



LA CROSSE COUNTY
Health Department
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Covid-19 Best Practices Guidance for Businesses:

**Preparing to Reopen Safely,
Responsibly and Confidently**

April 29, 2020

Best Practices Guidance for Open Businesses

Messaging for open businesses - "Best Practices Guidance" **Effective 8:00 AM 4/29/2020**

On April 16th, Wisconsin Department of Health Services Secretary-designee Andrea Palm issued Emergency Order #28, which extended Safer at Home and made some changes to the initial order. On April 27th, Emergency Order #34 was issued, which made some additional changes and clarifications to the initial order and extension. These changes go into effect on April 29 at 8:00 am. The La Crosse County Health Department developed the following document, "COVID-19 Best Practices for Businesses", using the [Safer at Home Order #28](#) and , [Interim Order to Turn the Dial #34](#), along with DHS, CDC and **Safer at Home FAQs** ([FAQ here](#) for reference).

Much of the order remains the same and is structured in the same way. The changes are designed to ensure safety and compliance, while also allowing certain activities to resume. A summary of changes for each respective order is below.

Guidance Established through Emergency Order #28

The changes in [order #28](#) are focused on businesses and activities that may increase services and operations. Information of notes include:

1. **Public libraries:** Libraries may provide curbside pick-up of books and other library materials.
2. **Golf courses:** Golf courses may open, with restrictions including scheduling and paying for tee times online or by phone only. Clubhouses and pro shops must remain closed. For further information, see golf-course specific guidance that was sent out late last week.
3. **Non-essential businesses:** Non-essential businesses can do more things to provide Minimum Basic Operations, including deliveries, mailings, and curbside pick-up. Non-essential businesses must notify workers of whether they are necessary for Minimum Basic Operations.
4. **Arts and craft stores:** Arts and craft stores may offer expanded curbside pick-up of materials necessary to make face masks or other personal protective equipment (PPE).
5. **Aesthetic or optional exterior work:** Aesthetic or optional exterior lawn care or construction is allowed, so long as it can be done by one person.

Guidance Established through Emergency Order #34

The changes in [in order #34](#) focused on sharing what constitutes minimum basic operations, some clarifications for specific business types, and suggestions for safe business practices. Information of notes include:

1. **In general, Minimum Basic Operations include:** customer curbside drop-off of goods or animals for the purpose of having those goods or animals serviced, repaired, or cared for by the business.
 - a. **Businesses included in this:** Dog groomers, small engine repair shops, upholstery businesses, and others.
2. **For outdoor recreational rentals, Minimum Basic Operations may also include:** rental of recreational equipment including but not limited to boats, kayaks, canoes, paddle boats, golf carts, snowmobiles, and ATV's. Rentals must be paid for on-line or by phone.
3. **For Car Washes, Minimum Basic Operations may also include:** Entirely automatic car washes and self-service car washes may open for service. High touch surfaces must be cleaned between each use if possible, or as frequently as practicable.
4. **Safe business practices:**
 - a. **Safe business practices for Essential Businesses and Operations:** Essential Businesses and Operations must increase cleaning and disinfection practices, ensure that only necessary workers are present and make sure operations are able to be performed by one staff member, operate free of contact with customers by providing payment options online or over the phone, and adopt policies to prevent workers exposed to COVID-19 or symptomatic workers from coming to work.
 - b. **Safe business practices for retailers that are Essential Businesses and Operations:** Retail stores that remain open to the public as Essential Businesses and Operations must limit the number of people in the store at one time, must provide proper spacing for people waiting to enter, and large stores must offer at least two hours per week of dedicated shopping time for vulnerable populations.
 - c. **Supply chain:** Essential Businesses and Operations that are essential because they supply, manufacture, or distribute goods and services to other Essential Businesses and Operations can only continue operations that are necessary to those businesses they supply. All other operations must continue as Minimum Basic Operations.

Business Requirement Summary

*This is intended as an overview. Please review the Safer at Home Order for details and restrictions for specific industries and businesses.

- All businesses must:**
1. Avoid meeting in person whenever possible, and switch to virtual meetings, teleconference, and remote work (i.e. work from home);
 2. Comply with all Department of Health Services guidelines for businesses;

3. Follow Social Distancing Requirements between all individuals on the premise to the maximum extent possible.

NOTE: All businesses are encouraged to follow WEDC's best practices for a COVID-19 response plan.

Essential businesses and operations must also:

1. Restrict the number of workers present on premises to no more than is strictly necessary to perform the essential operation.
2. Increase standards of facility cleaning and disinfection and adopt protocols to clean and disinfect in the event of a positive COVID-19 case in the workplace.
3. Adopt policies to prevent workers from entering the premises if they display respiratory symptoms (e.g., a cough) or have had contact with a person with a confirmed diagnosis of COVID-19.

Essential retail stores must also:

1. Consider establishing scheduled curbside pick-up.
2. Stores with less than 50,000 square feet: limit number of people in the store to 25% of the total occupancy limit.
3. Stores with more than 50,000 square feet: limit customers to 4 people per 1,000 square feet and offer at least 2 hours per week of shopping time for vulnerable populations.
4. Establish lines to regulate entry into the store, including markings to keep customers six feet apart while waiting.

Nonessential businesses may perform Minimum Basic Operations:

1. Minimum Basic Operations to maintain the value of your business's inventory, preserve the condition of the business's physical plant and equipment, ensure security, process payroll and employee benefits, or for related functions, including where these functions are outsourced to other entities. Minimum Basic Operations may include:
 - Taking steps to facilitate employees working remotely;
 - Fulfilling deliveries or mailing parcels so long as all the operations are performed by one person in a confined space, including a car or truck, and no signature is required;
 - Providing curbside pick-up of goods, so long as the operations are performed by one person in a confined space, including a car or truck, no signature is required, and pick-ups are scheduled to maintain social distancing between customers.

2. Minimum Basic Operations does not include serving customers in person (other than the deliveries and curbside pick-up). Services or activities requiring more than one person may only continue via phone or virtually.

Restaurants & Bars:

Restaurants & Bars should also adhere to industry-specific requirements:

1. Take-out or delivery service only;
2. Customers may enter only to order, pick up, and paying for food or beverage or both;
3. No seating may be provided;
4. Food and drink may not be consumed on the premises, either indoors or outdoors;
5. Self-service operations of salad bars, beverage stations, and buffets are prohibited;
6. Customers are prohibited from self-dispensing any unpackaged food or beverage.
7. Carryout sales of alcoholic beverages are allowed if permitted by state law and municipal ordinance;
8. Delivery of alcoholic beverages to retail customers is prohibited; and
9. Wineries holding direct wine shippers' permits may make deliveries of wine in accordance with their permit.

Recommendations for all businesses

1. Place informational posters in prominent areas. CDC has developed a number of [print materials](#) available in various languages, for employers to use. For example:
 - Post the [Stop the Spread of Germs](#) poster where it would be visible to the public or to employees, such as near the entrance, in public or employee bathrooms and in the employee break room.
 - Post the steps for proper [handwashing](#) in areas with sinks.
 - Post the Symptoms of Coronavirus Disease 2019, and the [Stay Home When You Are Sick!](#) / [Prevent the spread](#) posters in areas where employees are likely to see them.
2. Post information about the steps your business is taking to keep customers safe from COVID-19 on your website and at your physical location.
3. Provide face coverings, tissues and no-touch disposal receptacles for use by employees and customers.

4. Instruct employees to clean their hands often with an alcohol-based hand sanitizer or wash their hands with soap and water for at least 20 seconds.
5. Advise employees to avoid touching their eyes, nose, and mouth with unwashed hands.
6. Provide face coverings for employees to prevent disease spread.
7. Provide soap and water and alcohol-based hand rubs in the workplace to encourage hand hygiene. Ensure that adequate supplies are maintained.
8. Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
9. Whenever possible, maintain a distance of at least 6 feet from others.
10. Clean and disinfect frequently touched surfaces daily. See the [CDC COVID-19 Disinfection Guidance](#)

Future changes:

Future Changes will be made based on criteria from the [Badger Bounce Back](#) plan as it is further defined. [WEDC – Safer at Home – Badger Bounce Back](#).

Note Re: Fabric Face Coverings: Finally, please note that the La Crosse County Health Department is recommending that our businesses require staff and strongly recommend shoppers to wear fabric face coverings when out in public and frequenting businesses.