



COVID-19

Coronavirus Disease 2019

WORKER AND CUSTOMER PROTECTION: GUIDELINES FOR NON-HEALTHCARE INDUSTRIES

These recommendations are for employees and employers in non-healthcare industries that remain open for business during the COVID-19 pandemic. This includes pharmacies, grocery stores, gas stations, construction sites, takeout food and food delivery, call centers and more. Businesses that have been ordered to close should review the [Public Health Rules](#).

EMPLOYEES WHO ARE ILL OR WHO MAY HAVE BEEN EXPOSED TO ILLNESS:

- Employees identified as close contacts by the health department should follow instructions given by the health department and follow [self-quarantine protocols](#).
- Employees experiencing fever or symptoms of respiratory illness should stay home and follow the directions for self-isolation.

TIPS FOR EMPLOYERS:

- Place posters that [encourage staying home when sick, cough and sneeze etiquette and hand hygiene](#) at the entrances of your workplace and in other workplace areas where they are likely to be seen.
- Maintain a 6 foot radius from both employees and customers to reduce risk of transmission. Place signs or use other methods throughout your business or worksite that encourage social distancing by employees and customers.
- Have ample supplies of hand sanitizer for your employees and consider offering customers a squirt of hand sanitizer after a transaction.
- Provide access to hand wash stations with soap and water on-site if possible.
- Practice physical distancing: Employers can stagger start times, breaks, lunches, total number of people on site to keep people safely apart (6 feet away or more). Limit unnecessary on-site contact between workers and outside service providers.
- Communicate policies: Employees must ensure everyone on site has a clear understanding of roles and responsibilities in health and safety is essential. COVID-19 policies need to be posted and communicated to all employees, contractors and trades, including sanitation practices, [self-monitoring guidelines](#), ensuring physical distancing and how work will be schedules.

ENVIRONMENTAL CLEANING:

- Perform routine cleaning and disinfecting of frequently touched surfaces by customers and employees such as registers, door handles, workstations, and countertops. If possible in your workplace, clean between each individual customer.
- Use an [EPA-registered disinfectant](#) appropriate for the surface, following label instructions.
- Provide disposable wipes or cleaning agents so that commonly used surfaces can be wiped down by employees before each use and by customers if possible. Clean frequently touched items on an increased cleaning schedule.

MORE TIPS ON SOCIAL DISTANCING AND CUSTOMER SERVICE:

- Create practices that encourage rapid service and reduce customer wait times.
- Consider pre-packaging goods to limit product handling.
- Limit customer handling, touching, smelling and sampling of products prior to purchase.
- Adopt practices that encourage line management and reduce wait time for customers.
- Some businesses may encourage customers to wait outside (with ample social distancing) through management of queuing or text systems that allow for customers to wait for their purchase away from a line of customers or in the relative safety of a car in a parking lot.
- Some businesses may use methods like tape on the floor to maintain a social distancing radius of six feet in places where customers line up.

TIPS FOR WORKERS:

- It is important to remember that lots of people at this point may have been exposed to COVID-19, but they still need to be out to get essential goods and services. The virus is not anyone's fault and there are ways to protect yourself.
- Clean hands often: use soap and water and wash for 20 seconds. Soap and water should be used if hands are visibly dirty.
- Use alcohol-based hand sanitizer containing of at least 60% alcohol if soap and water is not an option. However, this should not replace washing hands often with soap and water.
- Avoid touching products or surfaces that customers or fellow crew members touch as much as possible.
- Stay at home if you have respiratory illness symptoms or have been in close contact with someone who has symptoms. See the [Isolation and Quarantine Directions](#) to learn how.
- Protect your family and roommates: On-site workers should wash clothes as soon as they get home.
- Report illness: Everyone should notify their supervisor if they experience cold or flu-like symptoms. You must go home and self-isolate. When home, seek medical advice and [follow these tips from the CDC](#) when you are sick.

HELPFUL INFO:

- [Healthy Gallatin COVID-19 Website](#)
- [CDC's Interim Guidance for Businesses and Employers](#)
- [OSHA's Guidance on Preparing Workplaces for COVID-19](#)
- COVID-19 Call Center is open 8am - 5pm everyday of the week and can be reached at 406.548.0123 or by email at callcenter@readygallatin.com