



CHIPPEWA COUNTY
Public Health
Prevent. Promote. Protect.

COVID-19 Business Toolkit

Revised: June 26, 2020

This toolkit is provided as a reference for business use. Please consult with Human Resources and Legal Department regarding specific policies and work requirements.

This toolkit was adapted from business toolkits developed by Clark County, Eau Claire City-County, La Crosse County, Pierce County, and Wood County. Thank you for sharing your work with other counties for adaption.

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COVID-19 Check List for Businesses

Priority	Customer Service Protocol and Procedures	Tool/Resource	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 Active Monitoring System	
3	Develop a policy that limits the number of customers in the store at any one time	Tool 3: 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 (e.g., credit card touchpad, carts, conveyer belt).	Reopening Guidance for Cleaning and Disinfecting Cleaning 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 4: Sample Handwashing 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 5: Recommendations for Designated Shopping Hours	
10	Consider temporarily assigning employees at high risk for coronavirus to non-public-contact duties.	Tool 6: Recommendations for Employees Considered for Reassignment	
11	Develop a telecommuting or work-from-home policy for employees that do not need to work in person.		
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 7: Considerations for Handling Symptomatic Customers	
13	Increase availability/promotion of curbside pickup if applicable. Consider increasing or offering a delivery service.		
14	Implement protocols for employees to wear face coverings (masks). Highly recommended for customer service staff or those in high traffic areas.	Tool 8: Considerations for Use of Cloth Face Coverings by Employees	
15	Develop communication materials (e.g., flyers, posts, emails) regarding changes that are proactive and clearly explains the reasons for these changes.		
16	Require vendors to wash or sanitize their hands immediately upon entering the store.		
17	Develop a communication plan in the event of a positive COVID-19 at your establishment.	Tool 9: Communications in the Event of a Positive COVID-19 Case at Your Establishment	

Tool 1: Recommended Elements of Sick Policy

During the COVID-19 pandemic, 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 frequently of the policy and told about the conditions under which they should not report to work, which should include:

- Have symptoms consistent with COVID-19*
- 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 had non-essential travel

*For the latest list of COVID-19 symptoms, visit <https://www.dhs.wisconsin.gov/covid-19/symptoms.htm>.

Sample Sick Policy

[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 (See Tool 2: Sample Active Monitoring System).
- Staff members who have any symptoms consistent with COVID-19 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 outside of the community will not be allowed to return to work until 14 days after the most recent travel.

Tool 2: Sample Active Monitoring System

Each business should have an active monitoring system, in which staff members are 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 (100.4 or higher)
- Cough
- Shortness of breath
- Difficulty breathing
- Chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell

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 had non-essential travel, even if it was just through an airport or on a road trip should be excluded from work.

How to Implement

There are multiple 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/or take temperatures.
- Require all staff members to 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 done any non-essential travel?

Quarantine and Isolation

Chippewa County Department of Public Health has often been asked for case-by-case guidance on whether employees should be allowed to work based on symptoms they experience, exposures they may have in their households, and travel history.

Visit the following resources for additional information on quarantine and isolation.

- [CDC Quarantine and Isolation](#)
- [COVID-19: Have You or Someone You Know Been Diagnosed with COVID-19?](#)

PLEASE NOTE: If you determine that a staff member should be in isolation or quarantine, please call the Chippewa County Department of Health at 715-726-7900 and ask for a Public Health Nurse.

Quarantine is used to **keep someone who might have been exposed to COVID-19 away from others.** Quarantine helps prevent spread of disease that can occur before a person knows they are sick or if they are infected with the virus without feeling symptoms. People in quarantine should stay home, separate themselves from others, monitor their health, and follow directions from their state or local health department.

Isolation is used to **separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected.** People who are in isolation should stay home until it's safe for them to be around others. In the home, anyone sick or infected should separate themselves from others by staying in a specific "sick room" or area and using a separate bathroom (if available).

Tool 3: Strategies to Limit Traffic Flow

Business should take steps to limit the amount of traffic in their facilities, 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 foot increments to demonstrate appropriate physical distancing.
- **Limiting the Number of Customers:** Businesses should limit the number of customers in their business 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 space (i.e., only include square footage space of places customer can occupy)
 - 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.
- Consider curbside pick-up is feasible.
- Offer at least 2 hours per week of shopping time for vulnerable populations.

Tool 4: Sample Handwashing Policy

Handwashing is one of the best ways to reduce virus transmission. Employers should create a policy regarding more aggressive handwashing for employees that includes specific times when handwashing is expected.

We 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](#) is available that businesses are welcome to use if helpful.

Sample Handwashing Policy

[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.

Tool 5: Recommendations for Designated Shopping Hours

Specific members of our community are at higher risk of developing severe complications of illness, including COVID-19. We recommend that retail stores provide designated shopping times that are only for vulnerable populations. 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 individuals who are:

- People 65 years and older
- People who live in a nursing home or long-term care facility
- People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - People with chronic lung disease or moderate to severe asthma
 - People who have serious heart conditions
 - People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
 - People with severe obesity (body mass index [BMI] of 40 or higher)
 - People with diabetes
 - People with chronic kidney disease undergoing dialysis
 - People with liver disease
- Pregnant or those with a child under the age of 6 months that they cannot leave at home with another caregiver

For the more information on people who are higher risk for severe illness, visit

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>.

Tool 6: Recommendations for Employees Considered for Reassignment

Specific members of our community are at higher risk for develop severe complications of illness, including COVID-19*. 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 reallocate 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 reallocated to stocking shelves.

*For the more information on people who are higher risk for severe illness, visit <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>.

Tool 7: Considerations for Handling Symptomatic Customers

Employees should be on the lookout for customers or other staff members exhibiting symptoms of COVID-19*. Symptoms include:

- Fever (100.4 or higher)
- Cough
- Shortness of breath
- Difficulty breathing
- Chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell

*For the latest list of COVID-19 symptoms, visit <https://www.dhs.wisconsin.gov/covid-19/symptoms.htm>.

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 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.

Tool 8: Considerations for Use of Cloth Face Coverings by Employees

If you are able to procure or make cloth masks for your employees, you should provide them to staff. CDC recommends the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Employees should be reminded that masks protect other people from their germs but does not provide good protection for that employee against other people's germs. Physical distancing is the best line of defense and should be maintained between both employees and customers

Providing cloth face coverings for customers has a variety of issues and resource concerns. Please keep in mind that cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

Below is additional information that can be provided to staff.

How should I wear a mask?

- Before putting on a mask, clean your hands with soap and water or an alcohol-based hand rub.
- Make sure your mask covers your mouth and nose with no gaps between your face and the mask.
- Do not touch your mask while wearing it; if you do, clean your hands with soap and water or an alcohol-based hand rub.
- Replace the mask with a new one as soon as it is damp.
- Always wear your cloth reusable mask with the same side facing outwards.

Keep in mind that a mask does not provide full protection. Therefore, remember to continue to do the following:

- Clean your hands frequently with soap and water or an alcohol-based hand rub.
- Continue staying at least 6 feet away from other people.
- Continue following the recommendations for social distancing: avoid crowds, stay at home as much as possible, and just leave for essential tasks (e.g. work, grocery shopping, going to the doctor, getting medications).

How should I clean my cloth mask? It's a good idea to wash your cloth face covering frequently, ideally after each use, or at least daily. Have a bag or bin to keep cloth face coverings in until they can be laundered with detergent and hot water and dried on a hot cycle. If you must re-wear your cloth face covering before washing, wash your hands immediately after putting it back on and avoid touching your face.

For additional information and instructions on how to make a mask, visit

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Tool 9: Communications in the Event of a Positive COVID-19 Case at Your Establishment

If an employee or customer that was at your establishment for a prolonged period of time tests positive for COVID-19, a public notification of exposure from the Health Department may be required. As a business owner, you may wish to alert the public as well. Businesses are not required to disclose to the public if an employee tests positive for COVID-19, but they can choose to do so. Businesses and the Health Department are not allowed to release the name of individuals or employees who test positive to the public or co-workers. Businesses may choose to close, in order to protect their employees and patrons. However, in most cases, it is not required.

Sample Social Media Post

“We are voluntarily closing due to a potential COVID-19 exposure**. We will be temporarily closed from [Dates here]. We are working closely with the Health Department, including implementing extra safety precautions to clean and disinfect our establishment. As we move forward, know that we are taking those steps to protect the health and safety of our customers, employees, and community.

The potential COVID-19 exposure means that if you were in our establishment on [insert dates], it is possible that you were exposed to someone that recently tested positive. If you visited our establishment between [dates of exposure] and are experiencing symptoms of COVID-19, please contact your healthcare provider to get tested.

Thank you for your continued support.”

**You do not need to say if it was an employee or a customer. The Health Department recommends doing what is necessary to let the public know there was an exposure, while also respecting the privacy of the person that tested positive. For example, if a part-time employee tests positive, depending on the size of your business, others may be able to determine who that is. Do not release the name of the employee; if you choose to say an employee tested positive, make sure that employee has been notified before releasing the information.

Sample Staff Communication

“It has come to our attention that there was a positive COVID-19 exposure at our restaurant/bar/store/etc. If you were named as a contact of the individual that tested positive, the Health Department will contact you to determine your risk and next steps you should take. Please cooperate with the Health Department, as following their instructions will help us get back to work as soon as possible. If you are a close contact to a positive case, it is recommended that you monitor symptoms and get tested. However, if you get tested and your test is negative, that does not mean you can immediately return to work. As a close contact to a positive, you are required to remain in quarantine until 14 days after your last contact with the positive case.

We are currently working closely with the Health Department to implement extra safety precautions around cleaning and disinfecting of our establishment. Because of the potential exposure, we are opting to voluntarily close from [dates].

We ask our staff to take the following precautions:

- Wash your hands frequently
- Wear a cloth face mask
- Stay at least 6 feet apart from those that do not live in your household unit
- Disinfect high touch surfaces regularly
- Stay home if you are sick

If you have any questions related to COVID-19, contact the Health Department at 715-726-7900.”

Other Communication Resources

Wisconsin Department of Health Services has many printable posters that can be displayed to the public or in employee break rooms. View those [here](#).

The Chippewa Valley Economic Recovery Task Force has a [6 Step Guide for Employers with a COVID-19 Positive Case](#). It includes information about contact tracing, quarantine and isolation, and emergency paid sick leave.

Additional Resources

- [Wisconsin Economic Development Corporation \(WEDC\) Reopening Guidelines](#)
With input from national and state health and industry experts, WEDC has compiled a series of industry-specific documents to help you get back to business while taking the necessary precautions to maximize safety. *CCDPH highly recommends using these guidelines to safely reopen your business.*
- [CDC Reopen Decision Tree](#)
The purpose of this tool is to assist employers in making (re)opening decisions during the COVID-19 pandemic, especially to protect vulnerable workers. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.
- [CDC Businesses and Workplaces](#)
Information for businesses and workplaces to plan, prepare, and respond to COVID-19.
- [Chippewa County Department of Health](#)
Up to date information on local resources and efforts.
- [Wisconsin Department of Health Services](#)
Up to date information on state resources, data, and guidance.

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Chippewa County Department of Public Health
711 N Bridge Street
Chippewa Falls, WI 54729

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