



# Downtown Traverse City Operation “Open Doors” Safeguarding Guidance Recommendations In Response to COVID-19

## Retail Stores

### Safeguarding Guidance

This document is intended to highlight important measures to protect customers and employees as retailers begin to re-open operations. Each recommendation should be customized to fit your unique circumstances. The DDA has established a “Recovery Team” to help answer specific questions and guide decisions and protocols. Additional guidelines can be found through the [CDC](#) and [OSHA](#).

The need to plan ahead is not limited to the initial transition back to work, but includes preparing for likely employee relations scenarios that will arise after returning to work. While some of these employee relation issues may be unique to COVID-19, others will not; your response however may need to be adjusted accordingly.

An assessment of current policies and procedures should be undertaken to ensure they meet the needs of your customers, employees, and business during this transition back to work; you may need to create new policies. In particular, development of a protocol to limit the spread of COVID-19 and how to respond if an employee contracts COVID-19 is essential. Employers should plan for how to respond to employees who are in vulnerable populations or are fearful of returning to work. Employers may also be well-served to assess factors competing with an employee’s ability or willingness to return to work, such as child or elder care responsibilities and the possibility of better compensation through unemployment with the current federal benefits increase.

**PHASE ONE (Date: \_\_\_/\_\_\_/\_\_\_\_) Fill In**

### CURBSIDE SERVICE

**Phase One includes the following activities:**

- Contactless ship-from-store based on online or phone orders for all products, no restrictions.
- Minimal contact curbside pickup at stores or home delivery based on online or phone orders for all products, no restrictions.
- Limited contact to-go pickup located in stores for all products, no restrictions.

### PHASE ONE. SAFEGUARDS

- Allow employees to work from home as much as possible.
- Allow only the minimum number of employees needed (as determined by each retailer) to fulfill orders.
- Screen all employees reporting to work for COVID-19 symptoms with the following questions ([The DDA has developed a comprehensive screen questionnaire for your reference](#))
  - Have you been in close contact with a confirmed case of COVID-19?
  - Have you engaged in any travel activity within the last 14 days?
  - Have you been directed by the local health department or your healthcare provider to self-isolate or self-quarantine?
  - Are you experiencing a cough, shortness of breath or sore throat?
  - Have you had a fever in the last 48 hours?
  - Have you experienced loss of taste or smell?
  - Have you had vomiting or diarrhea in the last 24 hours?

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- Temperature screen all employees
  - Best Practice: Employer takes temperature onsite with a no-touch thermometer each day upon arriving at work.
  - Minimum: Employee takes temperature before arriving at work. Normal temperature should not exceed 100.4 degrees Fahrenheit.
- Adhere to CDC social distancing guidelines.
- Require employees to utilize protective gear such as face coverings and gloves.  
(The DDA has 25 face coverings for your business)
- Frequent hand washing/sanitizing is required between customer pickup interactions.
- Payments should be handled online or over the phone whenever possible.
- For curbside pickup, customers should remain in their cars and store employees should place orders directly in cars, avoiding close contacts with customers.
- For in-store to-go pickup, installation of plexiglass barriers (“sneeze guards”) between employees and customers is strongly encouraged.
- For in-store to-go pickup, limit the number of customers waiting to no more than five.
- For in-store to-go pickup, clean/sanitize surfaces and equipment between customers.

**PHASE TWO (Date: \_\_\_/\_\_\_/\_\_\_\_) Fill In**

### **CURBSIDE SERVICE & WHEN SMALL GROUP INTERACTION IS ALLOWED**

#### **Phase Two includes the following activities:**

- All Phase One activities.
- Minimal number of customers allowed into the store.

#### **PHASE TWO. SAFEGUARDS**

- Allow employees to work from home as much as possible.
- Allow only the minimum number of employees needed (as determined by each retailer) to complete operations, sanitize, and meet social distancing requirements.
- Screen all employees reporting to work for COVID-19 Symptoms with the following questions:
  - Have you been in close contact with a confirmed case of COVID-19?
  - Have you engaged in any travel activity or travel within the last 14 days?
  - Have you been directed by the local health department or your healthcare provider to self-isolate or self-quarantine?
  - Are you experiencing a cough, shortness of breath or sore throat?
  - Have you had a fever in the last 48 hours?
  - Have you experienced loss of taste or smell?
  - Have you had vomiting or diarrhea in the last 24 hours?
- Temperature screen all employees
  - Best Practice: Employer takes temperature onsite with a no-touch thermometer each day upon arriving at work.
  - Minimum: Employee takes temperature before arriving at work. Normal temperature should not exceed 100.4 degrees Fahrenheit.
- Adhere to CDC social distancing guidelines.
- Require employees to utilize protective gear such as face coverings and gloves.  
(The DDA has 25 face coverings for your business)

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- Frequent hand washing/sanitizing strongly encouraged and required between customer interactions.
- Provide Training on personal protective equipment (PPE) based on CDC guidelines
  - State List of PPE Suppliers:  
<https://www.michamber.com/personal-protection-equipment>
  - Local List of PPE Suppliers:  
<https://traverseconnect.com/economic-development/covid-19-business-resources-and-recovery/workplace-resources-and-supplies/>
- Limit capacity to 25% of occupancy limits established by the fire marshal.
- Post signs at the entrance of the store telling customers not to enter if they are sick.
- Encourage customer use of face coverings through signage at entrance of the store.
- Implement capacity limits for customers allowed inside the store at a given time, excluding employees and representatives of third-party delivery companies.
- Utilize floor markings, signs and/or audio announcements throughout the store to ensure proper social distancing, especially in queues.
- Enhance monitoring for social distancing adherence and cleaning of high-traffic, high touch areas, including but not limited to fitting rooms, benches/seating, restrooms, check-out areas, and break rooms.
- Stagger shifts, breaks, and meals in compliance with labor laws and regulations to maintain social distancing.
- Installation of plexiglass barriers (“sneeze guards”) between employees and customers is strongly encouraged whenever possible.
- Encourage cashless payments whenever possible.
- Cleaning/sanitizing of frequently touched surfaces and equipment (e.g., counters, belts, credit card terminals, etc.) between customers.
- Make hand sanitizer (touchless dispensers strongly recommended) available for customers in heavily-trafficked areas.
- Disinfecting/quarantine methods/policies for clothing and footwear tried on by customers as well as returns, as deemed medically necessary by health authorities.
- Continue to encourage curbside pickup and home delivery, if possible.
- Provide regular updates and training for employees about personal COVID-19 mitigation and store regulations.
- Employees should stay home if feeling ill and report symptoms of illness to their supervisor.
- Direct any employee who exhibits COVID-19 symptoms to leave the premises immediately and seek medical care.

**PHASE THREE (Date: \_\_/\_\_/\_\_\_\_) Fill In**

### **CURBSIDE SERVICE & WHEN INCREASED GROUP INTERACTION IS ALLOWED**

**Phase Three includes the following activities:**

- Relaxation of certain requirements of Phase Two.

### **PHASE THREE. SAFEGUARDS**

- Limits on the number of employees permitted to work at one time.
- Capacity limits for customers permitted at the store at one time.
- Enhanced signage and monitoring.

# Downtown Traverse City Operation “Open Doors”

## Safeguarding Guidance Recommendations

### In Response to COVID-19

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- Allowing cleaning/sanitization at intervals instead of between each customer.
- Use of face coverings and/or gloves and plexiglass barriers (“sneeze guards”) or other similar barriers.
- Disinfecting/quarantine methods/policies for clothing and footwear tried on by customers as well as returns, as deemed medically necessary by health authorities.
- Employee screening requirements.

**PHASE Four (Date: \_\_\_/\_\_\_/\_\_\_) Fill In**

### **NORMAL OPERATIONS WITHOUT RESTRICTIONS, BUT WITH CONTINUED EFFORTS TO ENSURE CUSTOMER SAFETY AND EMPLOYEE SAFETY**

#### **General Business Process Adaptations**

- **Reduce exposures in the workplace** by implementing social distancing guidelines and modifying scheduling.
- **Implement workplace cleaning and disinfection practices**, according to CDC guidelines, with regular sanitation of high-touch surfaces at least every two hours.
- **Sanitize shared resources** after each use, and sanitizing all high-traffic/high-touch areas (such as counters, check-out areas, keypads, breakrooms, dressing rooms, restrooms) every two hours and when visibly dirty.
- **Use a clearly designated entrance and a separate designated exit** to maintain social distancing.
- **Use plexiglass or similar material shields or barriers** between customers *and* clerks at service counters and clean them frequently (every 2 hours and when visibly dirty)
- **Establish appropriate time** to allow for enhanced cleaning.
- **Prohibit the use** of reusable bags.
- **Limit self-service options and suspend sampling** of food and personal hygiene products.
- Task management-level employees to **monitor compliance** within the store.

Please Note: This guidance document is only intended to provide you with recommendations and best practices. It should not be considered legal advice.