



EMPLOYER PREPAREDNESS PLAN REQUIREMENTS CHECKLIST

Businesses and employers providing personal care services” (e.g. salons, barbershops, spas, tattoo parlors, tanning salons) must develop and implement a COVID-19 Business Preparedness Plan that addresses the following components. Businesses must ensure the Plan is evaluated, monitored, executed, and updated under the supervision of a designated Plan Administrator. Employers must ensure the Plan is posted at all of the business’s workplaces in readily accessible locations that will allow for the Plan to be readily reviewed by all workers, as required.

KEY REQUIREMENTS:

- Develop and implement a COVID-19 Preparedness Plan
- Limit number of clients inside the business at any time to ensure 6 feet of distance between persons except when providing service, with maximum occupant capacity to no more than 25%
- See clients by appointment only; do not allow walk-ins
- Require workers to wear mask/face shield and clients to wear masks at all times; do not provide services that cannot be performed with masks
- Establish regular disinfection routine and train workers

WORKER PROTECTIONS AND PROTOCOLS FOR ALL WORKPLACES

Ensure sick workers stay home

1. Establish health screening protocols for workers at the start of each shift (e.g. health screening survey, taking temperature). See the Minnesota Department of Health (MDH)’s Visitor and Employee Health Screening Checklist (www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf). The checklist is also available in Hmong, Somali, and Spanish (www.health.state.mn.us/diseases/coronavirus/businesses.html).
2. **Workers with COVID-19 symptoms should be sent home immediately.** If they cannot be sent home immediately, isolate in a closed room until they can be sent home. Workers who have been in close contact with a household member with COVID should not be at work until their quarantine period is finished.
3. Establish communication protocols and steps to take when workers have been exposed to COVID-19 in the workplace.
4. Designate an individual to maintain communication with and gather information from workers who may be ill, as to ensure the privacy of workers is maintained.
5. Establish worker sickness reporting protocols.
6. Establish protocols for workers to return to work, and follow MDH Guidance (www.health.state.mn.us/diseases/coronavirus/returntowork.pdf).
7. Establish a process to identify contact between infected workers and other workers who may have been exposed. (CDC Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020 (www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)).

8. Evaluate and adjust sick leave policies to reflect the need for isolation and incentivize workers who are sick to stay home.
9. Provide accommodations for “high risk” and vulnerable populations. See CDC’s People Who are at Higher Risk for Severe Illness (www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html). Vulnerable workers should be encouraged to self-identify, and employers should avoid making unnecessary medical inquiries. Employers should take particular care to reduce these workers’ risk of exposure.
10. Clearly communicate sick leave policies to all workers.

Social distancing – Workers must be at least six-feet apart

1. Maximize remote-working - Workers who are able to work from home must work from home.
2. Stagger shifts and breaks; Extend work-hours and create additional shifts to reduce number of workers per shift.
3. Evaluate traffic patterns and “choke points” to reduce crowding at entrances, in hallways, elevators, waiting areas, break areas, common areas to maintain 6’ of physical distancing.
4. Limit collective gatherings of workers to 10 people or less to maintain 6’ of physical distancing.
5. Limit the number of people in restrooms to maintain 6’ feet of physical distancing.
6. Ensure 6’ of physical distancing in work areas, including at workstations, production lines, break rooms, meeting rooms, waiting rooms, lobbies, etc..
7. Limit worker interaction across floors, buildings, campuses, worksites, etc.
8. Increase physical space between workers and other workers, customers and clients through the use of partitions and barriers of sufficient dimension and appropriate material, e.g. Plexiglass or taut heavy plastic curtains stretched and secured, as necessary, to protect workers.



Worker hygiene and source controls

1. **Ensure workers regularly wash their hands.** Ensure handwashing and/or hand-sanitizer facilities are readily available and appropriately stocked.
2. Provide protective equipment and supplies, such as source control face coverings, face-shields, gloves, hand-sanitizer, disinfectants and provide training when required and on proper use.
3. Require the use of source control face coverings (e.g. cloth face coverings).
4. Post “hand-washing” and “cover your cough” signs.
5. Doors to multi-stall restrooms should be able to be opened and closed without touching the handles, opening-devices, or powered door-operators with the hand, whenever possible. If the door cannot be opened without touching the handle or door-operator with the hand, the business must ensure a trash-receptacle is placed by the door to ensure a paper towel can be readily disposed of when operating the door. The location and positioning of waste-receptacles should not interfere with Life Safety requirements (e.g. egress, evacuation, emergency equipment) or any reasonable accommodations provided under the Americans with Disabilities Act.
6. Community drinking stations and water-fountains should not be available for use. Touchless water-filling stations may still be provided
7. Food should not be shared communally.
8. Provide tissues for proper cough/sneeze etiquette and no-touch disposal bins.

Workplace building and ventilation protocols

General Building Conditions: Businesses must assess the status and capacities of the utility-systems within the building (e.g. ventilation, water-supply, sewer, gas), as well as potential issues associated with vermin, molds, and mildew, prior to putting the building into an operational status.

1. Follow established protocols for starting mechanical, electrical, plumbing, life-safety, and other systems after non-use according to the Authorities Having Jurisdiction.
2. Assess the building for indications of pest and vermin infestation, and consult a pest-control professional as appropriate.
3. See CDC’s Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation (www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html).

Ventilation System Start-up: Businesses must evaluate the operational capacity, and increase, improve, and maintain ventilation provided throughout the building.

1. Increase the outdoor air-percentage to increase dilution of contaminants, and eliminate recirculating, whenever possible, while maintaining indoor air-conditions.
2. For heating-ventilation-air-conditioning systems that recirculate air, businesses need to improve central-air filtration to at least the MERV-13 or the highest compatible with the filter rack (at least MERV-14 preferred), and seal the edges of filters to further limit by-pass around the filters.
3. Replace and upgrade air filters prior to re-occupancy.
4. Run systems on full economizer as outside air-conditions allow.
5. Consult an HVAC professional to ensure proper ventilation is maintained.

Day-To-Day Operations: Once systems are in a safe operational status, businesses should ensure the following practices and protocols are maintained:

1. Continuously maximize fresh-air into the workplace, and eliminate air recirculation.
2. Maintain relative humidity levels of RH 40-60%
3. Keep systems running longer hours (24/7 if possible) to enhance the ability to filter contaminants out of the air.
4. Add a flush cycle to the controls of the HVAC system, and run HVAC systems for 2-hours before and after occupancy.
5. Check and rebalance the HVAC system to provide negative air-pressure whenever possible.
6. Supplement ventilation-system with the use of portable HEPA filter units whenever possible.
7. Minimize air-flow from blowing across people.
8. Consult an HVAC professional or the American Society of Heating, Refrigerating and Air-Conditioning Engineers to ensure proper ventilation is provided, and ventilation-systems are properly maintained. See ASHRAE’s COVID-19 Preparedness Resources (www.ashrae.org/technical-resources/resources).



Workplace cleaning and disinfection protocols

1. Establish a documented sanitation schedule and checklist, identifying surfaces/equipment to be sanitized, the agent to be used, and the frequency at which sanitation occurs.
2. Routinely sanitize all areas, such as offices, restrooms, locker and changing rooms, common areas, including floors, shared electronic equipment, machinery, tools, controls, etc.
3. Frequently sanitize all high-touch items, such as doorknobs, countertops, barriers, railings, handles, and other surfaces.
4. Electronic devices (e.g. light-switches, circuit-breakers) should not be sanitized with a liquid agent. Consider covering switches/devices with a poly-covering that allows the user to manipulate the device without touching the switch, and change out the poly-covering frequently. Electronic devices must be sanitized only when disconnected from the power-source, and sanitized in accordance with the listing/labeling requirements.
5. Personal equipment, tools and phones should not be shared or, if shared, should be disinfected after each use.
6. Implement immediate cleaning and disinfecting of the workplace if a worker, client or visitor becomes ill with COVID-19. See CDC’s Cleaning and Disinfecting Your Facility (www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html).
7. Select appropriate and ensure the needed supply of disinfectants – consider effectiveness and safety. The U.S. Environmental Protection Agency’s (EPA) List N has identified a list of products that meet EPA’s criteria for use against SARS-CoV-2. See EPA’s List N: Disinfectants for Use Against SARS-CoV-2 (www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2).
8. Review product labels and Safety Data Sheets, follow manufacturer specifications, and use required personal protective equipment for the product.





Drop-off, pick-up, and delivery practices and protocols

1. Receive deliveries via a contactless method.
2. Businesses must provide for contactless deliveries that promote for delivery at a doorway, where persons maintain a distance at least 6-feet away while verifying receipt of the delivery between the worker and the delivery person. Whenever possible, businesses should attempt conduct transactions electronically (e.g. app, phone) to eliminate the need for close contact between workers and delivery personnel.
3. Workers must maintain a distance 6-feet or greater from others during interactions while receiving or exchanging deliveries.
4. Workers must minimize the unnecessary exchanging or sharing of scanners, pens, or other tools with delivery personnel.

Communications and training practices and protocol

1. All workers and members of management must be trained regarding COVID-19 exposure, as well as applicable policies, procedures, practices, and protocols. The training must be provided by and paid for by the business. The training must be provided in a manner and language that each employee can understand, and must be adjusted to reasonably accommodate all limiting factors present. See “OSHA’s Resource for Development and Delivery of Training to Workers” ([osha.gov/Publications/osha3824.pdf](https://www.osha.gov/Publications/OSHA3824.pdf)). See also Minnesota’s “Small Assemblies for Testing and Training” for guidance with facilitating training for employees while addressing COVID-19 implications (dli.mn.gov/sites/default/files/pdf/COVID-19_training_facilities.pdf).
2. Businesses must ensure the COVID-19 Business Preparedness Plan is posted at all of the business’s workplaces in readily accessible locations, and is shared with and reviewed by all workers.

3. Businesses must ensure the necessary or required rules and practices are communicated to workers, and adequately enforce their provisions.
4. Workers must ensure they comply with and follow established rules and practices.
5. Communication to educate clients and customers about the steps being taken for their protection to mitigate the spread of COVID-19 is encouraged. Protective measures should be communicated to clients and customers prior to, and at the start of, the appointment or reservation to both educate customers and clients as well as inform them of their role in protecting the workers and other clients and customers.

What clients and customers can do to minimize the transmission

1. Advise clients and customers to conduct a self-check of their body temperature the day of their appointment or reservation.
2. Limit the number of persons accompanying the client during appointment.
3. Post signage and develop messaging that if clients or customers do not feel well or have any symptoms compatible with COVID-19, they should stay home. They should also stay home if they have a household member experiencing symptoms compatible with COVID-19. Refer to CDC’s What to Do if You are Sick or Caring for Someone Who is Sick (www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html).
4. If customers or clients begin to feel unwell while in the workplace, they should leave immediately and isolate themselves at home. See CDC’s Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020 (www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html).

5. Have customers and clients review a screening survey that checks for COVID-19 symptoms, close contacts with confirmed cases and quarantined cases, and recent out of continent travel. The questions would be the same as those completed by workers. MDH’s Visitor and Employee Health Screening Checklist (www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf).
6. Encourage customers and clients to regularly wash and/or sanitize their hands.
7. Limit the equipment, products, or items touched by the customer or client while in workplace.
8. Have customers and clients wear a face covering or mask, other than when outside, unless not recommended for health or physical ability reasons. Cloth face coverings are NOT a substitute for maintaining a physical distance of 6-feet from other people. Refer to CDC guidance on cloth face coverings (www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).
9. Make sure each piece of equipment used is wiped down before and after each use by a customer or client, and dispose of the wipe accordingly.
2. Limit the number of customers or clients allowed within the business at one time.
3. Limit the number of children allowed within the business at one time.
4. See customers or clients by appointment or reservations only – Do not allow walk-ins.
5. Only allow the client receiving the service to be present in the workspace unless the client is a minor or requires supervision or assistance.
6. Advertise business protocols so that current and potential clients are aware of changes.
7. Advise customer or clients of the added COVID-19 precautions that will be taken prior to arrival at the site. Use web-sites, social media, pre-appointment phone calls and confirmations, and other outlets to educate clients on the steps being taken for their protection and the protection of workers.
8. Encourage customer or clients of “high risk” to consider postponing from the service. Persons who may be at higher risk for severe illness should consider delaying seeking or providing these services (See www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html).

Additional protections for receiving or exchanging payment

1. Contactless payment should be used whenever possible. Utilize a electronic fund-transfer service or credit-card payment method that allows the client to fully initiate and complete the payment transaction remotely, or while separated from the worker.
2. When contactless payment is not possible, payment must be made in a manner that allows for at least 6-feet of distance between the worker and client or customer.
3. During check-in and check-out, the configuration at the payment stations, and the space between the worker and the customer/client must allow for physical distancing of at least 6-feet, or a physical barrier must be installed.
4. Install barriers of sufficient dimension and appropriate material, e.g. Plexiglass or taut heavy plastic curtains stretched and secured, as necessary, to protect worker at the check-in and check-out counter.

Additional protections and protocol for managing occupancy

1. Businesses must reduce occupant capacity, not to exceed 25%, necessary to allow for the required social distancing.

9. Post signage at the business entrance outlining established protocols.
10. Advise customers or clients to conduct a self-check of their body temperature on the day of their appointment.
11. Email or text a screening survey on the day of the appointment/reservation and/or post screening questions at the establishment.
12. Have customer or clients respond to the screening-survey questions upon arrival and check-in, and verify that they have read the screening-survey and can respond “no” to all questions.
13. Decline to provide services to a customer or client if there is any suspicion that they are sick or symptomatic, and advise them to leave the facility.
14. Collect the client’s first and last name, telephone number, and record appointment date and time when providing a service. This is to ensure that the client can be contacted in the event a potential exposure is subsequently identified.
15. Schedule appointments for longer than their typical duration to minimize the congregation of clients waiting, and to allow for ample time to disinfect.

16. At the start of the appointment, workers should communicate protective measures taken to minimize the spread of COVID-19 to both educate clients and inform the client of their role in protecting the workers and other clients.
17. Post instructions for customers/clients at entrances, and inform customers/clients:
 - Not to enter if they are experiencing symptoms;
 - About the facility’s occupancy limits;
 - They are required to wear face-coverings whenever possible; and
 - They are required to adhere to hygiene and social distancing instructions, signage and markings.

Additional protocol to limit face-to-face interaction in settings where face-to-face interaction is part of the service

1. Workers must always use a face covering when working with a client. See CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 (www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).
2. Require customers or clients to wear face coverings unless unable to wear a face covering for medical reasons or physical ability. The use of face-coverings with loops around the ears are beneficial for hair-services.
3. Encourage customers or clients can bring their own face coverings, or offer face coverings for use.
4. Establish a protocol for clients who refuse to wear a face covering where wearing a face covering is possible. Businesses should consider not providing services under these circumstances when workers and other customers/clients cannot be protected.
5. If the service being performed requires the removal of the customer/client’s face covering, or the customer/client is unable to wear a face covering, additional measures must be implemented to further protect both the worker and the customer/client.
 - A face covering and face shield must be worn by the worker under these circumstances.
 - If service that involves face-to-face interaction cannot be performed with a face covering and face shield, then services should not be performed.

6. Additional work practices to reduce face-to-face interaction may include:
 - Standing to the side or behind the customer/client as much as possible
 - Incorporating barriers, screens or curtains
 - **For Manicures/Pedicures:** Consider installing a plastic partition between the worker and the client with ample space cut out where the hands/feet can be slide through and allow for a manicure/pedicure to be conducted.
 - **For Tattooing:** Consider installing a curtain in-between the worker and the client as to allow the portion of the body being tattooed to be exposed, and minimizing face-to-face contact.
7. Evaluate services that involve a face-to-face interaction to determine if they can be done in an alternative way (e.g. facial-waxing, facial-massages, face/mouth piercings). Services should be declined if adequate protective measures cannot be implemented.

Additional protections and protocol for distancing and barriers

1. Provide hand sanitizer at the entrance, point of purchase, and prominent locations for customers/clients.
2. Check-out areas and other areas of congestion should be marked to provide for social distancing of at least 6-feet, including floor markers for distance, lane lines and marking of adjacent areas where customers/clients may be waiting for business access.
3. Space, configuration and flow of the establishment should be evaluated to allow for physical distancing of 6-feet by all workers and customers or clients.
4. Products for sale should be stored and maintained in the back. A limited number of products should be maintained “on display” for customers or clients. Workers should “fill” orders for clients “from the back”, and display products should be sanitized regularly.
5. Merchandise return policies should accommodate sanitation and/or delay of restocking the product.
6. Post instructions for customers or clients at entrances, and inform customers/clients:
 - Not to enter if they are experiencing symptoms;
 - About the facility’s occupancy limits;
 - They are required to wear face-coverings whenever possible; and
 - They are required to adhere to hygiene and social distancing instructions, signage and markings.

Appendix A – Guidance for developing an Employer Preparedness Plan

General

Centers for Disease Control and Prevention (CDC):
Coronavirus (COVID-19) – cdc.gov/coronavirus/2019-nCoV

Minnesota Department of Health (MDH): Coronavirus –
health.state.mn.us/diseases/coronavirus

State of Minnesota: COVID-19 response – mn.gov/covid19

Businesses

CDC: Resources for businesses and employers –
cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html

CDC: General business frequently asked questions – cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html

CDC: Building/business ventilation – cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

MDH: Businesses and employers: COVID-19 – health.state.mn.us/diseases/coronavirus/businesses.html

MDH: Health screening checklist – health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

MDH: Materials for businesses and employers – health.state.mn.us/diseases/coronavirus/materials

Minnesota Department of Employment and Economic Development (DEED): COVID-19 information and resources – mn.gov/deed/newscenter/covid/

Minnesota Department of Labor and Industry (DLI): Updates related to COVID-19 – dli.mn.gov/updates

Federal OSHA – osha.gov

AIHA Back to Work Safely – www.backtoworksafely.org

Handwashing

MDH: Handwashing video translated into multiple languages –
youtube.com/watch?v=LdQuPGVcceg

Respiratory etiquette: Cover your cough or sneeze

CDC: cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

CDC: cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

MDH: health.state.mn.us/diseases/coronavirus/prevention.html

Social distancing

CDC: cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

MDH: health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

CDC: cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

CDC: cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

CDC: cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Environmental Protection Agency (EPA): epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Employees exhibiting signs and symptoms of COVID-19

CDC: cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

MDH: health.state.mn.us/diseases/coronavirus/basics.html

MDH: health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf

MDH: health.state.mn.us/diseases/coronavirus/returntowork.pdf

State of Minnesota – mn.gov/covid19/for-minnesotans/if-sick/get-tested/index.jsp

Training

CDC: cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

Federal OSHA: osha.gov/Publications/OSHA3990.pdf

MDH: health.state.mn.us/diseases/coronavirus/about.pdf#participants

mn.gov/deed/guidance

