RESOURCES AND GUIDANCE FOR SMALL FOOD RETAIL BUSINESSES DURING COVID-19

A comprehensive resource packet for small food retailers such as grocers and corner stores, which provides important local contacts, general information about COVID-19, recommended guidelines to maintain a healthy business and resources for financial support.

CREATED BY:

Prevention Research Center for Healthy Neighborhoods at Case Western Reserve University
Cleveland, Ohio

Prevention Research Center for Healthy Neighborhoods at Case Western Reserve University

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ABOUT US

The Prevention Research Center for Healthy Neighborhoods (PRCHN) at Case Western Reserve University is focused on fostering partnerships within low-resource neighborhoods to develop, test and implement effective and sustainable strategies and interventions to prevent and reduce the burden of chronic disease. For the last 7 years, the PRCHN has served as the lead organization for the Cleveland Corner Store Initiative which aims to build healthy food retailers in the cities of Cleveland and East Cleveland. This collaborative initiative focuses on neighborhoods where residents primarily rely on convenience or corner stores for basic food needs. Through funding from the Centers for Disease Control and Prevention, Racial and Ethnic Approaches to Health program, over 15 corner stores have joined the network. Our collective team provides technical assistance around marketing, product placement, distribution and procurement, facilitates outreach events such as health screenings and nutrition education with community partners, and connects entrepreneurs to provide healthy grab n' go products. The following organizations are collaborators to the initiative:

FARE
Food Access Raises Everyone

HiP CUYAHOGA
Health Improvement Partnership

The Food Trust
THEFOODTRUST.ORG

ACKNOWLEDGEMENTS

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Healthy Neighborhoods
Prevention Research Center for Healthy Neighborhoods at Case Western Reserve University

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*Links to the suggested resources are provided on page 9. Copies of each resources are included at the end of the packet.

SAMPLE ENGAGEMENT LETTER FOR STORE OWNERS

April 8, 2020

Hello Mike,

Alysha here from the Good Food Here Team!

We hope that you and your family staying healthy and safe during this time. We understand that the unexpected changes from COVID-19 have impacted small retail stores and the food industry as a whole. We wanted to check in with you and see if there was anything that we could assist you with and learn more about how your business has been impacted from the pandemic.

We also wanted to share information and resources with you that can be useful as you navigate through this very unique time.

Please feel free to reach out if there's anything we could do to further support you and Eagle's Market.

My personal cell phone number 216-555-5555.

Sincerely,

Alysha Ellis

Resources and Guidance
for Grocery and Corner Stores for COVID-19

As essential food establishments, supermarkets, grocery stores, and corner stores are currently allowed to remain open in Cuyahoga County. Below are important contacts, general information about COVID-19, and suggested business practices.

Important Contacts

City of Cleveland Department of Public Health: 216-664-2300

Cuyahoga County Board of Health: 216-201-2000

Cuyahoga County Coronavirus Help Line: 855-711-3035

MetroHealth 24/7 COVID-19 hotline: 440-59-COVID/440-592-6843

Ohio Department of Health COVID-19 hotline: 833-4-ASK-ODH/833-427-5634

General Information about COVID-19:

How COVID-19 spreads:

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to spread mainly from person-to-person.
    - Between people who are in close contact with one another (within about 6 feet).
    - Through respiratory droplets produced when an infected person coughs, sneezes or talks.
    - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet).
    - Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Symptoms of COVID-19:

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms* may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

*This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

If you believe you are sick, stay home, separate yourself from others, monitor your symptoms, call ahead before visiting your doctor, and if you believe you are in an emergency, call 911 or call ahead to your local emergency facility.

Information has been sourced from the Centers for Disease Control and Prevention. This document was created by the Prevention Research Center for Healthy Neighborhoods at Case Western Reserve University in Cleveland, OH.
Made possible with funding from the Centers for Disease Control and Prevention.

Keep from catching and spreading COVID-19

There is no vaccine to keep you from catching COVID-19. There are simple things you can do to keep from catching and spreading COVID-19 at your business:

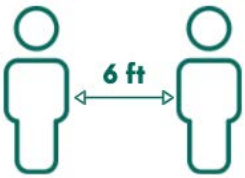
Wash Your Hands Often

Wash your hands often with soap and water (scrubbing for at least 20 seconds) and use alcohol-based hand sanitizer

When coughing and sneezing, cover your mouth and nose with flexed elbow or tissue—discard tissue immediately into a closed bin

Avoid touching your eyes, nose and mouth with unwashed hands

Avoid Close Contact



Avoid close contact with people - stay at least 6 feet away as much as possible. Stay home when you are sick and encourage staff to do the same.

Do not shake hands. Discontinue the use of handshakes as a greeting between employees and customers.

Cover Your Mouth and Nose

You could spread COVID-19 to others even if you do not feel sick.

Everyone should wear a cloth face cover when they have to go out in public

The cloth face cover is meant to protect other people in case you are infected.

Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Clean and Disinfect

Clean AND disinfect frequently touched surfaces daily.

This includes tables, doorknobs, light switches, handles, desks, phones, keyboards, toilets, faucets, and sinks.

In your store, this included areas such as the checkout area(s), cash register, debit/credit machine, countertops, refrigerator and freezer door handles, remote controls, soda machines, deli counter/cases, all door handles and knobs, shopping baskets/carts, etc.

Dirty surfaces can be cleaned with soap and water prior to disinfection. Use cleaners and disinfectants that say for use against SARS-CoV-2

Note: These guidelines are not comprehensive and as the situation of COVID 19 is ever changing, we urge you to contact your local public health department or the CDC's website for more detailed, up-to-date guidance.

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Made possible with funding from the Centers for Disease Control and Prevention.

Recommended Guidelines for Businesses and Employers to Use

Require face coverings for employees and recommend them for clients/customers at all times.

Conduct daily health assessments for employers and employees (self-evaluation) to determine if "fit for duty."

Maintain good hygiene at all times – hand washing, sanitizing and social distancing.

Clean and sanitize workplaces throughout workday and at the close of business or between shifts.

Limit capacity to meet social distancing guidelines. Establish maximum capacity at 50% of fire code.

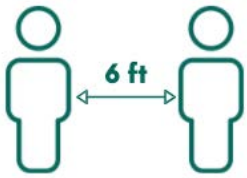
Take the following actions, if someone in your store has been infected with COVID-19:

- Immediately report employee or customer infections to the local health district.
- Work with local health department to identify possibly exposed individuals to help with contact tracing.
- Shutdown store for deep sanitation if possible.
- Professionally clean and sanitize your store
- Reopen in consultation with the local health department.

Maintain Healthy Business Operations

Establish policies and practices for social distancing

Change your store to help workers and customers maintain social distancing and physically separate employees from each other and from customers, when possible. Here are some strategies that your business can use:



- Increase physical space between employees and customers (e.g., drive-through service, physical barriers such as partitions).
- Use signs, tape marks, or other visual cues such as decals or colored tape on the floor, placed 6 feet apart, to indicate where to stand when physical barriers are not possible.
- Close or limit access to common areas where employees are congregate and interact.
- Prohibit handshaking.

- Adjust your business practices to reduce close contact with customers for example, by providing drive-through service, click-and-collect online shopping, shop-by-phone, curbside pickup, and delivery options, if possible.
- Move the electronic payment terminal/credit card reader farther away from the cashier, if possible, to increase the distance between the customer and the cashier.
- Shift primary stocking activities to off-peak or after hours, when possible, to reduce contact with customers.

Information has been sourced from the Centers for Disease Control and Prevention. This document was created by the Prevention Research Center for Healthy Neighborhoods at Case Western Reserve University in Cleveland, OH.
Made possible with funding from the Centers for Disease Control and Prevention.

Perform routine cleaning in the store

- Place tissues and hand sanitizer in common areas of the workplace.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, counters, registers, POS systems, refrigerator handles) can be wiped down by employees before each use.
- Keep hand soap and paper towels stocked in bathrooms at all times.
- Routinely clean all frequently touched surfaces in the store, such as the checkout area(s), cash register, debit/credit machine, countertops, refrigerator and freezer door handles, remote controls, soda machines, deli counter/cases, all door handles and knobs, shopping baskets/carts, etc.

- Use cleaners and disinfectants that say for use against SARS-CoV-2. Store and use disinfectants in a responsible and appropriate manner according to the label.
- Do not mix bleach or other cleaning and disinfection products together. This can cause fumes that could be very dangerous to breathe in.
- Advise employees to always wear gloves appropriate for the chemicals being used when they are cleaning and disinfecting and that they may need additional PPE based on the setting and product

The following information has been printed and is included in this packet:

- Food Safety Checklist for Best Practices for Re-Opening Retail Food Establishments During COVID-19 Pandemic, U.S. Food and Drug Administration
- Cleaning and Disinfecting Your Facility, Centers for Disease Control and Prevention
- Prepare you Small Business and Employers for the Effects of COVID-19, Centers for Disease Control and Prevention
- Stop the Spread of Germs, Centers for Disease Control and Prevention
- Summary of Best Practices for Retail Food Stores, Restaurants, and Food-Pick Up/Delivery Services During COVID-19 Pandemic, U.S. Food & Drug Administration
- Symptoms of Coronavirus (COVID-19), Centers for Disease Control and Prevention
- Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease (COVID-19) Pandemic, U.S. Food & Drug Administration

Note: These guidelines are not comprehensive and as the situation of COVID 19 is ever changing, we urge you to contact your local public health department or the CDC's website for more detailed, up-to-date guidance.

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Small Business Financial Resources

There are many federal, state, and local programs available to assist your store during this time. The following are a list of just some of the opportunities available for your business.

Local

Small Business Resource Center by Economic Community Development Institute

- Contact for technical assistance and guidance, Monday-Friday, 8am-5pm at 216-452-9714 or visit www.cuyahogacounty.us/covid19/small-business-resources

Small Business Stabilization Fund

- Assists small, neighborhood based businesses throughout Cuyahoga County during the COVID-19 pandemic
- One time grants from $2,500- $5,000

Emergency Working Capital Fund Loan

- Covers up to $10,000 for operating costs incurred during the months of march and onward for business operating within the City of Cleveland

Debt Relief for Existing City Loans

- As of March 23rd, Cleveland City council has granted deferments for payments on loans funded by the City until October 1, 2020.

State

Ohio Department of Job & Family Services

- In the event you or your employees need access to unemployment insurance, visit unemploymenthelp.ohio.gov or call 1-877-644-6562
- ODJFS offers translation services in many languages which include Arabic, Hindu/Indian, Korean, Spanish, and Russian.

Federal

Coronavirus Aid, Relief, and Economic Security (CARES) Act Creates Opportunities

- Offers a paycheck protection program, employee retention tax credits, small business loan subsidy and debt relief, and payroll tax deferral.
- For more information, visit: https://www.sba.gov/funding-programs/loans/coronavirus-relief-options

Economic Injury Disaster Loan and Advance

- Emergency grant for $10,000 that businesses can access, even if they have been denied a loan
- This grant can be used for employee sick leave, maintain payroll, paying rent and other business costs.

IRS Coronavirus Tax Relief

- The Treasury Department and IRS have extended the due date for Federal income tax payments from April 15th to July 15th, 2020.
- For more details, visit: https://www.irs.gov/coronavirus

For more local economic resources visit https://makeitincleveland.org/covid-19 for the most up-to-date information regarding opportunities for your business.

Information has been sourced from Economic Development for City of Cleveland. This document was created by the Prevention Research Center for Healthy Neighborhoods at Case Western Reserve University in Cleveland, OH.
Made possible with funding from the Centers for Disease Control and Prevention.

Best Practices for Re-Opening Retail Food Establishments During the COVID-19 Pandemic

U.S. FOOD & DRUG ADMINISTRATION

We encourage retail food establishments and their employees to follow these best practices and refer to the checklist for more details. Work closely with State and local regulatory/health authorities where the business is located to ensure all requirements are met.

BE HEALTHY, BE CLEAN

	Stay home, if sick.
	Check for symptoms like fever, cough, difficulty breathing, and consider conducting health checks prior to starting work.
	Wash hands often with soap and water for at least 20 seconds.
	Don't touch Ready-To-Eat foods with bare hands.
	Wear cloth face coverings if Personal Protective Equipment is not required. Check State or local guidelines.

CLEAN & DISINFECT

	Clean and disinfect high-touch surfaces and common use areas more frequently, such as door knobs and handles, display cases, check-out counter, order kiosks, grocery cart handles, restrooms, and waiting areas. Clean and sanitize equipment like ice machines and ice bins.
	Prepare and use sanitizers and disinfectants according to label instructions.
	Avoid high-touch containers and items like ketchup bottles, utensils, salt/pepper shakers, and reusable menus by using single service items, when possible.

SOCIAL DISTANCE

	Restrict the number of workers, customers and visitors in sit-in dining areas, bars and in shared spaces like kitchens, break rooms, waiting areas, and offices to maintain at least a 6-foot distance between people.
	Increase spacing for customers and increase utensil disinfection and cleaning frequency at self-service stations/buffets.
	Minimize contact at check-out and pay stations. Mark 6-foot distances with floor tape and temporarily move workstations to create more distance, consider installing partitions, if feasible.

PICK-UP & DELIVERY

	Maintain food time and temperature controls.
	Initiate “no touch” deliveries and payments.
	Designate pick-up zones.

PHYSICAL FACILITY

	Ensure premises are operational and in good working order.
	Clean, disinfect, and sanitize throughout the facility before re-opening.
	Monitor for pests.

Best Practices for Re-Opening Retail Food Establishments During the COVID-19 Pandemic – Food Safety Checklist

U.S. FOOD & DRUG ADMINISTRATION

FDA is providing a food safety re-opening checklist for previously closed retail food establishments or those that have been open with limited service related to the COVID-19 pandemic. This checklist addresses key food safety practices for retail food establishments to consider when re-opening and restarting operations. This is not a comprehensive list. We encourage retail food establishments to partner with local regulatory/health authorities to discuss the specific requirements for their retail food establishment prior to re-opening.

	Facility Operations
☐	Are signs posted on how to stop the spread of COVID-19 and promote everyday protective measures?
☐	Are the premises in good order, including fully operational utilities and equipment? *(e.g. electrical, lighting, gas services, and proper ventilation; hood systems for fire prevention; garbage and refuse areas; and toilet facilities)*
☐	Are all areas of the food establishment, including restrooms and waiting areas, properly cleaned, stocked, sanitized, or disinfected, as appropriate?
☐	Are the facilities checked for pest infestation or harborage, and are all pest control measures functioning?
☐	Are ventilation systems including air ducts and vents in the facility clean, free of mold, and operating properly?
☐	Is there increased circulation of outdoor air (as much as possible) by, for example, opening windows and doors or using fans? (Do not open windows and doors if they pose a safety risk to children using the facility.)
☐	Are high touch self-service containers and items requiring frequent hand contact removed from use *(e.g. seating covers, table cloths, throw rugs, condiments such as ketchup bottles and salt/pepper shakers, and reusable menus)*?
	Water, Plumbing, and Ice
☐	Is potable water available throughout the facility?
☐	Are the water and sewage lines working?
☐	Is there hot and cold water?
☐	Are all water lines flushed, including equipment water lines and connections, according to the manufacturer's instructions?
☐	Are ice machines and ice bins cleaned and sanitized?
	Food Contact and Non-food Contact Surfaces (Clean, Disinfect, Sanitize)
☐	Are necessary sanitizers and disinfectants that meet EPA's criteria for use against SARS-CoV-2 available and used per label instructions to clean and disinfect the facility during hours of operation?
☐	Are food contact surfaces and counters cleaned and sanitized? (Wash, rinse, and sanitize food contact surfaces, food preparation surfaces, and beverage equipment after use.)
☐	Are common use areas such as restrooms being cleaned and disinfected more frequently?

☐	Are high-touch areas and equipment cleaned and disinfected *(e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks, and grocery cart handles)*?
☐	Are sufficient stocks of single-service and single-use articles *(e.g. tableware, carryout utensils, bread wrappers, and plastic wrap)* available? If not, ensure all reusable food service items are handled with gloves and washed with dish soap and hot water or in a dishwasher. Employees should wash their hands after removing their gloves and after directly handling used food service items.
☐	Are staff properly trained on cleaning procedures to ensure safe and correct application of disinfectants?
☐	Has a disinfection schedule or routine plan been developed? Ensure sufficient stocks of cleaning and disinfecting supplies to accommodate ongoing cleaning and disinfection.
	Food Temperature Control
☐	Are all coolers, freezers, and hot and cold holding units functioning?
☐	Are all coolers, freezers, and hot and cold holding units clean, sanitized, and protected from contamination?
☐	Are calibrated thermometers available and accurate to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed?
	Product Inspection, Rotation
☐	Has all food been examined for spoilage, damage, expiration, or evidence of tampering or pest activity? If needed, was such food appropriately discarded?
☐	Is food properly labeled and organized, such that receiving date and rotation is evident?
☐	Are all food, packaging, and chemicals properly stored and protected from cross contamination?
☐	Has contact been made with suppliers in the supply chain to ensure deliveries are scheduled and able to be fulfilled?
	Warewashing Equipment
☐	Is your 3-compartment sink clean and equipped with detergent and sanitizer?
☐	Is your warewasher clean and functioning and equipped with detergent and sanitizer (single temperature machine, 165°F) or reaches 180°F rinse (high temperature)?
☐	Do you have sanitizer test strips available and are the test strips appropriate for the sanitizer being used?
	Handwashing Stations
☐	Have you trained and reminded employees of effective hand hygiene practices including washing hands with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing their nose, coughing, or sneezing?
☐	Are all the handwashing sinks accessible and fully stocked *(e.g. soap, paper towels, hand wash sign, and trash bins)*?

☐	Are paper towels and trash cans available in the bathrooms so doors can be opened and closed without touching handles directly?
☐	Are all the handwashing sinks functional and able to reach 100°F minimum?
☐	Have you considered using hand sanitizers (minimum 60% alcohol), as appropriate, in multiple locations to encourage hand hygiene by both customers and employees to supplement hand washing?
	Employee Health / Screening
☐	Do you have a protocol to check employee health and personal hygiene practices within your food establishment?
☐	Are you following CDC guidance and practices for employee health checks/screenings?
☐	Have you checked CDC and local regulatory/health authority guidance for employees returning back to work?
☐	Is there a plan to monitor and respond to a higher than normal level of absenteeism?
☐	Is there a plan or policy for, and an adequate supply of, personal protective equipment (PPE) and/or cloth face coverings? Cloth face coverings should only be used if PPE is not required, and changed as needed if worn.
	Social Distancing
☐	Has the facility taken measures (e.g. tape on floors/sidewalks, partitions, and signage on walls) to minimize face-to-face contact that allows, to the extent possible, at least a 6-foot distance between workers, customers, and visitors?
☐	Have you limited offering self-serve food or drink options, such as buffets, salad bars, and drink stations? As local regulatory/health authorities lift levels of restrictions, limit use with additional monitoring.
☐	Have you restricted the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a 6-foot distance between people?

Additional references can be found here:

Food Safety and the Coronavirus Disease 2019 (COVID-19) Questions & Answers for Industry:

- https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19

Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic:

- https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19

What Grocery and Food Retail Workers Need to Know about COVID-19:

- https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html

CDC COVID-19 Resources for Businesses and Employers:

- https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html
- https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf
- https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html

List of EPA-registered Disinfectants:

- https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

FDA Food Code:

- https://www.fda.gov/food/fda-food-code/food-code-2017

Date Labels on Packaged Foods:

- https://www.fda.gov/consumers/consumer-updates/confused-date-labels-packaged-foods
- https://www.fda.gov/media/125114/download

Safe Food Handling:

- 4 Key Steps to Food Safety: Always — Clean, Separate, Cook, and Chill
  https://www.fda.gov/food/buy-store-serve-safe-food/safe-food-handling

Employee Health:

- CDC Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19
  https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html
- CDC Interim Guidance for Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings
  https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html
- CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
  https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html
- FDA Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease (COVID-19) Pandemic
  https://www.fda.gov/food/food-safety-during-emergencies/use-respirators-facemasks-and-cloth-face-coverings-food-and-agriculture-sector-during-coronavirus
- FDA's Employee Health and Personal Hygiene Handbook
  https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-employee-health-and-personal-hygiene-handbook
- OSHA Guidance on Preparing Workplaces for COVID-19
  https://www.osha.gov/Publications/OSHA3990.pdf

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.

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- **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 dinfecting.
  - 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.

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 routing cleaning and disinfection.

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.

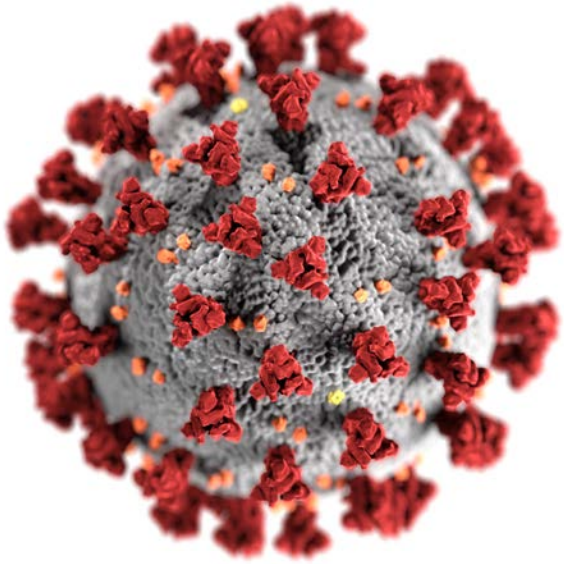
- **Additional key times to wash hands** include:
  - After blowing one's nose, coughing, or sneezing.
  - After using the restroom.
  - Before eating or preparing food.
  - After contact with animals or pets.
  - Before and after providing routine care for another person who needs assistance (e.g., 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.



COVID-19 Responsible Protocols
FOR GETTING OHIO BACK TO WORK

Ohio.gov

GUIDING PRINCIPLES

1. Protect the health of employees, customers and their families
2. Support community efforts to control the spread of the virus
3. Lead in responsibly getting Ohio back to work

5 PROTOCOLS FOR ALL BUSINESSES:

1. **Require face coverings** for employees and recommend them for clients/customers at all times.
2. **Conduct daily health assessments** by employers and employees (self-evaluation) to determine if "fit for duty."
3. **Maintain good hygiene** at all times – hand washing and social distancing.
4. **Clean and sanitize** workplaces throughout workday and at the close of business or between shifts.
5. **Limit capacity** to meet **social distancing** guidelines.
   - Establish maximum capacity at 50% of fire code.
   - ***And***, use appointment setting where possible to limit congestion.

Find industry-specific required criteria at Coronavirus.Ohio.Gov/ResponsibleRestartOhio

TAKE THE FOLLOWING ACTIONS WHEN A COVID-19 INFECTION IS IDENTIFIED:

- ✔ **Immediately report** employee or customer infections to the local health district.
- ✔ Work with local health department to identify potentially exposed individuals to help facilitate appropriate communication/**contact tracing.**
- ✔ **Shutdown** shop/floor for deep sanitation if possible.
- ✔ **Professionally clean and sanitize site/ location.**
- ✔ **Reopen in consultation with the local health department.**

Questions? Visit: Coronavirus.Ohio.Gov/ResponsibleRestartOhio

Prepare your Small Business and Employees for the Effects of COVID-19

During an infectious disease outbreak, such as the current outbreak of COVID-19, small business owners must prepare for disruption in their business as well as prepare to protect their employees' health and safety in the workplace.

These steps are recommended to protect employees and prepare your business for disruption:

Coronavirus disease 2019 (COVID-) is a respiratory illness that can spread from person to person. It spreads between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. **Symptoms** (https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html) can include fever, cough, or difficulty breathing, which may appear 2-14 days after exposure.

Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact at the workplace.

Examine policies for leave, telework, and employee compensation.

- Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- When possible, use flexible worksites (e.g., telework) and flexible work hours (e.g., staggered shifts) to help establish policies and practices for social distancing (maintaining distance of approximately 6 feet or 2 meters) between employees and others, especially if social distancing is recommended by state and local health authorities.

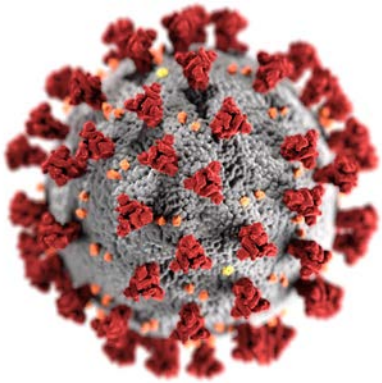
Review your leave policies with all employees and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.

Identify essential employees and business functions, and other critical inputs such as raw materials, suppliers, subcontractor services/products, and logistics required to maintain business operations. Explore ways you can continue business operations if there are disruptions.

Prepare business continuity plans for significant absenteeism, supply chain disruptions, or changes in the way you need to conduct business.

Establish an emergency communications plan. Identify key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating about business and employee status.

Share your response plans with employees and clearly communicate expectations. It is important to let employees know plans and expectations if COVID-19 occurs in communities where you have a workplace.



cdc.gov/coronavirus

CS316272A 04/06/2020

Top 10 Tips to Protect Employees' Health

Healthy employees are crucial to your business. Here are 10 ways to help them stay healthy.

- Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisals, and ensure employees are aware of these policies.

- Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.

- Promote etiquette for **coughing and sneezing** (https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html) and **handwashing** (https://www.cdc.gov/handwashing/index.html). Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.

- Perform routine environmental cleaning. Routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.

- Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like **fact sheets and posters** (https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html).

- Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as **older adults** (https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html) and those with chronic medical conditions.

- Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.

- Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.

- Consider the need for travel and explore alternatives. Check CDC's **Travelers' Health** (https://wwwnc.cdc.gov/travel) for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings, when possible.

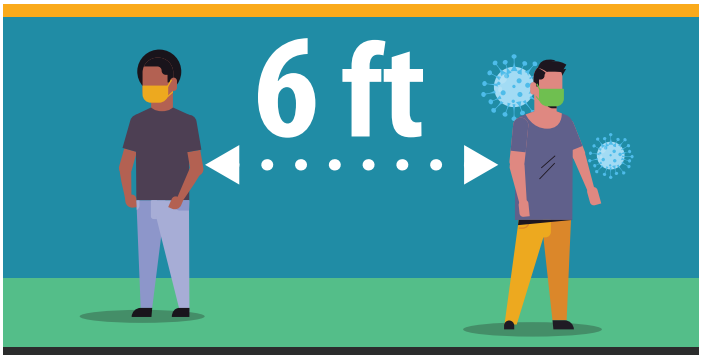
- If an employee becomes sick while at work, they should be separated from other employees, customers, and visitors and sent home immediately. Follow CDC guidelines for **cleaning and disinfecting** (https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)areas the sick employee visited.

For more tips and information see the **CDC Interim Guidance for Businesses and Employers** (https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html) and the **OSHA Guidance for Preparing Workplaces for COVID-19** (https://www.osha.gov/Publications/OSHA3990.pdf).

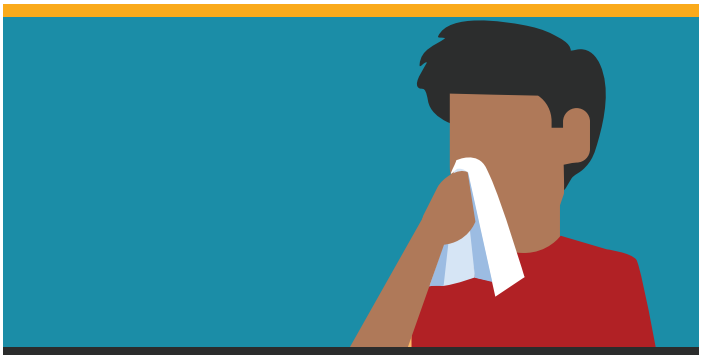
cdc.gov/coronavirus

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

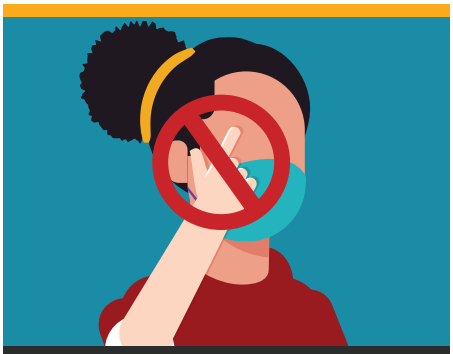


Stay at least 6 feet (about 2 arms' length) from other people.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.

When in public, wear a cloth face covering over your nose and mouth.



Do not touch your eyes, nose, and mouth.

Clean and disinfect frequently touched objects and surfaces.

Stay home when you are sick, except to get medical care.

Wash your hands often with soap and water for at least 20 seconds.

cdc.gov/coronavirus

316917-A May 13, 2020 11:00 AM

Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

FDA U.S. FOOD & DRUG ADMINISTRATION

BE HEALTHY, BE CLEAN

- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms

- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per CDC & FDA

- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety Clean, Separate, Cook, and Chill

CLEAN & DISINFECT

- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures

- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized

- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

SOCIAL DISTANCE

- Help educate employees and customers on importance of social distancing:
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing

- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing

- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

PICK-UP & DELIVERY

- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport

- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call

- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks

Symptoms of Coronavirus (COVID-19)

Your symptoms can include the following:

If you have COVID-19, you may have mild (or no symptoms) to severe illness.

Symptoms can appear 2-14 days after you are exposed to the virus that causes COVID-19.

Seek medical attention immediately if you or someone you love has **emergency warning signs**, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

cdc.gov/coronavirus

CS 316475-A April 13, 2020 6:49 PM

Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease (COVID-19) Pandemic

U.S. FOOD & DRUG ADMINISTRATION

The Centers for Disease Control and Prevention (CDC) advise the use of simple cloth face coverings to slow the spread of the virus and to help people who are unaware they have the virus from spreading it to others. This has led to questions from the Food and Agriculture Sector about what respirators, disposable facemasks, such as surgical or medical masks, or cloth face coverings are most appropriate for various settings. This fact sheet, developed in collaboration with CDC, provides a quick reference to these items potentially worn by workers in the Food and Agriculture Sector. Respirators, disposable facemasks, or cloth face coverings are designed and worn for different purposes as described in the table below.

If, prior to the COVID-19 pandemic, you were required to wear a respirator or disposable facemask on the job, based on a workplace hazard assessment, you should continue to do so.

Respirators, Disposable Facemasks, and Cloth Face Coverings:

Respirators

N95 Respirator

Elastomeric Respirator

- Respirators protect wearers from breathing in hazardous contaminants in the air.
- Respirators are required equipment for workers performing some jobs in the Food and Agriculture Sector.
- If you are required to use a respirator for your job, you should continue to do so.

Disposable Facemasks

Disposable Facemask

- Disposable facemasks, such as surgical or medical masks, are not respirators and do not protect the wearer from breathing in small particles, gases, or chemicals in the air.
- Disposable facemasks act as a protective barrier to prevent splashes, sprays, large droplets, or splatter from entering the wearer's mouth and nose. The protective quality of disposable facemasks varies depending on type of material used to make the facemask.
- Disposable facemasks also help prevent the wearer from spreading respiratory droplets.
- Because disposable facemasks help prevent the wearer from spreading respiratory droplets, they may slow the spread of the virus that causes COVID-19. Wearing them may help people who unknowingly have the virus from spreading it to others.

Cloth Face Coverings

Cloth Face Covering

- Cloth face coverings, whether provided by the employer or brought from home by the worker, are not respirators or disposable facemasks and do not protect the worker wearing them from exposures.
- Cloth face coverings are only intended to help contain the wearer's respiratory droplets from being spread.
- Used in this way, CDC has recommended cloth face coverings to slow the spread of the virus that causes COVID-19. Wearing them may help people who unknowingly have the virus from spreading it to others.
- Workers can wear a cloth face covering if the employer has determined that a respirator or a disposable facemask is NOT required based on the workplace hazard assessment.
- When it is not practicable for workers to wear a single cloth face covering for the full duration of a work shift, particularly if they become wet, soiled, or otherwise visibly contaminated, a clean cloth face covering (or disposable facemask option) should be used and changed out as needed.
- Review information provided on how to wear and care for cloth face coverings.

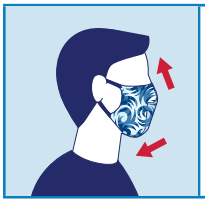
Considerations for Use of Cloth Face Coverings

Consider the following if you choose to wear a cloth face covering to slow the spread of COVID-19:

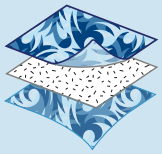
Proper wear and care of a cloth face covering

- Maintain face coverings in accordance with parameters in FDA's Model Food Code sections 4-801.11 Clean Linens and 4.802.11 Specifications, as applicable.
- Launder reusable face coverings before each daily use.

Cloth face coverings should:



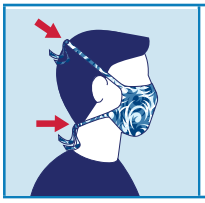
Cover the nose and below the chin



Include multiple layers of fabric

Fit snugly but comfortably against the side of the face

Allow for breathing without restriction



Be secured with ties or ear loops

Be able to be laundered and machine dried without damage or change to shape

IMPORTANT: Hand hygiene is an important infection prevention and control measure. Wash your hands with soap and water for at least 20 seconds after putting on, touching, or removing respirators, masks, or cloth face coverings.

The use of cloth face coverings in the work environment should be used in addition to other control measures, including engineering controls such as implementing social distance practices and physical partitions or barriers; and administrative controls such as frequent cleaning and disinfection protocols.

If you have symptoms and feel sick, stay home.

For more information see CDC's Use of Cloth Face Coverings to Help Slow the Spread of COVID-19.

Additional Information:

If you are managing a farm, facility, or establishment and need assistance finding suppliers of PPE or face coverings, please contact FEMA at NBEOC@max.gov.

To learn more about the regulation applicable to face masks, see: Enforcement Policy for Face Masks and Respirators During the Coronavirus Disease (COVID-19) Public Health Emergency (Revised) Guidance for Industry and Food and Drug Administration Staff April 2020.