

Open DuPage

DuPage County, COVID-19 Reopening Guide

RETAIL INDUSTRY

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The following is intended to serve as a planning guide for reopening “non-essential” facilities in DuPage County.

In no way does this document give the authority for businesses to open and all State of Illinois Executive Orders apply.

The information is taken from industry experts, in accordance with federal, state, and county guidelines. As resources and guidelines are constantly changing, please consult the most recent documents prepared by these agencies for guidance.



CURRENT STATE OF COVID-19 FOR RETAIL

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CURRENT STATE OF COVID-19 FOR RETAIL

- Currently, all businesses and operations in the State, except for Essential Businesses and Operations, are required to cease all activities except Minimum Basic Operations according to IL Executive Order 10.
- Other businesses may operate in a work-from-home setting under the executive order issued by Governor Pritzker.
- The latest executive order, as it relates to the retail industry, including modifications effective May 1.



MODIFICATIONS TO EXECUTIVE ORDER

NEW ESSENTIAL BUSINESSES

- Greenhouses, garden centers and nurseries may re-open as essential businesses.
- These stores must follow social distancing requirements and must require that employees and customers wear a face covering.
- Animal grooming services may also re-open.



MODIFICATIONS TO EXECUTIVE ORDER

NON-ESSENTIAL RETAIL

- Retail stores designated as non-essential businesses may re-open to fulfill telephone and online orders through curbside pick-up and/or delivery.



MODIFICATIONS TO EXECUTIVE ORDER

ESSENTIAL BUSINESSES & MANUFACTURING

- Essential businesses and manufacturers will be required to provide face-coverings to all employees who are not able to maintain six-feet of social distancing.
- They will also need to follow new requirements that maximize social distancing and prioritize the well-being of employees and customers.
- This will include occupancy limits for essential businesses and precautions such as staggering shifts and operating only essential lines for manufacturers.

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MODIFICATIONS TO EXECUTIVE ORDER

FACE COVERINGS

- Individuals will be required to wear a face-covering or a mask when in a public place where they can't maintain a six-foot social distance.
- Face-coverings will be required in public indoor spaces, such as stores.
- This new requirement applies to all individuals over the age of two who can medically tolerate a face-covering or a mask.

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RECOMMENDED REOPENING GUIDELINES FOR THE RETAIL INDUSTRY

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Open DuPage recommends that the retail sector in DuPage County, currently listed as non-essential, reopen in four phases, upon review and agreement of the Open DuPage Advisory Council that the following criteria have been generally met....

CRITERIA FOR REOPENING

1. Downward trajectory of the percentage of COVID-19 tests that are positive in DuPage County.
2. Downward trajectory of new COVID-19 hospitalizations at hospitals in DuPage County.
3. The healthcare system can safely care for all patients, including having appropriate personal protective equipment for healthcare workers.
4. There is sufficient capacity to interview and isolate all new cases and to identify and notify each case's contacts in order to prevent future spread.



PHASED REOPENING PLAN

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PHASED REOPENING PLAN



Capacity is measured by number of patrons allowed in a retail establishment. Full capacity loading is based on square footage of establishment and allowable loading per fire and other safety codes.

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PHASED REOPENING PLAN

- Reopening in phases will be generally separated by 2-3 weeks.
- After each phase, Open DuPage Advisory Council will review the number of new COVID-19 daily case counts, hospitalizations, and deaths, and other indicators.
- The results of reopening decisions will take 2-3 weeks to be reflected in those numbers.
- If case counts, hospitalizations, and deaths go up in that time, further actions in reopening should be paused, and steps should be taken to get control of the rising numbers.



In addition, Open DuPage recommends that any retail establishment in DuPage County implement the following steps before reopening...

STEP ONE: PREPARE BUSINESS FOR REOPENING

- Designate a Covid-19 Company Representative or Team to develop and implement a business reopening plan.
- Ensure your business has access to CDC recommended personal protective equipment and EPA recommended cleaning supplies.
- Review, monitor, and update procedures and practices for your business operations based on updated information prepared by the CDC, FDA, EPA, OSHA, Department of Labor, Illinois Department of Public Health and DuPage County Health Department.



STEP TWO: DEVELOP A REOPENING PLAN

- Incorporate the guidelines and recommendations from Step One.
- Incorporate into the reopening plan the National Retail Federation's (NRF)'s guidelines that were developed with Seyfarth LLP as part of "Operation Open Doors".
- These guidelines should be used as a guide and checklist for retailers.
- Specifically, the plan should address the items in the next slides as recommended in the guidelines.



STEP TWO: DEVELOP A REOPENING PLAN

SOCIAL DISTANCING

- Signage in throughout, particularly high-traffic areas such as entrances and exits, checkouts, fitting rooms, etc.
- Consider in-store audio to frequently remind employees and customers to follow CDC guidance on hygiene and physical distancing.
- For high-traffic retailers and those with checkout counters that do not allow adequate physical distancing installation of Plexiglas “sneeze-guards” shall be required.



STEP TWO: DEVELOP A REOPENING PLAN

SOCIAL DISTANCING

- Capacity limits have been considered; if implemented, distance markers are located outside of store to allow for queuing while maintaining physical distance; employees can also be assigned to assist customers waiting to enter.
- Stagger as possible the use of POS terminals and other workstations
- Implement use of contactless payment options and signatures for deliveries. If contactless signature is not possible, require employees to use own pen.
- Where possible, stagger employee shifts and meal breaks.
- Widen high-traffic areas to the extent store configuration allows.



STEP TWO: DEVELOP A REOPENING PLAN

FACE MASKS AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Require employees and customers to wear approved facial coverings, gloves, and PPE, according to State of Illinois requirements.
- Identify suppliers of PPE.
- Offer face masks/PPE to customers who enter the store without any.
- Determine if employees are permitted to use their own PPE, and on what terms and conditions, with special attention to potential use of filtering face-piece respirators (e.g. N95).
- Designate receptacles for discarded face masks PPE.



STEP TWO: DEVELOP A REOPENING PLAN

CLEANING & SANITATION

- Obtain cleaning products from 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, etc. are readily accessible, including at POS terminals and other stations to be cleaned throughout the day.
- Implement a cleaning regime that targets frequently touched surfaces and spaces, which are most likely to result in the transmission of communicable diseases, including POS terminals and restrooms (consider temporarily closing restrooms to public, if possible).



STEP TWO: DEVELOP A REOPENING PLAN

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.



STEP TWO: DEVELOP A REOPENING PLAN

COMMUNICATIONS PLAN

- Develop a COVID-19 communications plan that fully advises on all policies and practices within the business.
- This plan should be disseminated at all levels within the business and should include, but is not limited to:
 - HR policies related to COVID-19
 - Phasing strategy
 - Expectations
 - Emergency plans
 - Guest and visitor policies
 - Building policies

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STEP THREE: DEVELOP A PHASED REOPENING

- Based on the NFA recommended guidelines, develop a phased logistics/operations plan for reopening to address changes in capacity/loading.
- Identify date of opening, staffing levels, how you will be phasing operations, if necessary, over time. Include in this:
 - Number of staff required for each capacity level
 - Hours of operation
 - Hours of operation reserved for elderly shoppers if applicable
 - Name of Company, NAICS Code, Number of Locations, Addresses, President's Name and Phone number, and Description of Phased Logistics/Operations Plan.



STEP FOUR: NOTIFY THE DUPAGE COUNTY HEALTH DEPARTMENT

- All non-essential businesses that are currently closed will be required to submit notification to DuPage County Health Department prior to reopening.
- Businesses must submit their re-opening plan with attestation that they have reviewed and implemented the recommendations outlined in the DuPage Reopening Guidance.



STEP FOUR: NOTIFY THE DUPAGE COUNTY HEALTH DEPARTMENT

- The submitted plan should also indicate:
 - Planned reopen date
 - Attestation they have implemented recommendations.
 - A point-of-contact at company for operational plans
 - Acknowledgement that the DCHD or municipality, will follow up on any complaints or cases identified and linked to the business
- The DCHD will identify specific points of contact for questions or technical assistance to develop reopening plans. For questions, or to notify the DCHD, please email COVID19business@dupagehealth.org.
- For technical assistance implementing guidance, contact your local municipal economic development representative.
- Employers should post their plan and guidelines in a location that is visible to customers and employees.



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