



## ADAMS COUNTY HEALTH DEPARTMENT

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# COVID-19 BUSINESS GENERAL OPERATION PLAN GUIDANCE (WORKING DOCUMENT) ("Preparing for phased reopening in Adams County") *last updated 5/3/2020*

This document is intended to provide general guidance for a COVID-19 business operation plan with the intent to limit the spread of COVID-19 in Adams County after businesses are again allowed to operate. If you have questions on plan development, please contact Adams County Health Department 509-488-2031

### Required Sections of the Plan\*

- 1) COVID-19 Education plan for Managers, Supervisors, Staff and New Hires
- 2) Infection Control Measures
  - Employee Screening
  - Customer Screening
  - Exclusion of ill employees and visitors/customers from the workplace
  - Return to work procedure
- 3) Physical and Administrative Mitigation Measures
  - Face Coverings and Other Personal Protective Equipment (PPE)
  - Physical Distancing
  - Physical Barriers
  - Additional Administrative Measures
- 4) Cleaning and Sanitation
- 5) Continuous Monitoring and Enforcement of the COVID-19 Business Plan

\*Additional industry specific measure required by federal, state, or local regulations are also required in the plan.

### 1) COVID-19 Education Plan

A plan outlining how all staff including managers, supervisors, general staff and new hires will be trained and continuously educated on:

- COVID-19 symptoms and employee testing (it may become a more common occurrence to test employees at a workplace with identified case(s) of COVID-19).
- Employee and customer (whenever applicable) screening process
- What to do if employee or customers feel sick
- What physical distancing measures are being implemented and expectations for following them

- Expectations about and instructions on a correct use of a face covering
- Personal hygiene to prevent COVID-19 spread including handwashing, using hand sanitizer with more than 60% alcohol, and not touching your face covering, face or mouth
- Coughing /sneezing etiquette /cover your cough
- Cleaning and sanitation measures being implemented at the business
- Consequences and correction plan when precautions are not implemented

## **2) Infection Control Measures**

The plan should, at minimum, address the items discussed below. In general, all employees and customers should be screened for COVID-19, all ill (with any respiratory or communicable illness) must be excluded, all persons under isolation or quarantine by public health or their doctors must be excluded, and only persons meeting certain criteria may be allowed back to work after COVID-19.

Everyone is expected to follow additional guidance from the Centers of Disease Control and Prevention (CDC) as well as state (Department of Health, Department of Labor and Industries, Department of Agriculture, etc.) and ACHD recommendations specific to COVID-19 control at each line of business, as applicable.

### **Employee Screening Procedure**

Workers should be informed of and encouraged to self-monitor for signs and symptoms of COVID-19. Beyond that, procedures to screen employees for COVID-19 symptoms must be included. We recommended screenings are done at the beginning and end of every shift; at a minimum, every employee should be at the beginning of every shift. We also recommended that screening be done of visitors/customers to the business to further protect employees.

The person responsible for screening should be identified. Screening forms can be found on our website: <https://www.co.adams.wa.us/government/covid-19.php>, a log must be kept for public health review; screening questions should include asking about NEW symptoms (last 7 days):

- Cough
- Shortness of Breath (or other respiratory symptoms)
- Fever or feeling feverish
- Chills
- Sore throat
- Muscle Ache
- Headache
- New loss of smell or taste

In addition, a temperature check is recommended as part of the screening procedure. Any temperature >100.4F is considered a fever and is sufficient for exclusion from work.

Presence of any of the symptoms (including fever) should trigger an immediate exclusion from work. A return to work after exclusion will generally require a negative COVID-19 test result or meeting requirements defined by the ACHD /DOH /CDC.

### **Visitor/Customer Screening Procedure**

We recommend applying the same screening procedure (without a temperature check) to visitors /customers as that used for employees. Alternatively, it is always appropriate to exclude from the business

any visitors /customers who are observed to exhibit signs of COVID-19, including cough, fever, or feeling otherwise unwell. For some businesses where a close contact within 6 feet is unavoidable (gyms, pools, fitness centers, nail salons, hair dressers, etc.), a more detailed outline of the screening procedure will be expected. An informational banner or a sign with COVID-19 information (symptoms list, face mask, etc.) are expected at the business entry (DO NOT ENTER if symptoms, a FACE COVERING sign).

#### **Exclusion of Sick or Quarantined Employees and Customers**

It should NO LONGER BE ACCEPTABLE to allow employees with illness at work. A policy addressing ill workers identified during employee screening and their immediate exclusion must be included. The policy /process should also outline excluding from workplace any employees under isolation or quarantine orders from public health or their doctors. A separate process of excluding sick visitors/customers should be outlined.

#### **Return to Work Procedure**

Employees who are sick with COVID-19 symptoms shall be immediately excluded and advised to seek prompt testing for COVID-19 from their healthcare provider or other available testing site in their area. For previously ill employees, a return to work requirements in-line with Washington State Department of Health (DOH) and Adams County Health Department (ACHD) must be met before the employee is allowed back to work. Employers are recommended to implement leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. A policy will be needed for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the specified amount of time (usually 14 days).

### **3) Physical and Administrative Mitigation Measures**

#### **Face Coverings and Other Personal Protective Equipment (PPE)**

It is the opinion of ACHD that face covering /masking should become a norm at this time and should be required (especially for all indoor employees and customers or whenever physical separation of at least 6 feet is not possible) in order to re-open our businesses. Masking of all employees and visitors/customers in Adams County is therefore expected (could become mandated) and should be emphasized, especially when physical distancing requirements cannot be met. Fabric or cloth face coverings are preferred over healthcare masks to ensure medical personnel have access to the supplies needed for patient care. Other PPE such as gloves, shields or aprons should be provided as appropriate.

#### **Physical Distancing**

A plan for engineering and administrative controls should be implemented to adhere to physical distancing requirements of 6 feet of distance between employees and between customers. Control plans may include:

- Signage at the entry and within business with information on physical distancing, masking, and symptoms of COVID-19.
- Reconfiguring workspaces to create distance between employees
- Floor, wall, or ground markers to identify physical distancing for visitors/customers such as when waiting for checkout or services
- Placing physical separators creating at least 6 feet space between customers

- Creating one-way /one direction customer flow (at isles, throughout the business)
- Limiting room capacity to allow for physical distancing requirements to be met
- Limiting occupancy as required by state or local rules, redesigning seating /waiting areas
- Addressing expectations on physical distancing when staff is working away from main business location (landscapers, house painters, carpet cleaners, inspectors, etc.)
- Creatively implementing other distancing plans, relocating parts of business outdoor, etc.

### **Physical Barriers**

Consider installing physical barriers such as plexiglass for interactions where physical distancing requirements cannot be met, such as at checkouts or service counters. Other physical separators are encouraged as feasible /necessary. Businesses selling items generally touched by customers should minimize those options by placing the items behind the barrier (glass) or physically away from customers (a rope barrier, etc.). Alternatively, items often touched should be removed or replaced with single use items or view-only samples (menus, books, magazines, informational materials, phones and other merchandise etc.). In another example, merchandise exhibited on the counter should be removed or covered and cleaned after use; food items should be wrapped in plastic coverings. Services where physical separation is not reliably possible (water fountain use, showering facilities) may need to be temporary prohibited; hair /nail salons will develop best possible contact limiting procedures, including specific sanitation practices.

### **Additional Administrative Measures**

Employers are further encouraged to develop a working environment where it is expected to self-report illness, where employee actions intended to protect others are encouraged, and where protecting others from COVID-19 is rewarded. Employers should consider these additional measures (examples): telework; flexible work hours; staggered shifts and additional shifts to reduce the number of employees in the workplace at one time; different opening hours; regulate riding in or sharing of vehicles; provide recommended protective supplies, such as masks or nonmedical cloth face coverings, gloves, disinfectant, shields, etc., and support communications plans to address employee concerns.

## **4) Cleaning and Sanitation**

Procedures outlining cleaning and sanitation at the workplace, especially of frequently touched surfaces, shared workspaces, shared tools, merchandise, and equipment are expected. Procedures should identify who is responsible for cleaning, how often cleaning will be done, which surfaces will be cleaned, and what products will be used to clean. Cleaning procedures should also include what additional steps will be taken at the workplace if any employee is confirmed to have COVID-19 (closing for whole business "deep cleaning" or other decontamination, for example). Frequently touched surfaces include:

- Doorknobs
- Railings
- Counters
- Credit card machines
- Levers
- Keyboards
- Shared phones, desks, printers, scanners, fax machines or other shared equipment
- Shared vehicles

- Other equipment used by employees
- Potentially touched merchandise (consider removal)

All employees should have access to hand washing facilities that include water, soap, and paper towels. In the event handwashing cannot be done, sanitizer with more than 60% alcohol should be provided. Sanitizers should be placed at the entry, on the counters, in the bathrooms and other visible locations and their use by employees and visitors/customers should be encouraged.

## **5) Continuous Monitoring and Implementation of COVID-19 Precautions**

Strategy on monitoring and continuous implementation of COVID-19 precautions needs to be included. The person responsible for monitoring should be identified for each shift. Correction steps for when the plan is not being followed should be laid out and should include consequences for employee noncompliance.

### **COVID-19 BUSINESS PLAN CHECKLIST**

- 1) COVID-19 Education plan for managers, supervisors, staff and new hires

Education includes:	
	Designated trainer
	Schedule for training (daily, weekly, etc.)
	Symptoms of COVID-19
	Testing expectations
	Employee Screening Process
	Exclusion of ill workers and visitors
	Physical mitigation measures being implemented
	Personal hygiene: handwashing, cough/sneeze etiquette
	Cleaning and sanitation being implement
	Consequences of non-compliance and correction plans

**2) Employee Screening**

	Procedure for daily employee screening (when, how conducted)
	Screening that includes all symptoms of COVID-19 and temperature (as feasible)
	Person identified to conduct employee screening and recording into a log
	Screening plan for visitors/customers

**3) Exclusion of ill employees and visitors/customers from the workplace**

	Plan to immediately exclude ill staff
	Plan to exclude ill visitors or clients
	Return to work procedures for staff with recent illness
	Plan for quarantined staff (no work until official release)

**4) Physical Mitigation and Administrative Measures**

	Face covering /Masking emphasized for all staff and visitors/customers
	Physical distancing (6 feet) in place for staff
	Physical distancing plan for visitors/customers
	Physical barriers installed for areas where physical distancing cannot be met
	Certain services and routines prohibited (where separation and barriers impossible)
	Policies encouraging compliance (sick leave, off sit work, shared vehicles, etc.)

**5) Cleaning and Sanitation**

	Handwashing and sanitizer with more than 60% alcohol available for all employees
	Plan to clean all high touch surfaces frequently (surfaces how often, products to be used)
	Identify who will be responsible for cleaning
	Sanitizer available at the entry and other locations for visitors/customers and staff

**6) Continuous monitoring and enforcement of the COVID-19 Business Plan**

	Identify who will be responsible for monitoring plan implementation
	Strategy to review plan and implementation
	Consequences for failure to adhere to COVID-19 precautions

**Optional**

	Industry specific measures. Industry:
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