



# SERVICE COUNTER GUIDELINES

## GENERAL HEALTH

1. Wear face coverings over nose and mouth
2. Maintain social distance of at least 6-ft.
3. Frequent hand washing

## HR AND TRAVEL POLICIES

1. Employees should follow CDC travel guidance to protect themselves and others during business travel

## HEALTH MONITORING

1. Employers should make temperature checks available and post information about COVID-19 symptoms to allow employees to self-assess whether they have any symptoms and should consider going home
2. Have a wellness screening program for conducting in-person screening upon arrival as well as a mid-shift screening for employee shifts greater than 5 hours
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed
5. Any employee who has had close contact with a person who is diagnosed with COVID-19 should quarantine for 14 days

## PHYSICAL WORKSPACE

1. Display signage at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Keep incoming items separate from finished items
3. Remove shared items (e.g., magazines) from waiting areas and configure seating to be 6-ft apart

## DISINFECTING/CLEANING PROCEDURES

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on weekly basis
2. Frequently clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings); every 2 hours recommended for high-traffic areas
3. Disinfect checkout keypads after every transaction

## STAFFING AND ATTENDANCE

1. Maximum of 50% of capacity
2. Limit occupancy of common areas to allow for social distancing

## EXTERNAL INTERACTIONS

1. Before allowing external supplier or non-customer visitor to enter, ask whether the individual is currently exhibiting COVID-19 symptoms
2. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises
3. Keep log of all external suppliers who enter premises

## CUSTOMER BEHAVIORS

1. Wear face coverings over nose and mouth
2. If practical, wait for services off premises