



For immediate release

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## **Guidance for Local Business on COVID-19 Protective Measures**

**(Fredericksburg, VA) April 24, 2020** - The City of Fredericksburg is offering guidance for workers and employers involved in retail operations that remain open during the COVID-19 pandemic, particularly those operations with high customer volumes and in critical sectors. This includes retail pharmacies and drug stores, grocery stores, and other entities that sell essential supplies that have frequent contact with the public.

Retailers should assess the hazards to which their workers may be exposed; assess the risk of exposure; and select, implement, and ensure both employers and employees use infection and hygiene controls to prevent exposure.

1. As appropriate, such as at customer service windows and cash register lanes, encourage the use of physical barriers or sneeze-guards such as plexi-glass or acrylic partitions to separate retail workers from members of the general public.
2. Use rope-and-stanchion systems to keep customers from queuing or congregating near work areas. For example, provide a waiting area for customers that is separated by at least 6 feet from a cash register workstation. Signage that instructs individuals waiting in line to remain 6 feet back from work areas may bolster the effectiveness.
3. If an entity has concrete or similar hard surface flooring, tape applied on the floor in 6 foot increments also serve as customer staging while awaiting in lines.
4. Whenever possible, direct customers to self-checkout kiosks to minimize worker interaction with customers. Establish protocols and provide supplies to disinfect frequently-touched surfaces in workspaces and public-facing areas, such as points of sale. For example, wipe down credit card terminals and pens/styluses and sneeze-guard barriers between each customer. Wipe down worker-facing touch screens, keyboards, or other equipment at least as often as workers change workstations.
5. Frequently clean push bars and handles on any doors that do not open automatically, and be sure to clean any plexi-glass or acrylic barriers often.
6. Consider restricting the number of customers allowed inside the facility at any point in time. For example, in smaller convenience stores adhere to the state maximum of 10 patrons or less depending on the square footage of the business. Some stores have implemented this by specifying hours dedicated to vulnerable populations (elderly people, people with underlying health conditions, etc.).

More detailed guidance is provided by OSHA and CDC online at these links:

<https://www.osha.gov/Publications/OSHA3990.pdf>

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>

<https://www.osha.gov/Publications/OSHA3996.pdf>

If you have questions, please feel free to contact the City of Fredericksburg's Risk and Safety Officer at 540-372-1028 or Fredericksburg Fire Department at 540-372-1059.