

REOPENING GUIDELINES FOR NAPA COUNTY RETAIL SECTOR

May 5, 2020

INTRODUCTION

The COVID-19 global pandemic is an evolving situation that requires a flexible and responsive approach by all business sectors in Napa. These Proposed Reopening Guidelines are specific to the Retail sector and workforce. Under Napa County's Shelter at Home Orders, some retail services are considered essential business and have remained open. The goal is to go above and beyond what is currently required of the essential retail businesses that have remained open, and adopt standard best practices outlined by national organizations. These Guidelines are intended to apply to both essential service and nonessential retail businesses as they begin to reopen.

These Guidelines highlight four components:

- A. Who Goes Back to the Workplace**
- B. Physical and Operational Changes to the Workplace**
- C. Cleaning Procedures at the Workplace**
- D. Daily Routines**

The key to implementing these Guidelines at any particular workplace is communication. Speak to staff, speak to customers and clients, speak to business partners, speak to vendors. Understand individual concerns and risks in making your decisions.

GUIDELINES

A. Who Goes Back to the Workplace:

- Offer flexible work hours and staggered shifts.
- Require employees to stay home if they are sick or have symptoms of possible illness. Have employees inform their supervisor if they have a sick family member at home with diagnosis or suspicion of COVID-19.
- Older adults and those with chronic medical conditions are at higher risk for illness and should work from home. If not possible, minimize face to face contact between these employees or assign work tasks that allow them to maintain a distance of 6 feet from others at all times.
- Notify all employees and customers to be prepared for changes in business practices if needed to maintain a safe workplace and reduce the spread of the virus.
- Before reopening, seek the advice of legal, insurance, and other professionals on the implications of reopening a specific business.

B. Physical and Operational Changes to the Workplace

- Place signage at each public entrance of the facility to inform all employees and customers that they should:
 1. Avoid entering the facility if they have a cough or fever;
 2. Maintain at least a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow;
 3. Do not shake hands or engage in any unnecessary physical contact;
 4. After a sneeze or cough, people should be directed to immediately wash their hands and avoid directly operating door mechanisms with unwashed hands.
- Keep doors open (weather permitting/as appropriate) so that customers do not have to touch doors or door handles. In the event doors need to be closed, employees will manage one-way flows going in and out.
- Provide hand sanitizers, gloves, and masks for customers at the front door.
- Limit the number of patrons in a store at any one time based on square footage.
- Provide proper social distance marks on the floor for customers in line or in other areas where customers may stand and/or wait.
- Queue lines outside the store in the event there are too many patrons inside the store. Patrons will be spaced 6 feet apart with lines or marks on the ground to indicate proper distance while waiting.
- Provide shop by appointment if possible to manage flow and number of customers.
- Provide curbside pickup of merchandise if possible.
- Use touchless payment options such as smartphone apps and credit card. No cash.
- Returns of merchandise or clothes that have been tried on will be removed from the sales floor for 24 hours. Items to be stored in a sealable container or bag.
- Locate desk/workstations a physical distance of 6 feet or more between employees and where not possible, create physical barriers between employees.
- Maintain physical space or create barriers between employees and customers, such as installing clear plastic or plexiglass guards.
- Limit workers from using other workers' phones, desks, offices, and equipment. If necessary, clean and disinfect them before and after use.

C. Cleaning Procedures at the Workplace:

- Increase routine cleaning and disinfection of the workplace and clean all surfaces after each use, especially frequently touched surfaces such as light switches and doorknobs.
- Clean and disinfect register area, counter, credit card machines, dressing rooms and other appropriate areas after each customer.
- Make available appropriate PPE to staff and other people who are carrying out cleaning or disinfecting. Instruct staff on how to apply disinfectants according to the label.
- Consider long-term changes to practices and procedures, such as improved ventilation and removing “community” objects in common areas such as coffee creamer.
- Support proper hygiene by providing tissues and no-touch disposal receptacles, soap, disposable wipes, and hand sanitizer.
- Restrict or limit public access to restrooms. For employees, disinfect after each use.

D. Daily Routines:

- Implement Napa’s Social Distancing Protocol:
 1. Maintaining at least six-foot social distance from individuals who are not part of the same household or living unit;
 2. Frequently washing hands with soap and water for at least 20 seconds, or using hand sanitizer that is recognized by the CDC as effective in combatting COVID-19;
 3. Covering coughs and sneezes with a tissue or fabric, or if not possible, into the sleeve or elbow (but not into hands);
 4. Avoid touching your eyes, nose, and mouth; and
 5. Avoiding all social interaction when sick with a fever or cough.
 6. Employees will be required to take their temperature when reporting for work.
- Recommend or require clients and customers to wear cloth face coverings before entering the business and recommend or require employees wear cloth face coverings when interacting with the public, working in areas visited by the public or shared with coworkers, or when present with another person in an enclosed area.
- Maintain a daily log of all employees entering the workplace in order to assist public health officials with contact tracing.

- Minimize client or customer interaction if possible and when not possible, maintain physical space or create barriers between employees and customers.
- Separate sick employees - Employees who appear sick during the day should immediately be separated from other employees, customers, and visitors, and sent home. The employer should instruct fellow employees about how to proceed based on the CDC Public Health recommendations for Community-Related Exposure.