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 1: 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 2: Sample Sick Leave Policy Tool 3 Quarantine and Isolation Algorithm Tool 4: Sample Active Monitoring System		
3	Develop a policy that limits the number of customers in the store at any one time	Tool 5: Strategies to Limit Traffic Flow		
4	Place tape on floor to keep 6-foot distancing at heavily populated spots in the store, especially at cash register.			
5	Increase frequency of cleaning, sanitizing, and disinfecting your facility.			
6	Schedule handwashing for employees. Post the schedule in breakroom(s), bathrooms, and common areas; and send it out to employees via email.	Tool 6: Sample Hand-Washing Policy		
7	Wipe down high-touch surfaces at cash registers between customers (credit card touch pad, carts, baskets, conveyer belt, etc.).			
8	Implement a no-touch policy for all staff members (no handshakes, hugs, or other close contact).			
9	Place hand sanitizer at each cash register for use by staff members, if available.			
10	Develop a policy that designates shopping hours for customers at risk for severe disease.	Tool 7: Recommendations for Designated Shopping Hours		
11	Consider temporarily assigning employees at high risk for coronavirus to non-public-contact duties.	Tool 8: Recommendations for Employees Considered for Re-assignment		
12	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 9: Considerations for Handling Symptomatic Customers		
13	Increase availability/promotion of curb-side pickup if applicable.			
14	Increase or consider offering a delivery service.			
15	Develop communication materials (flyers, posts, emails, etc.) regarding changes that are proactive and clearly explains the reasons for these changes.			
16	Consider reducing hours of operation.			
17	Require vendors to wash or sanitize their hands immediately upon entering the store.			

Tool 1: 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 2: Sample Sick Policy
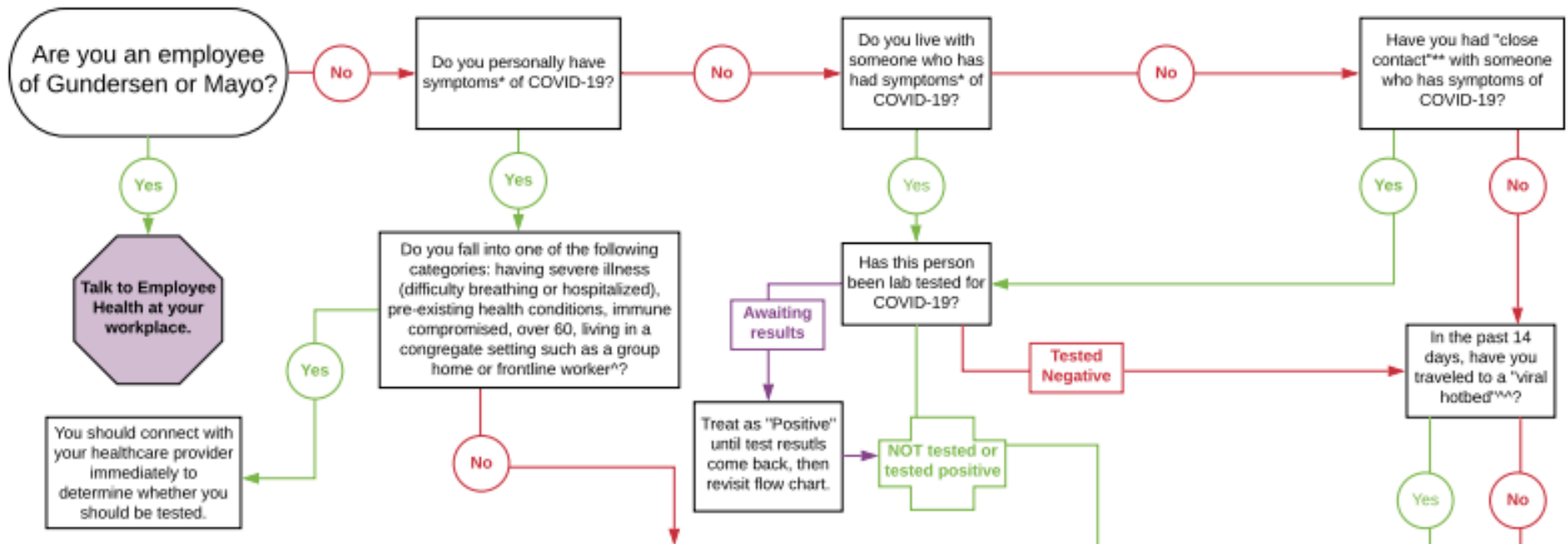
A sample policy is provided below:

[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 3: 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.

Are you an employee of Gundersen or Mayo?

— No → **Do you personally have symptoms* of COVID-19?**

— No → **Do you live with someone who has had symptoms* of COVID-19?**

— No → **Have you had "close contact"** with someone who has symptoms of COVID-19?**

Are you an employee of Gundersen or Mayo? — Yes → **Talk to Employee Health at your workplace.**

Do you personally have symptoms* of COVID-19? — Yes → **Do you fall into one of the following categories: having severe illness (difficulty breathing or hospitalized), pre-existing health conditions, immune compromised, over 60, living in a congregate setting such as a group home or frontline worker^?**

- Yes → **You should connect with your healthcare provider immediately to determine whether you should be tested.**
- No → **SELF-ISOLATION**

Do you live with someone who has had symptoms* of COVID-19? — Yes → **Has this person been lab tested for COVID-19?**

- Awaiting results → **Treat as "Positive" until test resutls come back, then revisit flow chart.**
- Tested Negative → **In the past 14 days, have you traveled to a "viral hotbed"^^?**
- NOT tested or tested positive → **Have you been completely separated from this individual in your home? Complete separation means no contact of any kind, including no sharing of a bathroom or kitchen and no sharing any room for any length of time.**

Have you had "close contact" with someone who has symptoms of COVID-19?**
- Yes → **Has this person been lab tested for COVID-19?**
- No → **In the past 14 days, have you traveled to a "viral hotbed"^^?**

Have you been completely separated from this individual in your home?...
- No → **QUARANTINE PROTOCOL 1**
- Yes → **QUARANTINE PROTOCOL 2** / **QUARANTINE PROTOCOL 3**

In the past 14 days, have you traveled to a "viral hotbed"^^?
- Yes → **QUARANTINE PROTOCOL 3**
- No → **SELF-OBSERVATION PROTOCOL**

SELF-ISOLATION
You should be in home self-isolation. This means you cannot leave your home, and should separate yourself from other household members in every way possible. You should remain in isolation until the following conditions are met:

It has been 7 days since symptoms began AND

you have had significant improvement in respiratory symptoms WITHOUT medication for 72 hours or more AND

you have had NO FEVER without medication for 72 hours or more WITHOUT medication.

QUARANTINE PROTOCOL 1
If you are **NOT** able to completely seperate from this person who has symptoms of or was diagnosed with COVID-19, **you can be released from quarantine 14 days after the sick person is well.**

QUARANTINE PROTOCOL 2
If you are able to completely seperate from the person has symptoms of or was diagnosed with COVID-19, **you can be released from quarantine 14 days after your last contact with the sick person.**

QUARANTINE PROTOCOL 3
You should be in quarantine for 14 days following the day AFTER your return to La Crosse County.

SELF-OBSERVATION PROTOCOL
You may continue normal social-distancing and "Safer at Home" activities. Remember that we have community-spread of COVID-19 in our county, and you should be monitoring yourself for symptoms. If you develop symptoms, immediately isolate yourself at home. Seek medical care if your symptoms become severe. Call ahead if you go to see a provider.

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 4: 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)
- Feeling feverish
- Chills
- Muscle aches

- Cough
- Sore throat
- Feelings of tightness in chest
- Shortness of breath

- Difficulty breathing
- Loss of sense of taste or smell
- Rarely: Abdominal pain
- 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 5: 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 <u>customer-occupiable</u> 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 6: 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.
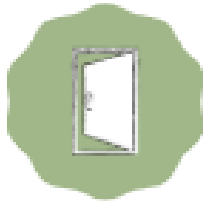
WHEN YOU ARRIVE TO WORK

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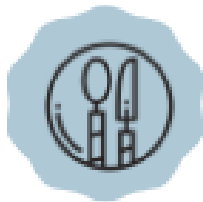
AFTER TOUCHING OTHERS

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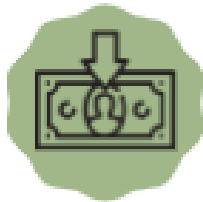
SWITCHING TASKS

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 7: 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 8: 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 9: 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)
- Feeling feverish
- Chills
- Muscle aches

- Cough
- Sore throat
- Feelings of tightness in chest
- Shortness of breath

- Difficulty breathing
- Loss of sense of taste or smell
- Rarely: Abdominal pain
- 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.