



**NEVADA
HEALTH
RESPONSE**

**Gov. Sisolak Guidance: Directive 003 – Essential Businesses (updated
4/16/2020)**

March 27, 2020 Las Vegas, NV

**Understanding Governor Sisolak's Directive for Non-Essential
Businesses**

Q: What is an "ESSENTIAL BUSINESS"?

A: Essential businesses are those licensed businesses that are encouraged to continue operation, but must adopt COVID-19 risk mitigation measures that reduce the risk of community disease spread. These businesses include:

- Essential healthcare services
- Businesses that sell or rent medical supplies
- Essential infrastructure operations like construction & manufacturing, agriculture, and utilities
- Grocery stores
- Retailers that sell food items and other household essentials
- Restaurants offering meals via take-out, drive-through, curbside pickup, or delivery
- Entities that provide food, shelter, or social services for vulnerable populations
- Businesses that ship or deliver goods directly to residences
- Licensed cannabis entities (delivery only)
- Pet supply stores and animal shelters
- Financial institutions
- Pawnbrokers
- Hardware stores and home improvement centers
- Auto supply, auto repair, and tire shops (please note, auto showrooms are to remain closed throughout the Declaration of Emergency)
- Laundromats and dry cleaners
- Warehouse and storage facilities
- Transportation services like taxis and rideshares
- Mail and shipping services

- Businesses that supply – on a curbside pickup or delivery basis – products necessary for people to work from home, like office supply and electronics stores
- Plumbers, electricians, exterminators, home security, and other similar service providers
- Professional or technical services
- Childcare facilities
- Residential facilities and shelters
- Media services
- Lodging
- Gas stations
- Propane Services

For more information on essential businesses, click here: [**“ESSENTIAL BUSINESS”**](#)

Q: What is a [“NON-ESSENTIAL BUSINESS”**](#)?**

A: Non-essential businesses include, but are not limited to, those businesses that promote recreational social gathering activities, or promote extended periods of public interaction where the risk of transmission of COVID-19 is high. These businesses were ordered closed by 11:59pm on Friday, March 20, 2020.

- Casinos
- Recreational activities
- Beauty and grooming schools and services
- Retail facilities not defined as essential that can't ship or deliver
- Dine-in restaurants
- Brothels and houses of prostitution
- Live entertainment venues
- Nightclubs
- Pubs, wineries, bars, and breweries that don't sell food on a take-out, drive-through, curbside pickup, or delivery basis
- Sporting good and hobby shops
- Museums and art galleries
- Liquor stores
- Tattoo Parlors
- Smoke/e-Cigarette/Vape Shops

For more information on non-essential businesses, click here: [**“NON-ESSENTIAL BUSINESS”**](#)

Q: What does this Directive mean for services like police, fire, and public works?

A: The Governor's Directive allows industries identified in the [March 19, 2020 U.S. Department of Homeland Security Cyber & Infrastructure Security Agency Essential Critical Infrastructure Workforce](#) memo to continue to operate with appropriate modifications to account for CDC workforce and consumer protection guidance. Those industries include law enforcement, public safety, first responders, public works, and essential government employees.

Q: Does this mean I cannot leave my house or visit area parks?

A: No; so long as you are maintaining a safe distance of six feet from people who aren't part of your household, it is okay to go outside for exercise, a walk, or fresh air. Congregating outdoors without maintaining safe social distancing is not permitted. However, please note that some refuges and local parks have been closed. It is advised that you check relevant websites to determine park closures, restrictions, and hours. Also, you will need to adhere to ALL closure signage and obey the instructions that each park has laid out.

ESSENTIAL BUSINESSES pursuant to Declaration of Emergency Directive 003 and accompanying Emergency Regulations

The following businesses are defined as essential and may continue to operate as described below.

All essential licensed businesses must:

- Comply with social distancing guidance issued by the CDC document, ["Implementation of Mitigation Strategies for Communities with Local COVID-19 Transmission"](#);
- Cease operating and shut down all gaming machines, devices, tables, games, and any equipment related to gaming activity, except for licensed online gaming or mobile wagering operations; and
- Cease all door-to-door solicitation, even if the good or service offered for sale is considered essential (does not prohibit the delivery of a good or service that has been ordered by a resident or business);
- Provide curbside, pickup, or delivery of goods whenever possible;

- To the extent practicable, ensure that customers receiving orders outside the establishment maintain adequate social distancing practices by not congregating within a minimum of six feet of separation between each other;
- Disallow the formation of lines in which people congregate in a way that violates social distancing guidelines;
- Whenever possible, adopt contactless payment systems;¹

If an essential licensed business is unable to provide take-out, drive-through, curbside pickup, or delivery services, it must, to the extent practicable, limit access to its premises so that customers can maintain a minimum of six feet of separation between each other AND must implement sanitization and disinfection policies in compliance with the CDC's recommendations.

Per Directive 013 (4/8/2020) for all essential businesses that remain open:

Safety measures shall be implemented to control in-store foot traffic and social distancing standards must be maintained. When individuals obtain goods and services, they need to be spaced out and as far away from each other as possible, especially when a line is forming. Capacity should be limited to maintain 6 feet of separation between people.

Essential healthcare operations including:

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|---------------------------------------|--|
| • Hospitals | • Chiropractors |
| • Medical offices | • Licensed homeopathic medical providers |
| • Clinics | • Biomedical facilities |
| • Healthcare suppliers | • Non-governmental emergency service providers |
| • Home health care providers | • Optometrist and ophthalmologist offices |
| • Mental health providers | • Offices for certified nurse-midwives |
| • Dentists | • Veterinary services |
| • Orthodontists | • Pharmaceuticals |
| • Oral surgeons | |
| • Physical or occupational therapists | |
| • Speech therapists and pathologists | |

¹ Contactless payment systems are credit cards and debit cards, key fobs, smart cards, or other devices, including smartphones and other mobile devices, that use radio-frequency identification (RFID) or near field communication (NFC, e.g., Samsung Pay, Apple Pay, Google Pay, Fitbit Pay, or any bank mobile applications that supports contactless) for making secure payments, as opposed to the direct transfer of cash between buyer and seller.

Businesses that sell or rent medical supplies:

Rental medical equipment and supplies must be cleaned and sanitized in accordance with CDC sanitization recommendations.

Essential infrastructure operations including:

- Construction
- Agriculture
- Farming
- Housing construction
- Airport operations
- Water
- Sewer
- Gas
- Electrical
- Mining
- Public transportation
- Solid waste collection and removal
- Recycling services
- Energy, including solar
- Internet
- Telecommunications
- Manufacturing
- Food processing
- Propane Services

In addition to the COVID-19 risk mitigation measures outlined above, these businesses must maintain strict social distancing practices to facilitate a minimum of six feet of separation between workers and adopt policies and practices that ensure minimum contact between the workforce and the general public. Social distancing restrictions do not supersede any safety practices imposed on the industry by state or federal law. These businesses must also follow all applicable COVID-19 risk mitigation policies and any precautionary measures and guidance issued by the Nevada Department of Business and Industry and any other state regulatory body.

Grocery & Retail stores including:

- Supermarkets
- Food banks
- Food pantries
- Soup kitchens
- Convenience stores
- Farm and produce stands
- Pet supply stores
- Hardware stores, including home improvement centers
- Office supply stores including businesses that supply products necessary for people to work from home (curbside pickup or delivery to consumer basis only)
- Other retail sale of canned and dry goods, fresh produce, frozen foods, fresh meats, fish, and poultry

- Retailers that sell food items and other household consumer products for cleaning and personal care to promote safety, sanitation, and essential operation of households.
- Please note, grocery stores are no longer allowed to offer self-serve food options, like salad bars and unpackaged dry goods, like nuts, seeds, coffee, etc. Stores can still pre-package these items themselves and sell them, but they can no longer remain open for self-service.
- Showroom floors of essential retail stores, including appliance, furniture, and automobiles must be closed to the public. These retail stores may continue to sell goods but may only do so through delivery, shipping direct to residence, or curbside pickup.

In addition to the COVID-19 risk mitigation measures outlined above, these businesses must:

- *require food workers to strictly abide by all applicable hygiene guidelines including handwashing and glove requirements;*
- *follow CDC sanitization recommendations, including disinfecting surfaces routinely and at frequent intervals;*
- *and prohibit self-serve food and beverage, such as condiments and samples.*

Restaurants and Food establishments:

Establishments that offer meals on a take-out, curbside pickup, delivery, or drive-through basis only and food distribution pods to provide meals to students. In addition to the COVID-19 risk mitigation measures outlined above, these businesses must:

- require food workers to strictly abide by all applicable hygiene guidelines including handwashing and glove requirements;
- follow CDC sanitization recommendations, including disinfecting surfaces routinely and at frequent intervals;
- and prohibit self-serve food and beverage, including as condiments shared between unrelated customers and samples not distributed by a food worker.

Licensed cannabis entities including:

- Dispensaries (delivery only; no curbside pickup)
- Producers
- Cultivators

In addition to the COVID-19 risk mitigation measures outlined above, licensed cannabis entities must ensure that producers and cultivators strictly adhere to social distancing

protocol. Guidance on cannabis delivery services shall be issued by the Department of Taxation in conjunction with the Cannabis Compliance Board.

Financial Institutions including:

- Banks
- Pawnbrokers

Auto services including:

- Auto supply
- Automobile repair facilities
- Tire shops
- Sales on a Limited Basis
 - Please note, auto showrooms are to remain closed through the duration of the Declaration of Emergency

Transportation services including:

- Taxicabs
- Rideshare services

Taxis and rideshare services may only serve one customer or group of customers that originate at the same address at the same time or are members of the same household. "Pooling" customers is prohibited.

Services may remain operational so long as they do not require prolonged person-to-person contact, can be performed without contact with the general public, and are done while following all COVID-19 risk mitigation procedures.

Maintenance services including:

- Plumbers
- Electricians
- Exterminators
- Home security
- Other service providers who provide services necessary to maintain the safety, sanitation, and essential operation of residences or businesses

Professional or technical services including:

- Legal
- Accounting
- Tax
- Payroll
- Real estate

- Please note, open house and in-person showings of single and multi-family homes that are occupied by renters are prohibited. Pictures and virtual tours are encouraged, and “paperwork” is to be handled, whenever possible, via electronic means.
- Property management services

Residential facilities including:

- Shelters for seniors, adults, and children
- Retirement homes
- Assisted living facilities

Services for vulnerable people:

- Businesses and other entities that provide food, shelter, or social services for economically disadvantaged individuals, vulnerable populations, or victims of crime

Media including:

- Newspapers
- Television
- Radio
- Other media services

Lodging including:

- Hotels and motels
- Short-term rentals
- RV parks
- Campgrounds
- Dormitories
- Commercial lodging

Additional Services including:

- Child care facilities
- Mail and shipping services, including P.O. Boxes.
- Businesses that ship or deliver goods directly to residences
- Gas stations, with or without attached convenience store
- Animal shelters
- Laundromats and Dry Cleaners
- Warehouse and Storage facilities
- Landscape maintenance
- Pool cleaning and maintenance

NON-ESSENTIAL pursuant to Declaration of Emergency Directive 003, Directive 013 (4/8/2020) and accompanying Emergency Regulations

The following businesses and facilities are defined as non-essential and must be closed as of 11:59pm on Friday, March 20, 2020.

Recreational activities including but not limited to:

- Recreation and Community Centers
- Sporting Event Venues
- Fitness Facilities and Gyms
- Clubhouses
- Racetracks
- Bowling Centers
- Cinemas and Movie Theaters
- Skiing Facilities
- Theme Parks
- Zoos and aquariums (must close to the public but may maintain essential operations by staff members for the health and safety of animals)
- Golf and country clubhouses **including all** golf activities outside clubhouse settings
- Amusement Parks
- Tennis Courts
- Basketball Courts
- Volleyball Courts
- Skate Parks
- Bocce Ball Courts
- Handball Courts
- Horseshoe Pits
- Pickleball Courts

Casinos

- Gaming machines and gaming operations, except online gaming or mobile wagering operations

Beauty and Grooming Schools and Services:

- Spas
- Hairdressers
- Barbers
- Nail Salons
- Tanning and air brush salons
- Please note, in-home beauty services are not allowed. Professionals that do not abide by this are subject to disciplinary measures by their respective boards.
- Massage not provided by a physical therapist
- Waxing
- Diet and weight loss centers
- Other cosmetic services

Retail facilities not defined as essential may only sell to customers through delivery or shipping direct to residence. Businesses that are unable to do so may not be open.

Restaurant services providing in-house dining only may not be open.

Pubs, wineries, bars and breweries that do not provide meals on a take-out, curbside pickup, delivery, or drive-through basis. (Please note, beverage production facilities without food service options may remain open for the manufacture of product but may only engage in the wholesale of their product.)

Brothels and houses of prostitution

Live entertainment venues, including theaters and adult entertainment establishments

Liquor Stores may not be open for in-person retail shopping.

Other Non-Essential Businesses including but not limited to:

- Nightclubs
- Sporting good and Hobby Shops
- Tattoo Parlors
- Hookah lounges
- Smoke Shops
- Vape/e-Cigarette Shops

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Office of Governor Steve Sisolak

MEMORANDUM

To: All Interested Parties
From: ^{KG} Kyle George, General Counsel to Governor Steve Sisolak
Subject: Declaration of Emergency Directive 003 – Beer, Wine, and Liquor Stores
Date: March 22, 2020
Cc: Aaron Ford, Attorney General

On March 20, 2020, the Governor issued Emergency Directive 003, which ordered the closure of all non-essential businesses to minimize the risk of transmission of the COVID-19 disease between persons.

Non-essential businesses under this Directive include establishments primarily engaged in retailing packaged alcoholic beverages, such as ale, beer, wine, and liquor, principally operating under NAICS Code 445310.

Consequently, any liquor stores operating under the NAICS Code 445310 classification are required to close pursuant to Emergency Directive 003 and Emergency Regulation 414.



**NEVADA
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Gov. Sisolak Guidance: Directive 013

April 8, 2020

Understanding Governor Sisolak's Directive on essential businesses and leisure activities

Since the start of the COVID-19 crisis, Governor Sisolak has issued a series of orders intended to reduce interactions between Nevadans, and limit places where Nevadans gather and the disease may spread. This Directive builds on previous efforts, implements new guidance from the Governor's Medical Advisory Team, and clarifies some previous orders to reflect necessary actions that must be taken to combat COVID-19. Below is some general guidance on what this new directive means and how it applies to you.

Why the new directive?: Although the vast majority of Nevadans have complied with our social distancing directives, some have actively sought "loopholes" to avoid our shared responsibility in minimizing spread. Additionally, as we get new guidance from our Medical Advisory Team, we implement those suggestions.

What does this mean for my leisure activities?: It means that in order for increased social distancing, some things you have typically enjoyed doing you shouldn't do during this public health crisis. This directive officially clarifies that some places that were previously open, should now be closed, including golf courses and driving ranges, tennis courts, basketball courts, volleyball courts, skate parks, bocce ball courts, handball courts, horseshoe pits, and pickleball courts.

Can I still golf?: No

What does this mean for certain businesses?: This directive closes many places people have continued to congregate, like auto or appliance showrooms. Those businesses have all been deemed essential, thus all of the items that they sell can still be purchased. However, you'll have to use different forms of purchase, like shipping, curbside pickup, or home delivery

What if I would like to attend a faith based service?: During challenging times many people turn to their faith to push through. Places of worship have been encouraged to

hold services via alternative means, like videos, streaming, or broadcast. The people that are performing these services should, of course, do so in a manner that they are practicing social distancing and are encouraged to wear facial coverings. Remember, the best thing we can do right now is to Stay Home for Nevada. Because we are trying to get everyone to stay home, and we have prohibited all gatherings over ten people, this is not yet the time to get people together to celebrate their faith. Right now, nobody should be physically attending in-person worship services, including drive-in and pop-up services. Other innovative and creative ways that faith-based leaders have been using, like live simulcasts, is what's allowed right now under this directive.

I've heard of essential businesses remaining open that aren't protecting their employees. What are we doing to protect those brave Nevadans?: The Nevada Occupational Safety and Health Administration, or OSHA for short, is ensuring that all open businesses are keeping their employees safe, adhering to proper social distancing, and keeping their workplaces clean. Call NV OSHA if you'd like to alert them of any unsafe conditions.

I'm thinking about buying a new house. Can I see it?: Yes...but you'll have to look at pictures, take a virtual tour, and handle all of the paperwork (whenever possible) without seeing anyone in person. For now, "Open Houses" and in-person showings of single and multi-family homes that are occupied by renters are prohibited.

Can I call my barber or stylist to come over?: No, not while this directive is in place. Not only does it put you both at risk of spreading the disease to one another and those that you're staying at home with, it could also cost them their license!

If I'm providing an essential good or service, what should I do?: Essential businesses that are still providing goods or services need to make sure that foot traffic is kept to a minimum and ensure that social distancing standards are maintained. When going to these places, people need to be spaced out and as far away from each other as possible, especially when a line is forming.

The grocery stores are still necessary and open, but what's changing?: The changes here are straightforward and involve items that typically require more touching and interaction with the product. Self-serve food stations, salad bars, and unpackaged dry goods – like nuts, seeds, trail mix, dried fruits, etc. – have to close now and remain closed through April 30, 2020. The stores can still pre-package these items themselves and sell them, but they can no longer remain open for self-service.

Please note, additional guidance on grocery stores, distancing, cleaning, etc. can be found [HERE](#).



**NEVADA
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ESSENTIAL STATUS CLARIFICATION FOR FUNERAL HOMES

April 6, 2020

According to the Centers for Disease Control (CDC), the COVID-19 respiratory disease caused by a novel coronavirus is now present in over 171 nations worldwide, including the United States. On March 17, 2020, Governor Sisolak issued a [non-essential business closure order](#) to prevent the spread of COVID-19 in the State of Nevada. The first cases of COVID-19 in Nevada were reported in Clark County, and have since been reported in counties statewide.

As funeral homes have been deemed an essential businessⁱ, please review the following information and implement preventative measures in continued daily operations:

- Funeral homes **are** considered an essential service through essential healthcare/public health servicesⁱ.
- Under this provision, essential services **are** expected to abide by social distancing protocols outlined by the [CDC](#).
- The [National Funeral Directors Association](#) advises funeral homes to abide by protocols outlined in this guidance.
- The [CDC](#) provides frequently asked questions related to COVID-19 and funerals.
- **NEVADA Restrictions on Public Gatherings:** On March 24, Governor Sisolak issued a directive relating to [public gatherings](#), requiring individuals to **avoid gathering in groups of greater than 10** in public and private spaces, unless the individuals live in the same household, are working or shopping at an essential business; or are providing an essential service. This directive includes outdoor areas.
 - In determining whether to conduct funeral and memorial services, please take into consideration [CDC social distancing guidelines](#), ensuring individual attendees are provided with a minimum of six feet of separation between persons.
 - The National Funeral Directors Association has [alternative suggestions](#) for funeral and memorial services Funeral Homes can offer to clients while maintaining proper social distancing practices.

ⁱ See [Governor Sisolak Guidance: Directive 003 – Essential & Non-Essential Businesses \(UPDATED\)](#) and [CISA Guidance on the Essential Critical Infrastructure workforce](#).



COVID-19: Protecting Grocery Store Workers

In order to implement [Nevada Gov. Steve Sisolak's Declaration of Emergency](#), employers should ensure social distancing for employees and customers; frequent and adequate handwashing; and require sick employees stay home. Employers should also provide basic workplace hazard education about coronavirus and how to prevent transmission in languages best understood by employees.

Workplace Discrimination

It is against the law for any employer to take any adverse action such as firing or threats against a worker for exercising safety and health rights such as raising safety and health concerns to their employer, filing a safety and health complaint or participating in a Nevada Occupational Safety & Health Administration (NVOSHA) investigation. Workers have 30 days to file their complaint with NVOSHA.

Ideas for an Effective Social Distancing Plan

- Limit the number of customers entering the store to approximately 20-30% of a store's capacity to facilitate social distancing at store entrances, throughout the store and at check-out lines. Staff can count the number of customers entering and exiting the store to ensure limits.
- Require all workers to stay at least six feet away from customers and co-workers.
- Temporarily mark six-foot increments (using adhesive colored tape, chalk, etc.) on the ground or floor to ensure social distancing.
- Post large print attention-grabbing signs readable from a far distance (or use portable, electronic reader boards) that inform customers of social distancing practices.
- Designate workers to monitor and facilitate distancing at check-out lines.
- Discontinue self-serve foods, free sample stands and product demonstrations.
- Make sure safeguards are in place for deli, meat counter, and bakery to limit customer contact with foods and surfaces and maintain 6-foot distance between workers and customers.
- Clearly post signs outside of the store and in the store to remind people to:
 - Have one family member shop at a time.
 - Adhere to social distancing throughout the store - not just at check out.
 - Properly discard their own personal protective equipment (PPE). Do not leave it in the stores or shopping carts.
 - Adhere to limits of people in stores.
 - Adhere to special shopping times for seniors.
 - Wear a face covering when shopping.

Ideas for an Effective Handwashing Plan

- Install hand-sanitizing dispensers at store entrances and at key locations inside for customers.
- Ensure all workers know why and how to effectively wash hands for at least 20 seconds.

- Require workers to wash hands frequently with soap and water for at least 20 seconds, such as when they arrive at work, leave their workstations for breaks, eat, use tobacco, and after handling money.
- Provide access to handwashing facilities, including public restrooms, and allowing employees adequate break time to wash their hands, as necessary and at a minimum every 30 minutes.
- Ensure gloves are used for cart retrievers, handling money, common use of the same cash register or keypad by different cashiers, food safety and cleaning, and are changed and discarded when changing tasks (such as switching from handling money to handling a customer's groceries).
- Set up a schedule to keep these supplies well stocked and trash emptied.
- [Posters and other resources are available from the CDC's Clean Hands Count campaign.](#)

Ensure Sick Workers Are Not at Work

- Monitor employees for signs of illness and require sick workers to stay home.
- Ensure employees know the signs and symptoms of COVID-19 caused by coronavirus exposure.

Ideas for Providing Basic Workplace Hazard Education about Preventing Coronavirus Transmission

- Instruct all workers on social distancing, handwashing, and other store-wide safety procedures related to coronavirus.
- Teach workers the importance of handwashing before eating, drinking, or using tobacco.
- Advise on respiratory etiquette, including covering coughs and sneezes and not touching eyes, noses, and mouths with unwashed hands or gloves.
- Prohibit sharing utensils, phones, work tools, and other workplace items that are not sanitized.
- Communicate important safety messages/ updates daily with methods such as posters, reader boards, etc.

Checkout Stands and Counters Considerations

- Consider closing self-check stands if not all surfaces can be sanitized between customers and if it is not possible to ensure at least six feet between users.
- Consider installing "sneeze shields" at check stands, and ask customers to stand behind them, or relocate pay station keypads further away from worker.
- When supplies are available, provide disposable wipes/hand sanitizer at check-out stands for employees and customers (e.g. at keypads, registers, bagging area).
- Prohibit reusable shopping bags and provide single use bags for groceries.

Stocking and Surface Cleaning

- Schedule as much stocking and deep cleaning as possible during closing hours. If a 24-hour store, stock during the slowest period of the night.
- Have procedures to sanitize frequent touchpoints throughout the day, including point of sale terminals at registers.
- Always appoint a designated sanitation worker(s) to continuously clean and disinfect high-touch surfaces on a significantly increased schedule. Use the environmental [cleaning guidelines set by the CDC](#).
- When disinfecting for coronavirus, the EPA recommends using the longest recommended contact time and/or most concentrated solution per the label.
- Be sure to follow the label directions for FOOD CONTACT SURFACES when using the chemical near or on utensils and food contact surfaces.

- Use protective gloves and eye/face protection (e.g. face shields and/or goggles) when mixing, spraying, and wiping with liquid cleaning products, like diluted bleach.
- Close for a sufficient amount of time overnight to allow for stores to be properly sanitized and re-stocked.

Other Protective Measures

- Use cloth face coverings to help slow spread ([guidance from CDC linked here](#))
- Provide ways for workers to express any concerns and ideas to improve safety.
- Alert store managers or shift supervisors of strategies on handling customers or workers who are not following social distancing practices or demonstrate signs of illness during the visit. For example, it might be helpful to move a coughing customer out of line to a separate checkout station distant from others.
- Update store standard operating procedures to include awareness and prevention measures for diseases and viruses.
- Consider creating one-way aisles to help promote social distancing within the aisles.
- Accommodate workers who fall within the high-risk guidelines, as determined by the CDC, with lower exposure work assignments or allowing them to stay home.
- Ensure all workers wear personal protective equipment (PPE).

Resources

Nevada Health Response webpage: <https://nvhealthresponse.nv.gov/>

- Frequently Asked Questions
- Prevention
- Response in Nevada
- News and Resources
- [Novel Coronavirus Prevention Tips Poster](#)

[U.S. Food & Drug Administration Best Practices for Retail Food Stores, Restaurants, and Food Pick-up/Delivery Services During the COVID-19 Pandemic](#)

Help from State of Nevada

For free safety and consultation information from the Nevada Division of Public and Behavioral Health's Environmental Health Section, email ehscustomerservice@health.nv.gov or call (775) 687-7533.

Occupational Safety and Health Administration (OSHA)

- [Guidance on Preparing Workplaces for COVID-19](#)
- Contact information for worker safety complaints
 - o (702) 486-9020 (Southern Nevada)
 - o (775) 688-3700 (Northern Nevada)
 - o [OSHA Online Complaint Form](#)



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Nevada Health Response:
Guidance on Protecting Grocery Store Personnel
April 8, 2020

On March 17, 2020, Governor Sisolak issued a nonessential business closure order. This order determined grocery stores to be an essential business. In addition to this declaration, and upon receiving advice from the COVID-19 Medical Advisory Team, Governor Sisolak announced Nevada Health Response's Risk Mitigation Initiative. All Nevadans wishing to frequent public spaces, including grocery stores, are expected to abide by social distancing protocol – employers are expected to ensure social distancing for employees and customers; frequent and adequate hand washing; and that sick employees stay home. Employers must also provide adequate workplace hazard training about coronavirus and how to prevent transmission in languages best understood by employees.

Workplace Discrimination:

It is against the law for any employer to take any adverse action such as firing or threats against a worker for exercising safety and health rights such as raising safety and health concerns to their employer, participating in union activities concerning safety and health, filing a safety and health complaint or participating in an Occupational Health and Safety Administration (OSHA)

investigation. Workers have 30 days to file their complaint with The Department of Business and Industry's OSHA and/or with Federal OSHA.

**Guidance for an Effective Social
Distancing Plan:**

- Limit the number of customers entering the store to facilitate social distancing at store entrances, throughout store and at check-out lines.
- Require all workers to stay at least six feet away from customers and coworkers.
- Temporarily mark six-foot increments (using adhesive colored tape, chalk, etc.) on the ground or floor to ensure social distancing
- Post large print attention-grabbing signs readable from a far distance (or use portable, electronic reader boards) that inform customers of social distancing practices.
- Designate workers to monitor and facilitate distancing at check-out lines.
- Per Emergency Directive 013 (4/8/2020), grocery stores **must** discontinue self-serve food stations, salad bars, and bulk produce bins, including nuts, seeds, trail mix, coffee, or beans. These products may be sold only if offered in pre-packaged portions.

Guidance for an Effective Handwashing Plan:

- Install hand-sanitizing dispensers at store entrances and at key locations inside for customers.
- Ensure all workers know why and how to effectively wash hands for at least twenty seconds.
- Require workers to wash hands frequently with soap and water for at least twenty seconds, such as when they arrive at work, leave their workstations for breaks, eat, use tobacco, and after handling money.
- Ensure gloves are used for cart retrievers, handling money, common use of the same cash register or keypad by different cashiers, food safety and cleaning.
- Set up a schedule to keep these supplies well stocked and trash emptied.

Ensure Sick Workers Are Not at Work:

- Monitor employees for signs of illness and require sick workers to stay home.
- Ensure employees know the signs and symptoms of COVID-19 caused by coronavirus exposure.

Guidance for Providing Basic Workplace Hazard Education About Preventing Coronavirus Transmission:

- Instruct all workers on social distancing, handwashing, and other store-wide safety procedures related to coronavirus.
- Teach workers the importance of hand washing before eating, drinking, or using tobacco.
- Advise on respiratory etiquette, including covering coughs and sneezes

and not touching eyes, noses, and mouths with unwashed hands or gloves.

- Prohibit sharing utensils, phones, work tools, and other workplace items that are not sanitized.
- Communicate important safety messages/ updates daily with methods such as posters, reader boards, etc.

Checkout Stands and Counters

Considerations:

- Consider closing self-check stands if not all surfaces can be sanitized between customers and if it is not possible to ensure at least six feet between users.
- Consider installing “sneeze shields” at check stands, and ask customers to stand behind them, or relocate pay station keypads further away from worker.
- Have customers handle their own loyalty and payment cards for a contact free transaction.
- When supplies are available, provide disposable wipes/hand sanitizer at check-out stands for employees and customers (e.g. at keypads, registers, bagging area).
- Prohibit reusable shopping bags and provide single use bags for groceries.
- Offer Personal Protective Equipment (PPE) such as gloves and face masks to employees when supplies are available.

Stocking and Surface Cleaning:

- Schedule as much stocking and deep cleaning as possible during closing hours. If a 24-hour store, stock during the slowest period of the night.
- Appoint a designated sanitation worker(s) at all times to continuously clean and disinfect high-touch surfaces on a significantly increased schedule.

Use the environmental cleaning guidelines set by the CDC.
www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

- When disinfecting for coronavirus, the EPA recommends using the longest recommended contact time and/or most concentrated solution per the label.
- Be sure to follow the label directions for FOOD CONTACT SURFACES when using the chemical near or on utensils and food contact surfaces.
- Use protective gloves and eye/face protection (e.g. face shields and/or goggles) when mixing, spraying, and wiping with liquid cleaning products, like diluted bleach.

Other Protective Measures

- Provide ways for workers to express any concerns and ideas to improve safety.
- Alert store managers or shift supervisors of strategies on handling customers or workers who are not following social distancing practices or demonstrate signs of illness during the visit. For example, it might be helpful to move a coughing customer out of line to a separate checkout station distant from others.
- Cap at 50% of store capacity based on local fire code to maximize spacing between customers. Staff should maintain a count of the number of customers exiting and entering stores.
- Communicate via signage, PSA, or advertisements that there should only be one person per household during shopping trips, whenever possible.
- Discourage the use of reusable bags.
- Provide disinfecting wipes or other methods for customers to use on carts, handles, touch pads and any other human contact points.

- Update store Accident Prevention Program (APP) to include awareness and prevention measures for diseases and viruses.

Customer Considerations:

To better protect our grocery store personnel, please consider the following recommendations while shopping for groceries:

- Minimize grocery shopping trips. Only go once a week or once every other week.
- Consider utilizing grocery delivery services.
- Shop during off-peak hours as much as possible.
- If you can, go to the grocery store alone – if possible, without children.
- Wipe down the handle of your shopping cart prior to touching it.
- Avoid picking up products you do not intend to buy, including testing produce for imperfections. If you pick it up, please purchase the product.
- Use hand sanitizer before entering and after exiting the store.
- Leave your phone in your pocket; utilize a paper shopping list instead.
- Wear a cloth face covering while you shop.
- If you use a reusable shopping bag, wash it every single time you use it.
- Consider using contactless pay methods. Wash your hands as soon as you are finished paying.

Resources:

- [Southern Nevada Health District Grocery Store Guidelines](#)
- [Nevada Health Response](#)
- [OSHA Grocery Store Guidelines](#)
- [Nevada Division of Public and Behavioral Health](#)
- [Carson City Health and Human Services](#)
- [Southern Nevada Health District](#)
- [Washoe County Health District](#)