



COVID-19 Safe Business Operations Protocol

This Safe Operations Business Protocol for industry is required by the County of Mendocino. For your business to reopen, you must complete and post (at your facility) the steps on this checklist and refer to it when you create a Business Reopening Plan Worksheet for your workplace. Please monitor your business operations daily to ensure you are in compliance.

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
6. Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified

It is critical that employees needing to self-isolate because of COVID-19 are encouraged to stay at home, with sick leave policies to support that, to prevent further infection in your workplace. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#).

Business name: _____

Facility Address: _____

Approximate gross square footage of space open to the public: _____

1. Signage:

- Signage at each public entrance of the facility to inform all employees and customers that they should: avoid entering the facility if they have a cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and not shake hands or engage in any unnecessary physical contact.
- Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

2. Measures for Employee Training:

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- 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.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, [per CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings*, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.

- Face coverings should be washed after each shift.

***NOTE: See Appendix A for a summary of the County of Mendocino’s Facial Coverings Order effective May 1, 2020**

- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home.

3. Measures To Protect Employee Health (check all that apply to the facility):

- Everyone who can carry out their work duties from home has been directed to do so.
- All employees have been told not to come to work if sick.
- Symptom checks are being conducted before employees may enter the work space.
- All desks or individual work stations are separated by at least six feet.
- Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:
 - Break rooms:
 - Bathrooms:
 - Other ():

- Disinfectant and related supplies are available to all employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Soap and water are available to all employees at the following location(s):

- Copies of this Protocol have been distributed to all employees.

- Describe other measures:

4. Measures To Prevent Crowds From Gathering (check all that apply to the facility):

- Limit the number of customers in the store at any one time to [*insert maximum number here*], which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.
- Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded.
- Placing per-person limits on goods that are selling out quickly to reduce crowds and lines.
Explain:

- Optional—Describe other measures:

5. Measures To Keep People At Least Six Feet Apart (check all that apply to the facility):

- Placing signs outside the store reminding people to be at least six feet apart, including when in line.
- Placing tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery areas to prevent customers from gathering.
- All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Optional—Describe other measures:

6. Measures To Prevent Unnecessary Contact (check all that apply to the facility):

- Preventing people from self-serving any items that are food-related.
 - Lids for cups and food-bar type items are provided by staff; not to customers to grab.
 - Bulk-item food bins are not available for customer self-service use.

- Not permitting customers to bring their own bags, mugs, or other reusable items from home that must be handled by employees. Customers bringing their own reusable items that do not require handling by employees is permissible.
- Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe:
- Optional—Describe other measures (e.g. providing senior-only hours):

7. Measures To Increase Sanitization (check all that apply to the facility):

- Businesses and facilities re-opening should comply with the CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools and Homes (<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>)
- Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.
- Employee(s) assigned to disinfect carts and baskets regularly.
- Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.
- Disinfecting all payment portals, pens, and styluses after each use.
- Disinfecting all high-contact surfaces frequently.
- Optional—Describe other measures:

Any additional measures not included here should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Name: _____

Phone number: _____



APPENDIX A:

Facial Coverings in the Workplace

On May 1, 2020 the County of Mendocino Public Health Officer issued an order: [Requiring members of the public to wear Facial Coverings.](#)

In summary, the order states:

- All persons shall wear facial coverings before they enter any indoor facility besides their residence, any enclosed open space, or while outdoors when the person is unable to maintain a six-foot distance from another person at all times.
- Employers may adopt a protocol under which facial coverings are **not** required for Stable Groups of workers who:
 - Do not interact with the public
 - Do not handle, prepare or package food
 - Work in a location not open to the public
 - Are part of a stable Work Group of no more than 12 over a 4-week period
 - Work in conditions where they are unlikely to come into contact with people outside their Work Group while at work
- If workers do not meet the requirements listed above, they are required to wear facial coverings and maintain social distancing in the workplace.

Definitions

- A Work Group is a Stable Group of 12 individuals who engage in certain work-related activities, such as employment, volunteer activities, and the live-streaming or video-recording of events. These individuals should social distance and wear facial coverings to the extent possible.
- “Stable Group of 12” means a group of individuals with not more than twelve (12) members over a four (4) week time period, as part of either a Household Support Unit, a Childcare Unit, a Children’s Extracurricular Activity, or a Work Group.