering.
- Retailers must take reasonable measures to remind the public to wear face coverings and practice physical distancing. Example: posting signage in strategic and highly-visible locations.

Social Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between workers and customers. This may include use of physical partitions or visual markings (e.g., floor markings, colored tape, or signs to indicate to where workers and/or customers should stand).
- Take measures at checkout stations to minimize exposure between cashiers and customers, such as Plexiglas barriers.
- Consider offering workers who request modified duties options that minimize their contact with customers and other workers (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Adjust in-person meetings, if they are necessary, to ensure physical distancing is maintained and use smaller individual meetings at facilities.
- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation.
- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- Dedicate shopping hours for vulnerable populations, including seniors and those medically vulnerable, preferably at a time following a complete cleaning.
- Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pick-up.
- Create clearly-marked curbside or outside pickup points that maintain physical distance with visual markings, signs or other measures.
- Encourage workers to practice physical distancing during pickup and delivery by talking with the customer through a passenger window, loading items directly into the customer's trunk without contact, or leaving items at their door.
- Make some locations pickup-or delivery-only to minimize worker/customer contact, where possible.
- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.

- Adjust maximum occupancy rules based on the size of the facility to limit the number of people in a store at one time per current county tier level.
- Be prepared to line up customers outside while still maintaining physical distance, including through the use of visual markers or signs.
- 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.

Additional requirements must be considered for vulnerable populations. The retail industry must comply with all Cal/OSHA standards and be prepared to adhere to its guidance as well as guidance from the Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH). Additionally, employers must be prepared to alter their operations as those guidelines change

Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas, such as break rooms, lunch areas and areas of ingress and egress including stairways, stairwells, escalators, handrails, and elevator controls.
- Frequently disinfect commonly used surfaces, including shopping carts, baskets, conveyor belts, registers (including self-checkout), scanners, register telephones, hand-held devices, counters, door handles, shelving, ATM PIN pads, customer assistance call buttons, handwashing facilities, etc.
- Clean and sanitize shared equipment, including but not limited to, pallet jacks, ladders, supply carts, time clocks, payment portals, and styluses between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.
- Equip customer entrances and exits, checkout stations, 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 and provide additional soap, paper towels, and hand sanitizer when needed.
- To minimize the risk of Legionnaires' disease and other diseases associated with water, take steps to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.
- Provide resources to promote workers' personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for hand-washing, alcohol-based hand sanitizers, disinfectants, and disposable towels.
- When choosing disinfecting chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons or 1/3 cups per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on the chemical hazards, manufacturer's directions, ventilation requirements, and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions. Follow the asthma-safer cleaning methods recommended by the California Department of Public Health and ensure proper ventilation.
- Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking. Stagger stocking so that associates are in different aisles.

- ☐ Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the workers' job duties. If needed, consider using third-party cleaning companies to assist with the increased cleaning demand.
- ☐ Install hands-free devices, if possible, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems.
- ☐ Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of air and ventilation in offices and other spaces.

Please note: For high touch surfaces where chlorine bleach may be used, the CDC recommends mixing 5 tablespoons or 1/3 cup of chlorine bleach per gallon of water. Do not use scented or "no-splash" bleach.

Resources:

[Statewide Industry Guidance: Retail](#)
[Sacramento County COVID-19 Updates](#)
[Sacramento County Environmental Management COVID-19 Updates](#)
[CDPH Responding to COVID-19 in the Workplace](#)
[Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19](#)

Document was prepared by Sacramento County's [Environmental Management Department](#)

Summary of Revisions
9/17/2020: Initial version 9/29/2020: Removed information related to restrictions for purple tier. Added chart for allowed activities per tier.

Revision: 9/29/2020
PHO: 9/29/2020