“Protecting and Promoting a Healthy Community”
Preparing to Reopen Safely, Responsibly and Confidently

June 5, 2020

Please call 608-637-5251 (direct line) or email health@vernoncounty.org with any questions.

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

This guidance document is designed to assist businesses in taking actions to prevent transmission of COVID-19. 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 toolkits. Thank you to Pierce County Public Health, La Crosse County, and Eau Claire City/County Health Department for sharing your work with other counties for adaptation.
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COVID-19 in Vernon County

The COVID-19 pandemic has been and continues to be a significant threat to our county, state, and country and may continue for months or years until a vaccine is developed. In the absence of a vaccine or treatments specific to COVID-19, population-based mitigation strategies — such as contact tracing, isolation, quarantine and, most notably, strict social or physical distancing such as public health orders like Safer at Home — have saved lives and slowed the spread of COVID-19 in our communities. However, the strictest of these prevention strategies, like Safer at Home, also comes at a significant cost to our economy, businesses, schools, and the health and well-being of our community at large.

While our goal is to keep our residents and communities safe and healthy, we are also committed to re-opening Vernon County in a way that protects our public’s health while also building a strong foundation for long-term economic recovery.

Vernon County had its first lab confirmed case of COVID-19 on April 22nd, 2020. Our county was one of the last counties in our area to identify a lab confirmed positive case. Positive case numbers have remained low in comparison to numbers tested here in our county. Currently we are seeing a 1.6% positive rate of infection. We have seen a total of 21 cases thus far in the county. Of these 21 cases, 18 have recovered, 1 person is hospitalized and 2 are recovering and isolating at home. As positive numbers have risen in our community, many have been interested in more data in relation to positive cases. While data can help guide us in various ways that are useful to keeping our community safe, we as a Health Department are committed to protecting patient’s privacy and only provide generalized data for this reason.

Vernon County Health Department works with each of our County’s lab-confirmed positive cases to determine who may have been exposed during their infectious period and is at risk of developing the disease based on their exposure. Vernon County has guidance from the Wisconsin Department of Health Services and the Centers for Disease Control to help determine who is and is not at an increased risk of developing the disease based on an interaction with a positive case. A brief explanation of this process follows.

Contact Tracing Process:
1) Health Department Staff are notified from the state of a positive case.
2) Staff contact the patient directly within 24 hours of receiving the notification.
3) Staff will talk with the positive case to determine who they came in contact with and who is at risk of catching the illness.
4) Staff will call all contacts identified by the patient to follow up with them and their symptoms within 24 hours- 48 hours.
5) To be considered a contact who is at risk of developing the disease you have to have been within 6 feet of the lab confirmed positive COVID case, without a mask or personal protective equipment on for longer than 15 minutes. Just walking by someone at a store or brief interactions likely does not put you at a high enough risk to be called by the Health Department.

Additional Information Regarding Tracing:
1) Even if you have had very brief interactions with a positive case, you may not be considered a contact investigation and you may not get a call from the Health Department Staff.
2) We can only call people that are identified by the positive patient and are determined to be a medium to high risk category.
3) Health Department staff are bound by HIPPA laws and we cannot share any additional information on positive patient’s case other than what we already are sharing.
4) We have community spread of this illness. You are likely to come in contact with the illness if you leave your home.
Testing for illness is a critical part in containment of this illness as many who are infected with COVID-19 may not show any symptoms of illness while they are still infectious. Our local health care facilities currently have the ability to test those individuals who are experiencing symptoms. Testing for illness since the start of COVID-19 has been a complex situation throughout our nation. Many local communities that have had higher incidence of disease have opted to do broad testing to promote isolating illness early and conducting contact tracing to help identify those who may be at risk of developing illness. Should Vernon County start to see numbers increase, community testing may become available on a larger scale than primarily at clinics or urgent care areas in our community. However, should we start to see cases rise, and health care systems become overwhelmed, we may need to recommend stronger social distancing guidelines and mitigation to limit the spread of illness in the upcoming months.

Vernon County is continuously in collaboration with our surrounding counties and primarily the La Crosse County Health Department on a weekly basis regarding COVID-19. Updates are communicated regarding trends that we are seeing in our Health Care Emergency Readiness Coalition (HERC) Region 4 of Wisconsin, such as illness rates, current staffing needs and testing. New data will soon be available in a “live time” format that will help provide guidance in low, moderate, high risk and severe risk categories. Community members will be able to look at specific data in relation to Vernon County from this site. Data will be updated on a bi-weekly basis. This will be used to provide guidance for all community members, including businesses, schools, religious gatherings and more to guide activities based on the most current data. More will be shared as this develops in the upcoming weeks. Currently you can view the full document at Coulee COVID-19 Compass at https://www.lacrossecounty.org/covid19/coulee-covid-19-compass.

Vernon County also supports reopening data as directed by the Wisconsin Economic Development Corporation (WEDC), the Wisconsin Department of Health Services, and The Centers for Disease Control and Prevention. Below are links that may be helpful in answering questions specific to your needs.

https://wedc.org
https://www.dhs.wisconsin.gov
https://www.cdc.gov
Vernon County—Moving Forward
In order to reopen safely, we look at three types of data from a disease control standpoint.
• Epidemiology asks, can our healthcare and public health systems handle a growth in cases?
• Healthcare asks, is our healthcare system overwhelmed?
• Public Health asks, are we able to contain infections that do occur?

Epidemiology
From a disease control standpoint, we must have few enough cases of COVID-19 to be swiftly contained. This is an important parameter, and our thresholds for phased reopening are set at levels that align with the progression of our epidemic locally—a lower percentage of positive cases out of the total tests and a low incident threshold of new cases per day is averaged over the most recent 14 day period.

Healthcare
A sustained, high testing level is a critical metric that ensures our epidemiology criteria are meaningful. Testing is how we detect active infection, which leads to contact tracing and prevention of further disease transmission. Alongside testing to monitor the course of the epidemic, it is vital that healthcare systems are equipped to manage patient care in the context of a surge caused by COVID-19.

Public Health
The third aspect of disease containment is our ability to identify and isolate individuals with positive diagnoses in order to prevent further spread. Through rapid contact tracing, we can identify and notify contacts who have been exposed. Through education and isolation assistance, we can help keep people who test positive and their contacts separated from others for the duration of the infectious period, and lower the risk of spread in the community. Monitoring community spread—the percentage of cases with an unidentified risk factor—is how we can gain a sense of the scale of undetected disease spread. The vast majority of individuals who have a positive diagnosis are contacted by public health staff the same day of their positive test result gets reported, however, we still see delays between the time a lab test is done and the time the result is ready and reported to public health. Once cases and their contacts are contacted and informed of isolation/quarantine procedures, we have the ability to offer various forms of support to those who need it. All of these contact tracing and isolation/quarantine procedures are most effective when we are able to identify potential routes of disease transmission. This is where we need to make the most progress. We’re still seeing cases with no known route of disease transmission, which means there are likely people unknowingly spreading the virus in the community.
The Vernon County Health Department will continue to collaborate with surrounding counties to provide a variety of data in regards to COVID-19 as this pandemic continues. Below is a graph that identifies data for helping health care providers make decisions to help support care for this illness in our county.

<table>
<thead>
<tr>
<th>Data that helps guide decision making.</th>
<th>Why is this information important?</th>
<th>June 5th-June 19th</th>
<th>August 21st-Sept. 4th</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average percentage of tests resulting in a positive result over a 14-day period</td>
<td>Can help guide information on quantity of testing supplies and if more supplies are needed</td>
<td>Increased to 1.3% of cases tested result in a positive result</td>
<td>INCREASED to 2.8% of cases tested result in a positive result</td>
</tr>
<tr>
<td>Average new case per day over a 14-day period</td>
<td>Health care providers can identify increases to help plan for illness and prepare for surges of illness</td>
<td>Increased to 0.57 cases per day</td>
<td>INCREASED to average of 2 cases per day</td>
</tr>
<tr>
<td>Average daily tests over a 14-day period</td>
<td>Helps provide health care providers information about availability and accessibility of testing. Helps to identify that testing numbers are either increasing or decreasing</td>
<td>Decreased to 42 tests per day</td>
<td>INCREASED to 71 tests per day</td>
</tr>
<tr>
<td>Positive cases contacted by The Health Department within 48 hours of receiving testing</td>
<td>Helps to support the patient needs and also identifies people that the patient may have come in contact with that are at risk of developing illness. Helps also to guide the need for additional contact tracers within the Health Department</td>
<td>83% of positive cases contacted by the health department within 48 hours</td>
<td>57% of positive cases were contacted by the health department within 48 hours. *** Primarily due to delays in lab reporting times.</td>
</tr>
<tr>
<td>Percentage of patients that cannot identify where they came in contact with the illness</td>
<td>Helps to identify community spread of the illness. Helps public health staff relay this to the community</td>
<td>62% of positive cases could not identify where they acquired the illness.</td>
<td>71% of positive cases could not identify where they acquired the illness.</td>
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</tbody>
</table>

Updated 9-8-20
<table>
<thead>
<tr>
<th>Priority</th>
<th>Customer Service Protocol and Procedures</th>
<th>Tool</th>
<th>Target Date</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Develop a clear, written protocol regarding sick leave for employees.</td>
<td>Tool 4: Recommended Elements of Sick Leave Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Develop and implement an active monitoring program that assesses staff for exposure, fever and respiratory symptoms before every shift.</td>
<td>Tool 5: Sample Sick Leave Policy</td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td>Tool 6: Sample Active Monitoring System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Develop a policy that limits the number of customers in the store at any one time</td>
<td>Tool 7: Strategies to Limit Traffic Flow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Place tape on floor to keep 6-foot distancing in high traffic areas in the store, especially at cash register.</td>
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<tr>
<td>5</td>
<td>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.).</td>
<td>Tool 12: Sample Disinfection Practices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Schedule handwashing for employees. Post the schedule in breakroom(s), bathrooms, and common areas; and send it out to employees via email.</td>
<td>Tool 8: Sample Handwashing Policy</td>
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<tr>
<td>7</td>
<td>Implement a no-touch policy for all staff members (no handshakes, hugs, or other close contact).</td>
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<tr>
<td>8</td>
<td>Place hand sanitizer at each cash register for use by staff members, if available.</td>
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<tr>
<td>9</td>
<td>Develop a policy that designates shopping hours for customers at risk for severe disease.</td>
<td>Tool 9: Recommendations for Designated Shopping Hours</td>
<td></td>
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<tr>
<td>10</td>
<td>Consider temporarily assigning employees at high risk for coronavirus to non-public-contact duties.</td>
<td>Tool 10: Recommendations for Employees Considered for Re-assignment</td>
<td></td>
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</tr>
<tr>
<td>11</td>
<td>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.</td>
<td>Tool 11: Considerations for Handling Symptomatic Customers</td>
<td></td>
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</tr>
<tr>
<td>12</td>
<td>Increase availability/promotion of curb-side pickup if applicable. Consider increasing or offering a delivery service.</td>
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<tr>
<td>13</td>
<td>Implement protocols for employees to wear face coverings (masks). Highly recommended for customer service staff or those in high traffic areas.</td>
<td>Tool 13: Considerations for Use of Cloth Face Coverings by Employees</td>
<td></td>
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<tr>
<td>14</td>
<td>Develop communication materials (flyers, posts, emails, etc.) regarding changes that are proactive and clearly explains the reasons for these changes.</td>
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<tr>
<td>15</td>
<td>Require vendors to wash or sanitize their hands immediately upon entering the store.</td>
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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 Leave 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 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 Leave 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.

**PLEASE NOTE:** If you determine that a staff member should be in isolation or quarantine, please contact the Vernon County Health Department at (608) 637-5251.
Tool 6: 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
- Sore throat
- Loss of sense of taste or smell
- Difficulty breathing
- Difficulty breathing
- Feeling feverish
- Feelings of tightness in chest
- Rarely: Abdominal pain
- Shortness of breath
- Rarely: Nausea
- Chills
- Feelings of tightness in chest
- Rarely: Nausea
- Muscle aches
- Shortness of breath
- Rarely: Nausea
- Rarely: Abdominal pain

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 an area that has widespread sustained community spread, 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 an area that has widespread sustained community spread?
Tool 7: 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 8: 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.
Tool 9: 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 10: 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 11: 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
- 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.

**cdc.gov/coronavirus**
• **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**

• For electronics, 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.** Dry surface thoroughly.

**Laundry**

For clothing, towels, linens and other items

• **Wear disposable gloves.**

• **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 dry items 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.

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**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 clean 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 routine cleaning and disinfection.**

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**When cleaning**

• **Wear disposable gloves and gowns for all tasks in the cleaning 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 13: 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.

Physical 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:

On the Wisconsin Department of Health Services web page:

https://www.dhs.wisconsin.gov/covid-19/protect

On the Center for Disease Control web page: