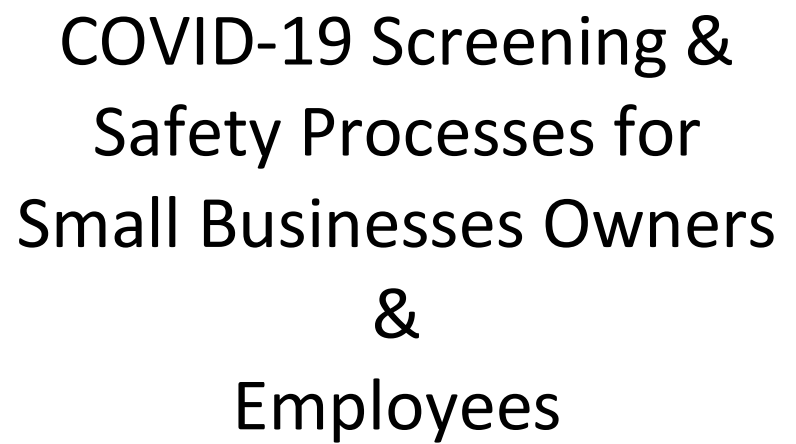





# Small Business Re-opening Planner



**COVID-19 Screening &  
Safety Processes for  
Small Businesses Owners  
&  
Employees**



A reference for small business owners  
by  
Kurt & Kerrie Badertscher

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## *About the Authors*

We are plant cultivation consultants with backgrounds and experience in business, technology, plant science and nursing. We have worked with organizations in Europe, Canada and New Zealand who are growing plants for pharmaceutical products. The strict cleanliness and rigor under which these plants must be grown, handled and processed are good models for a business faced with controlling the spread of COVID-19. So much so that most of the material in this document were pulled from our library of standard operating procedures.

This document is our contribution to the COVID-19 cause and hope it helps small business owners get thinking about all of the realities and moving parts that go into making a small business/restaurant safe to operate in the presence of this virus.

Should people find this document helpful and want more help, they can contact the authors at:

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## *Foreword*

Our hearts go out to fellow small business owners across the world with leases, inventory, furloughed employees and bills stacking up. Noting what we have seen locally and on the news we have seen the efforts of businesses to make their businesses and stores safe. We recognize that their hearts are in the right place but many of the processes they follow have obvious holes that negate the protective value of the processes.

We note that business owners are inventing their own processes from scratch. We and all small business owners should ask to what objective standard are those processes built and managed? With no official direction on what “safe” looks like, we wanted to offer some insights and some model processes that try to systematically address the challenges of preventing the spread of this virus.

A recent news report showed a military team operating under strict safety/prevention protocols and it was clear they not only had a detailed process and the soldiers were following the process down to the letter. Every small business needs to address how the business will screen employees, customers and suppliers and contractors on premises? How will employees maintain safe distances, when hands must be washed, what surfaces need to be cleaned when?

We created this document starting from a stringent process model based on the business being an operating room with strict controls on access, movement and procedures. Most businesses will not be able to implement some of the controls noted in this document but the document can get an owner thinking about how they can meet the spirit if not the implementations contained here.

Employees can also use this document to educate themselves on what strict control looks like and they can use that information to assess whether or not they think a particular business is doing enough to keep their employees safe.

Kurt and Kerrie - April 27, 2020

# **1 Context and Introduction**

With our economy under siege, re-opening a small business comes with undeniably high stakes: Bet your life and bet your business high. So high that health officials pretty much unanimously agree there will be outbreaks once the economy starts to re-open. Doing business safely in such an environment requires some basic rules and here are the ones we think are the most important.

***No sugar coating allowed.***

***Plan for the worst and work toward the best possible outcome.***

***Never let down your guard.***

***Say what you do and do what you say.***

***No sugar coating.*** There is no way to sugar coat the current situation.

- There is no vaccine for the virus nor any mitigating treatments available for the COVID-19 disease processes.
- The virus is so effective at being transmitted that the assumption must be made that clothing and footwear are likely transmission sources.
- Small businesses do not and will not have access to rapid testing for employee screening for some period of time.
- Without testing business owners must work even harder to keep staff separated, adequate PPE is on hand and that people are actively looking to spot anyone or anything that may increase the chance of exposure to the virus. Testing includes testing of people and as importantly testing of equipment and facilities

***Plan for the worst.*** Masks, gloves, shields, sanitizers and distance are important preventative actions but ask any nurse how hard it is to keep up good practice up on a normal day. This is life and death and PPE is one element of a much more involved plan appropriate to the stakes. The worst is infected employees and customers and you have to assume this (until testing can screen employees) and you will likely be driven to start worrying about your employee's social lives. The beach party last night is now a reason to ask an employee to leave and self quarantine. What will you do in your business to deal with issues such as this?

***Work toward the best.*** Constant monitoring of your operations is essential to keeping employees engaged and focused on the reality at hand even while focusing on doing their work. Develop and follow a set of procedures to help people to perform critical tasks correctly every time. Gather data such as logging entrance screenings and hand washings, do audits on spacing and PPE use throughout the day and post that data for employees to see how they are doing every day.

***Don't let down your guard.*** The moment complacency sets in could be the moment the business is closed again. Given this mode of operation is likely to last many months fatigue is a real concern so management must be on the front lines as well as employees to help them stay focused.

***Say what you do and do what you say.*** A hesitant customer is more likely to go to a store that clearly is demonstrating a focus on safety than one that clearly is not. Posting a summary of the steps being taken at the store and maybe even a weekly/daily report card shows you have nothing to hide.

## ***2 Some basics before re-opening***

### **2.1 How safe is safe?**

Electricians work in a dangerous industry and they have an elaborate set of codes and rules they follow to protect themselves and their customers. Corona virus is no different. Workers need rules and protocols that ensure, if followed the worker will not be exposed to danger. The COVID threat is no different and the following are three key elements of any effective prevention program:

1. Have testing based employee virus screening or an all recovered COVID staff<sup>1</sup>
2. Remediation of employee borne virus on shoes and street clothes
3. Operating protocols that include screening, PPE , separation and maniacal sanitization

Testing is not unlike a main power circuit breaker. With testing the breaker is off and you can be sure an employee is not “energized”. Without testing you do not know if the employee is energized or not. A worker accepting a position at a company with no COIOVD testing is agreeing to work “with the power on” and all the uncertainty that entails.

### **2.2 Is it worth it?**

As long as there is significant risk in operating a store, the first question a small business owner needs to ask is whether reopening is really worth it?

Owners should consult their insurance company and a lawyer to make sure the business is being re-opened on solid ground and not quicksand. Taking the time to understand the current business and liability environment may lead to disappointing conclusions, but the No Sugar Coating rule is there because it’s better to understand these things up front rather while dealing with them as part of an exposure incident.

Owners then need to get real about the traffic they can expect. If a business really needs a return to pre-Virus traffic to be profitable, think realistically about traffic being down by 50% or more for the next few critical months.

### **2.3 Plug into the Health Department**

Small businesses not used to having to interact with health departments had better get used to it when they reopen. All small businesses are now proxies for their Health departments. Assign someone to stay current on all regulations and requirements so you can be sure to know how you must adjust when these change.

### **2.4 Record Keeping and Communication**

The court of public opinion is and will be unsparing on businesses that contribute to spread rather than prevent it. Transparency is critical. Record keeping and communication can provide proof of the company’s performance and that will be crucial to getting employees to decide whether it is safe for them to work at a business or not. The buying public is also likely to patronize businesses that are open about how they are striving to protect everyone.

Think of publicly posting a summary of the business’ screening and sanitization process along with a performance report. That level of transparency is likely to be the best enticement a business can offer in this time of uncertainty. A store that

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<sup>1</sup> Assumes the presence of COVID-19 antibodies confers immunity to the individual. If proven not to be true testing is the only way to turn off the danger. This requires further research.

does not follow such a process may find potential customers comparing options and deciding to patronize the more transparent store.

## **2.5 People**

The success of re-opening and staying open ultimately depends on employees and their commitment to a “stay open” effort. Given they know they are at risk, owners need to be able to support their employees with policies and maybe rewards that encourage them to speak up and be candid. They also may feel they need to have a say in how things are being done for the sake of their health and safety.

The financial reality here is that people are incented to keep the paychecks coming. They are so highly incented that they are also prone to hiding symptoms so they can continue to work. This problem has already been creating new clusters around the country so it is imperative that employees understand getting sick isn't the end of a paycheck. Paid time off policies will help assure employees that they will not be laid off if they report symptoms. It can even possibly be used to communicate how important an “add to the business” they will be when they recover from COVID-19 and are no longer infectious.

## ***3 Screening Concepts***

### **3.1 Clean and Dirty Zones**

The overall goal of these procedure is to prevent the virus reaching customers and in the process, avoid exposing employees.

Working from a concept of an operating room as a clean zone and all areas outside it are considered dirty, the transition of employees, service personnel and suppliers back and forth between those areas is a key focus of these procedures so as to protect the clean zones from contamination

### **3.2 Employee Screening**

Non-Immune people are “at risk” and outnumber the immune many times. Some early large scale antibody testing being reported is suggesting maybe 20% of the population was infected meaning there is significant risk in interacting with people. This translates into a planning assumption that the virus is so widespread and that every employee must be assumed to be contaminated when they arrive for work. In addition contaminated clothing and footwear may present the greatest danger to small businesses.

#### **3.2.1 Worker protective protocols outside the workplace**

Prevention at work is one aspect of a good safety program but prevention away from work is also critical and business owners want to encourage safe behavior when away from work. That encouragement can take the form of providing education on safe personal behavior away from work.

Unfortunately, a business owner has a stake in employee’s personal behavior so it is helpful for business owners to define certain “away from work” behavior or contact that will result in employees sent home for 14 days. This is something that should be discussed with all staff in preparation for re-opening. Employees must be forthcoming and committed to keeping the store open. If not, they should be released.

#### **3.2.2 Clothing borne contamination**

Compared to people, clothing is difficult if not impossible to screen short of requiring employees to change into provided garments and footwear. Allowing employees to work in street clothes raises the risk of spread dramatically. If that is not possible strict rules about personal hygiene, laundry and avoiding stopping between home and work are good places to start. In addition, disposable suits or coveralls may provide a measure of protection against contamination being released into the facilities.

Meat processors often use company provided boots and use disinfecting foot baths in their safety protocols. Foot covers can also help reduce contamination. Read instructions fro foot bath supplier to reduce accidental slips from wet shoes.

## ***4 Personal Protective Equipment (PPE)***

Employees and their clothing present the major risks to a business. Shoes in particular and clothing in general are what come into contact with objects and surfaces in the public domain.

NOTE:” all PPE is used one time (modify to your reality)

Define what PPE is appropriate for each task and post this list for all employees



#### **4.1 Management (while on floor)**

- Mask (N95 preferred)
- Gloves
- Hair Covering

#### **4.2 Food preparation or lab space**

- Gloves
- Mask (N95 preferred)
- Hair coverings

#### **4.3 Cleanup**

- Gown
- Gloves
- Mask (N95 preferred)
- Face Shield against liquid splashes

#### **4.4 Pubic Facing, servers, delivery personnel, etc**

- Mask (N95 preferred)
- Gloves
- Hair covering
- Gown (as required)

#### **4.5 Stocking/warehouse**

- Mask (N95 preferred)
- Gloves

#### **4.6 Add other functions here as required**

#### **4.7 PPE Disposal**

The removal and disposal of PPE is a critical aspect of prevention. Gear should be removed according to CDC guidelines [<tbd available here>](#) and disposal should handle used PPE as a biohazard and personnel handling the used PPE are fully protected.

#### **4.8 PPE Monitoring**

Management must ensure PPE is available in sufficient quantities for all employees to avoid having to mitigate shortages which raise risks. This may require a focus on procurement that small business will have to navigate. We offer no solutions to supply chain issues and look to individual owners to get focused on chasing down the PPE they need to ensure no gaps in availability.

Monitor compliance with PPE usage to create a paper trail indicating all employees have been properly equipped.

## **5 Store Safety**

Safety awareness begins with owners and managers and COVID safety is to be impressed on all employees in their initial orientation and reinforced every day. The primary effort is to prevent infected people and materials from entering a business's clean zones.

### **5.1 Training**

Education is crucial. Workers need to understand that they are now the first line of defense against the virus and it is only through their efforts that their health will be protected and the spread of the virus will be controlled. Owners can provide procedures but employees must realize that maniacal prevention efforts are the best path to uninterrupted employment.

This document can be used as an initial training resource for workers. It impresses the need for certain actions and behaviors and they apply to employees as well as owners. Training can be improved over time but the importance of employees internalizing and executing these procedures needs to start at the job interview.

Training logs need to be kept to document the fact that employees are being made aware of the importance of these procedures and that they are required not suggested. The training consists of employees being taken through this document with an emphasis on the data that needs to be taken.

### **5.2 Safety information posting**

All required safety information will be posted in visible locations so employees see them and are aware of the importance of safety. Procedures should be posted in the store in appropriate places where employees can refer to them easily. Documentation sheets like log forms should be kept available at these locations.

### **5.3 Self-Inspection**

Working toward the best is accomplished by constant self-scrutiny of a business's operation. Daily audits of the operation are not crazy under these circumstances. Each virus control approach should be reviewed/confirmed/corrected by the operations manager every day.

### **5.4 Maintain a safe work environment**

This type of checklist is used to help make employees comfortable that the owners have provided a safe workplace.

- Clean and dirty zones are clearly defined and understood by employees
- Rules for moving between these zones are clearly documented and followed
- Work space layouts, work assignments and procedures promote separation
- Cleanup facilities are provided for all employees
- Facility layout and procedures promote and maintain separation
- Do not use open doors to stores as delivery windows that allow contaminated air to enter the store directly
- Proper air conditioning and heating are adequate under current operating conditions and processes
- An incident reporting process exists and includes a communications plan covering employees, management, investors and regulators.
- ZI (Zero Infections) or other focus program impresses employee's with their role in protecting their jobs.
- Monitor, record and report all control efforts.
- Keep employees invested in the process. Their jobs depend on zero infections.
- Use daily team meetings to discuss issues, solutions and any new directives.

## 5.5 Check in screening

Preferably set up outside the “clean” area. Consider setting up outdoors is possible.

Take employee’s temperature

If temperature is above <td your choice – 100F is suggested>

- Communicate screening fail to manager
  - Manager to execute screening failure reaction process <td> including sending the employee and screeners present home for isolation.
  - Manager to ensure integrity of clean space. If integrity has been compromised, the manager shall institute the business shutdown process
- To enter the clean zone each employee must answer, sign/initial and date a questionnaire on current symptoms and on any potential public contacts since the last entry. A suggested list of information is shown next.
  - Describe any public contacts or unusual family interactions since leaving the facility.
  - Describe employee’s sense of their health focusing on fever, nausea, weakness and dry coughs. These are the primary symptoms according to national health experts. Stay current on these and update the screening as necessary.
  - Have any family or friends reported symptoms?
  - Has the employee showered/bathed that day?
  - If uniforms are not provided is the employee’s clothing freshly cleaned?
  - Employee is asked to sign the screening report acknowledging that they understand the importance of providing full disclosure on these questions.
  - Have a lawyer review the questionnaire for compliance with health care law as to what may and may not be asked of employees.
  - See sample screening form at the end of this document
- Operations manager or designee reviews questionnaire
  - Send employee home if symptoms are disclosed or observed
  - Institute decontamination of entry space when employees are sent home
- Once past initial screening employees proceed to the pre-entry cleaning process which may involve employees walking through disinfecting shoe baths and hand washing before donning PPE entering a clean zone or when uniforms are provided, showering prior to donning uniforms and PPE.
- Provide wash stations and disinfecting foot baths outside clean zones entry points.
- Automatic opening doors are useful to avoid the need to touch handles or door surfaces.
- Wash hands before entering the clean zone or if sinks are not available at the entry location employees should go straight to a designated hand washing station before touching anything
- Time clocks should be located in the clean area if possible. Managers should set a company policy that credits workers for the time they spend going through arrival and departure protocols that are off the clock.
- Employees who are discovered to have been withholding symptoms are subject to termination.

## 5.6 Working inside the clean zone

- No smoking, no vaping
- Hygienic and other facilities like locker rooms may or may not be inside the main clean zone requiring exit and reentry of employees to the clean zone. Look for a way to provide a direct and clean pathway to the facilities

and provide hand cleaner at all doors and require doors be wiped down as the employee reenters. All facilities in such an arrangement must be sanitized regularly so that they can be considered minimal risk safe havens that never have any exposure to customers.

- Modify workflows and spaces that bring people closely together and institute strict policies on protective gear when two or more people must be within 6 feet of each other. Also look for opportunities to use equipment or break down a process so individuals can do the entire process.
- Look for opportunities to shift dirty processes around to where they have the least impact. For example making trash disposal a once a day, end of day task reduces the number of times people leave and reenter the clean area which reduces risk.
- Practice a buddy system where two individuals are responsible for keeping an eye on each other as they don and remove their PPE, wash hands, keep spacing and other practices the business implements.
- Provide a way for employees to “Stop the Bus”. Certain situations may require activities to stop so that an issue can be investigated. Employees are the businesses eyes and ears and when they see something that is questionable they must be empowered to speak up and thanked equally regardless of the outcome of the investigation.
- Develop and follow a cleaning and sanitizing schedule and process for all work areas.
- Log all cleaning. See sample cleaning log >>> APPX
- Ask employees to immediately self-report any symptoms that occur during the day
- Develop a Contamination Reaction plan that starts with confirmation of the contamination and details the actions required to notify employees, stop operations safely and get employees out the door quickly and safely using fire drill directions as the basic emergency exit process that ensures all noses get counted and people can coordinate next steps once outside. This plan applies to contamination events anywhere on the business premises in Clean and Dirty zones.

## 5.7 Check out screening

- NO re-entry to the clean zone once the employee steps outside of it. Re-entry requires a simplified entry screening by the employee screener assuming the employee went to one of the safe haven spaces and nowhere else. These screenings can be done via phone and serve to keep employees focused on the importance of following the protocols. Scrub nurses won't let the Surgeon into the operating room without washing their hands. This is the new normal in retail.
- Clock out. Managers should set a company policy that credits workers for the time they spend going through arrival and departure protocols that might be off the clock .
- Employees must change out of uniforms and back into street clothes
- Employee's temperature is taken and recorded before departure.
- Each employ must comment on any symptoms they may have experienced that day as of the departure time to identify anyone experiencing onset of symptoms at work.
- Operations manager or designee reviews the information and takes action as described next.
  1. If temperature/symptoms are present the employee must be presumed positive for COVID-19. Take time to make sure the temperature is confirmed, using a different thermometer if possible. An “at work” onset of symptoms requires a presumption of COVID-19. The staff has been exposed and until a test clears the employee the business needs to be closed and staff are also presumed to be positive.
  2. Request employee to return home and contact a medical provider for further health care direction.

3. Inform employee and staff there has been a contamination event and they need to halt what they are doing and the business is being halted and they are to leave y are all now under quarantine orders and that they must not return to work until <td 14 days typical>
4. Report symptoms to ownership
5. Operations manager institutes site decontamination procedure <td>
6. Operations manager shuts down and secures store
7. Operation manager enters quarantine
8. Employee contacts manager informing them they are clear to return to work
9. Employee is requested to provide a clean bill of health from a registered Doctor or other medical provider.
10. If employee is cleared, the store can be re-opened and staff called back

## 5.8 Cleaning and Sanitizing

### 5.8.1 Cleaning and Sanitizing Policies

- All clean zone and customer facing areas are cleaned and sanitized every <td minutes/hours/etc>. Establish a regular schedule, follow it and document each cleaning with a cleaning log for each station in the clean zone.
- Develop a sanitizing plan and schedule for each space including floor cleaning, trash removal, equipment cleaning, replacement of foot bath disinfectant on down to computer keyboard cleaning. All sanitizing is documented on a checklist sheet <see sample in the forms section> and attested to by the employee performing the task.
- Define and perform real time cleaning and disinfection as required
- Move through the clean zone so as to prevent back tracking into freshly cleaned spaces.
- Restaurant owners know what they have to do to clean their kitchens and they should document and follow them.

### 5.8.2 Retail Store Challenges

There is no easy way to clean the contents of many retail stores and bringing them outside may also be problematic so if customers must be allowed into a business:

1. Provide queuing and separation ques outside the store. Notes to customers, on sidewalk marks etc.
2. Require/provide masks and gloves and request customers to not touch items.
3. Maintain spacing with customers including keeping 6 foot separation including while wrapping items and accepting payment.
4. Consider other approaches including using cell phones to help employees locate and retrieve items customers are interested in.
5. Define a post customer cleanup procedure including wiping down counters and payment devices and even the floor.

### 5.8.3 Disinfectant products

The following website provides good detail on disinfectants and procedures.

[https://sfenvironment.org/sites/default/files/fliers/files/sfe\\_th\\_safer\\_products\\_and\\_practices\\_for\\_disinfecting.pdf](https://sfenvironment.org/sites/default/files/fliers/files/sfe_th_safer_products_and_practices_for_disinfecting.pdf)

## A summary of commonly used disinfectant products

- Quaternary ammonium chloride salts (Green-Shield®, Phisan 20®)
- Sodium Hypochlorite - Household bleach
- hydrogen dioxide (Oxidate® 2.0)
- hydrogen peroxide & peroxyacetic acid (Sanidate®)

## 5.9 Handwashing

**Policy:** Timely and proper hand washing practices ensure the safety of the various products served to customers.

**Recommendation: Produce and use a cell phone video of proper technique as per these written steps. Allow easy access to this video by all employees.**

1. All employees receive training and daily reminders on hand washing. Under pandemic conditions, employees need to practice near surgical cleanliness.
2. Automatic sensing of foot pedal controlled faucets are preferred to hand actuated faucets.
3. This procedure is posted at handwashing stations. Take a video of proper technique to educate employees.
4. Wash hands only in sinks designated by operations manager. Sinks ideally will be away from production spaces.
5. Ensure disposal receptacle is available. should be treated as biohazard containers.
  - a. Treat disposal receptacles as a biohazard.
  - b. Line containers with plastic garbage bags
  - c. Containers should have a top. Motion activated or foot actuated disposal containers are preferred
  - d. Containers are cleared and cleaned 4 times daily and left each evening clean with a new liner.
  - e. Employees emptying and cleaning containers should wear masks, gloves and eye shields while handling the container and its contents.
  - f. Alert manager if container is full or missing.
6. Use soap from provided dispensers.
7. Turn faucets on cool water is fine
8. Gross Cleaning Pass for heavily soiled hands:
  - a. Use provided sanitary nail brush to clean under fingernails
  - b. Remove all dirt from hands, between fingers and up the forearm
  - c. Rinse. If using hand faucets, leave water running
9. Cleansing Pass:
  - a. Reapply soap from provided dispenser
  - b. Vigorously wash hands, between fingers and up forearms
  - c. Rinse. If using hand faucets, leave water running
10. Turn off hand faucets using a paper towel and dispose of towel in designated disposal receptacle

11. Dry hands with provided single use towels. Disable air blowing dryers.
12. Moisturizer may be provided in recognition of the amount of washing employees are subject to

The operations manager will:

1. Ensure all employees are trained
2. Ensure adequate supplies are available for proper hand washing
3. Monitor employees for timely and proper hand washing

## 5.10 Delivery

The smiling delivery person dropping a meal on the front porch is also a threat to customers and to the business.

- Delivery people are treated like customers in the way that items are handed over from the store.
- A suggested “clean” delivery scheme helps personnel to deliver items while instilling confidence in the customer about the service.
- Use closable containers that can be disinfected inside and out
- “Clean” employee loads order into the delivery container. For additional safety place a piece of bright colored tape across where container lid and base meet and show that to the customer before opening it to show their package is safe to handle.
- Masks and gloves are required when delivering orders.
- Delivery personnel should be issued disinfectant wipes in case the “clean” protocol has been broken and needs to be spot cleaned.
- The delivery person removes the safety tape and opens the container so the customer can reach down and remove their items from the container.
- The delivery person closes and removes the container.
- Containers are disinfected before the next use in a delivery or discarded depending on the container.

## 5.11 Shipping and Receiving

All packages and mail received are considered Dirty and need to be handled in a dirty area whenever possible.

Mail should be opened with gloves and mask in place. Letters inside envelopes can be placed in a clean basket and envelopes are discarded.

Packages should be handled in a dirty area with gloves and mask.

As packages are unpacked the packaging is to be disposed of in the trash. Contents of package can be taken into the clean areas if it is also disinfected by sprays or wiping down.

Packages should be sprayed with a bleach, hydrogen peroxide or other safe for use disinfectants and allowed to stand for 10 minute

### 5.11.1 Deliveries

Delivery people and packages are dirty. Practice contact avoidance with delivery personnel. When a signature is required wash hands after accepting the delivery.

- Set all packages in a dirty area for cleaning and sanitizing.
- Handle and unpack all packages with gloves, mask. Large awkward packages may require gowns when contact with a worker's clothes is likely.
- Spray all packages with disinfectant solution <see recommended disinfection products>
- Where possible, unpack contents of packages and disinfect the contents with disinfecting wipes or sprays as possible before moving the contents into a clean zone.
- Dispose of all packaging in designated safe receptacle.

#### **5.11.2 Service/Maintenance Providers**

- Screen maintenance/service personnel following the employee screening process including documentation
- Provide mask, gloves and gowns for service personnel
- Provide appropriate spacing and protection measures by managing work activities while the service personnel are on site.
- Perform and document employee departure screening process on service personnel departure.

#### **5.12 Trash handling**

Trash is considered dirty material and is to be treated as if it can infect the worker. As trash is often dumped particles including virus particles can be thrown up in the air so employees disposing of trash should have full body, mouth/nose and eye protection to avoid contamination.

On completing disposal, the PPE used is to be disposed of.



## 6 Customer Safety

The single largest challenge in handing food or products over to customers is avoiding contact.

### 6.1 Separation and safety protocols

- Use online menus or post menus where people can see them when ordering at the business.
- Consider credit or debit sales only with arranged pickup.
- Consider “warehouse” mode of operation where customers ask for products and the items are brought for the customer to view. All products must remain in a Clean zone until purchased.
- Use cell phones to show customers products to reduce shopping time.
- No returns until further notice and extend “return by” dates for returns.
- If customers must enter the establishment, they must have their temperature taken and have a mask at minimum to wear inside the establishment. Footbath trays with disinfectants or post visit cleaning procedures are suggested when customers are allowed in the business.
- The number of customers who may be inside an establishment at one time depends on how much space is available for customers while maintaining at least 6 foot separation.
- Define your customer queuing method including having customers order from their cars in a parking lot and then pulling up in front of the establishment when their order is ready.
- Ensure all products/food are placed on a counter/floor where customer can then take the items without touching store employees.
- Monitor customer facing employees for consistent and proper PPE and separation.
- Monitor, log and report cleaning and disinfection activities for customer handoff areas. Place log where customers can clearly see it just like a restroom cleaning log.
- Ordering and Payment protocols
- Eliminate face to face ordering, use cell phones instead.
- Credit or Debit payments are recommended. Business owners may consider not allowing cash transactions.

### 6.2 Cash Handling

Accepting cash is similar to working on electrical circuits with the power on. If cash is accepted, handling it is tricky.

- Cash is Dirty and difficult to clean. Use gloves and masks when handling cash.
- Provide customers with a tray or bowl or other container in which to collect cash.
- Cash payments are placed in a covered or closable container.
- Do not co-mingle dirty cash with Clean cash. Change is dispensed from a separate cash supply back into the collection tray which is placed on the counter for the customer to then take.
- Disinfect the hand off area and collection tray after each transaction.
- If cash is brought into a clean area either from the bank or a customer, it should be held in a closed container that can be disinfected before taking it inside the Clean zone.
- Cash handling procedure inside the Clean zone ensures minimal exposure to employee including gloves and mask and a defined work area that separates the activity from the rest of the room like a table set aside for counting.

#### 6.2.1 Cash cleaning Protocol for all cash handling

- Lay paper money out onto a plastic surface

- Use a Disinfecting UV light unit and expose money to light for <see manufacturer's recommendation> minutes, flip money and repeat light exposure
- Mix a mild solution of hydrogen peroxide to wipe onto bills or soak coins.







**Generic cleaning log template courtesy of the GMP Collective**

Clean Begin of Day

Month: \_\_\_\_\_

Year: \_\_\_\_\_

Daily Maintenance	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Clean All Surfaces (Doorknobs, Countertops, Etc)																															
Disinfect All Surfaces (Doorknobs, Countertops, Etc)																															
Inventory Cleaning Supplies																															
Make Fresh Sanitizing Solution																															
Initials																															

Clean End of Day

Month: \_\_\_\_\_

Year: \_\_\_\_\_

Daily Maintenance	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Sweep																															
Mop																															
Wipe Down Counters																															
Clean / Disinfect Used Items																															
Initials																															

Manager Review: \_\_\_\_\_

Date: \_\_\_\_\_

**Extended cleaning log template courtesy of the GMP Collective**

Extended Cleaning Checklist

Date: \_\_\_\_\_

Time:	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM
Task															
Clean Doorknobs															
Clean Keyboards															
Clean Countertops															
Clean Other Frequently Touched Surfaces															
Sanitize Doorknobs															
Sanitize Keyboards															
Sanitize Countertops															
Sanitize Other Frequently Touched Surfaces															
Wash Hands															
Replenish Sanitizer if Needed															
Initial															

Notes/ Additional Cleaning:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Reviewed By: \_\_\_\_\_

Date: \_\_\_\_\_