COVID-19 Business Toolkit
Preparing to Reopen Safely, Responsibly, and Confidently

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This toolkit has been created by Douglas County Environmental Health and is provided as a reference for business use. Please consult with your human resources and legal department regarding specific policies and work requirements.

Guidance was obtained from Opening Up America Again, Badger Bounce Back Plan, and the Roadmap for a Smart Re-Start of the Wisconsin Economy. This toolkit also includes information adapted from La Crosse County, Pierce County, Clark County, and Wood County’s business toolkits.
# Table of Contents

What is COVID-19 and How Does it Spread? ........................................1

Wisconsin Badger Bounce Back Plan .........................................................2

How Do I Keep My Employees Safe? ......................................................4
  Employee Screening and Monitoring ..................................................4
  Onsite Practices .................................................................................5
    Employee Interactions .................................................................5
    Handwashing ..................................................................................6
    Limiting Traffic Flow .....................................................................6
    Sanitation and Hygiene .................................................................7
    Handling Symptomatic Customers ..................................................7
    Travel .............................................................................................7
    Facility Cleaning and Disinfecting ..................................................8
    Cleaning and Disinfecting Your Building or Facility if Someone is Sick ......................................................................................10

Policies ..................................................................................................11

How to Handle Employees Who are Ill or Who are a Close Contact of Someone Who Tested Positive for COVID-19 ....................12

General Business Resources .................................................................13

Specific Business Resources by Sector ......................................................13

Appendix ..............................................................................................15
What is COVID-19 and how does it spread?

COVID-19 is a virus thought to spread mainly from person-to-person, including:

- Between people who are in close contact with one another (within about six feet).
- Through respiratory droplets produced when an ill person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be breathed into the lungs.

It may be possible that a person could get COVID-19 by touching a surface or object with the virus on it and then touching their own mouth, nose, or eyes.

People are thought to be most contagious when they are most symptomatic. Symptoms may appear 2-14 days after exposure to the virus. People may still spread the virus when they do not have symptoms. People with any of these symptoms may have COVID-19:

- Fever
- Cough
- Shortness of breath
- Sore throat
- Headache
- Chills
- Loss of sense of taste or smell
- Abdominal pain
- Nausea
- Diarrhea
- Muscle aches
- Fatigue

Symptoms: [https://www.dhs.wisconsin.gov/covid-19/symptoms.htm](https://www.dhs.wisconsin.gov/covid-19/symptoms.htm)

Posters: [https://www.dhs.wisconsin.gov/covid-19/resources.htm](https://www.dhs.wisconsin.gov/covid-19/resources.htm)
Wisconsin’s Badger Bounce Back Plan was developed to get Wisconsinites back to work safely and is divided into three phases. In order to move each phase forward, certain criteria must be met. With each phase, there are less restrictions. An overview of the phases can be found in the charts below. To read the full plan, visit https://www.dhs.wisconsin.gov/publications/p02653a.pdf
OVERVIEW OF THREE PHASES OF THE BADGER BOUNCE BACK (continued)

<table>
<thead>
<tr>
<th>Action</th>
<th>Safer At Home</th>
<th>PHASE ONE When all Gating Criteria and Core Responsibilities are met</th>
<th>PHASE TWO Based on re-evaluation of Criteria and Core Responsibilities</th>
<th>PHASE THREE Based on re-evaluation of Criteria and Core Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open restaurants</td>
<td>No, but allow take-out, delivery, and curbside food take-out.</td>
<td>Yes with best practices*</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Open bars</td>
<td>No, but allow take-out and delivery.</td>
<td>No, but allow take-out and delivery.</td>
<td>Yes with best practices*</td>
<td>Yes</td>
</tr>
<tr>
<td>Open essential businesses</td>
<td>Yes</td>
<td>Yes, with retail restrictions removed</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Open non-essential businesses</td>
<td>Minimum Basic Operations only</td>
<td>Partial reopening*</td>
<td>Yes with best practices*</td>
<td>Yes</td>
</tr>
<tr>
<td>Open post-secondary education institutions</td>
<td>No</td>
<td>No</td>
<td>Consider reopening</td>
<td>Yes</td>
</tr>
<tr>
<td>Open K-12 schools</td>
<td>No</td>
<td>Yes*</td>
<td>Yes*</td>
<td>Yes</td>
</tr>
<tr>
<td>Open daycares</td>
<td>Yes, but limits on capacity.</td>
<td>Yes*</td>
<td>Yes*</td>
<td>Yes</td>
</tr>
<tr>
<td>Voluntary quarantine of travelers from high-prevalence areas</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*People over age 60, including employees and those who are medically vulnerable, should continue to shelter in place. Online education/remote work encouraged wherever possible.

Based on recommendations from Resolve to Save Lives, When and How to Reopen After COVID-19 and Guidelines for Opening up America Again.
How do I keep my employees safe?

Employee Screening and Monitoring

- Employees must report contact with any person who tests positive for COVID-19 to their supervisor.
- Any staff member who reports they have a household member or are a close contact of someone who is positive for COVID-19 should not report to work.
- Perform regular symptom and body temperature monitoring on-site for employees or have employees monitor their symptoms and own temperatures at home and report them daily.
- Employees exhibiting any symptom should not report to work.
- Employers should encourage staff to utilize local healthcare systems and COVID-19 hotlines for questions regarding symptoms.

Examples of ways to implement an active monitoring program:

- Have one or two entrances that staff are required to use. Station a designated staff member at the entrance to ask screening questions (and, if applicable, take temperatures).
- For staff who are self-monitoring, require them to complete a paper or electronic version of the monitoring questionnaire and allocate management to look through the answers and identify any staff members who should not be working.
- See appendix for sample self-monitoring form.

Resource:
On-Site Practices

Employee Interactions

- Require employees to work from home if applicable, except the minimum required for baseline on-site functions.
- Limit in-person meetings of any size (internal or external) and employee convening (formal or informal) to those deemed essential. Communicate virtually whenever possible.
- Reduce on-site work hours to the minimum needed to sustain operations.
- Avoid having employees working within six feet of one another. When possible, have employees work with the same employees each day.
- Workers who have frequent, close contact with customers or other workers may need to wear some combination of a face mask, a face shield and/or goggles. Personal Protective Equipment (PPE) for workers will vary by work task and the types of exposures workers have on the job.
- The CDC recommends wearing cloth face coverings in public settings, especially in areas of community transmission. Face coverings are not PPE and are not appropriate where masks or respirators are required. See attachment with instructions for wearing and washing homemade face masks. Call 2-1-1 if you need homemade face masks.
- Encourage employees to self-disclose if they feel they are at higher risk (immune compromised, over the age of 60, underlying health conditions), and allow them the option to be re-assigned to tasks that do not require direct contact with others.
- Stagger use of all shared spaces, including bathrooms, breakrooms and lunchrooms, and frequently clean those spaces (refer to Facility Cleaning and Disinfection, page 8).
- If feasible, use plastic sheeting, plexiglass, or another transparent barrier to separate workers from customers, such as:
  - At check-in desks
  - At cash registers
  - Between the front and rear seats of vehicles
- No hand shaking or other forms of physical contact.
Handwashing

- Handwashing is one of the best ways to reduce virus transmission. Employers should adopt a policy that includes thorough and frequent handwashing for employees with specific times when hand washing is expected.
- Put up visual reminders; display in all bathrooms, break rooms, food preparation areas, staff meeting rooms, by time clocks/computers, and in other locations where staff frequent.
- See appendix for sample handwashing signage.
- See appendix for sample handwashing policy.

Limiting Traffic Flow

- Post signage on entry doors and other areas visible to customers, reminding of safety recommendations. See appendix for sample tips for staying safe signage.
- Stagger facility entry and exit to maintain at least six feet of physical distancing at all times.
- Tape off six-foot by six-foot boxes on the floor of areas where customers queue up, such as at check-in desks or check out-registers.
- If you have a business where curb-side pickup service has been used, continue to do so when possible.
- Limit the number of customers:
  - Stores less than 50,000 square feet: limit number of people in the store to 25% of the total occupancy limit.
  - Stores more than 50,000 square feet: limit customers to four people per 1,000 square feet.
- Offer specific shopping hours for vulnerable populations only, ideally when cleaning has recently taken place.

Sanitation and Hygiene

- Make hand sanitizer and disposable disinfectant wipes available in employee and customer areas.
- Make sure bathrooms are fully stocked with soap and hand towels, and sinks are in working order.
- Do not share food or beverages.
- Eliminate self-serve water, coffee, candy, etc.

Handling Symptomatic Customers

- If a customer clearly has symptoms, a manager may 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 escalated customers.

Travel

- Institute a policy that minimizes out-of-state and international travel, both business and personal.
- Any employee returning from high-risk travel must notify their employer, quarantine for 14 days, and be symptom-free before returning to work.
- Non-essential travel is highly discouraged and may result in the need to quarantine.


Facility Cleaning and Disinfecting

- Clean and disinfect frequently touched surfaces daily with soap and water and then a bleach solution, alcohol, or disinfectant. Frequently touched surfaces may include tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- Wipe down any shared equipment, such as work spaces, lunch room items, copy machines, carts, baskets, etc. throughout the day.
- Clean common areas between shift changes.
- EPA-registered household disinfectants are recommended. A list of disinfectants can be found at [https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)
- Follow the instructions on product labels to ensure safe and effective use of the product. Many products recommend:
  - Keeping the surface wet for a period of time (see product label).
  - Precautions such as wearing gloves and having good ventilation during use of the product.
- Diluted household bleach solutions may be used if appropriate for the surface.
  - Check the label to ensure it is intended for disinfection and not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening, may not be suitable for disinfection.
  - Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow the manufacturer’s instructions for application and proper ventilation. **Never mix household bleach with ammonia or any other cleanser.** Leave the solution on the surface for at least 1 minute. To make a bleach solution, mix: 5 tablespoons (1/3 cup) bleach per gallon of water OR 4 teaspoons bleach per quart of water. Unused solution should be discarded if not used within 24 hours.
- Alcohol solutions with at least 70% alcohol may be used.
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.
  - Launder items (if possible) according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry.
    OR
  - Disinfect with an EPA-registered household disinfectant.

Electronics
- For electronics, such as tablets, touch screens, keyboards, remote controls, copy machines, and ATM machines:
  - Consider putting a wipeable cover on electronics.
  - Follow the manufacturer’s instruction for cleaning and disinfecting.
  - If no guidance is given by the manufacturer, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surfaces thoroughly.
  - Never spray solutions directly onto electronic devices.

Laundry
- For clothing, towels, linens and other items:
  - Launder items according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
  - Wear disposable gloves when handling dirty laundry from a person who is sick.
  - Do not shake dirty laundry.
  - Clean and disinfect clothes hampers/baskets according to guidance above for surfaces.
  - Do not share clothes hampers/baskets.
  - Remove gloves and wash hands right away.
Cleaning and Disinfecting Your Building or Facility if Someone is Sick

- Close off areas used by the person who is sick.
- Open outside doors and windows to increase air circulation in the area. Wait 24 hours before cleaning or disinfecting to ensure safety of the person cleaning. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick, 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 person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
- Continue routine 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 person who is sick.
  - 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% (70% preferred) alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

Resources: See the CDC COVID-19 Disinfection Guidance:
Policies

As an employer, it is important to remain flexible with employees requests for time off in an effort to meet their needs due to the unique circumstances surrounding the pandemic. With that in mind, implementing a strict sick leave policy focused on reducing risk of contracting COVID-19 must be in place and communicated to employees. This policy should include:

- Public health may contact businesses about employees who have tested positive.
- Employees who have symptoms consistent with COVID-19 should notify their supervisor that they will not be attending work and should not be allowed to work.
- If an employee has COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace, but maintain confidentiality as required by the Americans with Disabilities Act (ADA) and Health Insurance Portability and Accountability Act (HIPAA), and not share anything about the employee’s illness with other staff members. This may be difficult, especially for smaller organizations, but every effort must be taken to maintain confidentiality.
- Employees who are well but have had contact with a COVID-19 positive person or have a family member at home who is sick with COVID-19 must notify their supervisor that they will not be attending work. They will need to quarantine themselves and any other household contacts.
- Family medical leave or other legal contracts may apply.
- Employees who travel outside of their “typical community” for non-essentials should report this to their work supervisor.
- See appendix for sample sick policy.

How to handle employees who are ill or who are a close contact of someone who tested positive for COVID-19:

- Inform employees of the signs and symptoms of COVID-19 and that employees need to report when they are sick or experiencing fever (>100.4°F) and/or respiratory symptoms (for example, cough, shortness of breath). Confidentiality will be maintained to preserve employee privacy.
- Employees who become ill at work should be sent home immediately. They should be advised to contact their healthcare provider to determine if they should be tested.
- Employees who have symptoms of respiratory illness and call in sick should stay home and not come to work until:
  - They are free of fever (>100.4°F) and/or respiratory symptoms (for example, cough, shortness of breath) for at least three days (72 hours) without the use of fever-reducing medicine (ex: Tylenol/acetaminophen, ibuprofen, etc.); AND
  - 10 days have passed since symptoms first appeared.
- Employees who have been exposed to a person with COVID-19 should stay home from work and self-monitor for symptoms (fever, cough, shortness of breath, etc.) for at least 14 days from the date of last contact with the ill individual.

Resources: Wisconsin Department of Workforce Development: [https://www.dwd.wisconsin.gov/ui/](https://www.dwd.wisconsin.gov/ui/)
United State Department of Labor: [https://www.dol.gov/agencies/whd](https://www.dol.gov/agencies/whd)
General Business Resources:

- WEDC: https://wedc.org/reopen-guidelines/
- DHS: https://www.dhs.wisconsin.gov/covid-19/employers.htm

Specific Business Resources by Sector:


Douglas County Resources:

- Business Information: https://www.douglascountywi.org/1140/Information-for-Businesses

Need Help Obtaining Supplies? Call United Way’s 2-1-1

Questions? Contact:
Douglas County Health Department
1316 N 14th St,. Suite 324
Superior, WI 54880
(715) 395-1304
Appendix

1. Self-Monitoring Information Sheet and Form
2. Instructions for Wearing and Washing Face Masks
3. Handwashing Signage
4. Sample Handwashing Policy
5. Sample Sick Policy
6. Continue to be Safer at Home Signage
7. Social Distancing Signage
Self-Monitoring Information Sheet

To ensure all of our safety during the COVID-19 outbreak, all employees are asked to self-monitor for symptoms of COVID-19. Please complete the following BEFORE COMING TO WORK.

What is self-monitoring?

Self-monitoring means that you monitor or watch yourself for the following symptoms of COVID-19 and if you develop symptoms, report them to your supervisor:

- Fever
- New or worsening cough
- Shortness of breath
- Muscle aches
- Sore Throat
- Nausea/ Vomiting
- Diarrhea
- Loss of smell
- Runny nose
- Chills
- Fatigue

Why should I self-monitor?

The purpose of self-monitoring is to identify illness early and self-isolate at home to reduce the potential of transmission to others you work with. It is a good idea to be aware of any of the symptoms of COVID-19 listed above that you might have. If you develop symptoms you can protect others by staying home. If you are unwell, let your health care provider know so you can receive the right care and advice.

What should I do if I develop symptoms of COVID-19 or my symptoms worsen?

IF YOU ARE SICK, PLEASE STAY HOME.

If you have a fever (temperature of ≥ 100.4°F) OR symptoms of COVID-19 (symptoms listed above), you MUST STAY HOME and immediately notify your supervisor. If your symptoms worsen enough that you feel that you need to see a healthcare provider but it is not an emergency, contact your healthcare provider before you seek medical care. When arriving at the healthcare facility, wear a mask and let the staff know that you are ill and have symptoms of COVID-19.

If your symptoms are severe (i.e. shortness of breath) call 9-1-1.
Help protect yourself and your coworkers:

- Cover mouth and nose
- Wash your hands
- Maintain 6 feet physical distance
- Clean/Disinfect work space
- Stay home if you are sick

Let your supervisor know if you develop symptoms:

- Fever ≥ 100.4°F
- Chills
- Difficulty Breathing
- New or worsening cough
- Runny Nose
- Nasal congestion or loss of smell
- Fatigue
- Muscle aches
- Headache
- Sore throat
- Diarrhea
- New or worsening general feeling unwell
- Nausea/Vomiting or other, specify

Date each day, check your temperature and then check any of the symptoms:

<table>
<thead>
<tr>
<th>Date</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>COVID-19 Daily Self-Monitoring Form</td>
</tr>
<tr>
<td></td>
<td>Here is a sheet to help you keep track of your daily symptoms while self-monitoring.</td>
</tr>
</tbody>
</table>
How to Wear a Cloth Face Covering
Cloth face coverings should — fit snugly but comfortably against the side of the face, be secured with ties or ear loops, include multiple layers of fabric, allow for breathing without restriction, be able to be laundered and machine dried without damage or change to shape.

Should cloth face coverings be washed or otherwise cleaned regularly?
Yes. They should be routinely washed depending on the frequency of use. A washing machine is sufficient in properly washing a face covering.

How to safely remove a used cloth face covering?
Be careful not to touch your eyes, nose, and mouth when removing your face covering and wash hands immediately after removing.

How to protect yourself from covid-19
Stay home and limit travel to only essential, maintain physical distancing, and wash your hands or use hand sanitizer and sanitize surfaces frequently touched by others.

If you have questions or immediate needs related to COVID-19, call 2-1-1 or text COVID-19 to 211211
WASH YOUR HANDS!

1. Wet your hands with clean, running water (warm or cold), and apply soap.

2. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.

3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

4. Rinse your hands well under clean, running water. Let the water run back into the sink, not down to your elbows.

5. Dry your hands using a clean towel or air dry them.
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
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.
- 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.
Continue to be Safer at Home

“The order is gone, the virus is not.”

Stay at home if you are sick; contact your health provider for a COVID-19 test.

Minimize travel, especially to areas considered “viral hotspots” within and beyond our state borders.

Minimize close physical contact with those outside of your household.

Wear a fabric face covering if you must be in public.

Maintain 6-foot distances with others whenever possible.

Wash your hands frequently with soap and water.

Minimize congregating in groups of more than 20 people.

Avoid touching your face.

Comply with local public health COVID-19 isolation and quarantine orders.

If you choose to visit public places, be prepared to avoid crowds and sanitize hands when leaving.

Help prevent the spread of coronavirus.

SOCIAL DISTANCING
Maintain at least 6 ft between yourself and others.