

GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS

The majority of these recommendations come from the Centers for Disease Control. This playbook provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus's spread.

It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15 day supply at all times.

EMPLOYEE + CUSTOMER PROTECTION



- Employees should wear PPE when possible.
- Customers are strongly encouraged to use face coverings while in public.



- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers must be at least six feet apart.
- The number of people inside the store will be limited to 25% of fire marshal capacity or 4 customers per 1,000 square feet
- When possible, open all non-essential doors to reduce the need for direct contact.
- Stores with higher traffic should mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- A sign may be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Louisiana Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer.



- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers will be required to use hand sanitizer upon entering the store.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.