



Preserving, protecting, and promoting public health in our community

Guidance for Retail or Other Businesses

Reopening During COVID-19 Pandemic

It will be the responsibility of the business owner to ensure the safety and wellbeing of their employees as well as their clients/customers. There is much to learn about the novel coronavirus or COVID-19, but it is known to be transmitted from person-to-person most frequently among close contacts (within 6 ft.). This type of transmission occurs via respiratory droplets transmitted by an uncovered cough or sneeze. Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of materials. This would be why business owners are encouraged to frequently clean and disinfect common areas and frequently used surfaces. Also, it is unknown how long the air inside a room occupied by someone with confirmed COVID-19 remains potentially infectious. Business owners may need to consider factors such as the size of the room and the ventilation system. Taking measures to improve ventilation in an area or room where someone was ill or suspected to be ill with COVID-19 will help shorten the time it takes respiratory droplets to be removed from the air.

Maintaining social distancing of 6 ft. and practicing good hygiene and respiratory etiquette are vital to protecting employees and clients/customers. Individuals performing job duties that require contact with other people closer than 6 ft., should take enhanced precautionary measures to stop the risks of contracting or spreading COVID-19 (e.g., wearing a mask, cleaning/disinfecting areas, washing hands, etc.).

Under Order 20-09, retail businesses are directed to implement basic infection prevention measures which are mentioned below. As a business owner, you will want to look at creative ways to make the necessary changes. A few businesses that would be considered retail are hair/nail salons, barbershops, pet groomers, clothing stores, vape shops, pawn shops, tea rooms, hotels/bed-n-breakfast/motels, grocery stores, fitness centers/gyms, etc. For more specific guidance for businesses, please refer to Missouri Statewide Order 20-09 found at governor.mo.gov.

A strategic "reopening" of Webster County will not be successful without proactive steps being taken to stop the resurgence of COVID-19. The Webster County Health Unit recognizes the individuality and uniqueness of every organization, and understands that not all of the recommendations herein are applicable to everyone. Business owners and community leaders are encouraged to put in place as many of these recommendations as possible to safeguard themselves, their employees, customers, and the community at large.

Manage Employee Health –

- Take temperatures and monitor symptoms of employees prior to starting work everyday.

- Employee(s) should stay home if sick, except to get medical care.
- If an employee becomes sick at work, send them home and clean and disinfect his/her workspace.
- If an employee is tested for COVID-19, notify other employees of possible exposure while maintaining confidentiality. The employee who was tested, should be under self-isolation until the results are received.
- Encourage employees to wear a mask or face covering per CDC recommendations.
- Practice social distancing from other people whenever possible.
- Assure employees are routinely washing their hands for at least 20 seconds.
- Provide hand sanitizer for every employee and strategically placed for clients/customers to use.
- Remind employees to not touch their eyes, nose and mouth.
- If an employee coughs or sneezes encourage them to use a tissue, dispose of the tissue and wash hands immediately for at least 20 seconds.
- Avoid using other co-workers' phones or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Limit access to common areas where personnel are likely to congregate and interact.

Manage Operations –

- Ensure that employees and clients/customers are practicing social distancing of 6 ft.
- If applicable, alternate work schedules.
- Ask clients/customers not to bring others with them to their appointments, to check out/pay, to wait inside the business in order to decrease the crowd size.
- If applicable, limit the number of clients/customers in the facilities to one per employee. Encourage subsequent clients/customers to remain in their cars until the current client has departed.
- Strongly encourage clients/customers to wear a mask or face covering during their appointments or workout sessions.
- Encourage clients/customers to wait for their appointment inside their vehicles prior to entering the business to lessen the interactions between people.
- Clean and sanitize frequently touched objects and surfaces such as water faucets, toilets, backwash and workstation chairs, counters, door handles, hair dryers, mirrors, tables, touch pads, weight machines, treadmills, free-weights, and commonly used tools and equipment between each customer.
- If a client/customer's health is visibly compromised, they should be asked to leave the area.
- Encourage clients/customers to reschedule appointment or not visit the gym if they are not feeling well.
- Ensure hand washing areas with soap is available and a priority. Encourage clients/customers to wash their hands before and after appointments.
- Provide tissues and no-touch disposal receptacles.
- Place hand sanitizers in multiple locations to encourage hand hygiene if soap and water is unavailable.
- Have tissues available for clients/customers who might sneeze or cough. Have a trash receptacle available for easy disposal and ask them to either wash their hands or use hand sanitizer.
- Discourage hand shaking, hugs, pats on the shoulder.

- Capes and towels should only be used per one customer and then put in the laundry. Towels provided by the fitness centers should only be used per one client. The temperature of 140 degrees to wash these items should be used to avoid the spread of germs and viruses.
- Post signage outlining the expectations for the clients/customers during their appointments/visits.
- Remove extra seating or communal benches as to discourage individuals to sit or congregate.