



Open Doors Checklist

This checklist represents guidance from subject matter experts, and is intended to highlight key topics to consider as retailers seek to re-open operations. Your individual facts and circumstances will be unique, and we encourage you to work with your legal and financial advisors to adapt this guidance to your specific situation and your comfort level with safety first for customers and employees. Share pictures and/or videos on social media of your employees in their PPE & your cleaning practices.....“Heroes Wear Mask”

Employer practices should be designed to discourage contagious employees and customers from entering the store, and mitigate the effect of contagious individuals in the store. This document will highlight various key health protections and safeguards to keep in mind as you seek a return to normal (or quasi-normal) operations for your distribution centers, stores, and supply chains using appropriate health polices, practices, safety controls, and protective equipment.

Social Distancing

- Place signage in conspicuous locations throughout the store, particularly high-traffic areas such as entrances and exits, checkouts, fitting rooms, etc. Signage may include:
 - Asking customers and employees not to enter the store if they are sick or have felt sick within the last 72 hours.
 - Encouraging customers and employees to maintain six feet of distance at all times, per CDC guidelines.
 - Floor markers located six feet apart any place where invitees are likely to queue.
 - Entrance-exit or one-way only signs.
 - Recommended hygiene practices, how to stop the spread of germs.
 - CDC posters promoting frequent and thorough handwashing in all restrooms.
 - Requesting customers temporarily cease using reusable bags, or to bag their own purchases if they choose to use reusable bags, and to clean reusable bags
 - Information on pick-up/carryout options.
 - Where applicable - Temperature screening of customers through infrared thermometers or thermal scanners, with employees or third party contractors turning away employees with fevers.
- Consider programming in-store audio messaging to frequently remind employees and customers to follow CDC guidance on hygiene and physical distancing.

- For high-traffic retailers and retailers with checkout counters that do not allow adequate distance between the customer and employee, consider installing Plexiglas “sneeze-guards.”
- Locate distance markers outside of store to allow for queuing while maintaining physical distance; employees can also be assigned to assist customers with waiting to enter.
- To the extent possible, stagger use of point-of-sale terminals and other workstations.
- Implement and encourage use of contactless payment options for employees and patrons, contactless signatures for deliveries. If contactless signature for deliveries is not possible, require employees to use own pen.
- Where possible, stagger employee shifts and meal breaks to avoid crowding.
- High-traffic areas should be widened to the extent store configuration allows.

Consider Face Masks and Personal Protective Equipment (PPE)

- Encourage or require employees and customers to wear approved facial coverings, gloves, and personal protective equipment (PPE) at all times, if possible.
- Determine whether employees will be permitted to use their own face masks and PPE, and on what terms and conditions, with special attention to potential use of filtering face-piece respirators (e.g. N95 or equivalent)
- Consider offering face masks and/or gloves to customers who enter without any.
- Designate receptacles for discarded face masks PPE.

Cleaning / Sanitization

- Obtain cleaning products that are on the EPA’s List N: Disinfectants for Use Against SARS-CoV-2.
- Cleaning “kits” including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer and other cleaning supplies are readily accessible throughout store, including point of sale terminals and other stations that will be cleaned periodically throughout the day.
- Implement a cleaning regime targets frequently touched surfaces and spaces, which are most likely to result in the transmission of communicable diseases:
 - General:
 - Shopping carts and baskets.
 - Door and drawer handles.
 - Light and other power switches (consider signage to keep lights on at all times, or utilizing exiting motion sensor capabilities).
 - Shared tools such as pricing guns, pallet jacks, tape guns, box cutters, etc.

- Chairs, tables, and benches.
- Vending machines and self-serve kiosks.
- Refrigerators, microwave, and other frequently touched objects and surfaces in employee breakroom.
- Time clocks
- Point of sale/checkout:
 - Cash register, including touch screens, keyboards, mouse.
 - PIN Pads (touch screen, keypad, and pen).
 - Checkout counter and/or conveyor belt.
 - Cabinet pulls.
 - Checkout dividers.
- Restrooms (consider temporarily closing restrooms to public, if possible):
 - Door handles and flush levers.
 - Toilet bowl and toilet paper holder.
 - Sinks and faucets.
 - Paper towel holders and/or air dryers.
 - Diaper-changing stations.
- Sales floor:
 - Fixtures with handles or pulls.
 - Any other identified “high-touch” surfaces.
- Hand sanitizer is available throughout store for customers and employee use, including store entrance(s), and checkouts.

Employee Training

- Social distancing guidelines and expectations.
- How to monitor personal health and body temperature at home.
- How to properly wear, remove, and dispose of face masks and PPE.
- Guidance on how to launder cloth face masks and uniforms.
- Cleaning protocol, including how to safely and effectively use cleaning supplies.
- Returns and Exchange Policies
 - Consider suspending or modifying return and exchange policies.
 - Establish procedures for processing, handling, and disinfecting returns and exchanges. Consider requiring returned items to be sealed and stored separately, requiring employees to use PPE to process, handle and disinfect returns, and storing returns in isolation for a safe time period before returning them to sales floor.

- Fitting Rooms
 - Decide whether to re-open fitting rooms.
 - If you decide to open them, ensure fitting rooms are “customer ready” by cleaning prior to any customer usage. Similarly, ensure that fitting room is properly sanitized after customer use.
 - Encourage customers to use hand sanitizer/wipes before trying on items and to keep protective mask on during fitting.
 - Determine procedure for disinfecting fitting room items (not just clothing, but also jewelry, eyewear, etc.). For example, consider having items that have been tried on segregated and steamed, and wait a safe time period before putting items back on sales floor.
- Fragrance & Beauty Testers
 - Prohibit customer use; remove from sales floor.

Note: This document was adapted from the National Retail Federation and provided by the National Main Street Center. Edited by Marion Business Association, Inc.

How to Make Your Own Disinfectant Wipes BY JESSICA LANMAN, KOMANDO.COM APRIL 8, 2020

Items Needed - Bleach, water, paper towels, and an airtight container. (A plastic coffee container works well, seals well and is easy to handle.)

Start by cutting or tearing your paper towels into the size you want your wipes to be. You can cut a whole roll in half with a kitchen knife, and give yourself some decent sized ones that will tear on the perforation line. But if you have paper towels that tear at the half sizes, you can just rip enough of those off to fit into your airtight container. It's ok if you have to fold them to make them fit, it shouldn't affect the next steps. With the towels ready to go, mix your bleach with your water. You want to use 5 tablespoons of bleach, or 1/3 cup, per gallon of water. For smaller batches, closer to what you're probably making for this, that ratio is 4 teaspoons of bleach per quart of water.

Pour the cleaning agent and water mixture over your paper towels in the container. Make sure the mixture soaks through to the bottom-most towels, and that your towels get good and moist.

It's ok to have the towels sit in a bit of the liquid, but don't have half your container full of your cleaning agent and water mixture. That will dissolve and destroy your towels, and not give you any wipes to work with.

If you have extra of your liquid mixture, start another container of towels, or use the mixture to clean high-trafficked areas of your home right now. Caution - this mixture can be really great on hard, non-porous surfaces, like kitchen counters and toilets.

Do not mix cleaning agents together to make your wipes. A single cleaning agent, in ratio with water, will be incredibly effective. Mixing cleaning products will only be dangerous.

Note - The information contained in this article is for educational and informational purposes only and is not intended as health or medical advice. Always consult a physician or other qualified health provider regarding any questions you may have regarding a medical condition, advice, or health objectives.