



LA CROSSE COUNTY
Health Department
Nationally Accredited

Covid-19 Business Toolkit:

Preparing to Reopen Safely, Responsibly and Confidently

April 29, 2020

Please call 608-785-9771 (direct line) or email covid19@lacrossecounty.org with any questions.

This document provides businesses with guidance on preparing for the loosening of restrictions put on business operations. The timeline for gradual business reopening must be determined using public health data reflecting the number of cases, the level of access to testing, level of PPE available for first responders and healthcare workers, hospital readiness, and capacity for local contract tracing. Local and state orders regarding the phased re-opening of businesses must be followed.

This document may be updated as new guidance comes out. Please visit lacrossecounty.org/covid19 for the latest version.

This document is guidance to assist businesses in taking actions to prevent the facility from being an environment where transmission occurs. Following this guidance is not mandated unless it aligns with state, local and federal laws and regulations.

This toolkit has some adaptations utilizing La Crosse County, Pierce County, and Eau Claire County's business toolkit. Thank you to Pierce County and Eau Claire City/County Health Department for sharing your work with other counties for adaptation.

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Tool 1: La Crosse County Health Department COVID-19 Checklist for Businesses

Priority	Customer Service Protocol and Procedures	Tool	Target Date	Completed
1	Develop a clear, written protocol regarding sick leave for employees.	Tool 4: Recommended Elements of Sick Policy		
2	Develop and implement an active monitoring program that assesses staff for exposure, fever and respiratory symptoms before every shift.	Tool 5: Sample Sick Leave Policy Tool 6: Quarantine and Isolation Algorithm Tool 7: Sample Active Monitoring System		
3	Develop a policy that limits the number of customers in the store at any one time	Tool 8: Strategies to Limit Traffic Flow		
4	Place tape on floor to keep 6-foot distancing in high traffic areas in the store, especially at cash register.			
5	Increase frequency of cleaning, sanitizing, and disinfecting your facility. Wipe down high-touch surfaces at cash registers between customers (credit card touch pad, carts, baskets, conveyer belt, etc.).	Tool 13: Sample Disinfection Practices		
6	Schedule handwashing for employees. Post the schedule in breakroom(s), bathrooms, and common areas; and send it out to employees via email.	Tool 9: Sample Hand-Washing Policy		
7	Implement a no-touch policy for all staff members (no handshakes, hugs, or other close contact).			
8	Place hand sanitizer at each cash register for use by staff members, if available.			
9	Develop a policy that designates shopping hours for customers at risk for severe disease.	Tool 10: Recommendations for Designated Shopping Hours		
10	Consider temporarily assigning employees at high risk for coronavirus to non-public-contact duties.	Tool 11: Recommendations for Employees Considered for Re-assignment		
11	Develop policy encouraging employees to be on the lookout for customers exhibiting symptoms of COVID-19 and how you would like them to handle that situation.	Tool 12: Considerations for Handling Symptomatic Customers		
12	Increase availability/promotion of curb-side pickup if applicable. Consider increasing or offering a delivery service.			
13	Implement protocols for employees to wear face coverings (masks). Highly recommended for customer service staff or those in high traffic areas.	Tool 14: Considerations for Mask Use by Employees		
14	Develop communication materials (flyers, posts, emails, etc.) regarding changes that are proactive and clearly explains the reasons for these changes.	Tool 15: Best Practice Guidance for Businesses		
15	Require vendors to wash or sanitize their hands immediately upon entering the store.			

Tool 2: Safety in an Office Space Checklist

SAFETY IN AN OFFICE SPACE

AT THE ENTRANCE:

- ┌ Ensure employees are screening themselves for symptoms before entering the building, and not coming to work if they are having any symptoms
- ┌ Post signage reminding employees and visitors of the symptoms of COVID-19
- ┌ Restrict the number of employees present on premise to no more than is strictly necessary to perform essential operations
- ┌ Provide tape or other means of marking on the floor to show people where to stand if you have a reception area
- ┌ Promote flexible/remote work schedules to reduce the number of employees in the office at any given time
- ┌ Disinfect high touch surfaces like door handles, light switches, and restrooms frequently using an EPA approved disinfectant effective against COVID-19
- ┌ Eliminate self-serve water, coffee, and candy dishes

RECEIVING DELIVERIES:

- ┌ If providing delivery services or receiving deliveries, utilize no contact strategies to avoid unnecessary face to face contact (no door to door sales)
- ┌ Limit and/or designate areas that packages and mail can be dropped off minimizing the number of delivery drivers coming into your office space

THROUGHOUT THE OFFICE:

- ┌ Spread out workstations so employees can remain 6 feet apart at all times
- ┌ Limit shared equipment/electronics like phones, computers, etc. and disinfect between employee use
- ┌ Minimize contact between employees
 - Limit/eliminate in person meetings, use ZOOM, Skype, or other means of meeting that are not in person
 - No hand shaking, high fives, other direct person to person contact
- ┌ Provide hand sanitizer stations
- ┌ Send sick employees home immediately, and disinfect their work area

IN SHARED SPACES:

- ┌ Ensure handwash sinks in break rooms and restrooms are always stocked with soap and disposable paper towel
- ┌ Remove extra chairs and tables in breakroom to allow people to remain 6 feet apart when possible
- ┌ Disinfect high touch surfaces in these areas frequently
- ┌ Discontinue shared snacks or potluck style food activities

Tool 3: Safety in a Retail Space Checklist

SAFETY IN A RETAIL SPACE

AT THE ENTRANCE:

- ┌ Post signage reminding customers and employees to check for symptoms and do not come into the store if they are sick
- ┌ Provide hand sanitizer/sanitizer wipes for wiping cart handles
- ┌ Maintain secondary exits accessible in case of emergency
- ┌ Encourage curbside pick up
- ┌ Limit number of customers in the store at any given time
 - For stores with less than 50,000 sq. ft. of customer floor space, limit the number of people in the store (including employees) to 25% of the total occupancy
 - For stores more than 50,000 sq. ft. of customer space, limit the number of customers in the store at one time (excluding employees) to 4 people per 1,000 square feet of customer floor space
 - Offer at least two hours per week of dedicated shopping time for vulnerable populations (people over 60, pregnant women, and those with chronic conditions like heart disease, diabetes, and lung disease)
 - Establish lines to regulate entry in accordance with the above occupancy restrictions with markings for patrons to enable them to stand at least six feet apart from each other while waiting (consider alternatives to lines such as allowing customers to wait in their cars for a text or call when it's their turn to enter)

THROUGHOUT THE STORE:

- ┌ Provide arrows encouraging one-way traffic up and down store aisles
- ┌ Provide tape or other means of marking on the floor to show customers where to stand when waiting in high traffic areas (at the deli or post office counter)
- ┌ Use PA system to message social distancing and shopper safety to customers
- ┌ Encourage use of cart to facilitate social distancing
- ┌ Limit/stagger times when vendors or employees are stocking shelves
- ┌ Provide hand sanitizer stations
- ┌ Minimize contact between employees and customers and maintain social distance amongst employees as well
- ┌ Discourage employees from sharing phones, desks, offices, or equipment/tools they need to do their jobs (disinfect between use when shared equipment is required)
- ┌ Allow employees to wear face covering if they choose
- ┌ Ensure employees are screening themselves for symptoms before entering the building, and throughout their work day
- ┌ Send sick employees home immediately, and disinfect their work area
- ┌ Encourage curbside pick up

AT THE CHECK-OUT:

- ┌ Use markings on the floor or footprint graphic (attached or on website) to show customers where to stand
- ┌ Use every other check-out lane
- ┌ Disinfect high touch surfaces as often as possible (key-pads, pens, conveyor belts) with an EPA approved disinfectant effective against COVID-19
- ┌ Provide hand sanitizer to employees to use between customers
- ┌ Install physical barriers such as clear, plastic sneeze shields

IN SHARED SPACES:

- ┌ Ensure handwash sinks in break rooms and restrooms are always stocked with soap and disposable papertowel
- ┌ Remove extra chairs and tables in breakroom to allow people to remain 6 feet apart when possible
- ┌ Disinfect high touch surfaces in these areas frequently

Tool 4: Recommended Elements of Sick Policy

During the COVID-19 pandemic, essential businesses should reduce the risk of virus transmission between staff and customers. One of the most critical elements of this process is implementing a strict sick policy, designed to identify staff members at risk of having COVID-19 based on their symptoms, exposure status, and/or travel history. Staff members should be informed of the policy and told how about the conditions under which they should not report to work, which should include:

- Have fever or respiratory symptoms
- Live in a household with someone exhibiting fever or respiratory symptoms who either has not been tested for COVID-19 or tested positive for COVID-19
- Has had direct contact with a laboratory-confirmed positive case
- Has recently traveled to a “viral hotbed” where there is “widespread sustained community spread” of COVID-19

Tool 5: Sample Sick Policy

A sample policy is provided below:

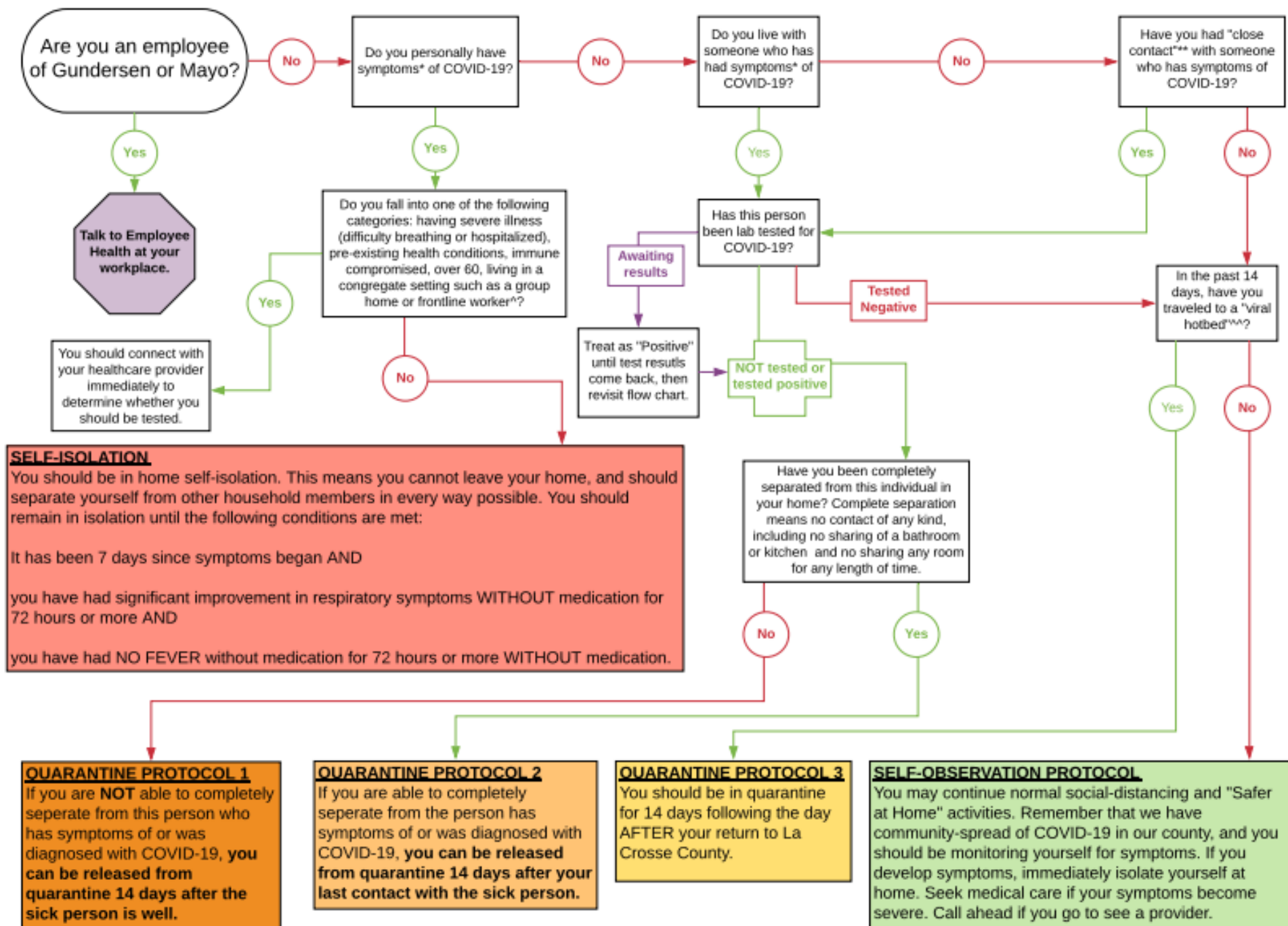
[BUSINESS NAME] is fully committed to safeguarding the health and safety of all staff and customers. For this reason, effective immediately, [BUSINESS NAME] enacts the following policy applicable to all staff members, regardless of position or authority:

- All staff members will complete a “daily active monitoring” form regarding any symptoms they may have. This form must be completed at the beginning of every shift.
- Staff members who have any symptoms of fever OR respiratory illness will not be allowed to work.
- Staff members living in a household where individual member(s) have symptoms who have not been tested for COVID-19 or who tested positive for COVID-19 will not be present in the workplace.
- Staff members who have recently traveled from a “viral hotbed” will not be allowed to return to work until 14 days after the most recent travel.

Tool 6: Quarantine and Isolation Algorithm

The La Crosse County Health Department has often been asked for case-by-case guidance on whether employees should be allowed to work based on symptoms that they experience, exposures they may have in their households, and travel history. To standardize our responses to this question, we developed and utilize a “quarantine and isolation algorithm” that guides our recommendations regarding when someone can return to regular activity (including work). We are providing a copy of this algorithm to assist businesses in making determinations for staff, provided on page 3 – 4.

PLEASE NOTE: If you determine that a staff member should be in isolation or quarantine, we would appreciate it if you reached out to the La Crosse County Health Department to notify us.



NOTE: QUARANTINE means that you remain at home and do not go into the community. Others should drop off items you need if at all possible. Monitor yourself for symptoms twice daily. If you develop symptoms, isolate yourself. If symptoms are severe, call ahead to seek medical care.

* **Symptoms of COVID-19** include fever (100.0 or higher), cough, sore muscles, excess fatigue, shortness of breath, difficulty breathing, loss of smell/taste, and in rare instances, stomach upset.

^ **Frontline Workers** include public health workers, healthcare workers, long-term care and assisted living facility workers, emergency management/EMS, fire, first response, police, daycare workers, and grocery stocking staff.

^^ **Viral hotbed** includes those where there is "widespread sustained community spread." As of 3 April 2020, this includes:

International Locations		Domestic Locations		ANY Cruise
China	Malaysia	Arizona	New Hampshire	
Europe (including Italy)	Mexico	Arkansas	New Jersey	
United Kingdom	Pakistan	California	New York	
Ireland	Panama	Colorado	North Carolina	
Iran	Peru	Connecticut	Oklahoma	
Australia	Philippines	Delaware	Oregon	
Brazil	Qatar	Florida	Rhode Island	
Canada	Romania	Georgia	Utah	
Chile	Russia	Idaho		
The Czech Republic	Saudi Arabia	Illinois	Other counties in	
Ecuador	Singapore	Iowa	Wisconsin:	
India	South Africa	Louisiana	Milwaukee County, WI	
Indonesia	South Korea	Maine	Dane County, WI	
Japan	Thailand	Maryland	Waukesha County, WI	
Israel	Turkey	Massachusetts	Kenosha County, WI	
		Michigan	Washington County, WI	
		Minnesota	Ozaukee County, WI	
		New Hampshire	Racine County, WI	

Tool 7: Sample Active Monitoring System

Each business should have an “active monitoring” system, in which each staff member is asked about their symptoms, exposures and travel history prior to starting each shift. When possible, it is good practice to check staff member temperatures prior to the start of a shift.

Any staff member who has any of the following symptoms should be excluded from work:

- Fever (100.0 F or higher)
- Cough
- Difficulty breathing
- Feeling feverish
- Sore throat
- Loss of sense of taste or smell
- Chills
- Feelings of tightness in chest
- Rarely: Abdominal pain
- Muscle aches
- Shortness of breath
- Rarely: Nausea

Additionally, **any staff member who reports they have a household member who is positive for COVID-19 or has symptoms of COVID-19 and is not being tested** should be excluded from work.

Finally, **any staff member who has traveled to a “viral hotbed”**, even if it was just through an airport or on a road trip should be excluded from work.

How to Implement

There are a variety of ways you can implement an active monitoring program:

- Have one or two entrances that staff are required to use. Before they enter the building, station designated staff members at those entrances to ask the screening questions (and, if applicable, to take temperatures).
- Require all staff members complete an electronic version of the questionnaire on a platform such as Google forms and allocate management to look through the answers and identify any staff members who should be excluded.

Recommended Questions

We recommend that you include the following questions in your active screening questions:

- Do you currently have any of the following symptoms? [LIST SYMPTOMS]
- Sometimes, people feel “off” before they develop symptoms. Do you feel “different” today than you did yesterday?
- Is there anyone else in your household that has any symptoms?
- In the past 14 days, have you been in contact with someone who was diagnosed with COVID-19?
- In the past 14 days, have you traveled to any of the following places? [SHOW LIST OF LOCATIONS INCLUDING INTERNATIONAL AND DOMESTIC VIRAL HOT BEDS.]

Tool 8: Strategies to Limit Traffic Flow

Business should take steps to limit the amount of traffic in their stores, which should include a variety of strategies to reduce transmission risk for both customers and staff. Some strategy ideas you can consider include:

- **One or Two People Per Household:** Request that only ONE person per household come to the store; there will be circumstances where a parent must bring their child, but this should be gently discouraged on social media and on communications materials wherever possible.
- **Physical Distancing Visuals:** Place tape on the floor in 6' increments to demonstrate appropriate physical distancing.
- **Limiting the Number of Shoppers:** Businesses should limit the number of shoppers in their store at one time. It is essential that the mechanism of limiting entry does NOT create added problems such as people lining up shoulder to shoulder outside waiting for admission. Methods of achieving this goal might include:
 - Limit the number of customers to whichever is SMALLER of the following numbers:
 - 5 people per 1,000 square feet of customer-occupiable space
 - 100 customers
 - Hand out a number, one per vehicle, and call numbers one at a time. Numbers could be called out via loudspeaker or displayed on a board.
 - Direct cars to numbered parking spaces and admit one occupant per vehicle in order, one at a time. Once the store reaches capacity, allow the next vehicle's occupant to enter only once another customer leaves.
 - Consider having customers sign up for an arrival time. For example, if 90 households could sign up for an entry time of 9 AM – 10 AM and another 90 households could sign up for an entry time of 10 – 11 AM, this may help curb the flow of traffic into the parking lot. You might consider having one section of the parking lot reserved for those who reserved their arrival time online, and a smaller portion of the parking lot for those who did not and who would have to wait longer.

Tool 9: Sample Handwashing Policy

Handwashing is one of the biggest ways to reduce virus transmission. Employers should create a policy regarding more aggressive handwashing for employees that includes specific times when handwashing is expected. A sample hand-washing policy is provided below.

[BUSINESS NAME] is fully committed to safeguarding the health and safety of all staff and customers. For this reason, effective immediately, all [BUSINESS] employees will be required to wash hands with soap and warm water frequently. At a minimum, this must include:

- At the beginning of each shift, before interacting with other staff, customers, or business surfaces
- When switching business tasks, such as checking and stocking shelves
- Before and after short breaks and lunch breaks
- After direct physical interaction with customers, staff or vendors
- When hands are visibly soiled

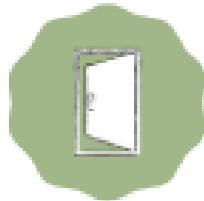
We would suggest that you create a visual version of this type of information and display it in all bathrooms, break rooms, food preparation areas, staff meeting rooms, by time clocks/computers, and in other locations where staff frequent. A sample flyer, which you are welcome to use if helpful, is provided on the next page.

WHEN EMPLOYEES MUST WASH HANDS



WARM WATER + SOAP + 20 SECONDS

Employees must wash hands with soap and warm water for 20 - 30 seconds. Be sure to clean under nails.



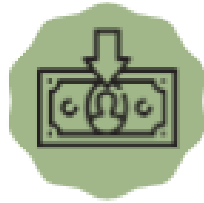
WHEN YOU ARRIVE TO WORK

Employees should wash hands as soon as they arrive to work, before interacting with staff, customers, or business surfaces.



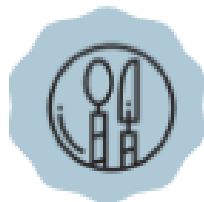
AFTER TOUCHING OTHERS

Employees should try not to physically touch others when possible. But when it is necessary, they should wash their hands immediately afterwards.



SWITCHING TASKS

Employees must wash hands when switching between business tasks, such as between stocking and checking.



BEFORE AND AFTER BREAKS

Employees must wash hands before and after taking breaks and after lunch breaks.



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Tool 10: Recommendations for Designated Shopping Hours

Specific members of our community are at higher risk for develop severe complications of illness, including COVID-19. We recommend that retail stores provide designated shopping times that are only for high-risk individuals. Designated hours should ideally include times when cleaning activities have just been completed and items have been recently restocked.

Populations that should be considered for such designated shopping hours include individual who are:

- Over the age of 60
- Immune-compromised because of pre-existing health conditions or medications like chemotherapy
- Pregnant or those with a child under the age of 6 months that they cannot leave at home with another caregiver

Tool 11: Recommendations for Employees Considered for Re-assignment

Specific members of our community are at higher risk for develop severe complications of illness, including COVID-19. These include individuals over the age of 60, those with a weakened immune system to other health conditions of medications like chemotherapy or steroids, those who are pregnant, and individuals who live with or care for people who have weakened immune systems.

It is likely that some of your employees are among those who would be at higher risk for developing severe disease. It would be appropriate to allow employees to self-disclose this information if they chose, and to re-allocate those staff members to occupational assignments that do not require as direct contact with others. For example, a checker who would usually be interacting with customers could be re-allocated to stocking shelves.

Tool 12: Considerations for Handling Symptomatic Customers

Employees should be on the lookout for customers or other staff members exhibiting symptoms of COVID 19. As a reminder, symptoms include:

- | | | |
|-----------------------------|----------------------------------|-----------------------------------|
| • Fever (100.0 F or higher) | • Cough | • Difficulty breathing |
| • Feeling feverish | • Sore throat | • Loss of sense of taste or smell |
| • Chills | • Feelings of tightness in chest | • Rarely: Abdominal pain |
| • Muscle aches | • Shortness of breath | • Rarely: Nausea |

Other Employees: If an employee has a concern that a colleague may be symptomatic, there should be a no-fault policy in which the employee can raise a concern with management. Management should then approach that individual and, in a very respectful and professional manner, inquire about whether that individual has symptoms. Anyone who has symptoms, exposure history or significant travel history per information in Toolkit 1 should be asked to go home without penalty.

Customers: If a customer is identified as definitively having symptoms, the employee or a manager should tactfully ask the customer to leave the premises for the protection of employees and customers. If the customer refuses to comply and the situation escalates, management should enact whatever their normal system is for handling such situations, to include notifying law enforcement.

Cleaning And Disinfecting Your Facility

Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

How to clean and disinfect

Wear disposable gloves to clean and disinfect.

Clean

- **Clean surfaces using soap and water.** Practice routine cleaning of frequently touched surfaces.



High touch surfaces include:

Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- **Recommend use of EPA-registered household disinfectant.** Follow the instructions on the label to ensure safe and effective use of the product.

Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- **Diluted household bleach solutions may also be used** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.

Leave solution on the surface for **at least 1 minute**

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water

OR

- 4 teaspoons bleach per quart of water

- **Alcohol solutions with at least 70% alcohol.**

Soft surfaces

For soft surfaces such as **carpeted floor, rugs, and drapes**

- **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.



- **Launder items** (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

OR

- **Disinfect with an EPA-registered household disinfectant.** [These disinfectants](#) meet EPA's criteria for use against COVID-19.

Electronics

- Forelectronics, such as **tablets, touch screens, keyboards,remote controls, and ATM machines**
- Consider putting a **wipeable** cover on electronics.
- **Follow manufacturer's instruction** for cleaning and disinfecting.
 - If no guidance, **use alcohol-based wipes or sprays containing at least 70% alcohol.** Drysurface thoroughly.



Laundry

For clothing, towels, linens and other items

- **Wear disposablegloves.**
- **Wash hands with soap and water** as soon as you remove the gloves.
- **Do not shake** dirty laundry.
- Launder items according to the manufacturer's instructions. Use the **warmest appropriate water setting** and dryitems completely.
- Dirty laundry from a sick person **can be washed with other people's items.**
- Clean and **disinfect clothes hampers** according to guidance above for surfaces.



Cleaning and disinfecting your building or facility if someone is sick

- **Close off areas** used by the sick person.
- **Open outside doors and windows** to increase air circulation in the area. **Wait 24 hours** before you dean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect **all areas used by the sick person**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- If **more than 7 days** since the sick person visited or used the facility, additional cleaning and disinfection is not necessary.
 - Continue routing cleaning and disinfection.



When cleaning

- **Wear disposable gloves and gowns for all tasks in the deaning process, including handling trash.**
 - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- **Wash your hands often** with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with a sick person.



- Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

- **Additional key times to wash hands** include:

- After blowing one's nose, coughing, or sneezing.
- After using the restroom.
- Before eating or preparing food.
- After contact with animals or pets.
- Before and after providing routine care for another person who needs assistance (e.g., a child).

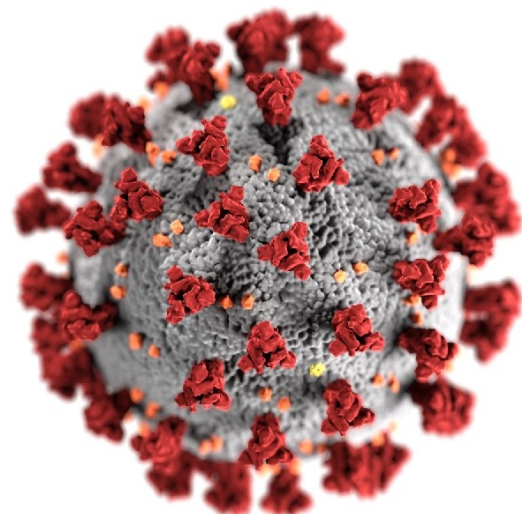
Additional Considerations for Employers



- **Educate workers** performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions **on what to do if they develop symptoms within 14 days** after their last possible exposure to the virus.
- Develop **policies for worker protection and provide training** to all cleaning staff on site prior to providing cleaning tasks.
 - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are **trained on the hazards of the cleaning chemicals** used in the workplace in accordance with OSHA's Hazard Communication standard ([29 CFR 1910.1200](#)).
- **Comply** with OSHA's standards on Bloodborne Pathogens ([29 CFR 1910.1030](#)), including proper disposal of regulated waste, and PPE ([29 CFR 1910.132](#)).

For facilities that house people overnight:

- Follow CDC's guidance for [colleges and universities](#). Work with state and local health officials to determine the best way to isolate people who are sick and if temporary housing is needed.
- For guidance on cleaning and disinfecting a sick person's bedroom/bathroom, review CDC's guidance on [disinfecting your home if someone is sick](#).



Tool 14: Considerations for Use of Cloth Face Coverings by Employees



If you are able to procure or make cloth face coverings for your employees, you should provide them to staff. Face coverings should be washed in warm water with detergent daily and whenever soiled. Employees should be reminded that face coverings protect other people from their germs but does not provide good protection for that employee against other people's germs. Social distance is the best line of defense and should be maintained between both employees and customers. Providing face coverings for customers has a variety of issues and resource concerns. Please keep in mind that children and people with certain conditions may not be able to wear cloth face coverings safely and should not be universally required to. Resources for DIY cloth face coverings can be found [here](#).

Tool #15: Best Practices Guidance for Businesses

Messaging for open businesses - "Best Practices Guidance" **Effective 8:00 AM 4/29/2020**

On April 16th, Wisconsin Department of Health Services Secretary-designee Andrea Palm issued Emergency Order #28, which extended Safer at Home and made some changes to the initial order. On April 27th, Emergency Order #34 was issued, which made some additional changes and clarifications to the initial order and extension. These changes go into effect on April 29 at 8:00 am. The La Crosse County Health Department developed the following document, "COVID-19 Best Practices for Businesses", using the [Safer at Home Order #28](#) and , [Interim Order to Turn the Dial #34](#), along with DHS, CDC and **Safer at Home FAQs** ([FAQ here](#) for reference).

Much of the order remains the same and is structured in the same way. The changes are designed to ensure safety and compliance, while also allowing certain activities to resume. A summary of changes for each respective order is below.

Guidance Established through Emergency Order #28

The changes in [order #28](#) are focused on businesses and activities that may increase services and operations. Information of notes include:

1. **Public libraries:** Libraries may provide curb-side pick-up of books and other library materials.
2. **Golf courses:** Golf courses may open, with restrictions including scheduling and paying for tee times online or by phone only. Clubhouses and pro shops must remain closed. For further information, see golf-course specific guidance that was sent out late last week.
3. **Non-essential businesses:** Non-essential businesses can do more things to provide Minimum Basic Operations, including deliveries, mailings, and curb-side pick-up. Non-essential businesses must notify workers of whether they are necessary for Minimum Basic Operations.
4. **Arts and craft stores:** Arts and craft stores may offer expanded curb-side pick-up of materials necessary to make face masks or other personal protective equipment (PPE).
5. **Aesthetic or optional exterior work:** Aesthetic or optional exterior lawn care or construction is allowed, so long as it can be done by one person.

Guidance Established through Emergency Order #34

The changes [in order #34](#) focused on sharing what constitutes minimum basic operations, some clarifications for specific business types, and suggestions for safe business practices. Information of notes include:

1. **In general, Minimum Basic Operations include:** customer curb-side drop-off of goods or animals for the purpose of having those goods or animals serviced, repaired, or cared for by the business.
 - a. **Businesses included in this:** Dog groomers, small engine repair shops, upholstery businesses, and others.
2. **For outdoor recreational rentals, Minimum Basic Operations may also include:** rental of recreational equipment including but not limited to boats, kayaks, canoes, paddle boats, golf carts, snowmobiles, and ATV's. Rentals must be paid for on-line or by phone.
3. **For Car Washes, Minimum Basic Operations may also include:** Entirely automatic car washes and self-service car washes may open for service. High touch surfaces must be cleaned between each use if possible, or as frequently as practicable.
4. **Safe business practices:**
 - a. **Safe business practices for Essential Businesses and Operations:** Essential Businesses and Operations must increase cleaning and disinfection practices, ensure that only necessary workers are present and make sure operations are able to be performed by one staff member, operate free of contact with customers by providing payment options online or over the phone, and adopt policies to prevent workers exposed to COVID-19 or symptomatic workers from coming to work.
 - b. **Safe business practices for retailers that are Essential Businesses and Operations:** Retail stores that remain open to the public as Essential Businesses and Operations must limit the number of people in the store at one time, must provide proper spacing for people waiting to enter, and large stores must offer at least two hours per week of dedicated shopping time for vulnerable populations.
 - c. **Supply chain:** Essential Businesses and Operations that are essential because they supply, manufacture, or distribute goods and services to other Essential Businesses and Operations can only continue operations that are necessary to those businesses they supply. All other operations must continue as Minimum Basic Operations.

Business Requirement Summary

*This is intended as an overview. Please review the Safer at Home Order for details and restrictions for specific industries and businesses.

All businesses must:

1. Avoid meeting in person whenever possible, and switch to virtual meetings, teleconference, and remote work (i.e. work from home);
2. Comply with all Department of Health Services guidelines for businesses;
3. Follow Social Distancing Requirements between all individuals on the premise to the maximum extent possible.

NOTE: All businesses are encouraged to follow WEDC's best practices for a COVID-19 response plan.

Essential businesses and operations must also:

1. Restrict the number of workers present on premises to no more than is strictly necessary to perform the essential operation.
2. Increase standards of facility cleaning and disinfection and adopt protocols to clean and disinfect in the event of a positive COVID-19 case in the workplace.
3. Adopt policies to prevent workers from entering the premises if they display respiratory symptoms (e.g., a cough) or have had contact with a person with a confirmed diagnosis of COVID-19.

Essential retail stores must also:

1. Consider establishing scheduled curbside pick-up.
2. Stores with less than 50,000 square feet: limit number of people in the store to 25% of the total occupancy limit.
3. Stores with more than 50,000 square feet: limit customers to 4 people per 1,000 square feet and offer at least 2 hours per week of shopping time for vulnerable populations.
4. Establish lines to regulate entry into the store, including markings to keep customers six feet apart while waiting.

Nonessential businesses may perform Minimum Basic Operations:

1. Minimum Basic Operations to maintain the value of your business's inventory, preserve the condition of the business's physical plant and equipment, ensure security, process payroll and employee benefits, or for related functions, including where these functions are outsourced to other entities. Minimum Basic Operations may include:
 - Taking steps to facilitate employees working remotely;
 - Fulfilling deliveries or mailing parcels so long as all the operations are performed by one person in a confined space, including a car or truck, and no signature is required;
 - Providing curbside pick-up of goods, so long as the operations are performed by one person in a confined space, including a car or truck, no signature is required, and pick-ups are scheduled to maintain social distancing between customers.
2. Minimum Basic Operations does not include serving customers in person (other than the deliveries and curbside pick-up). Services or activities requiring more than one person may only continue via phone or virtually.

Restaurants:

Restaurants should also adhere to industry-specific requirements:

1. Take-out or delivery service only;
2. Customers may enter only to order, pick up, and paying for food or beverage or both;
3. No seating may be provided;
4. Food and drink may not be consumed on the premises, either indoors or outdoors;
5. Self-service operations of salad bars, beverage stations, and buffets are prohibited;
6. Customers are prohibited from self- dispensing any unpackaged food or beverage.
7. Carryout sales of alcoholic beverages are allowed if permitted by state law and municipal ordinance;
8. Delivery of alcoholic beverages to retail customers is prohibited; and
9. Wineries holding direct wine shippers' permits may make deliveries of wine in accordance with their permit.

Recommendations for all businesses

1. Place informational posters in prominent areas. CDC has developed a number of [print materials](#) available in various languages, for employers to use. For example:
 - Post the [Stop the Spread of Germs](#) poster where it would be visible to the public or to employees, such as near the entrance, in public or employee bathrooms and in the employee break room.
 - Post the steps for proper [handwashing](#) in areas with sinks.
 - Post the Symptoms of Coronavirus Disease 2019, and the [Stay Home When You Are Sick!](#) / [Prevent the spread](#) posters in areas where employees are likely to see them.
2. Post information about the steps your business is taking to keep customers safe from COVID-19 on your website and at your physical location.
3. Provide face coverings, tissues and no-touch disposal receptacles for use by employees and customers.
4. Instruct employees to clean their hands often with an alcohol-based hand sanitizer or wash their hands with soap and water for at least 20 seconds.
5. Advise employees to avoid touching their eyes, nose, and mouth with unwashed hands.
6. Provide face coverings for employees to prevent disease spread.

7. Provide soap and water and alcohol-based hand rubs in the workplace to encourage hand hygiene. Ensure that adequate supplies are maintained.
8. Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
9. Whenever possible, maintain a distance of at least 6 feet from others.
10. Clean and disinfect frequently touched surfaces daily. See the [CDC COVID-19 Disinfection Guidance](#)

Future changes:

Future Changes will be made based on criteria from the [Badger Bounce Back](#) plan as it is further defined.

Note Re: Fabric Face Coverings: Finally, please note that the La Crosse County Health Department is recommending that our businesses require staff and strongly recommend shoppers to wear fabric face coverings when out in public