



**THE CITY OF JANESVILLE'S  
RECOMMENDATIONS  
FOR THE WORKPLACE**

# **RETAIL STORES**

**BEST PRACTICES FOR REOPENING  
DURING THE COVID-19 PANDEMIC**  
IN ACCORDANCE WITH CDC, DHS, AND WEDC RECOMMENDATIONS



**CITY OF JANESVILLE**  
*Wisconsin's Park Place*

# GENERAL GUIDELINES

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## PROTECT EMPLOYEES

- Have conversations with employees if they express concerns. Some people may be at higher risk of severe illness. This includes older adults and people of any age with serious underlying medical conditions. In workplaces where it is not possible to eliminate face-to-face contact, assign higher-risk employees work tasks that allow them to maintain a six-foot distance from others.
- It is critically important that all employees assume personal responsibility for reducing the spread of respiratory viruses by not reporting to work when ill, **including if they only have mild symptoms that would not normally cause them to miss work.** Employers should reinforce the message that during the current pandemic, the usual tendency for staff to “push-through” and come to work when mildly ill is not acceptable.
- If an employee is sick with no COVID-like symptoms or confirmed exposure to COVID-19, then the employee may return to work after three consecutive days (72 hours) without a fever and the use of a fever-reducing medications and improvement in respiratory symptoms.
- If an employee is sick with a suspected or confirmed exposure to a COVID-19 patient, then the employee should seek a COVID-19 test. If the test results are negative, then the employee may return to work after three consecutive days (72 hours) without a fever and the use of fever-reducing medications and improvement in respiratory symptoms and at least seven days have passed since symptoms first appeared.
- If an employee is sick with a suspected or confirmed exposure to a COVID-19 patient, then the employee will be quarantined for 14 days.
- If a member of your household has traveled domestically or internationally and is symptomatic, then the employee will be quarantined for 14 days even if the employee is asymptomatic.
- If the employee has a member of their household who meets symptom criteria related to COVID-19, then the sick member of the household should seek a COVID-19 test and the employee will not be able to work until one of the following is met:
  - If the sick family member’s COVID-19 test result is negative, then the employee will return to work immediately.
  - If the sick family member’s COVID-19 test result is positive, then the employee will not return to work for at least 14 days.
- Self-monitoring identifies illness early and encourages self-isolation at home to reduce the potential of transmission to co-workers and other visitors to the business. Monitoring should include temperature monitoring and query for symptoms of COVID-19-like illness which include any of the following:
  - Measured temperature greater than 100.0°F (37.8°C) or subjective fever (non-oral thermometer preferred)
  - New or worsening cough
  - New or worsening shortness of breath
  - Sore throat
  - Myalgia (sore muscles)
- Screening employees is recommended for businesses, including temperature checks. If temperature checks are performed, employees taking temperatures should take precautions. The most protective methods involve maintaining a distance of six feet from others and/or use of physical barriers to minimize close contact with employees. If employee screens are performed, follow CDC guidelines.
- Employees who develop symptoms while at work should be instructed to notify their direct supervisor, limit exposure to others, and leave work for the day.
- Provide appropriate personal protective equipment (PPE) and supplies for cleaning and disinfecting workspaces.
  - The CDC recommends wearing cloth face coverings in public, especially in areas of community transmission. A cloth face covering does not protect the wearer from viruses, but it may prevent the spread of viruses from the wearer to other people. Face coverings are not PPE and are not appropriate where masks and respirators are required.
  - Train workers who need to use PPE on how to properly apply, use/wear it, and remove correctly. Training material should be easy to understand and available in the appropriate language.
  - Employees should continue to follow their routine policies and procedures for PPE that they would ordinarily use for job tasks.
  - PPE for workers will vary by work task and the types of exposures workers have on the job.
  - Gloves can be a source of contamination if they are not removed properly. Without training, gloves may pose a greater risk of contamination than not wearing. Use of gloves is not always recommended for every industry or job task. Wash hands immediately after removing gloves.

# GENERAL GUIDELINES (continued)

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## INFORM AND EDUCATE WORKERS AND CUSTOMERS

- Place posters at your business where employees and customers are likely to see them. The CDC has printable resources available.
- Post signage on the front door to let customers know about changes to your policies and instruct them to stay away if they are experiencing COVID-19-like symptoms.
- Provide regular updates to let employees and customers know what they can expect.

## KEEP YOUR BUSINESS SAFE AND SANITARY

- Wash your hands with soap and water for at least 20 seconds.
- Provide soap and water in the workplace. Consider scheduling hand washing breaks so employees can wash their hands with soap and water for at least 20 seconds.
- Provide tissues and no-touch trash receptacles.
- Use hand sanitizer that contains at least 60 percent alcohol if soap and water are not available. Place hand sanitizer in multiple locations to encourage good hand hygiene practices.
- Maintaining social distancing is one of the most important ways to reduce the risk of infection. Physical space should be increased between employees and customers to maintain at least six-foot distance at all times.
  - Consider options to increase physical space between employees and customers, such as opening a drive-through, erecting partitions, and marking floors to guide spacing at least six feet apart.
  - Implement touchless payment options to minimize handling of cash, credit cards and mobile or electronic devices when possible.
  - Deliver products through curbside pick-up or delivery.
  - Decrease footprint.
  - Discourage workers from sharing phones, desks, offices, and other work tools and equipment if possible. Instruct employees to sanitize shared workplace items before and after each use.

## KEEP YOUR BUSINESS SAFE AND SANITARY (continued)

- Sanitize your business to limit the spread of virus to your employees and customers. Minimize exposure by involving as few employees in this process as possible.
  - Clean and disinfect all areas. Give special attention to tools, workstations, restrooms, food service areas, phones, computers, and other electronics.
  - Disinfect common and high traffic areas such as door handles, desks, light switches, and faucets.
  - Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace. Never mix household bleach with ammonia or any other cleaner. Always wear gloves appropriate for the chemicals being used.
  - Increase fresh air intake of the HVAC system. Replace HVAC air filters following the manufacturer's guidance. Businesses should consult with HVAC professionals when considering ventilation changes to reduce the risk of COVID-19.
  - Ensure that all water systems and features are safe to use.

Please review [Rock County Reopening Phased Plan](#) for specific guidance on the occupancy capacity of businesses.

# RETAIL STORE RECOMMENDATIONS

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## EMPLOYEE HEALTH AND HYGIENE

- Require employees to wear a cloth mask.
- Emphasize effective hand hygiene, including washing hands with soap and water for at least 20 seconds, especially before eating food, after using the bathroom, and after blowing your nose, coughing, or sneezing.
- Maintain an adequate supply of paper goods, soap, and hand sanitizer to allow proper hand hygiene among employees and customers.
- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- Instruct your employees how to properly put on and remove a face mask or cloth face covering. The CDC illustrates how to properly wear a face covering and provides several tutorials for how to make one.

## CUSTOMER HEALTH

- Require customers to wear cloth masks.
- Post signage reminding customers of social distancing requirements.
- Install hand washing/sanitizing stations at business entrances. You should not utilize hand wash stations that recirculate water.
- Products worn by customers should be sanitized or removed from circulation for 72 hours before returning them to inventory.
- Mark six-foot distances with floor tape in the checkout lines.
- Remove all unnecessary touch points (e.g. pens, paper visitor logs, etc.).
- Utilize single use, disposable items whenever possible.

## CLEAN AND DISINFECT

- Clean dirty surfaces with detergent or soap and water prior to disinfection.
- Increase cleaning frequency of restrooms.
- Minimize sharing of work tools and equipment (e.g. phones, keyboards, and point of sale devices).
- Provide routine work supplies to each employee (e.g. pens, markers, etc.).
- Wipe down counters after each customer.
- Frequently disinfect check-out conveyor belts.

## SOCIAL DISTANCING

- Please review the [Rock County Reopening Phased Plan](#) for specific guidance on retail stores.
- Please review the [Mercantile and Business Occupant Load map](#) for guidance on occupant load.
- Maintain a six-foot distance between employees and customers at all times.
- Close common use areas (e.g. changing rooms, lounge areas, lockers rooms, etc.) if social distancing and sanitizing cannot be effectively maintained.
- Continue to offer online sales, delivery, and curbside pickup.
- Encourage customers to use touchless payment options when available. Minimize employee handling of cash, credit cards, and reward cards if possible.
- When exchanging money, place money on the counter, and not in the customer's hand.
- Provide cloth face masks for customers who do not have one.

# COMMUNITY RESOURCES

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## OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)

- OSHA – Guidance on Preparing Workplaces for COVID-19  
<https://www.osha.gov/Publications/OSHA3990.pdf>
- OSHA – Additional Resources -  
[https://www.osha.gov/SLTC/covid-19/additional\\_resources.html](https://www.osha.gov/SLTC/covid-19/additional_resources.html)

## CENTERS FOR DISEASE CONTROL (CDC)

- Resources for Businesses and Employers -  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- Small Business Guidance -  
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>
- Grocery and Food Retail -  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>
- Food and Grocery Pick-up/Delivery -  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/food-grocery-drivers.html>
- Community and Faith Based Organizations -  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/guidance-community-faith-organizations.html>
- Recreational and Sports -  
<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/park-administrators.html>

## WISCONSIN ECONOMIC DEVELOPMENT CORPORATION (WEDC)

- Relief and Recovery Resources for Your Business –  
[wedc.org/reopen-guidelines](http://wedc.org/reopen-guidelines)

## STATE OF WISCONSIN DEPARTMENT OF HEALTH SERVICES (DHS)

- [dhs.wisconsin.gov](http://dhs.wisconsin.gov)

## CITY OF JANESVILLE

- [www.ci.janesville.wi.us](http://www.ci.janesville.wi.us)

### CITY MANAGER'S OFFICE