

REOPENING CONSIDERATIONS

As your organization prepares to reopen, think and address the follow areas of opportunity to ensure a safe and healthy work environment for both employees and customers.

SHOWROOM & COUNTER AREAS:

- When dealing with the public, masks are required by all employees, vendors, and customers.
 - Write and post a formal mask policy for both employees and customers.
 - Identify if and how you will source masks and for employees and customers.
- When dealing with the public, attempt to maintain a 6-foot separation when possible.
 - Write and post a distancing statement for customers.
 - Will you mark the floors? Provide traffic pattern guidance (one-way isles)? Barriers? Decals?
 - Installing sneeze barriers around any area where a customer and staff member come in contact to complete a transaction.
- Evaluate the use of gloves when employees are placed in “high contact” environments.
 - Identify and define your “high contact” environments.
 - Write and post a formal glove policy for employees.
- After dealing with a customer ensure to either wash hands with soap and water for 20 seconds or use hand sanitizer.
 - Write and post a formal hand washing/sanitizing policy for employees.
 - Identify how to source hand sanitizer, and where stations need to be located (customer entry, customer transaction point).
- Consider converting to touchless systems.
 - Converting entry doors into no touch entrances (electronic eye).
- Think about customer transactions.
 - Identify a process for customer signatures. Will you provide clean pens? Will you sanitize used pens?

CUSTOMER DRINK STATIONS & RESTROOMS:

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- If your organization is going to continue with drink stations for customers, consider “customer friendly” items.
 - Only disposable cups, plates, napkins, utensils, single serve sugar, creamer etc.
 - If a Keurig is used, sanitize all high touch surfaces after touching, or have behind counter and have one employee responsible for this task.
 - If a coffee service is used or a standard drip maker, pot handles need to be sanitized after each touch, or have behind counter and have one employee responsible for this task.
- Public/office restroom considerations for “customer friendly” areas:
 - Make as touchless as possible.
 - Motion sensors for lights.
 - Self-flushing toilets/urinals.
 - Faucets that use electronic eye to turn on/off.
 - Soap dispensers touchless and sealed cartridge.
 - Hand sanitizer dispensers touchless and sealed cartridge.
 - Hand roll motion sensors with automatic feed (short, medium, long setting inside).
 - Install arm or toe pulls to open or close the door.
 - If it is a doorknob, consider small wall mount dispenser that has tissue paper like size sheet to turn knob without touching it.
 - Require trash receptacles to have a no touch step to open close.
 - Woman’s hygienic disposal units newer non touch units available on market currently, rather than the stainless steel with brown wax bag approach that allows for massive spread of soils and germs, in addition to bloodborne pathogens.
- Non-customer friendly areas should be shut down completely or reasonably updated to help reduce risk.

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EMPLOYEE BREAK ROOMS

Break and lunchroom areas that employees use:

- Only disposable cups, plates, napkins, utensils, single serve sugar, creamer etc.
- If a Keurig is used, sanitize all high touch surfaces after touching, or have behind counter and have one employee responsible for this task.
- If a coffee service is used or a standard drip maker, pot handles need to be sanitized after each touch, or have behind counter and have one employee responsible for this task.
- Require trash receptacles to have a no touch step to open close.
- Faucets that use electronic eye to turn on/off.
- Soap dispensers touchless and sealed cartridge.
- Hand sanitizer dispensers touchless and sealed cartridge.
- Hand roll motion sensors with automatic feed (short, medium, long setting inside).
- Consider reducing the number of tables, chairs, maintain 6-foot spacing with placement of tables and chairs.
- Consider limiting or reducing the number of employees who leave the office and frequency to leave the office for lunch, meetings or to local restaurants due to potential contact with an a-symptomatic person.

OFFICE AREAS

- Where applicable maintain 6-feet apart in shared office or cubical areas.
- Where applicable consider installing a Plexiglass sneeze guard if a person has in office meetings.
- Provide facial tissues at each desk.
- Provide hand sanitizer bottles at each desk (must have SDS, Safety Data Sheets, on file) no outside product to be brought into the office.
- Provide wipes for each desk (must have SDS, Safety Data Sheets, on file) no outside product to be brought into the office.
- Items that should be wiped often:
 - Keyboard keys
 - Mouse

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- Desk phone
- Desk area in front of the person
- Pens
- Cell phone
- Items that should be wiped once per day:
 - Stapler
 - Tape dispenser
 - Calculator
 - Handle of cups
 - Desk and file cabinet pulls
- If office is small so that social distance cannot happen mask must be worn.

COPY CENTERS, MAIL AREAS

- Only one person at a time should be in these areas.
- Provide facial tissues.
- Provide hand sanitizer bottles (must have SDS, Safety Data Sheets, on file) no outside product to be brought into the office.
- Provide wipes (must have SDS, Safety Data Sheets, on file) no outside product to be brought into the office.
- If two or more people must be in this area so that social distance cannot happen mask must be worn

WILL CALL PICK UP AREAS

- When dealing with the general public masks are required.
- When dealing with the public, attempt to maintain a 6-foot separation when possible.
- After dealing with a customer, ensure to either wash hands with soap and water for 20 seconds, or use hand sanitizer.
- All people to wear masks upon entering.
 - Will there be disposable mask available to the public?

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- Would you consider branded masks for those that enter (washable)?
- All people that enter, would you require them to be gloved up?
 - Would you provide disposable nitrile gloves?
 - By doing this it will allow for fewer needs to clean high touch areas?
 - Have you set up hand sanitizer stations (suggest no touch system) by entry door upon entering and exiting?
 - What plans do you plan to implement to help enforce 6-foot spacing?
 - Write and post a distancing statement for customers.
 - Will you mark the floors? Provide traffic pattern guidance (one-way isles)? Barriers? Decals?
 - Will there be barriers to areas no customer should enter?
 - Installing sneeze barriers around any area where a customer and staff member come in contact to complete a transaction.
 - Converting entry doors into no touch entrances (electronic eye).
 - Installing sneeze barriers around any area where a customer and employee come in contact to complete a transaction.
 - For example, Plexiglass barrier one-foot deep, two-feet across, and three-feet high, sits on the counter (pre-assembled).
 - Plexiglass barrier that hangs from the ceiling which would require to be hung up.
 - What considerations need to be given to touchless transitions:
 - Web based portals
 - POS systems
 - No signatures
 - Prepaid for pickup or if signatures are required:
 - The customer must bring own pen or
 - Branded pens are available for customers to use and take with them or
 - Use wipes to sanitize each pen after each customer touches them.
 - After customer leaves, sanitize the counter with wipes

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WAREHOUSE AREAS

- Only allow dock pickups and delivery (no entrance into building).
 - Ideally this will be two different dock doors completely.
 - Everything should be signed for electronically or an attached packing slip.
- After taking a pickup or delivery:
 - Provide wipes (must have SDS, Safety Data Sheets, on file) no outside product to be brought into the office.
 - Wipe down door and controls.
 - Wipe down any handles touched.
- If hand cart was used, wipe down touched areas with a wipe.
- If fork truck used, wipe down steering wheel, all controls and keys that where or could have been touched during the operation of the fork truck

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