



COVID-19 Safe Workplace Guidance

A Reopening Guide for Detroit's Retail Businesses

10 steps to reopening your retail business

This document outlines ten steps retail business owners should take to make sure their business is ready to reopen on May 26 and in compliance with the State of Michigan Executive Orders 2020-96 and 2020-97. It also provides resources business owners can use to reopen safely. The ten steps include:

- Develop a COVID-19 Preparedness and Response plan
- Provide COVID-19 training to employees
- Post signs requiring customers to wear a face covering and informing customers not to enter if they are sick
- Adhere to occupancy restrictions
- See customers by appointment
- Install physical barriers at checkout
- Encourage physical distancing among employees and customers
- Establish cleaning and sanitizing protocols for high-touch areas
- Inform customers of precautions the store is taking to prevent the spread of COVID-19
- Limit staffing to minimum necessary to operate

One: Develop a COVID-19 preparedness and response plan

The City of Detroit issued a small business playbook, which provides guidance to small businesses on how to develop a COVID-19 preparedness and response plan. Click [here](#) or visit detroitmeansbusiness.org to download the playbook. Your plan should include the following:

- **Employee Testing Protocols, including:**
 - Testing protocols for all employees within 2 weeks of the first day on the job
 - Standards for returning an employee to work who has tested positive
- **Employee Health Screening & Monitoring Protocols, including:**
 - Daily health screening protocols
 - Response protocols in the event an on-site employee becomes sick or tests COVID-positive
- **Workplace Practice protocols, including:**
 - Protocols to ensure sick people do not enter the workspace
 - Strict physical distancing protocols
 - Workspace modifications or changes
 - Protocols for encouraging good hand hygiene practices
- **Use of Personal Protective Equipment protocols, including:**
 - Protocols for the daily use of surgical masks by employees
 - Protocols for the daily use of N-95 masks by employees interfacing with the public
 - Protocols the use of masks by the public
 - Protocols for the use of gloves in selected environments (if applicable)
 - Protocols for the use of eye protection in selected environments (if applicable)
- **Worksite and Vehicle Cleaning protocols, including:**

- Protocols for the sanitation and disinfection of high-touch or high-traffic surfaces
- Protocols for the sanitation and disinfection of vehicles (if applicable)

Two: Provide COVID-19 training to employees

The City of Detroit is developing training videos you can use to help your employees receive the health and safety training they need to prevent the spread of COVID-19. Visit detroitmeansbusiness.org to view all training videos. Employees should be trained on the following:

- Workplace infection-control practices and appropriate cleaning procedures, including training for cashiers on cleaning between customers
- The proper use of personal protective equipment
- Steps employees must take to notify the business of operation of any symptoms of COVID-19 or a suspected or a confirmed diagnosis of COVID-19
- How to report unsafe working conditions
- How to manage symptomatic customers upon entry in the store

Three: Post signs requiring customers to wear a face covering and informing customers not to enter if they are sick

Per State of Michigan Executive Orders 2020-97, retail business owners must post signs at store entrances(s) of their legal obligation to wear a face covering when inside the store and instructing customers not to enter if they are or have recently been sick. The sign below can be used by business owners for these purposes. Feel free to print the sign found in the appendix and use as necessary.

PER THE STATE OF MICHIGAN EXECUTIVE ORDER NO.2020-97



MASKS REQUIRED

IF YOU ENTER THE STORE WITHOUT A MASK YOU WILL BE ASKED TO LEAVE. ADDITIONALLY, PLEASE DO NOT ENTER THE STORE IF YOU ARE OR HAVE RECENTLY BEEN SICK. THANK YOU FOR HELPING SLOW THE SPREAD OF COVID-19.

Four: Adhere to occupancy restrictions

The executive order outlines new occupancy restrictions for retail businesses. Businesses should post signage informing customers of the new maximum occupancy restrictions. The signs on the next page can be used by business owners for these purposes. Feel free to print the signs found in the appendix and use as necessary.

- Stores of less than 50,000 square feet of customer floor space must:
 - Limit the number of people in the store (including employees) to 25% of the total occupancy limits established by the State Fire Marshal or a local fire marshal.
 - Limit the number of people in the store to not exceed 10 people at one time.
- Stores of more than 50,000 square feet must:
 - Limit the number of customers in the store at one time (excluding employees) to 4 people per 1,000 square feet of customer floor space.
 - Create at last two hours per week of dedicated shopping time for people over the age of 60, pregnant women, and those with chronic conditions like heart disease, diabetes, and lung disease.



Five: See customers by appointment

Retail businesses opening May 26th or later must see their customers by appointment. Businesses can use available web applications, such as booksley, calendly, acuity, or others to schedule customer appointments in advance. Alternatively, businesses can schedule appointments onsite. Either way, business owners should determine the best way to schedule customer appointments to ensure their maximum occupancy limits are not exceeded.

Six: Install physical barriers at checkout

Business owners should install physical barriers at checkout or other service points that require interaction between employees and customers. Physical barriers could include plexiglass barriers, tape markers, or tables. Examples of these barriers are below.

Plexiglass barrier



Table barrier



Seven: Encourage physical distancing among employees and customers

Establish lines to regulate entry into their stores and use markings to enable customers to stand at least six feet apart from one another while waiting. Stores should also explore alternatives to lines, such as curbside pickup. Curbside pickup allows customers to call or text when they arrive and wait in their car while a store representative loads the merchandise into their trunk.



Eight: Establish cleaning and sanitizing protocols for high-touch areas

Establish an enhanced cleaning and sanitizing protocol for high-touch areas like restrooms, credit-card machines, keypads, counters, shopping carts, and other surfaces. The sign and checklist below can be used by business owners for these purposes. Feel free to print the sign and checklist found in the appendix and use as necessary.

Cleaning And Disinfecting Your Facility

Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

How to clean and disinfect
Wear disposable gloves to clean and disinfect.

Clean

- **Clean surfaces using soap and water.** Practice routine cleaning of frequently touched surfaces.

High touch surfaces include:
 Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- **Recommend use of EPA-registered household disinfectant.** Follow the instructions on the label to ensure safe and effective use of the product.

Many products recommend:

- Keeping surface wet for a period of time (see product label).
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- **Diluted household bleach solutions may also be used** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- **Follow manufacturer's instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- **Leave solution** on the surface for **at least 1 minute**

Bleach solutions will be effective for disinfection **up to 24 hours**.

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water


OR

- 4 teaspoons bleach per quart of water

- **Alcohol solutions with at least 70% alcohol.**

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.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)



COVID-19 Exposure Reduction

High Touch Cleaning Checklist

High touch items are among the most pathogen heavy surfaces in your facility. Routine cleaning and disinfecting of these items along with hand washing are critical to breaking the chain of infection and creating clean, safe and healthy environments.

Checklist

- | | |
|---|---|
| <input type="checkbox"/> Chair handles and backs | <input type="checkbox"/> Phones |
| <input type="checkbox"/> Coffee machines and pots | <input type="checkbox"/> Podiums |
| <input type="checkbox"/> Counter tops | <input type="checkbox"/> Printer and fax machines |
| <input type="checkbox"/> Credit card machines | <input type="checkbox"/> Refrigerator handles and doors |
| <input type="checkbox"/> Desktops | <input type="checkbox"/> Shopping carts |
| <input type="checkbox"/> Door glass | <input type="checkbox"/> Sink faucets and handles |
| <input type="checkbox"/> Door handles and edges | <input type="checkbox"/> Stair rails |
| <input type="checkbox"/> Elevator buttons and doors | <input type="checkbox"/> Staplers and staple removers |
| <input type="checkbox"/> Employee cell phones | <input type="checkbox"/> Tabletops |
| <input type="checkbox"/> Keypads | <input type="checkbox"/> Tape dispensers |
| <input type="checkbox"/> Kiosk buttons | <input type="checkbox"/> Time clocks |
| <input type="checkbox"/> Keyboards and mice | <input type="checkbox"/> Toaster ovens |
| <input type="checkbox"/> Light switches | <input type="checkbox"/> Trash receptacles |
| <input type="checkbox"/> Mailboxes | <input type="checkbox"/> Vending machines |
| <input type="checkbox"/> Microwaves | <input type="checkbox"/> Water fountains |
| <input type="checkbox"/> Paper towel dispensers | |

Don't Overlook Common Gathering Places

- Break room areas (appliances, sinks, tables and chairs)
- Restrooms (Toilet paper dispensers, flush handles, sinks)
- Conference rooms (tables, chairs, conference phones)
- Open shared workspaces

Nine: Inform customers of precautions your store is taking to prevent the spread of COVID-19

Create communications material for customers, such as signs or pamphlets, to inform customers of changes to store practices and to explain the precautions the store is taking to prevent infection. Posting your businesses COVID-19 preparedness and response plan on the store website or at your store can also help to inform customers of the precautions you are taking to protect them and your employees.

Ten: Limit staffing to minimum necessary to operate

Appendices

Cleaning And Disinfecting Your Facility

Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

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Clean

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High touch surfaces include:

Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- **Recommend use of EPA-registered household disinfectant.** **Follow the instructions on the label** to ensure safe and effective use of the product.

Many products recommend:

- Keeping surface wet for a period of time (see product label).
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- **Diluted household bleach solutions may also be used** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.

Leave solution on the surface for **at least 1 minute**

Bleach solutions will be **effective** for disinfection **up to 24 hours**.

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water

OR

- 4 teaspoons bleach per quart of water

- **Alcohol solutions with at least 70% alcohol.**



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.



CS316270A 05/15/2020

cdc.gov/coronavirus

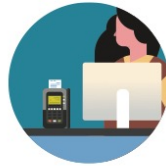
- **Launder items** (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

OR

- **Disinfect with an EPA-registered household disinfectant.** [These disinfectants](#) meet EPA's criteria for use against COVID-19.

Electronics

- For electronics, such as **tablets, touch screens, keyboards, remote controls, and ATM machines**
- Consider putting a **wipeable** cover on electronics.
- **Follow manufacturer's instruction** for cleaning and disinfecting.
 - If no guidance, **use alcohol-based wipes or sprays containing at least 70% alcohol.** Dry surface thoroughly.



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.
- Dirty laundry from a person who is sick **can be washed with other people's items.**
- **Do not shake** dirty laundry.
- Clean and **disinfect clothes hampers** according to guidance above for surfaces.
- **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 you clean or disinfect. 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% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

- **Additional key times to wash hands** include:

- After blowing one's nose, coughing, or sneezing.
- After using the restroom.
- Before eating or preparing food.
- After contact with animals or pets.
- Before and after providing routine care for another person who needs assistance (e.g., a child).

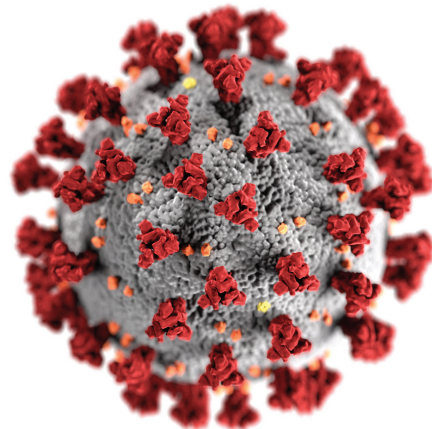
Additional Considerations for Employers



- **Educate workers** performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions **on what to do if they develop symptoms within 14 days** after their last possible exposure to the virus.
- Develop **policies for worker protection and provide training** to all cleaning staff on site prior to providing cleaning tasks.
 - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are **trained on the hazards of the cleaning chemicals** used in the workplace in accordance with OSHA's Hazard Communication standard ([29 CFR 1910.1200](#)).
- **Comply** with OSHA's standards on Bloodborne Pathogens ([29 CFR 1910.1030](#)), including proper disposal of regulated waste, and PPE ([29 CFR 1910.132](#)).

For facilities that house people overnight:

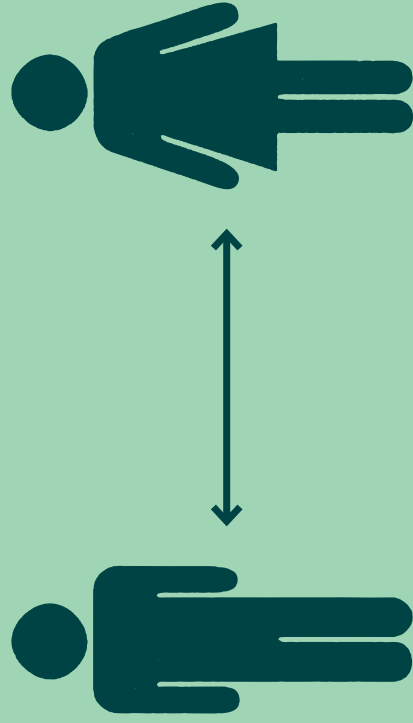
- Follow CDC's guidance for [colleges and universities](#). Work with state and local health officials to determine the best way to isolate people who are sick and if temporary housing is needed.
- For guidance on cleaning and disinfecting the bedroom/bathroom for someone who is sick, review CDC's guidance on [disinfecting your home if someone is sick](#).





NOTICE

PER THE STATE OF MICHIGAN EXECUTIVE ORDER NO.2020-97



PHYSICAL DISTANCING

TO ENSURE SOCIAL DISTANCING WE ARE LIMITING
THE NUMBER OF CUSTOMERS IN THE STORE

MAX OCCUPANCY



COVID-19 Health Notice

PER THE STATE OF MICHIGAN EXECUTIVE ORDER NO.2020-97

**THIS STORE IS LIMITED TO 25% OF
THE TOTAL OCCUPANCY LIMITS
ESTABLISHED BY THE STATE OR
LOCAL FIRE MARSHAL AND CANNOT
EXCEED 10 PEOPLE AT ONE TIME.**

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