Riverside County Safe Reopening Guidelines
May 21, 2020

This document will be updated as new Guidance is released

Businesses anticipating a reopening are expected to complete and implement a **Safe Reopening Plan** that addresses employee and customer health measures. The safe reopening plan does not require county approval, but businesses are encouraged to make the plan available so that the public and staff are aware of the precautions it addresses. Not all components of the plan are intended or expected of all businesses and a business may provide justification that a particular operational component does not apply.

Reopening Plan Components

Signage
The facility should indicate they have posted signage at each public entrance of the facility regarding the safety measures required for entrance. This component is expected of all businesses. The board of supervisors has adopted language strongly recommending the use of face coverings and six-foot social distancing, which businesses may require of those entering the facility. Businesses may also consider signage advising individuals not to enter with a cough, fever or other illness. If the business plans to publicly display the safe reopening plan, it should be posted or offered at the entrance(s) of that particular facility.

Employee Health
This component is expected of all businesses.

The facility should indicate that:
- Copies of the employee health protocol(s) have been distributed to all employees.
- Employees have been told not to come to work if sick.
- Breakrooms, bathrooms, common areas and high-touch surfaces are regularly cleaned and sanitized.
- The business should post the anticipated cleaning schedule.

- Handwashing stations are available to employees. The business should post the facility handwashing locations. These may include functioning sinks in existing bathrooms or breakrooms.
- Teleworking opportunities have been maximized, as appropriate to the business and job function.
- Employees strongly recommended or required to wear a face covering.
- Employee workstations have been separated by panels, partitions or at least six feet of physical distance, as appropriate to the business class.
- Adequate and suitable protective gear is available to employees, as appropriate. The business should provide the items and level of protective gear, including job-appropriate personal protective equipment (PPE) and training for its use if necessary.

If the facility indicates that a particular measure is not feasible or appropriate for the given business class, a brief justification is expected.

Client and Customer Health
This component is expected of all business classes, but facilities may choose which to implement as appropriate to the business class.

These may include any or all of the following:
- The facility has established a maximum number of clients and customers within the facility to reasonably maintain a six-foot social distance to the greatest extent practical. This occupancy limit must not exceed any pre-existing statutory limits, such as those set by the fire marshal or other regulatory agency.
- The facility determines to require that customers must wear facial coverings.
- The facility determines to offer curbside or outdoor service.
- The facility determines to place tape or other floor markings at and/or within customer queues to assist customers in maintaining a six-foot social distance.
- The facility has implemented separations between employees and customers, such as six feet of airspace or acrylic panels, such that contact is minimized except when required for business operations.
- The facility is offering services by appointment.

*The facility may indicate other measures implemented in their individual plan.

Guidance by Business Sector

State Guidance

The State of California has developed statewide industry guidance to reduce risk for various sectors. The link to the State guidance can be found at https://covid19.ca.gov/industry-guidance/

Those individuals that are over the age of 65 and/or have underlying medical conditions that are at increased risk of serious complications from COVID-19 are encouraged to continue to shelter at home or tele-work until such time that the State of California health experts deem otherwise.

Riverside County Guidance

The County of Riverside has developed additional guidance to supplement the State guidance for certain industry sectors. The guidelines in this document are best practice recommendations reviewed by industry peers and the Riverside County Department of Public Health and the County Executive Office. These recommendations are not intended to replace the guidelines of the State of California, the California Department of Public Health, the CDC or OSHA guides. These guidelines are intended to be practical in nature, and complimentary to over-arching guidelines. In the interest of the health of your workplace, your employees, and your customers, we recommend implementing those Public Health Measures that are feasible in your workplace.

A.   OFFICE SETTING / PROFESSIONAL SERVICES

Public Health Measures:

- https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf

- Employees strongly recommended or required to wear a face covering.

- Where touch free entry is not available, have a system in place to frequently sanitize door handles and to offer hand sanitizer upon entry.

- Post signage outside of the office entry with communications about what to expect inside the office area (e.g. - wait in reception, complimentary hand sanitizer, physical distance please).

- Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.
- Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
- Post signage inside the office area with communications on where to wait.
- Remove paper displays that would encourage browsing/touching.
- Use floor markers "x" to indicate where guests should wait.
- Install plexiglass barriers between front desk staff and visiting clients, and throughout the office environment, as reasonable.
- Provide disinfectant wipes and aerosol disinfectants anywhere there is a seat for visiting guests/clients. This can be used, before and after a client's office visit.
- Place hand sanitizer prominently at each desk station.
- Increase cleaning protocols and institute a regular and frequent cleaning schedule as appropriate for the workspace (particularly for restroom areas).
- Highly encourage the use of PPE or other protective gear for employees and customers, as appropriate for their functional duties and interactions. Refer to state guidelines, OSHA, and CDC guidelines for best practices and recommendations.
- Create policies and workflows which discourage and highly limit all employees and guests from entering others' workspaces unless necessary.
- Offer contactless options for all points of a transaction. Create web-based service options for administrative paperwork, contract execution, payment exchange, and so forth. Where contactless options are not possible, such as for keypads, cover them with clear plastic or other barriers and regularly clean and/or change the covers as for other high-touch surfaces.
- Have a plan for instituting "line management" set up outside to manage crowding.
- Have the ability to queue walk in clients in a "virtual line". Encourage visitors to stay in their vehicles or outside until they receive a text alert advising them to enter.
- Post more signage throughout common areas to discourage dwelling and to promote hygiene best practices, and protocols adopted by the worksite to manage germ spread.
- In kitchen or common areas, encourage disposables, as opposed to dishes when available.
- Require that employee breaks be taken off-site, or in an area that promotes physical distancing. Encourage employees to enjoy the outdoors or rest in their cars.

- Increase and adopt more regular, deep cleaning of the office throughout the day, as appropriate for the workspace.
- Post signage at office front to advise clients of our office's efforts to maintain a healthy workplace.
- Maintain some signage about hygiene practices in lobby and highly trafficked areas.
- Continue to offer hand sanitizer stations and access to disinfectants, where practical.
- Promote a contact-less environment (e.g. hands-free door opening).
- Maintain an ample supply of hand sanitizer and cleaning agents.

Participants:

- Employers / Employees / Customers

B.   RETAIL

Public Health Measures:

- https://covid19.ca.gov/pdf/guidance-retail.pdf

- Employees strongly recommended or required to wear a face covering.

- Re-configure floorplans, enabling queue management, and determining capacity/occupancy protocols based on physical distancing standards.
- Enhanced cleaning protocols are implemented.
- Seating tables and desks will be disinfected before and after each use and disinfectant wipes or aerosols will be readily available for additional use as needed.
- Hand sanitizer placed prominently at each desk, reception area and pick-up station
- Increase cleaning protocols and institute a regular and frequent cleaning schedule as appropriate for the workspace (particularly for restroom areas).
- Highly encourage the use of PPE or other protective gear for employees and customers, as appropriate for their functional duties and interactions. Refer to state guidelines, OSHA, and CDC guidelines for best practices and recommendations.
- Post signage outside the office that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion. Offer alternatives to physical entry by posting a phone number for assistance.

- Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
- Floor markers are placed to queue customer physical distancing standards.
- One-way directional floor plans could be considered, directing employees through the store without "close crossing" in aisles.
- Plexiglass barriers exist at checkout areas.
- Checkout stands are equipped with portable scanners to minimize contact with goods.
- Touch free payment options are promoted. Where contactless options are not possible, such as for keypads, cover them with clear plastic or other barriers and regularly clean and/or change the covers as for other high-touch surfaces.
- Disinfectant wipes available to consumers at high touch points.
- Disinfectants available to employees in high touch / high traffic areas.
- Daily cleaning protocols for staff to disinfect high traffic touch points & respective work areas.

Participants:
- Employers / Employees / Customers

C.   MANUFACTURING

Public Health Measures:
- https://covid19.ca.gov/pdf/guidance-manufacturing.pdf
- Employees strongly recommended or required to wear a face covering.
- Adoption of telecommute arrangements, flex scheduling and expanded hours of operation are in place to allow staff to work at the plant, across different hours
- Post signage regularly throughout the facility promoting healthy hygiene and best practices for visitors and employees.
- Physical distancing between workstations and/or the use of plexiglass-type barriers is highly recommended.
- Policy in place for employee health and wellness checks. This includes both self-assessment and certification with managers. And/or the use of temperature checks.
- New policies are in place relative to health screenings and to address employee absences due to symptomatic screenings. Ensure policies are designed to

encourage employees to report to their manager or HR when symptoms or exposure to COVID -19 are known.

- New training and orientations are offered to all employees relative to OSHA standards and hygiene, sanitation, protocols
- Consider changes to operational or production line SOP's to accommodate fewer employees working in any one station, at the same time.
- PPE or other protective gear is in place as appropriate for all employees, according to their position.
- Common areas and kitchens may be closed.
- Disinfection of equipment occurs regularly throughout the day.
- Eliminate the need for employees to share tools. When tool sharing is required, ensure tools are disinfected between each person's use; and more frequently, as appropriate.
- The manufacturing floor has multiple hygiene and PPE or gear don/doff stations accessible to employees.
- Physical distancing is marked throughout the plant floor with floor markers.
- Administrative floors and offices are equipped with hand sanitizer in all work areas
- Shipping and deliveries are handled with a very limited interaction. Delivery people should have the proper PPE or protective gear on to enter the building or they can call the business number for someone to come out to them to pick up the packages.
- Employees may take breaks inside if space allows for physical distancing but are encouraged to take breaks outdoors or in their cars.
- Hygiene stations remain in place on administrative floor.
- Enhanced protocols for cleaning, sanitation, and hygiene are implemented.

Participants:

- Employer / Employees / Vendors / Visitors

D.   RESTAURANTS

Public Health Measures:

- https://covid19.ca.gov/pdf/guidance-dine-in-restaurants.pdf
- Employees strongly recommended or required to wear a face covering.
- Encourage dining by reservation to manage capacity. Use a line queue system with an ability to text or call guests when their table is ready, to avoid "waiting" in groups.

- Restaurant greeter to manage the entry/exit door to ensure the safety, health and welfare of guests and employees.
- Touchless and germ-free entry encouraged.
- Increase cleaning protocols and institute a regular and frequent cleaning schedule as appropriate for the workspace (particularly for restroom areas).
- Highly encourage the use of PPE or other protective gear for employees and customers, as appropriate for their functional duties and interactions. Refer to state guidelines, OSHA, and CDC guidelines for best practices and recommendations.
- Post signage outside that outlines what precautions the business place has taken to sanitize the work environment and allows visitors to choose entrance at their own discretion.
- Post signage regularly throughout the facility promoting healthy hygiene and best practices for customers and employees.
- Use touchless pay options. Where contactless options are not possible, such as for keypads, cover them with clear plastic or other barriers and regularly clean and/or change the covers as for other high-touch surfaces.
- Designated location for pick up and take out orders with hand sanitizer readily available.
- Plexiglass partitions separate customers from employees at the ordering counters.
- Enhanced cleaning protocols are implemented.
- Designate specific employees to work exclusively on cleaning and sanitizing high trafficked areas, and frequently touched surfaces, in staff and customer areas.
- When feasible, provide each employee with their own set of tools or functional equipment to minimize "sharing" touched surfaces. When that is not feasible, have a cleaning protocol in place to ensure the cleaning and disinfection of shared items between each use.
- Hand sanitizer placed prominently at counters.
- Use floor markers "x" to indicate where guests should wait.
- Dining tables are spaced to accommodate physical distancing.
- Disposable tableware and menus substitute for reusable dishes and menus.
- Condiments and table accoutrements are removed to minimize high touch contact and germ spread. Condiments available upon request, and in disposable form, when possible.

Participants:

- Employer / Employees / Vendors / Visitors