

## Recommended Guidance for Businesses

### Purpose

Central District Health (CDH) and Southwest District Health (SWDH) support Governor Little's extension of the Statewide Order and do not encourage or condone businesses to operate outside of the parameters of the statewide Order in place through the end of April 2020. We encourage all businesses within our districts to abide by the Order and utilize the coming weeks to plan for safe and appropriate business operations, when the Governor indicates this is allowable.

CDH and SWDH are providing guidance for businesses to begin building their plans for ensuring the safety of employees and patrons.

### Recommended Actions

#### Implementing the following guidance is recommended:

- Place posters or signage at the entrance to your workplace and in high visibility areas that encourages patrons to not enter the business if they are feeling ill, and to utilize cough and sneeze etiquette, and hand hygiene. Some sign resources are available at the CDC website: [CDC COVIC-19 Print Resources](#)
- Provide soap, water, and alcohol-based hand rubs in multiple locations and routinely refill.
- Supply tissues and no-touch waste bins.
- Routinely clean commonly touched surfaces, e.g. tables, by following [CDC Cleaning and Disinfecting Protocols](#) and using recommended cleaning products.
- Consider limiting hours of operation to allow time for employees to complete a more thorough cleaning of the facility at the end of the day.
- Explore having business hours early in the day to serve just the vulnerable populations, e.g. those with underlying health conditions, people over the age of 60, those with weakened immune systems, or those who are pregnant.
- Employees should be encouraged to avoid touching their eyes, nose, and mouth with unwashed hands, for their safety and that of others in the workplace.
- Instruct employees to clean hands often with an alcohol-based hand sanitizer or washing with soap and water for at least 20 seconds.
- Remind employees to utilize best health practices by covering their mouth and nose with a tissue when coughing or sneezing or to use the inside of their elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds or to use hand sanitizer containing at least 60% alcohol. Learn more about coughing and sneezing: [CDC: Coughing and Sneezing](#)
- Ask employees to stay home when sick and ensure that sick leave policies are in place. (See Employee Education, below.)

**Social distancing.** Increasing the physical distance between people can reduce the spread of disease. Consider ways your business can maintain a distance of 6 ft. for both employees and patrons:

- Use signs or taped markings to designate distancing areas where customers might form a line.

- Consider limiting the number of patrons allowed in your business to accommodate social distancing practices.
- Utilize a “by appointment only” scheduling system for business processes, when practical.
- Explore establishing flexible worksites, e.g. telecommuting, and flexible work hours, e.g. staggered shifts, to increase the physical distance among employees, and between employees and patrons.
- Consider having employees wear masks, especially if they are unable to maintain social distancing of 6 ft. or greater.

**High Contact Operations.** Those businesses that have a higher contact with the public should consider implementing the following practices:

- Utilize gloves and masks, especially when unable to meet social distancing recommendations in daily business operations.
- When handling payment transactions, consider utilizing online transactions, or having customer insert card into card reader without coming into contact.
- Consider using emailing of receipts in place of paper receipts.
- Keep all single use items such as napkins, plastic ware, and condiments for staff to distribute.
- If handling payment transactions in conjunction bags/containers of food wash hands and/or use hand sanitizer between customers.
- Explore having an employee designated to handle payment transactions only and another to handle bags/containers of food.
- If using gloves, wash hands between glove changes. [CDC Instructions for How to Remove Gloves](#)

**Employee Education.** A successful implementation of best health practices will be accomplished as you provide consistent information in the workplace. You might consider the following:

- Share information on steps employees can take to protect themselves at work and at home.
- Employees should be encouraged to avoid touching their eyes, nose, and mouth with unwashed hands, for their safety and that of others in the workplace.
- When possible, discourage workers from sharing phones, desks, offices, or other work tools and equipment.
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.
- Designate someone in the workplace to be responsible for addressing COVID-19 issues and questions.
- Encourage employees to do a daily self-check for symptoms of COVID-19 (fever of greater than 100.3° F, coughing, and/or shortness of breath) prior to coming to work.
- Consider temporarily assigning employees at high risk for COVID-19 to non-public contact duties, such as people with underlying health conditions, people 60 or older, people with underlying health conditions, those with weakened immune systems or those who are pregnant.
- If an employee has been in direct contact with anyone who has tested positive or is awaiting test results, encourage them to follow the current recommendation to self-isolate for 14 days.
- Identify strategies for addressing ill employees, which should include requiring COVID-19 positive employees to stay at home while infectious. Follow the [CDC Cleaning and Disinfecting Protocols](#) for the workplace and contact your public health district for guidance.

**Plan Activation Process.** When deciding how to activate and make changes to your plan consider the following:

- Which decision makers in your business should be involved?
- What event(s) should trigger action?
- What procedures should be used to activate or deactivate your plan?
- How can you efficiently and effectively transfer business knowledge to key employees?
- When you deactivate your plan, how can you most effectively reintegrate employees who have been absent?
- Prepare to work with local health officials when answering these questions.



**Communication Protocol.** Determine how you will relay information about your operations to employees and business partners. Decide how will you keep your workforce and partners informed about the latest public health recommendations and your response.

*This guidance is subject to change as more information becomes available about limiting the transmission of COVID-19. Business-specific information is currently under development.*

For more information on COVID-19, resources are available at the following:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://coronavirus.idaho.gov/>

	
<p>Serving Ada, Boise, Elmore, and Valley Counties</p>	<p>Serving Adams, Canyon, Gem, Owyhee, Payette, and Washington Counties</p>
<p><a href="https://www.cdh.idaho.gov/dac-coronavirus">https://www.cdh.idaho.gov/dac-coronavirus</a></p>	<p><a href="https://phd3.idaho.gov/coronavirus/">https://phd3.idaho.gov/coronavirus/</a></p>
<p>Call Center: 208-321-2222 M-F 8:30 am – 4:30 pm</p>	<p>Call Center: 208-455-5411 M-F 8 am – 5 pm</p>