

Keeping Stores Safe for Employees & Customers

Practices from Italy during the COVID-19 outbreak

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Why we produced this

- We are University of Oregon professors living near the epicenter of the Coronavirus outbreak in Italy (Lombardy and Veneto regions)
- We have professional expertise in the area of public health and infectious diseases
- We have relatives in the U.S. working in retail

Retail stores are drivers of infections

- Coronavirus is spread by respiratory droplets (coughs, sneezes) that move through the air between people who are closer than 6 feet apart
- Coronavirus can survive for days on uncleaned surfaces
- **People who do not feel sick can still spread the virus**
- Employees can get infected from customers and vice versa

Retail stores that do not take appropriate precautions can create new infections in their communities!



Your clients likely have coronavirus

- The statistics for the US are not accurate; they are massively undercounted! (Due to scarcity of available tests)
- Projections indicate that there are thousands/tens of thousands of cases of coronavirus in California alone
- It is safest for everyone to behave as if one of your customers is infected and put appropriate protections in place. This keeps everyone safe.

Here are some **Best Practices** from Italy,
which currently has the worst coronavirus
outbreak in the world

Two goals:

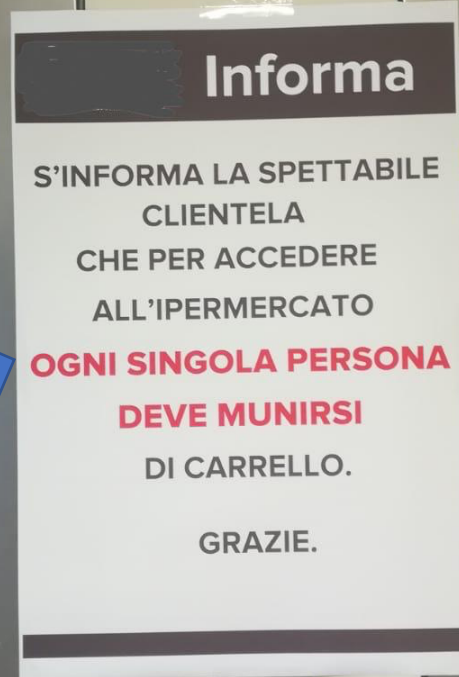
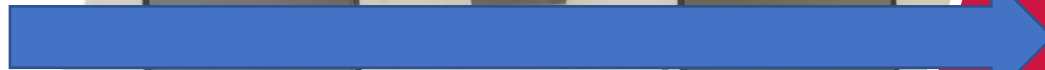
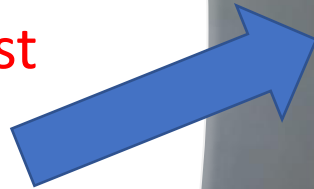
- 1) Keep employees safe
- 2) Keep customers safe

Keeping customers safe

Get your clients to follow critical safety rules

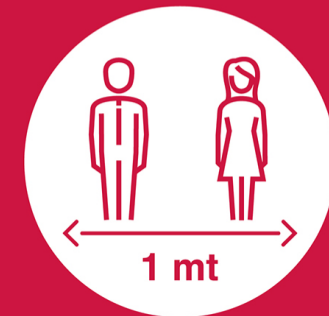
Clear signs inside and outside the store

- “To enter the supermarket, **each individual person must get** a pushcart”
 - No handcarts
 - This helps keep distance between clients
- “Keep the distance”
 - CDC recommends 6 feet



SE TI VUOI BENE
**MANTIENI
LA DISTANZA.**

UN METRO
PUÒ BASTARE.




Coronavirus. Fermiamolo insieme.

coronavirus.regione.lombardia.it
#fermiamoloinsieme



Regione
Lombardia

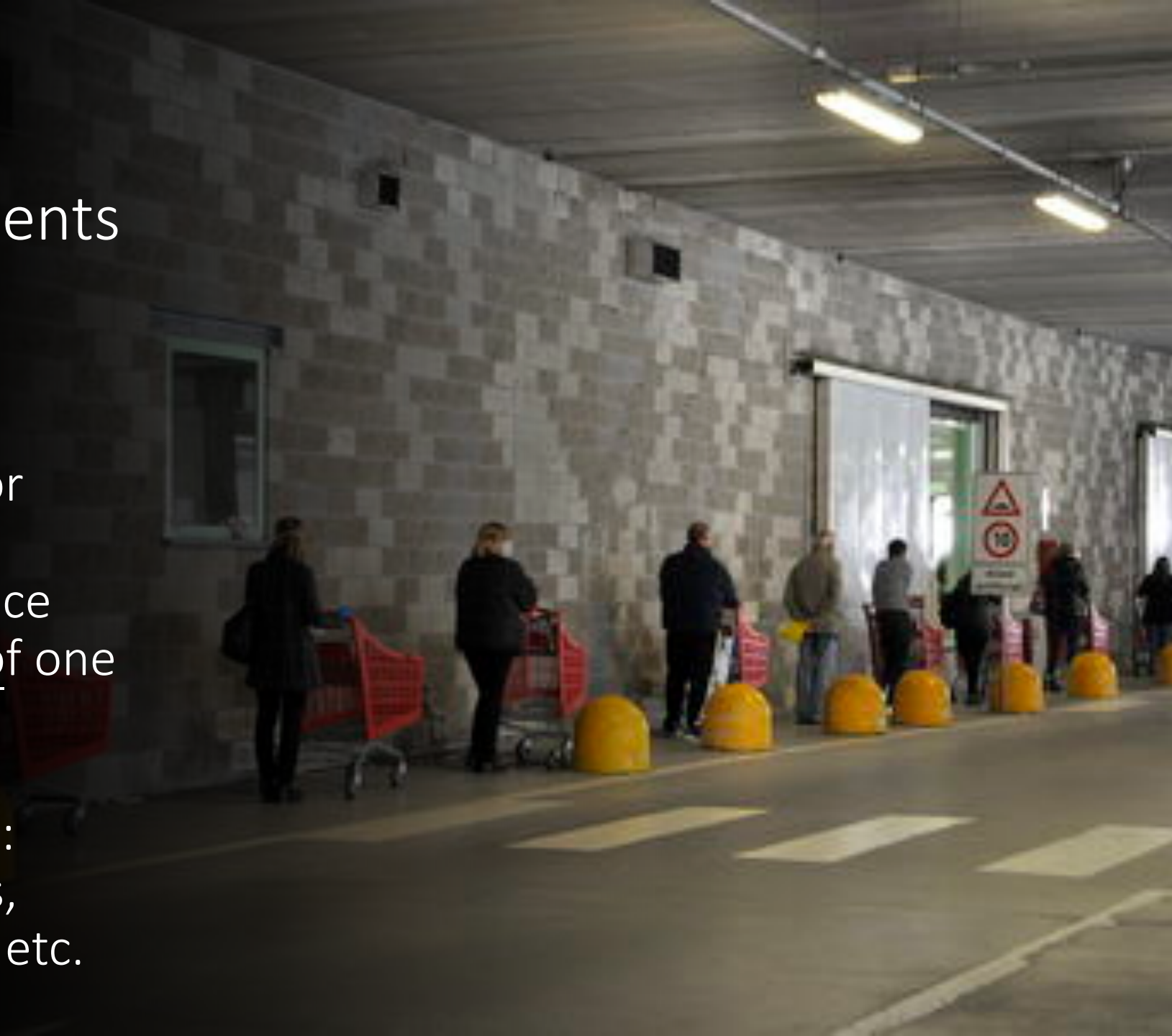


Limit the number of clients
inside at a time

Have an employee at the door

While waiting to enter, distance
must be maintained in lines of one
person

Consider the size of the store:
small stores will fit 1-2 clients,
supermarkets fewer than 10, etc.





SIGNAGE outside the store reminds people:

1) People should only be out to purchase essential supplies

2) Number of trips should be minimized



Consider doing a temperature scan of customers waiting to enter the store and turning away those showing fever

Be Gloves

When customers enter the store, they are given disposable gloves to put on

Trashcans near exit & in parking lots near cart return



Carts

- Use only carts (not hand baskets) because they help maintain distance
- Consider having customers wait in line with carts
- Minimize the number of carts in use
- Carts must be cleaned by an employee between each use



Maintain the safety distance

A minimum of 6 feet between people at all times

Maintain distance between employees and customers

- Keep a minimum 6 feet between all people, at all times, inside the store
- Create physical barriers or markers to show the appropriate distance





Barriers can be
plexiglass or clear
plastic to create a
physical barrier in
tighter spaces

Indicate rules & appropriate distances

- Clear and prominent signage: “All clients must keep a distance of 6 feet from one another AT ALL TIMES”
- Clear and prominent markers on the floor to indicate where clients should wait to check out





Provide physical
markers for safe
waiting
Tape on the floor,
6 feet apart



Cleanliness

Wipe away the virus

Keep the store CLEAN

- assign at least one employee the primary task of CLEANING
- focus on high touch surfaces
 - counters
 - door knobs, handles
 - credit card machines
 - registers
 - stair railings
 - shelves
 - conveyor belts
 - telephones
 - keyboards

WHO says: “Contamination of surfaces touched by employees and customers is one of the main ways that COVID-19 spreads”



Employees assigned to clean bathrooms should be provided additional protective gear (gowns, shoe covers, hair cover)

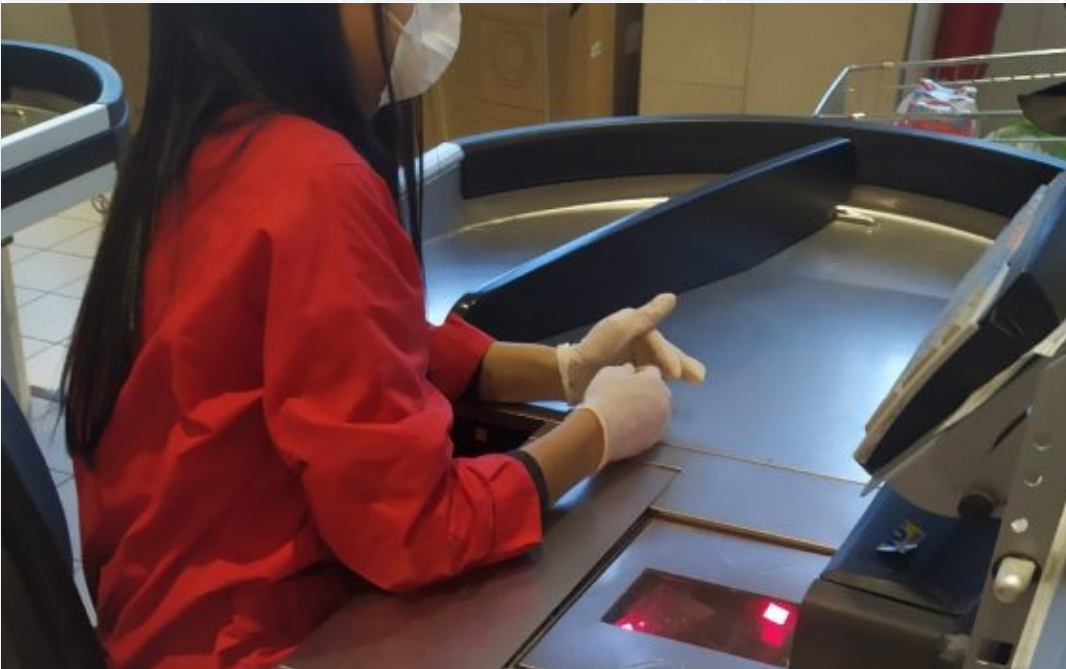


Keep your employees safe

So they can continue working

Provide all employees appropriate protection

- Disposable gloves
- Face masks for each person
- Cleaning spray throughout the store
- Paper towels and trash cans throughout the store
- Opportunities to wash hands regularly



Ask employees to take temperatures before coming to work, and to remain home if they have a fever above 100.5



INCENTIVIZE sick employees to stay home

- provide paid sick leave
- help employees get tested when appropriate
- Cross train employees for multiple positions/tasks



Also to Consider

- Home delivery of essential items to customers; online credit card or phone payment
- Call-in advance orders where customers can pick up orders with minimal to no employee contact



Also to Consider

- Shorten the hours the store is open
- Schedule employees for less than 8-hour shifts to prevent burnout



Resources

CDC help sheet to print and display in store

https://foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/Coronavirus_2019-nCoV_Info_TipsforRestaurants.pdf

CORONAVIRUS

WHAT CAN YOU DO?

What is COVID-19 Coronavirus?

Coronavirus is a respiratory illness first detected in Wuhan, China, and believed to have initially spread from animals to humans but now is spreading from person-to-person contact. According to the Centers for Disease Control and Prevention (CDC), it's unclear how easily or sustainably this virus is spreading between people. Typically, respiratory viruses are most contagious when an individual is most symptomatic, but there have been reports of the virus spreading when the affected individual does not show any symptoms.

HOW IT SPREADS / SYMPTOMS

COVID-19 Coronavirus Spreads:

- The virus primarily spreads via respiratory droplets produced when an infected person sneezes or coughs.
- It spreads between people who are in close contact (within about 6 feet).

Symptoms may appear in as few as 2 days to as long as 14 days after exposure:

- Fever, cough and/or shortness of breath

For people who are ill with COVID-19, please follow CDC guidance on how to reduce the risk of spreading your illness to others: <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

PREVENTION

Currently there is no vaccine for COVID-19. The best measure is to avoid coming in contact with the virus:

- [Wash hands](#) with soap and water for at least 20 seconds or use an alcohol based hand sanitizer that contains 60-95% alcohol when water and soap are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home if sick.
- [Clean and disinfect](#) objects and surfaces that have been touched (counters, doorknobs, toilets, phones, etc.).
- Cover nose and mouth when coughing and sneezing with a tissue, then immediately dispose of the tissue and [wash hands](#) for at least 20 seconds..
- It's currently flu and respiratory disease season and CDC recommends getting a flu vaccine, taking everyday preventive actions to help stop the spread of germs, and taking flu antivirals if prescribed.
- The CDC does not recommend the routine use of respirators (facemasks): <https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirator-use-faq.html>

MONITORING

Keeping Employees Safe: What to do if an employee shows flu-like symptoms

- It is highly recommended that any employees who are showing flu-like symptoms should be excluded from the operation until they are symptom free.

Keeping Customer Safe: What to do if a customer shows flu like symptoms in the restaurant

According to the CDC, the spread of COVID-19 occurs when people are in close contact (less than 6 feet) with an infected person. Some basic steps that could be taken are:

- Provide the customer with additional napkins or tissues to use when they cough or sneeze
- Make sure alcohol-based hand sanitizer is available for customers to use
- Be sure to clean and sanitize any objects or surfaces that may have been touched

Bodily Fluid Event: What to do if there is a bodily fluid event

If a customer or employee [vomits or has diarrhea](#) it is recommended (AT THIS TIME) that the operations follows protocols that are in place for Norovirus be used

- Ensure the employee who is cleaning up the area is using Personal Protective Equipment (PPE)
- Segregate the area that has been contaminated
- Dispose of any food that has been exposed
- Ensure any utensils that might have been exposed are cleaned and sanitized
- Frequently clean and sanitize the area to include the floor, walls and any other objects contaminated by the incident
- Properly dispose any of the equipment that was used to clean up the area

For additional recommendations and resources, please visit

www.cdc.gov/coronavirus



Getting your workplace ready for #COVID19

Resources

WHO slides on preparing workplaces for COVID-19 (8 slides)

<https://www.epi-win.com/all-resources/getting-your-workplace-ready-for-covid19>



Surfaces (e.g. desks and tables) and objects (e.g. telephone, keyboards) should be wiped with disinfectant regularly.

Getting your workplace ready for #COVID19

Promote regular and thorough hand washing. Put sanitizing hand rub dispensers in prominent places around the workplace and provide access to places where staff, contractors and customers can wash their hands with soap and water.



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Getting your workplace ready for #COVID19



Promote good respiratory hygiene.

Ensure that surgical face masks and/or paper tissues are available at your workplaces for those who develop a runny nose or cough at work - along with closed bins for hygienic disposal of them.

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**Brief your employees,
contractors and customers
that if coronavirus
starts spreading in your
community,
anyone with even a mild
cough or fever needs to
stay at home.**