

COVID-19 Planning Toolkit for Riverside Businesses

The following guidelines and tips may be used as a draft for COVID-19 planning in your place of business. These are guidelines only. Please regularly check with the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) for more information and breaking news.

• Planning

- Designate a lead COVID-19 coordinator for your business
- Assign a lead staff to research COVID-19 news from reliable sources to stay up-to-date on latest developments
- Hold weekly meetings to monitor the situation from a health and safety aspect, and from a financial viewpoint
- Consider/assess financial impacts to your business, review contracts
- Communicate to customers regarding available online services
- Consider requiring phone/video meetings and minimize in-person meetings
- Create employee suggestion box specifically for COVID-19 concerns/tips
- Consider shutting down non-essential buildings or offices
- Consider limiting workplace visits by nonessential personnel
- Consider separating mission critical staff with similar functions into different buildings
- Create/update work-from-home policies
- Consider banning all non-essential business travel
- Research, create, and distribute sanitation protocols for your staff
- Create an epidemic “playbook” that you can use again in the future

• Communication

- Communicate regularly with employees. Tell them how to get information
- Communicate with customers any changes regarding service levels
- Educate staff regarding virus prevention tips, symptom identification tips, respectful workplace reminders
- Remind employees to stay home if sick. Consider the policy [Microsoft implemented](#)
- Encourage your Riverside employees to sign up for RiversideAlert.com

• Health, Sanitation, and Supplies

- Place trash cans near restroom door exits (be mindful of ADA policies)
- Consider increasing cleaning service to include sanitation
- Clean and disinfect touched surfaces and objects regularly
- Inventory and purchase any needed cleaning supplies, hand sanitizer, gloves for cash/public document handling, and other supplies
- Discuss proper safety measures to take when employees might be given masks and other Personal Protective Equipment (PPE)
- Ensure employees have accessible emergency kits
- Consider encouraging seasonal flu vaccinations. Staff should consult their doctor first. (The seasonal flu vaccine does not prevent COVID-19)
- Consider active monitoring/screening of your employees for flu symptoms at the beginning of their shift
- Ensure facilities are available for individuals to wash their hands with soap

• Technology

- Assess work from home laptops, equipment, and inventory/Virtual Private Network (VPN) capacity. Train/retrain users on how to use VPN
- Procure, assess, test, and train employees on the use of telecom and video conferencing equipment

Document Version 1.0. Please return to the City of Riverside’s [COVID-19 Informational Page](#) for updated versions.



Additional COVID-19 Resources

Latest Centers for Disease Control and Prevention (CDC) Guidelines for COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

COVID-19 information from the Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Additional current COVID-19 information provided by Riverside County Department of Public Health can be found here: <https://www.rivcoph.org/coronavirus>

City of Riverside COVID-19 Web Site: <https://www.riversideca.gov/press/information-regarding-covid-19-coronavirus>

Please sign up for Riverside Alert to receive critical City messages and alerts: <http://www.riversidealert.com>

World Health Organization's (WHO) COVID-19 information: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

CDC COVID-19 Case Count: <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>

Global Situation Reports from World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

California Department of Public Health: <https://www.cdph.ca.gov/Programs/OPA/Pages/Office-of-Public-Affairs.aspx>

For more information on general emergency preparedness: <http://www.readyriverside.org/>

Coronavirus Preventative Measures as Recommended by the CDC*

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Clean and disinfect objects and surfaces
- Follow CDC's recommendations for using a facemask.
 - CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
 - Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

*Check the following link for Updates to CDC Guidelines for COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>