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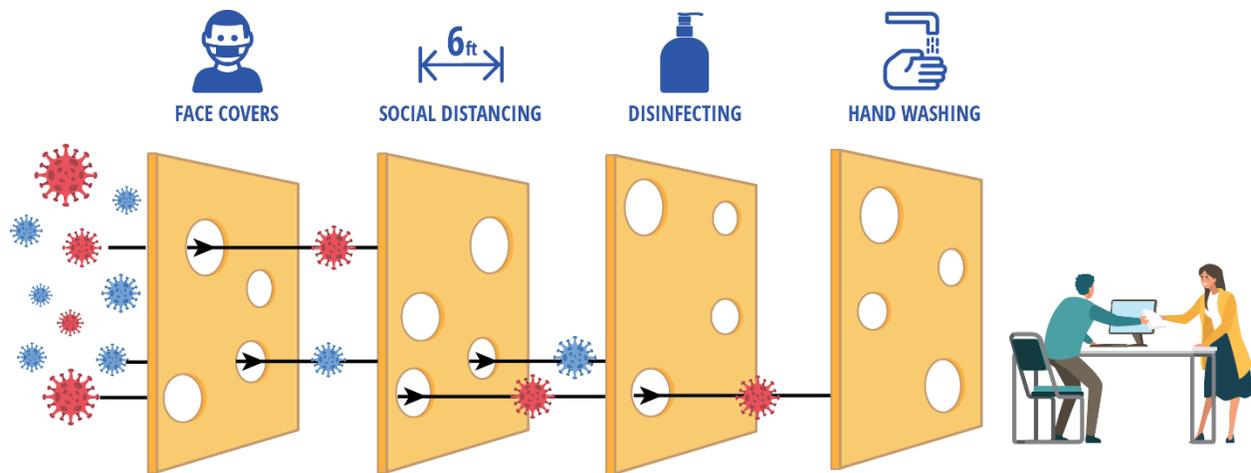
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REOPENING BUSINESS – FREQUENTLY ASKED QUESTIONS

Key Personal Behaviors - which are important?

Think of each action in place as an extra layer of protection against the spread of the virus. Screening employees for symptoms is one layer. Screening employees for symptoms and adding thermal scanning is another layer. Adding social distancing is another layer. The more tactics — that are considered best practices — the more we can protect our employees and our customers in the work place.



Swiss-Cheese Model*

The COVID-19 pandemic requires multiple layers of protection to keep the workplace safe. These “layers of swiss cheese” serve as safeguards for your organization and your people. When used consistently and collectively, the holes (or weaknesses) in any single layer of protection will be offset by the strengths of another layer of intervention.

What are key personal behaviors everyone should practice?

- Good cough and sneeze etiquette.
- Direct your face into your elbow, not your hand. This prevents contamination of your hands and by extension, any surface you may touch.
- Wear a cloth face covering.
- Do not touch your face.
- Regularly wash your hands with soap and water, or use an alcohol-based hand disinfectant.
- Stay home if you are not feeling well or have symptoms that may be related to COVID-19.
- Beware of your environment and practice good social distancing procedures.



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Preventing the Spread of COVID-19

What are some basic engineering controls I can put in place to create distance and protect employees from hazard?

- Space seating 6 feet apart.
- Install physical barriers between employees and customers when possible.
- Use hallways as one-way streets.
- Add outdoor break rooms and eating areas where possible.
- Stagger shifts and restrict use of shared spaces.
- Mark floors to guide spacing.
- Add hand sanitizer dispensers and hand washing stations.
- Implement touch-free time clocks and doors where possible.
- Require universal face covering with masks where possible.

What are some basic administrative controls I can put in place to lessen the threat of hazard?

- Exclude all symptomatic employees.
- Maintain physical distancing on production lines.
- Adhere to face covering recommendations.
- Adhere to cleaning and disinfection guidelines, especially for high touch / high traffic areas (e.g., door handles).
- Implement personnel policies that do not incentivize working while ill.
- Encourage telework when possible, decanting all non-essential personnel to a work-from-home approach.
- Cancel non-essential travel.
- Restrict visitors and contractors.
- Provide influenza vaccinations.
- Implement a protocol for employee testing and certification of infection.
- Communication is critical. Regular, frequent updates (i.e., at least weekly) on policies and reminders to employees is a critical best practice.

What type of face mask should my employees wear?

- Cloth masks are a textile (cloth) cover over the nose and the mouth that are intended to keep the person wearing one from spreading respiratory secretions when talking, sneezing or coughing. Wearing a cloth mask also helps remind people not to touch their face.
- They are not personal protective equipment (PPE) and it is uncertain whether cloth face coverings protect the wearer.



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- Their use should be considered when distancing is not feasible but are not a replacement for adequate distancing.

Should my employees wear gloves?

- Disposable sanitary gloves should be worn in workplaces that prepare, or serve food or when cleaning and disinfecting is conducted.
- The use of gloves does not eliminate the need for cleaning your hands. Hand hygiene is one of the most effective actions you can take to reduce the spread of the virus.

How do I manage the safety and behavior of our customers while in one of our store locations?

- Follow local governmental guidelines that are published as they may state certain requirements.
- In the absence of guidelines, limit occupancy and manage lines inside and outside by keeping customers 6 feet apart.

How should we ensure safety in elevators?

- Passengers should wear a mask.
- Wipe down buttons and other surfaces regularly.
- Limit occupancy to whichever number allows appropriate distancing.

How can we ensure that we consistently follow safe procedures?

- Use a checklist to review key tactics every day.
- Form daily check-in huddles with managers and employees to reinforce precautions.
- Place signs in work areas that relate to:
 - Personal behavior.
 - Hand hygiene.
 - Social distancing.
- Place tape on floors to indicate appropriate social distances.

*In 1990, James Reason, PhD, introduced the “Swiss Cheese Model” that has been adopted to improve safety across many industries. In any work setting, there are inherent risks. Most of the time, these risks are never realized because safeguards are in place to prevent them. These safeguards are represented in his model as multiple layers of swiss cheese. However, every process has “holes” that, under the right circumstances, can line up and lead to an error, accident or “hazard” as Reason described it.