

WISCONSIN

GUIDANCE ON PREPARING WORKPLACES FOR COVID-19



PUBLIC FACILITIES



Public spaces have always been a key fixture in the daily life of Wisconsin communities. Creating the conditions for safe use of indoor public facilities is crucial to providing social services and fostering a supportive social network in our communities. While some facilities have adapted to accommodate virtual or curbside services, other services have been suspended and will need to develop a plan for reopening safely. The communal nature of such facilities and relatively limited staff-to-guest ratio makes it especially challenging to accommodate necessary social distancing and sanitation during this time. This document is intended to provide guidance for businesses, municipalities and civic organizations looking to take steps to expand access to facilities in a reasonable way as soon as it is safe to do so.

This guide includes useful instruction for public facilities, whether publicly owned or charitable in nature—including but not limited to community centers, libraries, visitor/info centers, zoos, museums and other facilities that accommodate public traffic as part of their typical operations. In addition, please see the **“General Guidance for All Businesses”** document for guidance that applies to all industries, and please consult the other available industry guides as relevant for your specific business type.

Keeping employees and customers safe is the number-one priority for all businesses. This resource provides guidelines for protecting both of these groups. Organizations, municipalities and management entities are expected to be proactive about compliance with rules and take definitive action to enforce the rules. It is not sufficient to post signage requesting that guests maintain distancing or to anticipate that staff will be able to manage customer interactions in real time (e.g., by installing signage instructing visitors to comply with distancing but not utilizing visual cues or physical barriers to support compliance).

Recommendations for Public Facilities

Employee health and hygiene

- ▶ Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- ▶ Maintain an adequate supply of paper goods, soap and hand sanitizer to allow proper hand hygiene among employees.
- ▶ Provide tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.

Clean and disinfect

- ▶ High customer contact areas such as doorknobs, buttons, touch screens and stair rails should be cleaned every two hours, or after each user if feasible.
- ▶ Bathrooms should be sanitized frequently.
- ▶ Disinfecting wipes should not be used to wipe more than one surface. Use one wipe per item or area.
- ▶ Guest touch locations such as kiosks or interactive displays should have disinfectant wipes provided nearby.
- ▶ If possible, consider disabling kiosks and interactive displays and providing storyboards, video screens or additional audiovisual information.

Face masks and cloth face coverings

- ▶ Employers should recommend that employees wear face masks or cloth face coverings when social distancing is not feasible in the work environment. They may also recommend usage of face masks or cloth face coverings for public-facing activities.
- ▶ Ensure your employees are wearing face coverings properly. The U.S. Centers for Disease Control and Prevention (CDC) provides guidance on how to properly wear a face covering and offers [tutorials for how to make one](#).
- ▶ If customers will not be able to stay six feet away from others, recommend that they bring their own face mask or covering. Provide face masks for customers to use at your facility if they did not bring one, and provide adequate trash receptacles for disposing of used masks. Considerations should be made for individuals who are unable or unwilling to wear a mask or cloth face cover.



PROTECT



WASH OFTEN



DISINFECT



CAUTION



Social distancing

- ▶ The capacity of customer-facing facilities should be reduced to ensure adequate social distancing if at all possible.
- ▶ Eliminate unnecessary physical contact between staff and visitors, and maintain social distancing with a six-foot distance between individuals whenever possible.
- ▶ Offer cashless and contactless transactions whenever possible.
- ▶ When exchanging paper and coin money, do not touch your face afterward. Ask customers to place cash on the counter rather than directly into your hand. Place money on the counter (not in hand) when providing change back to customers. Clean the counter after each customer at checkout.
- ▶ Consider adding clear plastic barrier protection at the entrance or circulation/service desk with a pass-through opening to exchange items as necessary.
- ▶ Mark indoor corridors with directional tape to encourage one-way traffic flow and minimize interactions.
- ▶ Instruct visitors to maintain social distancing for the duration of their visit.
- ▶ Common-use areas (such as lounge areas, locker rooms, courtesy food and beverage bars, and child play areas) should be closed if it is not possible to ensure proper social distancing. Where possible, use physical barriers to discourage touching of displays, windows etc. (e.g., with tape on floor or roped-off areas).

Additional customer protections

- ▶ Post signage at entrances to facilities with reminders that people experiencing COVID-19 symptoms should stay at home and requests that visitors maintain social distancing.
- ▶ Install handwashing or sanitizing stations (with at least 60% alcohol if hand sanitizer is offered) at the entrance to your facility and at key locations throughout the facility where customers are likely to contact shared equipment. Encourage customers to use them.
- ▶ Remove all unnecessary touchpoints, especially those that cannot be sanitized between uses. Examples include the use of pens to sign receipts or visitor logs (cashless and contactless transactions are recommended), benches, drinking fountains, computer keyboards and shared equipment.
- ▶ Utilize disposable instead of reusable items whenever possible. Provide additional no-touch trash receptacles and increase trash pickup frequency to accommodate extra waste.
- ▶ Continue offering virtual experiences and curbside pickup of physical goods to accommodate all customers if possible.
- ▶ Do not allow visitors to bring activity items from home into the facility for sharing with others.
- ▶ Discourage users from coming into contact with other participants' equipment. For example, sports court users should not return other users' stray balls or share equipment with unrelated parties.



- ▶ Brochures and other physical materials should be secured or kept behind counters/desks to be provided on an as-needed basis.
- ▶ Libraries should consider alternative return methods for books, CDs, and other items to limit customer contact and immediate handling of the items by staff (for example, outside collection units that allow staff to remove an inside holding bin, which can then be stored for 48 hours before handling by staff).

Programmed event guidelines

- ▶ Programmed events should be limited to 10 persons at a time in any given space, expanding to 50 people in Phase 2 of the Badger Bounce Back plan. Floor markings or chair placement should be used to encourage safe spacing of participants.
- ▶ Where possible, event attendance should be staggered to minimize overlap and reduce density of participants.
- ▶ Consider designating alternate offerings for at-risk populations.
- ▶ Gatherings should be invitation-only or include a process to collect participant lists, in case contact tracing becomes necessary.



IN PARTNERSHIP WITH WISCONSIN'S REGIONAL ECONOMIC DEVELOPMENT ORGANIZATIONS:

7 Rivers Alliance
Centergy
Madison Region
Economic Partnership
Milwaukee 7

Momentum West
Prosperity Southwest
Grow North
The New North
Visions Northwest

CHECKLIST GUIDE FOR REOPENING

Your Public Facility

After reading through the available guidance for your business sector at wedc.org/reopen-guidelines use this checklist to ensure that you have taken the necessary steps to open your business safely, protecting the health of your employees and customers. In addition to reviewing this checklist, be sure to consult your local health department, as some communities may have additional local regulations in place.

Policy Checklist

- Create a policy for identification and isolation of sick people, including employee self-monitoring, required reporting of illness, sick leave policies and isolating individuals that become ill at work.
- Assess leave policies for quarantined/isolated workers and those caring for sick family members.
- Create a policy on personal protective equipment (PPE). Recommend that employees wear face masks or cloth face coverings when social distancing is not feasible. You may also wish to recommend usage of face masks or cloth face coverings for public-facing activities.
- Connect employees to employee or community assistance resources such as the Wisconsin COVID-19 hotline (211) or COVID-19 Resilient Wisconsin dhs.wisconsin.gov/covid-19.
- Create a customer service policy. To the extent possible, customers should wear face coverings when receiving services. Recommend guests bring their own face mask or covering, and also provide them for customers who don't bring their own. Considerations should be made for customers who are unable or unwilling to wear a mask or cloth face cover. Refuse service to any guest who arrives with symptoms.
- Create a response plan in the event that an employee has COVID-19 symptoms or is suspected or confirmed to have COVID-19. This should include criteria for impacted employees to return to work and guidance for identifying, communicating with and accommodating potentially exposed workers or visitors.

Communications Plan Checklist

- Establish an employee communications schedule and develop a training plan for employees with modules on social distancing, hygiene and sanitation best practices, what to do if they feel sick, proper use of PPE and cloth face coverings, and how to educate guests about the new policies and practices.
- Develop a marketing plan for customers that addresses business signage, social media communications, new business policies and customer instructions (stay home if you are sick, limit items you touch, closure of common areas, hygiene including handwashing, social distancing reminder).
- Communicate with vendors/suppliers for contactless dropoff or to arrange deliveries during non-customer hours.
- Establish a system for continually updating customers on shopping options and policies as circumstances change.

Facility Plan Checklist

- Post signage about policy changes for customers and employees.
- Provide tissues and no-touch trash receptacles.
- Set up sanitizer or handwashing stations at entrances and in convenient locations around the facility.

- Remove unnecessary touchpoints or items that cannot be sanitized between uses (e.g., display items, seating)
- Consider adding clear plastic barrier protection at the entrance or circulation/service desk.
- Provide disinfectant wipes for kiosks and displays or disable/remove them.
- Install social distancing markers or directional arrows on floors to encourage maintaining distance of at least six feet where possible, and to minimize contact. Reduce capacity to ensure adequate social distancing. Consider making walking paths or corridors one-way to minimize interactions.
- Close common areas such as lounges, locker rooms, courtesy food and beverage bars, and drinking fountains if possible. If left open, sanitize after each use.
- Close facilities that promote interaction among unrelated individuals (e.g., playgrounds, picnic shelters) if they cannot be adequately sanitized.
- Implement touchless payment systems/options whenever possible.
- Minimize the need for employees to share equipment/tools (pens, markers, scissors, walkie-talkies, etc.) by purchasing additional sets as needed. If sharing cannot be avoided, provide a means to sanitize shared items after each use.

Operations Plan Checklist

- Before you reopen, sanitize; consult a professional on HVAC and water systems to be sure they are safe after a prolonged shutdown.
- Assign one or more staff members (ideally one per shift) to take the lead on cleaning and disinfecting. Review cleaning/disinfecting/sanitizing product labels to determine glove and other PPE requirements. Provide chemical hazard training to employees.
- For programmed events, stagger event attendance to reduce density of participants, minimize overlap and accommodate adequate cleaning. Programmed events should include registered individuals only, or include collection of participant information to assist with contact tracing.
- Disposable items should be used instead of reusable items whenever possible. Customers should not bring their own equipment or activities into the facility.
- Purchase face masks or cloth face coverings for customers and PPE for staff.
- Create a plan for accommodating at-risk customers by continuing virtual offerings, providing curbside pickup or delivery of physical items, or adding designated by-appointment-only hours.
- For libraries: Encourage external return methods to limit customer contact, and remove items from circulation for 24 hours before restocking.

Cleaning Schedule

Between Customers/Frequently

- Common areas (door handles, payment machines)
- Restrooms