

## Best Practices for Businesses during the COVID-19 Pandemic

On March 24, 2020, Governor Tony Evers directed DHS to issue a [Safer At Home order](#), requiring individuals to stay at home with certain exceptions for essential businesses and activities. Non-essential businesses are only allowed to serve customers online, by phone, or through mail. They are not allowed to offer pickup or delivery services.

To determine whether your business or activity is considered essential under the Safer At Home order, please read the order and the [FAQ on Governor Evers' website](#). Public Health Madison and Dane County (PHMDC) has also developed a document listing businesses and other places in Dane County that they have deemed opened or closed per the order. This will be available on our website by April 3, 2020.

Our [fact sheet for businesses](#) has additional strategies to help prevent the spread of disease. Our templates for Continuity of Operations Plans may be helpful in determining your necessary functions and capacity at this time.

- [Continuity of Operations Plan Template DOCX](#)
- [Pandemic Planning Template DOC](#)
- [Additional guidance from CDC](#)

### What are the best ways to prevent the spread of COVID-19 in your facility?

- Workplaces should strongly encourage people who can work from home to do so. Taking these measures can help reduce the number of workers who come in contact with people who have coronavirus and help minimize absenteeism due to illness.
- All employees shall perform proper hand hygiene upon first arriving to work, after the restroom, before and after eating, and frequently throughout the day followed by hand using an approved alcohol-based hand sanitizers
- Provide hand sanitizer to patrons.
- Practice aggressive social distancing
- Other resources include: [Public Health Madison & Dane County webpage](#), [OSHA Guidance on Preparing Workplaces](#), and [CDC Interim Guidance for Business and Employers for COVID-19](#).

### What are recommendations for cleaning your facility?

- Perform daily environmental cleaning using [EPA-approved disinfectants](#). Read the sanitizer label and follow usage directions. Be sure to measure the concentration of the sanitizer with test strips to make sure the active ingredient is available.
- When disinfecting for COVID-19, EPA recommends following the product label use directions for enveloped viruses, as indicated by the approved emerging viral pathogen claim on the master

label. If the directions for use for viruses/virucidal activity list different contact times or dilutions, use the longest contact time or most concentrated solution.

- All nonfood contact surfaces, such as equipment, counters, tables, chairs, bathrooms, and doors should be cleaned of spills as needed and sanitized often. Wash, rinse, and sanitize nonfood contact surfaces that worker and customers touch throughout the day.
- To help protect your workers and customers, increase the frequency of cleaning and sanitizing customer-access areas. Use a separate wiping cloth and sanitizing solution when sanitizing the front of house/customer-access areas.
- To help customers keep their germs to themselves, provide tissues, no-touch waste bins, and alcohol-based hand antiseptic rubs (with at least 60% ethyl alcohol as the active ingredient) in customer areas.
- Consider removing decorative objects, papers, and other unneeded materials from counters to allow for thorough sanitization of unobstructed surfaces.
- See additional recommendations for food service on our [Food Establishments page](#).

## What does Public Health recommend regarding employee illness policies?

- All employees should self-monitor prior to reporting to work. [Self-monitoring](#) requires an assessment of your overall health. Monitor whether you have a fever, cough, or shortness of breath, or have been exposed to someone diagnosed with COVID-19, and notify their supervisor and stay home if they are sick. Review your sick leave policies and expand upon paid leave options for your workers, if possible.
- Employees [self-quarantining](#) for 14 days, must complete the full 14 day quarantine from the date of last exposure and be symptom-free before returning to work.
- If an employee has been diagnosed with COVID-19 and will not have a test to see if they are still contagious, all of the following criteria must be met before they can leave their home and return to work:
  - No fever for at least 72 hours (3 days) without the use of fever-reducing medication
  - Other symptoms have improved
  - It has been at least 7 days since they started to feel sick
- If you have employees at higher risk for coronavirus such as people 60 or older, people with underlying health conditions (heart disease, lung disease, or diabetes) or those with weakened immune systems or those who are pregnant: assigning them to non-public-contact duties.
- Per [CDC guidelines](#), employers are encouraged not to require workers to provide a doctor's note to return to work, because doing so will burden the medical system.

## What personal hygiene practices are recommended for workers?

- All workers shall perform proper hand hygiene upon first arriving to work, after the restroom, before and after eating, and frequently throughout the day followed by using an approved alcohol-based hand sanitizers.
- Wash hands and/or sanitize both immediately prior to delivering service and after any interaction with others. If servicing multiple clients make sure to wash your hands in between clients.
- All workers shall wash their hands frequently and thoroughly with soap and water for at least 20 seconds. Make sure each handwashing station is always stocked with soap, paper towels, and warm, running water.
- Even with proper handwashing, food workers should use an additional barrier such as tongs, gloves, or other utensil to prevent direct hand contact with food. Food employees should use gloves for all tasks.
- All workers shall cover coughs and sneezes with a tissue. If a tissue is not available, workers can sneeze into their shirt sleeve, but not into their hands. Discard tissues into a lined garbage bin and wash hands immediately with soap and water after each cough or sneeze.
- Remind workers to avoid touching eyes, nose, and mouth to help slow the spread of germs.
- When not performing services, practice social distancing and maintain 6 feet or greater from clients and other employees, as much as feasibly possible.

## What are the best ways to prevent the spread of COVID-19 when serving customers?

- All employees shall perform proper hand hygiene upon first arriving to work, after the restroom, before and after eating, and frequently throughout the day followed by hand using an approved alcohol-based hand sanitizers.
- Consider not allowing people in facility and offering delivery service or pickup services at designated doors. Have customers order online or over the phone, not in person. Online and phone orders can be picked up and paid for in person at your establishment provided the social distancing requirements are met.
- Orders can also be made onsite, limiting the total number of customers in the restaurant at a time to a maximum of 10, if a social distancing of 6 feet between customers can be maintained during order, payment and pickup. Place signs in establishment where pickup is to occur reminding customers to practice social distancing.
- Provide hand sanitizer to patrons.

## What is the role of money in the spread of COVID-19?

According to CDC, money is not likely a primary mode of transmission of COVID-19, however, it may be possible to transfer the virus by touching a contaminated surface and then touching the mouth, nose, or

eyes. Customers and workers are encouraged to properly wash their hands often throughout the day, including after handling money, and always before they eat or touch their eyes, nose, and mouth.

How long is this all going to last? I'm concerned about my business.

The current orders will remain in effect until 8:00am on Friday, April 24, 2020 or until a superseding order is issued. With good community cooperation in following social distancing and the public health orders, we hope to decrease the time the orders need to be in effect.

### Additional Resources

For other resources, contact the applicable association for your sector or one of the following:

- US Small Business Association - [Disaster Loan Assistance](#)
- CDC - [Interim Guidance for Business and Employers](#)
- Wisconsin Economic Development Corporation - [WEDC COVID Business Resources](#)
- Wisconsin Economic Development Corporation - [COVID-19 Response Plan](#)
- Wisconsin Department of Health Services - [Response Resources for Wisconsinites](#)
- Wisconsin Department of Health Services - [COVID-19 Businesses and Employers](#)
- Dane County Small Business Pandemic Support Grant - [Grant Program for Small Businesses](#)