

COVID-19 BEST PRACTICES #8



KEEPING A LOG OF CUSTOMERS WILL ALLOW FOR EASIER CONTACT TRACING IF NEEDED

Depending upon the industry in which you work, it may make sense to keep a record of customers who have visited your facility. In most cases, this is recommended but not required. This is especially true if individuals have close or sustained contact (for more than 10 minutes) with customers or employees. Keeping a log of customers will allow for easier contact tracing if needed in the future.

If your business wishes, or you are required to do so, you can screen customers as they enter your facility. This might be done in one of many ways. Here are some examples:

- 1) Post a sign with information about COVID-19 symptoms, and ask that your customers voluntarily leave if they have symptoms or have had recent contact with a positive COVID-19 case.
- 2) Ask your customers to certify that they do not have any symptoms of COVID-19 by checking symptoms provided below.
- 3) Screen customers as they come in your establishment by using an infrared thermometer. If temperature screening is conducted, use touchless thermometers (forehead/ temporal artery thermometers) and check whether customers have a fever at or above 100.4 degrees Fahrenheit.



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DEALING WITH A POTENTIALLY CONTAGIOUS CUSTOMER

Take steps to limit the spread of the individual's infectious respiratory secretions, including by providing them a facemask and asking them to wear it, if they can tolerate doing so. If a customer is exhibiting symptoms of COVID-19 and an essential service is not being provided, it is recommended that you ask them to leave your facility. You can use language such as:

“IN ORDER TO PROTECT THE HEALTH AND SAFETY OF OUR STAFF AND CUSTOMERS, WE WOULD LIKE TO REQUEST THAT YOU LEAVE THE FACILITY AT THIS TIME. PLEASE KNOW THAT YOU ARE MORE THAN WELCOME TO RETURN WHEN YOU DO NOT HAVE RESPIRATORY SYMPTOMS.”

Please remember that asymptomatic individuals (that is, people who do not have any symptoms of disease) are sometimes infected and able to spread COVID-19. Remember that physical distancing and good hand hygiene are the best ways to stop the spread of COVID-19.