



City of Montclair

COVID-19 Business Tool Kit

Purpose and Intent:

In order to support the safety of employees and customers as the local economy begins to recover with the reopening of businesses from the COVID-19 pandemic, each business should establish a risk mitigation “Business Operation Plan” (Plan) and maintain each Plan at their business location. **The purpose of the Plan is to formally develop and establish Best Management Practices (BMPs) designed to ensure a safe work and business environment during the COVID-19 pandemic.** BMPs will explain the necessary policies, practices, and conditions being implemented to meet the standards related to worker exposure to COVID-19 set by: Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH), San Bernardino County Department of Public Health (SBCDPH), City of Montclair, and the federal Occupational Safety and Health Administration (OSHA).

The COVID-19 Business Tool Kit (tool kit) is a standard template for a Plan, which includes a checklist of BMPs for each business. The goal of this tool kit is to assist business owners or operators in developing their own protocol that best meets the needs of their unique business operation(s) by modifying or adding to the template. **It is encouraged that businesses supplement this Plan with those provided by industry associations or organizations.** Ultimately, the Plan must have strong commitment of management, and be developed and implemented with the participation of staff to ensure safety for all during the duration of the COVID-19 pandemic. The following are a set of minimum implementation measures for a business’ Plan:

1. Essential Worker Protections;
2. Identification and isolation of sick persons;
3. Wearing of Face Coverings;
4. Protocols for Social Distancing
5. Sanitation policies and procedures;
6. Communications and Employee Training
7. Procedures to ensure effective ongoing implementation of the plan

As BMPs implementation develops, supporting documentation shall always be available with specificity of expectations for all employees.

Business owners or operators are encouraged to adopt a Plan to better comply with adopted or mandated executive orders, mandates, and industry guidelines by the State of California, the San Bernardino County Department of Public Health, and the City of

CITY OF MONTCLAIR

5111 Benito Street, P.O. Box 2308, Montclair, CA 91763 (909) 626-8571 FAX (909) 621-1584

Mayor Javier John Dutrey • Mayor Pro Tem Carolyn Raft • Council Members: Bill Ruh, Tenice Johnson, Corysa Martinez • City Manager Edward C. Starr

Montclair. Enforcement of each Plan is at the discretion of the appropriate governing body.

COVID-19 Business Operation Plan for [Company name]

[Company name] recognizes that in operating their business, there are risks of exposure to COVID-19 for employees and customers, as it is highly contagious and has a mortality rate greater than the flu. In addition, COVID-19 can spread easily and exponentially. Persons of all ages are at risk for catching COVID-19; individuals with compromised immune systems and the elderly may be at particular risk.

In operating, **[Company name]** acknowledges the risks of COVID-19 exposure to its employees and customers and is committed to providing a safe and healthy business environment. To ensure that, the following COVID-19 Business Operation Plan (Plan) in response to the COVID-19 pandemic has been developed. All employees, including managers and staff, are responsible for implementing and complying with all aspects of this Plan to mitigate the potential for transmission of COVID-19 in our workplaces, and requires full cooperation among staff and management. Only through this cooperative effort can the safety and health of all staff and persons in our workplace be maintained and established. **[Company name]** managers and supervisors have full support in enforcing the provisions of this policy.

Our staff are our most important assets, and we want to ensure that they and our customers remain healthy and safe. We are serious about safety and health and keeping our staff working at **[company name]**. Our Plan follows Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH) and San Bernardino County Department of Public Health (SBCDPH) guidelines for COVID-19, City of Montclair Emergency Directives pertaining to Covid-19, and also the federal Occupational Safety and Health Administration (OSHA) standards related to worker exposure to COVID-19. Our Plan address the following.

1. Essential Worker Protections;
2. Identification and isolation of sick persons;
3. Wearing of Face Coverings;
4. Protocols for Social Distancing
5. Sanitation policies and procedures;
6. Communications and Employee Training
7. Procedures to ensure effective ongoing implementation of the plan.

Date of Implementation: _____

Authorized by: _____

Title: _____

1. Essential Worker Protections

- An owner or operator of a business shall require employees to wear a non-medical grade face covering.
- An owner or operator of a business must provide, at the employer's expense, non-medical grade face coverings for their employees.
- An owner or operator of a business shall allow their employees to wash their hands at least every 30 minutes, and use hand sanitizer with minimum 60% alcohol content, as conditions require and at the discretion of the employee.
- An owner or operator of a business must ensure that their employees have access to clean, sanitary restrooms, stocked with all necessary hand cleaning products or sanitizing agents required to observe hand sanitation protocols recommended by the CDC, provided at the employer's expense.
- An owner or operator of a business must ensure that work places are regularly sanitized, including the regular disinfection of high-touch surfaces, and disinfection of all payment portals, pens, and styluses after each use.

Essential Worker Protections Checklist

Personal Protective Equipment:

- Masks**
 - Provided to staff
 - Required to be worn
 - How will it be provided, supplied and maintained?
- Gloves**
 - Provided to staff
 - Required to be worn
 - How will it be provided, supplied and maintained?
- Disinfectant and sanitation materials provided to staff**
 - Sanitizing Spray located _____
 - Sanitizing Wipes located _____
 - Alcohol-based (60%+) cleaning solutions located _____
 - How will it be provided, supplied and maintained?
- Physical barriers, such as sneeze guards provided between public interaction areas**

Sanitation and Respiratory etiquette:

- Directions are provided to staff and visitors on proper handwashing procedures
- Directions are provided to staff and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands.
- Other (Please describe):

External Risk Mitigation:

- Describe protocols used for external deliveries made by people who may be sick.
- Describe protocols used for customers and visitors who may be sick.
- Other (Please describe):

2. Identification and Isolation of Sick Persons

- The novel coronavirus is thought to spread mainly from person-to-person contact who are within 6-feet; and through respiratory droplets produced when an infected person talks, speaks, or sneezes.
- Medical evidence suggests the virus can be spread from people who do not demonstrate symptoms.
- An individual exposed to a person suspected of having COVID-19 or who is diagnosed with COVID-19, should self-quarantine for 14 days and seek the advice and assistance of a health care provider.
- An owner or operator of a business should adopt leave policies that are flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- An owner or operator of a business when possible should, use flexible worksites (e.g., telework) and flexible work hours (e.g., staggered shifts) to help establish policies and practices for social distancing between employees and others, especially if social distancing is recommended by state and local health authorities.

Identification and Isolation Checklist

Screening Process:

- Staff have been informed of, and encouraged to, self-monitor for signs and symptoms of COVID-19.
- Conduct a health screening of each employee prior to the beginning of each shift including thermal scan to detect fever for staff entering workplace.
- Screening and evaluating staff who exhibit signs of illness.
- Other (Please describe):

Sick Leave Policy:

- Policy has been implemented to protect the privacy of staff' health status and health information. (Provide policy as Attachment)
- Other (Please describe):

Quarantine Process:

- Those that report mild symptoms to remain at home until symptoms subside for at least 72 hours.
- Those with symptoms to remain home for 14 days.
- Those with symptoms to seek testing to confirm COVID-19 diagnosis and follow orders from healthcare provider.
- Other (Please describe):

3. Wearing of Face Covering

- An owner or operator of a business shall refuse admission or service to any individual, customer, client or visitor who fails to wear, or properly wear, a non-medical grade face covering.
- An owner or operator of a business shall prominently place, at all building or service yard entry points, appropriate sized signage that reads, "By Order of the City of Montclair, all persons entering this business are required to wear a face covering over their nose and mouth. Failure to comply is a misdemeanor.
- All persons in Montclair shall wear non-medical grade face coverings over their nose and mouth when in public and/or when working in businesses.

Wearing of Face Covering Checklist

- Face Covering Signage posted at all building and service yard entrances.
- Adoption of a Face Covering Policy for employees and customers.

4. Protocols for Social Distancing

- An owner or operator of a business shall implement and maintain social/physical distancing measures for customers, visitors and employees that limit the number of people who enter into the facility at any one time to ensure that people in the facility can easily maintain, at all times, a minimum 6-foot physical buffer from others, to the extent practicable, between individuals that are not family members or household contacts.
- An owner or operator of a business may achieve social/physical distancing by requiring customers in interior and exterior lines to be in control of a shopping cart that is placed before each customer, or individuals from the same household, to separate them from the customer ahead of them in line.
- Place tape or install markings on the floor at least six feet apart in any area where members of public may form a line.

Protocol for Social Distancing Checklist

Employees:

- Promote the option to teleconference from home.
 - ____ % or ____ number of staff will work from home.
 - Teleconference agreement established to delineate roles and responsibilities.
- Provide flexible work hours, staggered shifts, and other protocol to reduce the number of employees in the workplace at one time.
 - _____ has been implemented.
- Maintain six feet of distance between staff.
 - Provide signage or instructions.
 - Modify work space/cubicle to achieve distance.
- Other (Please describe):

Customers:

- Reduced building occupancy by ____% - Original = ____/ New = ____
- Maintain six feet of distance between customers
 - Provide signage or instructions
 - Mark floorplan to limit customer gathering (Provide concept layout as attachment)
- Other (Please describe):

5. Sanitation Policies and Procedures

- The CDC issued a series of Handwashing & Protection Guidance recommendations to educate the public on (1) the spread of COVID-19, (2) proper handwashing, (3) avoiding close contact with others who are sick, (4) using face coverings, (5) covering coughs and sneezes, and (5) cleaning and disinfecting.
- The CDC encourages frequent (at least every 30 minutes) and vigorous handwashing for at least 20 seconds, using soap and warm water to destroy the fatty layer that encases each novel coronavirus molecule.
- Handwashing should occur each time after using the restroom; before and after eating; after blowing the nose, coughing or sneezing; after removing or putting on a face covering; and before and after touching the face, nose or eye area.
- If soap and water are not available, a hand sanitizer with at least 60% alcohol should be used to cleanse hands.
- The CDC recommends cleaning and disinfecting frequently touched objects and surfaces using regular household cleaning spray or wipes. Surfaces include tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- Designate an employee each shift to oversee the implementation of additional sanitization and disinfection procedures.
- Remind employees not to share food, beverages, and food-ware items. If food is provided to employees for special events food should be individually packaged in order to avoid possible cross contamination.
- Remind employees to avoid handshakes as well as other forms of physical greetings.

Sanitation Policies and Procedures Checklist

Employee Hygiene:

- Handwashing guidance and instruction
- Handwashing requirement after handling external elements (e.g. mail and packages, currency, etc.)
- Requirement to use hand sanitizer between handwashing
- Other (Please describe):

Facility Housekeeping:

- General Workplace Environment cleaned every _____
- Frequent cleaning and disinfecting will be conducted in high-touch areas, (such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, etc.) cleaned every _____
- Materials used to clean include the following:
- Specialized cleaning operations include the following:
- Other (Please describe):

6. Communications and Employee Training

- Covid-19 communication and training should be easy to understand, be in preferred languages spoken or read by the employees, and include accurate and timely information.
- Covid-19 communication and training topics should include signs and symptoms of infection, staying home when ill, social distancing, cloth face coverings, hand hygiene practices, and identifying and minimizing potential routes of transmission at work, at home, and in the community.
- Provide information and training on what actions employees should take when they are not feeling well (e.g., workplace leave policies, local and state health department information).

Communications and Training Checklist

Communication Plan:

- Plan was developed with input from the following staff:
- Describe how worker concerns have been addressed, how worker suggestions and feedback have been integrated into developing the plan:
- Describe policies and protocols developed specifically tailored for the business, and how they relate:

Initial Business Operation Plan Implementation:

- This Business Operation Plan was communicated to all staff on _____ in the following way.
- Additional communication and training will be ongoing and provided to all staff who did not receive the initial training in the following way.

7. Business Operation Plan Ongoing Implementation

- The goal of this Plan is to assist an owner or operator of a business in developing their own protocol that best meets the needs of their unique business operation(s) and by ensuring compliance to this Plan by employees and customers alike.
- The Plan must have the strong commitment of management, and should be developed and implemented with the participation of staff to ensure the safety for all during the duration of the COVID-19 pandemic.
- The continual adherence and periodic updates to the Plan will help ensure the safety of employees and customers duration of the COVID-19 pandemic.

Business Operation Plan Ongoing Implementation Checklist

- Managers and supervisors are to monitor how effective the Plan has been implemented.
- In response to the feedback, the following changes are needed: _____.
- Management and staff are to work through this new program together and update the training as necessary.
- Management and staff are to update the Plan in order to comply with additional executive orders, mandates, and industry guidelines, or mandates by the State of California, the San Bernardino County Department of Public Health, and the City of Montclair as they become available.

8. CDC Guidance

- **Essential Worker Protections**
www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
- **Identification and Isolation of Sick Persons**
www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html
- **Wearing of Face Coverings**
www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html
- **Protocols for Social Distancing**
www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
- **Sanitation Policies and Procedures**
www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html
www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html
- **Communications and Employee Training**
www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html
www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
- **Respiratory Etiquette**
www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html
www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html
www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html
- **Handwashing**
www.cdc.gov/handwashing/when-how-handwashing.html
www.cdc.gov/handwashing
- **General Information**
www.cdc.gov/coronavirus/2019-nCoV
- **State, County, and Local Guidance**

State of California Covid-19 Information

<https://covid19.ca.gov/>

<https://www.gov.ca.gov/category/executive-orders/>

<https://covid19.ca.gov/industry-guidance/#top>

San Bernardino County

<https://sbcovid19.com/>

City of Montclair

<https://www.cityofmontclair.org/residents/the-novel-coronavirus-covid-19>