

COVID-19 General Checklist for Retail Employers

July 2, 2020

This checklist is intended to help retail employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Retail Employers](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Workplace Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Use of face coverings, in accordance with the [CDPH guidance](#).
- Training and communication with workers and worker representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts and infected workers.
- Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance](#).
- Update the plan as needed to prevent further cases.



Topics for Worker Training

- Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if workers have a cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
- To return to work after a COVID-19 diagnosis only after 10 days since symptom onset and 72 hours of no fever.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers, including information in the [CDPH guidance](#).

- Information on paid leave benefits, including the [Families First Coronavirus Response Act](#) and workers' compensation benefits under the Governor's [Executive Order N-62-20](#) while that Order is in effect.
- Train any independent contractors, temporary or contract workers, and volunteers in these policies and ensure they have necessary PPE.



Individual Control Measures & Screening

- Symptom screenings and/or temperature checks.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide and ensure workers use all necessary PPE.
- Provide disposable gloves to workers as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- Post signage to remind customers that they must use face covers and practice physical distancing.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces.
- Clean and sanitize shared equipment between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent.
- Equip customer entrances and exits, checkout stations, and customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- Ensure that sanitary facilities stay operational and stocked at all times.
- Make hand sanitizer and other sanitary supplies readily available to workers.
- Ensure all water systems are safe to use after a prolonged facility shutdown, to minimize risk of Legionnaires' disease.
- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and train workers on chemical hazards, product instructions, ventilation requirements, and Cal/OSHA requirements. Follow CDPH [asthma-safer cleaning methods](#).
- Adjust or modify store hours to provide adequate time cleaning and stocking with physical distancing.
- Provide time for workers to implement cleaning practices during their shifts. Hire third-party cleaning companies if needed.
- Install hands-free devices if possible, such as contactless payment systems and automatic paper towel dispensers.
- Encourage the use of debit or credit cards by customers.
- Consider upgrades to improve air filtration and ventilation.



Physical Distancing Guidelines

- ❑ Clearly mark curbside or outside pickup locations that maintain physical distance.
- ❑ Implement measures to physically separate people by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ❑ Minimize exposure between cashiers and customers using barriers, such as Plexiglas.
- ❑ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ❑ Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation.
- ❑ Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- ❑ Reconfigure, restrict or close break areas and create alternative space for breaks where physical distancing is possible.
- ❑ Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- ❑ Dedicate shopping hours for seniors and other vulnerable populations.
- ❑ Increase pickup and delivery service options such as online ordering for curbside pickup.
- ❑ Provide separate, designated entrances and exits.
- ❑ Limit the number of in-store customers based on the size of the facility.
- ❑ Be prepared to queue customers outside while still maintaining physical distance.
- ❑ Encourage and train employees to practice physical distancing during pickup and delivery.
- ❑ Make some locations pickup- or delivery-only to minimize physical interaction, if possible.
- ❑ Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- ❑ Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.

