



SERVICE COUNTER GUIDELINES

RESTORE ILLINOIS
A Public Health Approach To Safely Reopen Our State

PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes gatherings of up to 50 people, additional businesses reopening and increased capacities. 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
 - ♦ Examples of service counter include (non-exhaustive): dry cleaners, electronics repair shops, shoe repair shops, car washes
- **Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, service counter workplaces may operate at maximum of 50% of capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

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 IV 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 and workers who perform work at the worksite (such as temporary or contract workers) 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. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
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
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



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 guidelines website](#)
 - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
 - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact¹ 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:

PHYSICAL WORKSPACE

i. Minimum guidelines

1. Service providers should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limits, in multiple languages as needed
2. Service providers should keep incoming items separate from finished items
3. Service providers 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



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
3. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



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
2. Service providers 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 requirements

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 providers 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 providers 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

2. 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 Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
- [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](#)