Illinois Department of Commerce & Economic Opportunity
JB Pritzker, Governor

SERVICE COUNTER GUIDELINES

RESTORE ILLINOIS
A Public Health Approach To Safely Reopen Our State

PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

The Recovery Phase of the Restore Illinois public health approach to reopening the Illinois economy includes returning people to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

This document is applicable to businesses that meet the following criteria:

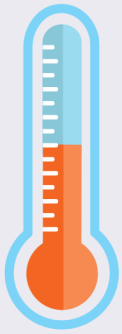
- Customer-facing stores providing assorted services for dropped off goods
  i. Examples of service counter include (non-exhaustive): dry cleaners, electronics repair shops, shoe repair shops, car washes

Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

GENERAL HEALTH

i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see IDHR's guidance.
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



HR AND TRAVEL POLICIES

i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
   a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other CDC-identified symptoms), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations

ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

HEALTH MONITORING

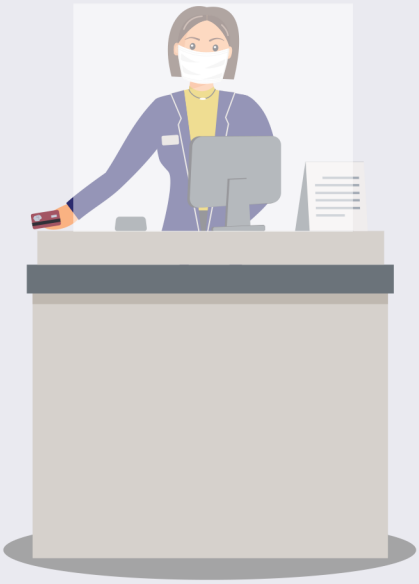
i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website
   a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact[1] with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop

[1] Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

Guidelines specific to service counter businesses:

PHYSICAL WORKSPACE



i. Minimum guidelines

1. Service provider should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Service provider should keep incoming items separate from finished items
3. Service provider should remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing
   a. Any surfaces (e.g., seats) in waiting area touched by customers should be disinfected after use
4. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
   a. If no touchless fountain is available, water may be served in sealed, single-use water bottles

ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at checkout
3. If practical, implement touchless transactions
4. If practical, use paperless ticketing system as applicable
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

DISINFECTING/CLEANING PROCEDURES

i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas

ii. Encouraged best practices

1. Checkout keypads are disinfected by an employee after every transaction using disinfectant with contact time of 1 minute or less (see EPA approved list of disinfectants)

STAFFING AND ATTENDANCE

i. Minimum guidelines

1. Maximum of 50% of capacity OR 5 customers allowed per 1000 sq. ft. of usable space (see DCEO guidance)
2. Service provider should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirement contained within a collective bargaining agreement

ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure

EXTERNAL INTERACTIONS

i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, service provider should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
   a. If practical, service provider should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Service provider should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

CUSTOMER BEHAVIORS

i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

ii. Encouraged best practices

1. If practical, customers should wait for services off premises

If you have questions or need additional support:
Please call our hotline at 1-800-252-2923
or e-mail us at ceo.support@illinois.gov
or return to Illinois.gov/businessguidelines

Additional Resources:

- CDC Interim Guidance for Businesses and Employers
- CDC Workplace Decision Tool
- IDPH Testing Guidance
- IDPH FAQs
- Symptoms of Coronavirus
- IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19
- CDC Guidelines on Cleaning and Disinfecting Your Facility
- CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes
- EPA Disinfectants for Use Against SARS-CoV-2