



# UC DAVIS STORES COVID-19 RETAIL GUIDELINES

Updated: June 5, 2020

## OVERVIEW

This document serves to provide a guideline for the UC Davis Stores and all of its locations to prevent the spread of COVID-19.

\*This document is modified from State Retail Guidelines. <https://covid19.ca.gov/pdf/guidance-retail.pdf>

Key prevention practices include:

- Physical distancing to the maximum extent possible,
- Use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- Frequent handwashing and regular cleaning and disinfection,
- Training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

## PURPOSE

This document provides guidance for the UC Davis Stores to support a safe, clean environment for workers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA. Yolo county health orders to be added or presented in a separate document.

## WORKSITE SPECIFIC PLAN

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
  - Designated staff:
    - Campus Store – Mike Su
    - Welcome Center Store – Kaysea McIntire

- The Market at the ARC – Kathy Chan
  - The Market at the MU – Kathy Chan
  - Downtown Store – Chantay Jones
  - Warehouse – Mike Davis
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
  - UC Davis reporting guidelines can be found at <https://safety-services.ucdavis.edu/coronavirus/reporting-concerns-confirmed-cases>
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

## Topics for Employee Training

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or hand washing station, per CDC guidelines).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE)
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching eyes, nose, and mouth.
  - Face coverings should be washed after each shift.

## Individual Control Measures and Screening

- Require self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC guidelines, as described in the Topics for Employee Training section above
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including face coverings and gloves where necessary. This includes protections for cashiers and other workers with regular and repeated interaction with customers.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer
- Employees should also be provided and use protective equipment when offloading and storing delivered goods. Employees should inspect deliveries and perform disinfection measures prior to storing goods in warehouses and facilities when there are signs of tampering.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them in retail facilities, offices, parking lots or garages, or in company- owned vehicles. Face coverings must not be shared.
- Retailers must take reasonable measures, including posting signage in strategic and highly-visible locations, to remind the public that they should use face coverings and practice physical distancing.

## Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas, such as break rooms, lunch areas and areas of ingress and egress including stairways, stairwells, and elevator controls. Frequently disinfect commonly used surfaces, including shopping carts, baskets, registers, scanners, telephones, hand-held devices, counters, door handles, shelving, ATM PIN pads, customer assistance call buttons, etc.
- Clean and sanitize shared equipment, including but not limited to, pallet jacks, ladders, supply carts between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, tools, and stationary and mobile equipment controls.
- Equip customer entrances and exits, checkout stations 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 and provide additional paper towels, and hand sanitizer when needed.
- Provide resources to promote employees' personal hygiene. This will include tissues, hand soap, adequate time for hand- washing, alcohol-based hand sanitizers, disinfectants, and disposable towels.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow

product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface

- Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
- Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking. Stagger stocking so that associates are in different aisles.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties.
- Encourage the use of debit or credit cards by customers, for example, through signage, encourage customers to clean their reusable bags frequently through in-store signage, and Require customers who bring reusable bags to bag their own purchases.

## Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or employees should stand).
- Take measures at checkout stations to minimize exposure between cashiers and customers, such as Plexiglas barriers. Employees should also wear face coverings and customers are strongly recommended to wear face coverings as well. Some jurisdictions already require face coverings outside the home. Display signage at entrances, checkout lanes, and registers to remind customers of physical distancing at every opportunity.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., Doing data entry rather than working as a cashier).
- Adjust in-person meetings, if they are necessary, to ensure physical distance and use smaller individual meetings at facilities to maintain physical distancing guidelines.
- Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation to limit transmission of the virus.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Close public seating areas and discontinue product sampling.
- Increase pickup and delivery service options for customers to help minimize in-store contact and maintain social distancing, such as online ordering and curbside pick-up.
- Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.
- Adjust maximum occupancy rules based on the size of the facility to limit the number of people in a store at one time, using no more than 50% maximum occupancy and in accordance with Yolo county guidelines.
- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues.