

Safe Re-opening Tips and Best Practices

Business
Tips



Compliance
Tips



Agenda

- How to market in a COVID world?
- Prepare for Re-opening
- Phase I Curbside
- Phase II Partial Opening
- COVID Directive from L&I
- Health Screening Employees: tips and compliance



Marketing in a COVID World



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WASHINGTON RETAIL
ASSOCIATION

Marketing in a COVID World

 **Visible**
Anyone can find this group

 **General Group**

 **History**
Group created on May 21, 2020 [See More](#)

Members · 661



Cheryl and 2 other members are admins.

Activity

 35 new posts today
313 in the last month

 661 total members
+ 661 in the last week

“Keeping it Safe Spokane”

This group's purpose is to act as a resource for people seeking to find and support businesses in the Spokane area that are practicing good protection for customers and employees during the COVID 19 pandemic.

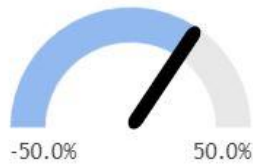


Marketing in a COVID World

Global Overview

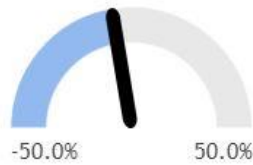
Last week compared to pre-Covid

+18.8%



Traffic

-5.3%



Time per session

+36.3%



Transactions

+16.5%



Conversion rate

E-Commerce Trends



Marketing in a COVID World

- ❑ Communicate internal & external policies – be crystal clear on expectations
- ❑ Show your “Behind the Scenes” prep
- ❑ Update ALL of your platforms – including Yelp & Google Listings
- ❑ Think of your signage, PPE, floor markers, hand sanitizing stations, etc. as part of the overall marketing strategy



Safety Operational Plan (SOP)

Prepare for Re-opening Checklist

- ❑ Use [SOP](#) checklist to help
- ❑ PPE and hygiene supplies – buy early & secure sources
- ❑ Posters/signage
- ❑ Pre-Cleaning
- ❑ Handling Returns and Exchanges
- ❑ Fitting rooms -open or closed for now



Instruction to Employees

- ❑ Role play scenarios to show expectations clear
- ❑ Transactions (bank card vs. cash)
- ❑ Face covering issuing policy
- ❑ Un-cooperative customer
- ❑ Employee health screening
- ❑ Instructions in the language they understand best

Phase I Re-opening – Curbside/Delivery

- ❑ Overseer: Supervisor/lead/manager (must have)
- ❑ Review SOP checklist throughout the day
- ❑ Ensure curbside/delivery protocol implementation
- ❑ Host team meetings
- ❑ Train on transaction protocol
- ❑ Try to think through what if's



Phase II Re-opening - Customers in Store

- ❑ Continue training employees
- ❑ Review checklist throughout the day
- ❑ Cleaning anything touchable
- ❑ Customer traffic management
 - Store capacity 30% monitoring
 - Waiting line outside store
- ❑ Check out: payment and merchandise bagging
- ❑ Storewide: signage, visible hand sanitizer
 - In-store Posters link
<https://waretailservices.com/resources/covid-reopening-signage/>
- ❑ Management practice what you preach



Phase 2 Limited In-Store Retail Operations Covid 19 Requirements

Brian Sahli

DOSH Regional Consultation Manager



Agenda

- ❑ WISHA Overview
- ❑ Phase 2 Limited In-Store Retail Operation
- ❑ DOSH Directive 11.80 Respiratory Protection and Face Coverings during Covid 19 Pandemic
- ❑ DOSH Consultation and Contact Information



OSHA, DOSH and WISHA

- **Occupational Safety & Health Act**
 - OSHA - 1970
- **Washington Industrial Safety & Health Act**
 - WISHA 1973
 - RCW 49.17
 - Safety & health standards
 - Compliance officers
 - Consultants



WISHA - RCW

49.17.010

“...to assure, insofar as may reasonably be possible, safe and healthful working conditions for every man and woman working in the state of Washington...”



WASHINGTON RETAIL
ASSOCIATION

Division of Occupational Safety & Health

- **DOSH helps save lives and prevent injuries.**
- **DOSH uses a balance of consultation and traditional enforcement.**
- **DOSH standards are the enforceable requirements for worker safety and health.**



DOSH Enforcement

- **Safety & Health Inspections**
 - **Complaints and Referrals**
 - **Scheduled Inspections**
 - **Follow-up Inspections**



Phase 2 Limited In-Store Retail Operations

- ❑ **Phase II:** The retail establishment must adopt a written procedure for in-store retail activity that is at least as strict as the Phase 2 safety requirements below.

- ❑ **Requirements Specific to In-Store Retail Operations**
 1. Arrange contactless pay options, pickup, and/or delivery of goods wherever possible.

 2. Customer Traffic Management
 - ❑ a. Guest occupancy must be 30% of maximum building occupancy or lower as determined by the fire code. This limit does not include employees in the calculation.
 - ❑ b. Place distance markers outside of the facility in order to maintain six-foot physical distancing requirements for customers waiting to enter. Assign employees to assist and monitor customers waiting to enter.
 - ❑ c. Arrange the flow of customers to eliminate choke points and reduce crowding. Mark high traffic areas with six-foot markers to maintain physical distancing requirements.
 - ❑ d. Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on face coverings.
 - ❑ e. Place distance markers in check-out lines in order to maintain six-foot physical distancing requirements for customers waiting to check out.



Phase 2 Limited In-Store Retail Operations

- f. Ensure minimum six-foot physical distancing requirements are maintained between customers, cashiers, baggers, and other staff except when collecting payments and/or exchanging goods. Sneeze guards or other barriers should be placed throughout the retail establishment at all fixed places of potential interaction between employees that could be less than 6 feet.
- g. When possible, establish hours of operation that permit access solely to high-risk individuals as defined by the CDC.

3. Sanitation

- a. Frequently sanitize additional high-touch areas including customer restrooms, fitting rooms, doors, check-out counters, and other areas like shopping cart handles.
- b. Ensure operating hours allow downtime between shifts for thorough cleaning.
- c. Ensure that employee including handhelds/wearables, scanners, radios, or other work tools and equipment are properly cleaned before and after use.

4. Fitting Rooms

- a. If and when they are being utilized during in-store operations, fitting rooms should be cleaned with appropriate disinfecting supplies after each new customer use by an employee wearing proper protective equipment.
- b. Any items used by customers in a fitting room and not purchased should be removed from active inventory on the sales floor and stored for a no less than 24 hours.



Phase 2 Limited In-Store Retail Operations

- 5. Any in-store sit-down food and beverage services must follow all of the Phase 2 restaurant requirements.
- 6. Malls and Other Shopping Centers
 - a. Apply aforementioned in-store customer traffic management and sanitation guidance as it relates to additional customer common areas in all facilities.
 - b. Ensure all tenants adhere to curbside and/or in-store retail guidance.

Safety and Health Requirements

- All businesses operating during Phase 2 have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>. All businesses are required to post signage at the entrance to their business to strongly encourage their customers to use cloth face coverings when in store with their staff.



❑ **Businesses ignoring pandemic closure orders can be cited and fined under emergency rules filed today**

- ❑ **TUMWATER** — Washington businesses that decide to open or operate in direct violation of Gov. Inslee's Stay Home, Stay Healthy order may be cited and fined for unsafe workplace conditions under emergency rules filed today by the state Department of Labor & Industries.
- ❑ L&I will work with the state Emergency Operations Center to take in and respond to complaints about businesses that are operating illegally. If employers are found to be defying the Governor's order, they'll be informed and directed to close or adjust operations immediately. If they do not, they'll face a workplace safety citation that could carry a fine of nearly \$10,000 or more.

DOSH Directive 11.80

DOSH DIRECTIVE Department of Labor and Industries Division of Occupational Safety and Health *Keeping Washington Safe and Working*
11.80 Temporary Enforcement Guidance
Annual Fit-Testing, Respiratory Protection and Face Coverings during COVID-19 Pandemic
Updated: May 22, 2020

DOSH Directive 11.80 link:

<https://lni.wa.gov/dA/1d2a778d31/dd1180.pdf>

DOSH Directive 1.70 Link

<https://lni.wa.gov/dA/36e85758be/DD170.pdf>



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**APPENDIX A: Washington State Coronavirus Hazard Considerations for Employers (Except COVID-19 Care in Hospitals and Clinics)
Face Coverings, Masks, and Respirator Choices
May 22, 2020**

Worksite Tasks	Negligible Transmission Risk	Low Transmission Risk	Medium Transmission Risk	High Transmission Risk	Extremely High Risk
Health status of people around you	Healthy/Asymptomatic (no COVID-19 symptoms)	Healthy/Asymptomatic	Healthy/Asymptomatic	Healthy/Asymptomatic	Probable or known COVID-19 source or direct human mouth, nose, eye interactions
Example of Work Conditions *, **	Employee working alone, or, all outside or 1-9 total persons inside building/structure with outside or HVAC air, where at least 6 foot distance is always maintained . Tools are not shared or are sanitized between different users.	Crews outside on large worksite where at least 6 foot distance is easily maintained fulltime and only broken intermittently in passing up to several times a day. Tools are not shared or are sanitized between different users.	Large crews outside where at least 6 foot distance is mostly maintained , but with job tasks that require several minutes of 6 foot distance broken several times a day. Tools are shared and sanitized between different users.	Work in close quarters, such as a multiple occupancy permit-required confined space or inside a room with 10 or more people where at least 6 foot distance is not maintained and includes job tasks requiring sustained close together (less than 3 feet apart) work for more than 10 minutes in an hour multiple times a day.	Transporting/caring for symptomatic patients with probable or active COVID-19 within 6 feet in vehicle; or non-hospital setting or a residence with no sanitization protocols in place.
	Worksite with controlled and low public interaction, where at least 6 foot distance always maintained and only broken in passing once or twice a day.	Work inside in structure/office where number present allows for at least 6 foot distance to be easily maintained fulltime and only broken intermittently in passing up to several times a day.	Work inside in structure/office where at least 6 foot distance is mostly maintained , but with job tasks that require sustained several minutes of 6 foot distance broken several times a day without sneeze guards or other mitigations.	Work cleaning and sanitization of surfaces and floor after confirmed active COVID-19 employee was present in the area. Also includes work that cannot be delayed performing services in home of quarantined confirmed COVID-19 clients. Examples include emergency plumbing repair or in-home pet euthanasia.	Healthcare work involving face-to-face close proximity or potential for coughing or sneezing while working with healthy or asymptomatic people . Potential for droplets of biological material or fluids to become airborne within the breathing zone of the employee. Examples include tonometry during eye exams, visual examination of the oral and nasal cavities, visual examination of the eyes, swab sampling in the mouth or nose.



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		Non-healthcare work involving personal services (such as haircuts) where there are 1 or 2 workers inside room. All clients assumed to be wearing cloth face coverings or higher level of protection.	Non-healthcare work involving personal services (such as haircuts) where there are 3-6 workers inside a room where at least 6 foot distance is not maintained and job tasks require sustained close together (less than 3 feet apart) work. All clients assumed to be wearing cloth face coverings or higher level of protection.	Healthcare work involving procedures in close proximity to healthy or asymptomatic people with potential for aerosols generated from saliva or mucous from the mouth or nose. Examples include dental work with an ultrasonic scaler, air/water syringe, or hand piece, administering medicines with a nebulizer, spirometry, deep or forced breathing exercises.	
<p>Number of people and conditions in Work Vehicle</p> <p>Note: Vehicles must be sanitized between different drivers and occupants.</p>	Vehicle operation: employees ride alone and vehicles are sanitized between different drivers.	Vehicle with more than one occupant but can maintain 6 foot distance that is only broken intermittently up to several times a day.	Vehicle with more than one occupant but mostly maintain 6 foot distance with job tasks that require several minutes of 6 foot distance broken several times a day.	Vehicle with more than one occupant where at least 6 foot distance is not maintained and includes job tasks requiring close together (less than 3 feet apart) work for more than 10 minutes in an hour more than once a day.	Vehicle with more than one occupant where at least 6 foot distance is not maintained and includes job tasks requiring close together (less than 3 feet apart) work for more than 10 minutes in an hour at least once a day.



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Comment	<p>Employees should be strongly encouraged not to carpool to and from work unless wearing facial covering or mask protection. This is suspected as a source of several national outbreaks.</p> <p>*Social Distancing is at least 6 feet apart between employee to employee, or employee to any other human. **Other respirators or PPE may be required due to other hazards such as chemical exposures or projectile exposures. The PPE ensemble must protect the worker from all hazards that are not otherwise controlled. *** Without additional engineering controls or PPE for employees like barriers or face shields or local ventilation. **** Particulate filtering respirators are rated by NIOSH for oil mist resistance (N, R, or P) and filtering efficiency (95, 99, and 100). An N-95 respirator is the least resistant to oil mists and lowest filter efficiency. For protection from the COVID-19 virus, an N-95 rated respirator is sufficient and any other particulate respirator can be substituted. Foreign certified respirators below may be used:</p> <ul style="list-style-type: none"> ▪ Australia: AS/NZS 1716:2012 ▪ Brazil: ABNT/NBR 13694:1996; ABNT/NBR 13697:1996; and ABNT/NBR 13698:2011 ▪ People's Republic of China: GB 2626-2006; and GB 2626-2019 ▪ European Union: EN 140-1999; EN 143-2000; and EN 149-2001 ▪ Japan: JMHLW-2000 ▪ Republic of Korea: KMOEL-2014-46; and KMOEL-2017-64 ▪ Mexico: NOM-116-2009 				



DOSH Consultation Process

A Safety/Health Consultation involves:

- ❑ **An Opening Conference**
- ❑ **A Walk-Through Survey (Hazard Assessment)**
- ❑ **A Closing Conference**
- ❑ **A Written Report**
- ❑ **A Follow-Up Visit**



Benefits of a Safety and Health Consultation

It's Free

There are no Fines or Citations

Consultation Reports are not shared with Compliance.

Hazards are identified and corrected

Great Way to Get Your Employees Involved in Safety



Questions/Comments?

[Call a consultant near you](#) or email DOSHConsultation@Lni.wa.gov to schedule any of the following services

- **David Conley – Region 1 Consultation Manager (425) 290-1369**
CODA235@lni.wa.gov
- **Scott Reiquam-Region 2 Consultation Manager (206) 348-0809**
REIU235@lni.wa.gov
- **Brian Sahli-Region 3 Consultation Manager (235) 596-3917** SAHB235@lni.wa.gov
- **Jim Lawrence-Region 4 Consultation Manager(360) 575-6951**
LAWO235@lni.wa.gov
- **John McFadden-Regions 5&6 Consultation Manager (509) 886-6570**
MCFJ235@lni.wa.gov



Screen Employees for COVID Symptoms

- ❑ Legal requirements to screen
- ❑ Communicate in writing to employees
- ❑ Screening options and best practices
- ❑ Follow up when employee fails screening
- ❑ Employees' privacy right
- ❑ Employers' right to mandate COVID testing

Reference source: [Ensuring a Safe Workplace - COVID-19 Screening and Testing](#) from the National Law Review



Employee health screening legal requirements

- ❑ LNI's Division of Safety & Health requires employers
 - Institute a program to prevent sick employees from entering the workplace and send home if sick
 - Thoroughly clean workplace afterward
 - ❑ Directive 1.7 (p.5)
- ❑ Allowed by the U.S. Department of Labor's Equal Employment Opportunity Commission
 - Health diagnosis inquiries by employers are usually prohibited by the American Disabilities Act
 - Exception allowed under the current pandemic



Communicate Screening in Writing

- ❑ To employees and 3rd party (vendors on premises)
- ❑ The specific screening process you utilize
- ❑ General screening passing benchmarks
 - Example: below 100.4⁰F
- ❑ Your compliance expectations and refusal consequences
 - Assess options and accommodations
- ❑ Health information privacy assurance steps
- ❑ Consequences of an unsuccessful screening

Screening options

- ❑ Written questionnaires
- ❑ Temperature checks
- ❑ Visual inspection
- ❑ Self-report

NOTES:

- ❑ *hourly workers should be compensated for time spent on screening, including self-check at home*
- ❑ *At minimum: start of each shift*



Questionnaire best practices

- ❑ Consider information goals:
 - Symptom based questions
 - Potential exposure contact socially, public events or travel
- ❑ Questions should be brief
- ❑ Response options: yes or no
- ❑ “Yes” responses require follow-up
 - With a designated employee
 - To determine potential direct threat to others
- ❑ Update symptoms per most-recent CDC guidance

Temperature Check Best Practices

- ❑ At start of each shift/at home before work
- ❑ Observe employees or spot checks
- ❑ Encourage self-reporting
- ❑ Maintain social distancing & PPE
- ❑ Guard privacy of results
- ❑ Log temperature results (yes or no only)
- ❑ Store and maintain to ensure confidentiality
 - Consider length of recordkeeping and discard method

Screening Failures

- ❑ A “yes” response to questionnaire or a high temp
 - Send home or do not come to work
 - Encourage consultation with healthcare provider
 - Sanitize individuals’ work area and common areas
- ❑ Communicate expectation to comply with CDC guidance: self-quarantine, testing
- ❑ Define when to return to work
 - Local health department or CDC

Communicate when employee tests positive for COVID-19

- ❑ Communicate without disclosing name
- ❑ Questions to consider:
 - Identify those who may be exposed via close contact
 - ❑ Review work schedule, timekeeping records, third party (visitors, vendors) logs
 - Within 6 feet for a prolonged period of time
 - Sanitizing practices
 - Asymptomatic or not
 - Face covering usage consistency
 - 14-day quarantine period decision



Obligations to Protect Privacy

- ❑ No single statutory source governing employees' personal health information
- ❑ Principles: transparency, notice, choice, fairness
- ❑ ADA – inquiry into employee health diagnosis
- ❑ HIPPA – most employers not subject to HIPPA
 - If applicable, allows disclosure in emergencies like COVID
- ❑ Washington Data Breach Notification RCW 19.255(H)
 - Consumer health data vs. employee health data

Employers' Right to Require COVID Testing

- ❑ Generally, YES to confirm current COVID
 - Test should be accurate and reliable
 - Stay updated with guidance from the FDA, CDC and local public health authorities
- ❑ Antibody testing (a past infection) mandate may violate discrimination laws
- ❑ Not realistic to test every employee due to limited testing capacity

Next webinar

[Navigating Paid Family & Medical Leave and COVID Leaves](#), June 11th 10AM

COVID creates a lot of leave needs. Understand differences between federal and state paid leave programs.



Stay in Touch

- Rose Gundersen @ 360.200.6452 or rgundersen@washingtonretail.org
- Rick Means @ 360.200.6454 or rmeans@waretailservices.com

Additional Resources:

[State Re-opening guidelines by type of business](#)

[Washington Retail Resource Guide](#)

