

Phase One Guidance

Coronavirus 2019 (COVID-19) Guidance for Curbside Services

During Phase One, the public and businesses will be required to adopt new behaviors and rigorous safeguards to reduce the risk for all. If providing services, **the following measures should be implemented to help reduce the risk of COVID-19 transmission amongst employees, customers, and the community.** For additional information, visit coronavirus.dc.gov/phaseone.

Please note that any individual experiencing symptoms of COVID-19, or was recently exposed to someone diagnosed with COVID-19, should not work in or visit a business due to the risk of exposing others. Symptoms of COVID-19 may include: fever (subjective or 100.4 degrees Fahrenheit), chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or otherwise feeling unwell.

Employees and Customers Should Practice Everyday Prevention Measures

- Stay at home if you are sick or were recently exposed to someone with COVID-19.
- Stay at least 6 feet from other people when possible.
- Employees and customers should wear a cloth face covering at all times.
- Gloves should be worn only as indicated per routine job responsibilities.
- Perform frequent hand hygiene (with soap and water or alcohol-based hand rub).
 - Key times to perform hand hygiene include:
 - Before and after using the toilet,
 - Before and after putting on, touching, or removing cloth face coverings,
 - Before and after work shifts and work breaks,
 - Before and after services to each client,
 - After handling customer belongings, and
 - After blowing your nose, coughing, or sneezing.

Considerations for Employers

- Provide physical guides, such as tape on sidewalks and signage, to ensure that individuals remain at least 6 feet apart in the pick-up area.
- Provide tissues, no-touch trash cans, and supplies to allow for frequent hand hygiene (e.g. soap and water or alcohol-based hand sanitizers with at least 60% alcohol).
- Implement leave policies that are flexible and non-punitive, and actively encourage sick employees to stay home.
- Separate employees who become sick at work from other employees and customers. Send sick employees home immediately.
- Educate employees about COVID-19. Refer to coronavirus.dc.gov for more information.

Avoid Close Contact and Reduce Touchpoints

- Arrange workstations, common areas, break rooms, and other areas of the business to ensure at least 6 feet between employees. Consider closing off or limiting access to areas where physical distancing cannot be practiced.
- Consider the use of physical barriers, such as sneeze guards and partitions, in areas where it is difficult for employees to remain at least 6 feet from patrons.
- Implement payment via digital platforms, as much as possible.

Screening and Monitoring for Symptoms

- Perform screening (e.g., symptom questionnaires) of employees daily, before entering the facility.
- Employees who report symptoms or testing positive for COVID-19 should not enter the business. If they report a change in health status while in the business, they should leave immediately and seek medical care

Clean and Disinfect

- Businesses should have a comprehensive plan for cleaning and disinfecting high traffic and high touch surface areas (e.g., counters, payment kiosks, restrooms, etc.) routinely throughout the day.
- For more information about disinfectants that are effective against the virus that causes COVID-19, see the CDC website [cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html).
- If the building has been closed for an extended period of time, remember to check HVAC systems to ensure all water systems are safe to use after a prolonged facility shutdown.

Establish a Plan for COVID-19 Exposure

- If a staff member diagnosed with COVID-19 has worked in your establishment during their infectious period, **please be prepared to close your business for at least 24-48 hours** to perform appropriate cleaning and disinfection, and for DC Health to perform an initial investigation and provide recommendations based on the situation. The establishment can reopen based on guidance from DC Health.
- Please note, anyone who is exposed to COVID-19 will be required to complete a 14-day quarantine. If the exposed person undergoes testing and the test result is negative, they will still be required to complete the 14-day quarantine to ensure symptoms do not develop during the remainder of the incubation period. If the test result is positive, they should follow up with their healthcare provider and will be required to isolate until cleared by DC Health.

The guidelines above will continue to be updated as the outbreak evolves. Please visit coronavirus.dc.gov regularly for the most current information.