WORKSPACES

In-Store Shopping

• Due to the constraint of customers allowed within the retail store, curbside pickup and delivery is still recommended. If opening the store to customers please observe the 6' distance rule with 50% capacity - consider starting walk-ins gradually.

• Signage: steps taken to safety, expectations, behavior reminders, policies should be posted outside the store and inside at high-activity areas.

• Fort Collins businesses must have Face Covering Signage displayed:
  ○ Full size sign
  ○ Half size sign

• Spacing & Markings:
  ○ Consider one-way aisle/traffic for entering & exiting the building
  ○ Widen high-traffic areas to the extent possible within the store.
  ○ Floor markers located six feet apart anywhere customers are likely to form lines.
  ○ Install sneeze guards or other protective measures at point of sale, as necessary and/or required.

• Consider regular store announcements reminding customers to maintain social distancing.

• Arrange shelves and merchandise to ensure customers have room to maintain six feet of distance.

• Remove fabric/upholstered furniture and replace with furniture that is easy to wipe down.

• Discourage customers from handling merchandise they do not intend to purchase.

• Move merchandise away from point of sale to ensure social distancing.

• Limit quantities of certain items or implement other anti-hoarding signage as needed.

• Push capabilities to prevent door handling/exposure
  ○ Footpull options
  ○ Propping the door open

• Elevators - most elevators do not allow for the 6' distance, consider alternative plans/recommendations

• Consider prohibiting public restroom use. If allowing for public use please establish procedures:
  ○ Consider footpull option for opening doors
  ○ No touch trash cans
  ○ Establish regular schedule to sanitize frequent, high-touch equipment more frequently

• Returns and Exchanges
  ○ Consider suspending or limiting returns to items that are easily disinfected.
  ○ Disinfecting returned item.
  ○ Require sealing and storing returned items separately.
  ○ Requiring employees handling returns to wear masks and gloves.

• Fitting Rooms
  ○ Decide whether to re-open fitting rooms.
  ○ Disinfect prior to each customer usage.
  ○ Encourage customers to use hand sanitizer/wipes before trying on items and to keep protective masks on during fitting.
  ○ Procedure for disinfecting fitting room items:
    • Segregate items.
    • Steam items.
    • Wait two days before putting items back on the sales floor.

• Know your typical busy hours, then establish new hours of operation to what is viable for your business
  ○ Gradually open for walk-in customers - test weekends at first.
  ○ Try out 'Shop from Home' options - allow customers to schedule a virtual shopping session.
  ○ Consider extra time dedicated to a full cleaning of store at the end of the day

Malls

• Mall stores with only interior entrances can open. The mall manager must submit a plan to the Larimer County Health Department for approval.

• Only 50% capacity inside the stores - must be a minimum of 28 square feet per person and no more than 175 people in any indoor space at a given time.

• Restaurants and food courts would be limited to takeout food and drink only.

Curbside Sales & Delivery

• Many customers will still prefer curbside pick-up and delivery options, consider continuing or starting these services options.
  ○ Curbside/contact less delivery models
    • Ask for customer's model and color of vehicle ahead of time
    • Appointment/reservation system can be done via phone or mobile/web application
  ○ Consider outdoor hand washing systems and/or offering hand sanitizer to customers and employees working on take-out/curbside delivery.

PRACTICES & EMPLOYEES

Safety

• Review recommended PPE & hygiene videos:
  ○ Proper Mask removal video
  ○ Proper Glove removal video
  ○ Handwash training

• Prior to reopening, invest some time to retrain and re-immerse staff as mandatory training
  ○ Establish and implement new procedures that promote safety in alignment with governmental guidelines.
  ○ Revisit the new procedures frequently to ensure that practices and protocols are updated based on changing guidelines and conditions.
  ○ Identify several workplace COVID coordinators to train employees on the new procedures.

• Ensure all employees are wearing masks/cloth face coverings before entering the store - determine proper mask cleaning procedures and who's responsible for cleaning masks.

• Create cleaning procedures that focuses on sanitizing frequently touched surfaces and spaces:
  ○ Wipe down high-contact surfaces/counters at a minimum every 30 minutes.
  ○ Returned shopping carts and baskets after the customer.
  ○ Door and drawer handles.
  ○ Light and other power switches
    • Consider keeping all lights on during business hours, or utilizing existing motion sensor capabilities.
  ○ Shared tools such as pricing guns, pallet jacks, tape guns, box cutters, etc.
  ○ Furniture
  ○ Vending machines and self-serve areas.
  ○ Appliances frequently used surface in the employee break room.
  ○ Time clocks
  ○ Point of sale/checkout: Cash register, including touch screens, keyboards, mouse, counter and/or conveyor belt, cabinet pulls and checkout dividers.
  ○ Restrooms (consider temporarily closing restrooms to public): Door handles and flush levers, toilet bowl and toilet paper holder, sinks and faucet, paper towel holders and/or air dryers, and diaper-changing stations.
  ○ Sales floor: Fixtures with handles or pulls and any other high-touch surfaces.

• Provide cleaning kits for staff at high traffic locations throughout the store including points of sale.
  ○ Disinfectant wipes or sprays
  ○ Disposable gloves
  ○ Paper towels
  ○ Masks
  ○ Hand sanitizer

• Allow employees breaks for regular cleaning and personal sanitation, such as handwashing in between customers - establish a consistent procedure for employees to follow

• Establish cleaning plan for new shift of employees

• Washing/Antiseptic Stations
  ○ Single use sanitation packet availability (assign to individual employees at the beginning of each shift so sanitation items are not shared)

• Provide training and support for safely de-escalating and managing high tension situations (examples: shoplifting and customers who don't follow safety protocols)
  ○ The Crisis Prevention Institute offers free resources to help make the workplace safer

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Workstations

• At least 50% reduced on-site staff (all non-essential businesses)

• When possible, workstations shifts should be staggered to limit staff congregating in one area

• Consider assigned, separate workstations for each staff member

• Consider one-way aisles, when feasible, with floor markings

Symptom Monitoring

• All employees experiencing any flu-like symptoms should not come into work

• Symptom checks should be completed prior to employees entering the workspace
  ○ Ask all employees:
    • Have you had a cough?
    • Have you had a fever?
    • Have you been around anyone exhibiting these symptoms within the past 14 days?
    • Are you living with anyone who is sick or quarantined?
  ○ Consider daily temperature checks and send employees with temperatures above 100.4°F home.

• Refer symptomatic employees to the Larimer County Symptom Tracker

• Develop plans for those employees who the CDC has identified as higher risk for severe illness from COVID-19.

• Train on potential symptoms, including those of COVID-19

• **Make sure to talk with a Human Resource Professional and/or Legal Counsel.**
  ○ Work collaboratively to manage each unique situation

Employee Communications

• Utilize pre-existing employee communications/scheduling platforms. Have a uniform method to relay information such as safety standards and other important updates to employees.

• Managers/owners should be easily accessible by employees (share best email, cell phone) for any questions at any time.

• Limit staff meetings to up to 10 employees
  ○ Hold virtual meetings whenever possible.

Supply Chain & Deliveries

• Establish procedures for vendors, delivery people, and other non-employee workers:
  ○ Notify these people of reopening plans, and any revised procedures for store entry, deliveries, paperwork, etc.
  ○ Implement protocols to ensure safety:
    • Suspending or limiting access to the store
    • Developing contactless signature procedures for deliveries.
    • Adjusting schedules to spread out deliveries.
    • Require social distancing and adherence to governmental guidelines.

• Supply Chain and Inventory:
  ○ Assess supply needs and explore options for sourcing additional supplies required for business operations; assess how to best leverage existing relationships with vendors.
  ○ Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
  ○ If you have international operations, consider current challenges with respect to shipping certain products (such as PPE) across borders. You may have to modify your traditional supply chain routing.
  ○ Establish procedure for regularly disinfecting inventory and newly-received deliveries.

TO PROTECT CUSTOMERS

Customer Expectations & Interactions

• All clients experiencing any flu-like symptoms should not come into the store.

• For curbside and in-store shopping: Ask customers to wear masks/face coverings before interacting with staff.

• Hand sanitation/washing stations at every entrance - require customers to disinfect their hands upon entering.

• Payment collection – pay ahead (curbside/delivery), contactless payment models, discourage cash exchange (use gloves and wash hands after any contact transaction).

External Communications

• Update customers about reopening dates and new procedures staff will be implementing.

• Share your business' expectations and rules that customers should follow online and/or on social media.

• Work on building a greater social media presence.

• Keep your merchandise and sales updated online.

• Ensure contact information is easily available to customers online.

• Alleviate fears of customers by having transparent communications/signage about safety practices that are being implemented
  ○ Encourage customers to call ahead if they have any questions about safety or procedures - have a standard script by the phone that you want employees to share with customers

• Have resources available electronically.

• Research community campaigns that are promoting local businesses such as ForFortCollins.com.