

# PROTOCOLS FOR RETAIL BUSINESSES IN SANTA PAULA

## **(No Customers Inside Business)**

### EMPLOYEES

- [ ] All employees must receive COVID-19 safety and sanitation protocol literature supplied by Chamber of Commerce. Same literature must be posted for employees to see.

Employer may elect to do temperature testing and/or other screening procedures of their employees upon their arrival to the workplace.

- [ ] Employees must be instructed to stay home if they do not feel well and must be instructed to contact a manager if they notice a coworker with a cough, shortness of breath, or other known symptoms of COVID-19.

### FACE COVERINGS

- [ ] Employees must wear face coverings inside the business

### SOCIAL DISTANCING

- [ ] All employees must observe a minimum of 6 feet social distancing.
- [ ] All desks, chairs and workstations must be separated a minimum of 6 feet

## SIGNAGE

- Posted at business entrances – “Face Coverings Required”
- Posted inside business – “Observe Social Distancing”

## BUSINESS SANITIZING

### Hourly

- All counters being used by employees
- Door handles

### Daily

- Hand sanitizer dispensers checked to be full
- Light switches
- Restrooms (faucet handles, mirrors, door handles)
- Desks, chairs and workstations, file cabinet and drawer handles, copier touch points
- Kitchenette, coffee makers, refrigerator door handles
- Payment keypads, stylists if touched by same employee. (must be done after every shift)
- Business phones if used by same employee

### After each use or transaction

- Payment keypads, stylists when touched by a different employee.
- Business phones if used by different people

## EMPLOYEE MANAGEMENT

- A business must assign a manager/employee to be responsible to manage the business environment minimizing health risks to employees

These guidelines are subject to change based on information provided in future updates to State and County orders related to COVID-19.

Employee management will include:

- Screening employees as potential health risks to the business.
- Managing that social distancing is being followed inside the business.
- Making sure that the proper business sanitizing protocols are being followed.

## MERCHANDISE

- [ ] Employees must sanitize hands before and after stocking or handling merchandise. Gloves are recommended.

## ONLINE AND PHONE SHOPPING

- [ ] Businesses must offer online shopping / phone sales to reduce customer traffic at business entrance.

The business can offer delivery, curbside pick up, pick up at front door or have merchandise shipped to customer.

## ONLINE AND PHONE PAYMENTS

- [ ] It is recommended that the business focuses on e-Commerce transactions where payments for product sales are made online or captured over the phone.

## MERCHANDISE PICK UP AT BUSINESS ENTRANCE

- [ ] All purchased items will be placed on a designated counter or table outside the business entrance by an employee for the customer to pick up, not handed to the

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customer. If there is no protection barrier in place, the employee must space themselves 6 feet away from customer.

- [ ] Post signage to identify where products are to be picked up.
- [ ] Customers cannot enter the business
- [ ] Customers must wear face coverings when standing within 6 feet of the business entrance to do business.
- [ ] Customer “pick up” queue lines outside of the business entrance must observe 6 foot spacing and must be clearly marked on the ground. The “spacing” requirement must be clearly posted on signage.
- [ ] Employee must be sure that their hands have been sanitized before handling the customer’s product(s)

## SALES AND PAYMENT PROCEDURES AT BUSINESS ENTRANCE

Product sales and payments may also be taken from customers at the business entrance as long as there is a barrier in place protecting the employee from the customer (Plexiglas shield).

- [ ] Customers cannot enter the business
- [ ] Customers must wear face coverings when standing within 6 feet of the business entrance to do business.
- [ ] Customer “payment” queue lines outside of the business entrance must observe 6 foot spacing and must be clearly

marked on the ground. The “spacing” requirement must be clearly posted on signage.

Pick up and payment queue lines can be the same line

Cash payments are discouraged.

- [ ] Customer’s cash or check must be placed by customer into a designated container to hold the cash/checks until they can be properly touched by an employee wearing gloves.

Customers will be encouraged to use non-cash payment methods that do not require the touching of payment keypads, stylists (touchless experience). A customer should only need to insert their credit card into a credit card slot on a payment device.

- [ ] Credit card payment devices must be secured so that nobody needs to hold the device for the customer to insert their card into it or else the employee must hold the payment device.

- [ ] Cashier/employee will not touch customer’s credit card.

“Touchless” payment options - Apple Pay, Zelle, Venmo, Square, Paypal

- [ ] In those cases where a customer’s payment option requires touching a keypad and/or stylist, that keypad and/or stylist must be immediately sanitized after each use.

- [ ] Hand sanitizer must be placed at the pick up / payment Location for customers.

- [ ] Employees cannot trade shifts at the business entrance without a thorough cleaning of the “touch points.”  
It is recommended that the same employee manages all of the transactions at the business entrance during their entire shift.

## MERCHANDISE RETURNS

It is recommended that there are no returns and that all sales are final until further notice. However, businesses may determine that certain products such as those with hard surfaces can be readily sanitized and will be accepted as returns.

- [ ] Returned items must be received by an employee wearing gloves.
- [ ] Returned items must remain separated from the business’ inventory in a clearly marked “isolation” spot.
- [ ] A returned item must not be put back on display for sale until properly sanitized for the protection of both the employee and the next customer.

## RENTAL MERCHANDISE

- [ ] All rental items must be sanitized before and after each rental.
- [ ] Returned rental merchandise can only be handled by an employee wearing gloves until after it has been sanitized.

## DELIVERIES

- [ ] Deliverer must wear a face covering if they enter the business

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and observe social distancing.

- [ ] Delivered boxes/products should be handled by an employee wearing gloves until properly sanitized.
- [ ] Delivered boxes must be wiped down with Clorox or other bleach product and then the employee must wash their hands.

It has been recommended that if it is possible to leave a delivered box outside of the business for 24 hours, that would also help to reduce contamination risk.

#### RESTROOMS IN BUSINESSES

- [ ] Restrooms inside a business are for employees only.
- [ ] Only 1 person enters a restroom at a time (except w/children, handicap)
- [ ] Restroom entrance doors need to be sanitized each day.
- [ ] Stall doors need to be removed.
- [ ] Faucet handles also need to be sanitized each day.
- [ ] Signage needs to be displayed reminding employees of the importance of washing hands.
- [ ] Employee who touches the door handle exiting the restroom with their bare hands must sanitize their hands again.
- [ ] Sanitize light switches each day.

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Leave the restroom lights on during business hours.

## AIR CONDITIONING

- [ ] To maximize fresh air flow inside a business, replacement of air filters of the business' HVAC system must be done monthly and the HVAC system must be professionally cleaned quarterly.