GOVERNMENT OF GUAM
DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT

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MAY 07 2020

DPHSS Guidance Memo. 2020-07

RE: Chålan Para Hinemlo' – Pandemic Condition of Readiness Level 2 (PCOR2) Guidance for Certain Businesses/Non-Governmental Organizations Relative to Executive Order Nos. 2020-04, 05, 06, 07, 09, 10, and 11

This Guidance supplements DPHSS Guidance Memoranda 2020-01, 2020-02, and 2020-05 issued by the Guam Department of Public Health and Social Services on March 19, 2020; March 28, 2020; and April 8, 2020, respectively.

The purpose of this guidance document is to identify those businesses that have been identified to re-open and operate on a limited basis once Pandemic Condition of Readiness Level 2 (PCOR2) has been declared by *Maga'hågan Guåhan* Lourdes A. Leon Guerrero.

AUTHORIZED FOR OPERATION

1. **All Business Operations During PCOR 1**
   All of the following businesses, which were allowed to operate during PCOR 1 may continue to operate.
   a. Essential Businesses (as defined in DPHSS Guidance Memo 2020-05);
   b. Essential Infrastructure (as defined in DPHSS Guidance Memo 2020-05);
   c. Essential Retail Stores (as defined in DPHSS Guidance Memo 2020-05);
   d. Funeral services (both religious and non-religious) restricted to immediate family units or a single household, not to exceed ten people at any given moment;
   e. Hotels will be allowed to continue limited operations to allow their guests to stay in their facilities, but non-essential operations, such as bars, ballrooms, fitness centers, and swimming pools are not permitted to operate;
   f. Trash and recycling collection, processing, and disposal services;
   g. Building cleaning and maintenance operations (i.e., janitorial services, landscaping services, and pool maintenance);
   h. Security companies to maintain building access control and physical security measures;
   i. Armored cash carriers;
   j. Funeral homes, crematoriums, and cemeteries;
   k. Animal shelter;
   l. Vehicle safety inspection facilities; and
   m. Defense and national security-related operations supporting the U.S. Government or a contractor to the U.S. government.

2. **Other Businesses Operation Upon Declaration of PCOR 2**
   a. All other retail stores, as authorized for retail services in their Business License issued by the Department of Revenue and Taxation which may include the sale of items not deemed an essential item (as defined in DPHSS Guidance Memo 2020-05) and include Non-essential Retail Stores (as defined in DPHSS Guidance Memo 2020-05);

b. Professional and other services not already allowed to operate during PCOR 1 (i.e. financial planning, advertising/marketing services, information technology consulting, and photography services);
c. Real estate sales; Automotive sales, detailing, and cleaning;
d. Cosmetic establishments that provide beauty, barber, and nail salon services;
e. Flower shops;
f. Shopping centers and mall operations including take out orders from food courts (no dining in); and
g. Elective medical and dental procedures, treatments, and therapies.

All businesses are to operate by implementing measures outlined in the document, *Minimum Pandemic Workplace Operational Requirements*, issued by the Department of Public Health and Social Services. Submission of industry-specific operational guidelines/procedures/protocols may be submitted via email to PCOR2Plans@dphss.guam.gov and will be posted on the DPHSS website for public view.

For further questions, please contact the Division of Environmental Health at 300-9579; 8:00 am to 5:00 pm, Monday through Friday.

LINDA UNPINGCO DENORCEY, MPH
Director

Attachment

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Chålan Para Hinemlo': Guam's Road to Recovery
Minimum Pandemic Workplace Operational Requirements

1. **Mandate the Wearing of Face Masks**
2. **Develop and Communicate Social Distancing Policies:**
    a. Employers shall develop and communicate **social distancing policies** or refine and update currently existing polices to include social distancing requirements. These policies should help protect employees (as well as reassure those who fear returning to work) and customers. Social distancing plans must be industry- and employer-specific and must address the unique needs and circumstances of each business (including different kinds of worksites/operations). Some key factors for consideration in developing social distancing policies include the following:
        i. Physical workspace modifications such as:
            1. separating desks and workstations;
            2. modifying open floor plans by, for example, adding partitions;
            3. making only certain workstations available (i.e., every other or every third workstation, or every other cubicle area);
            4. closing or modifying common/conference rooms and break rooms/cafeterias;
            5. modifying high-touch surfaces, such as replacing latch-based doorknobs or handles with doors that can be easily pushed open or closed; and/or
        ii. Displaying markings or signs reminding customers and employees:
            1. to maintain social distancing of at least 6 feet;
            2. to avoid touching surfaces unnecessarily;
            3. to wash your hands properly and regularly;
            4. use gel hand-sanitizer when hand-washing facility is not readily available or accessible; and
            5. to wear a mask.
    b. Employers should consider creating a safety communication policy for returning employees and customers that explain safety protocols (what measures the company is taking and what precautions employees/customers should take), and where to report any issues;
    c. Employers should consider ways of reducing the number of employees present at the workplace. *Possible options include staggered shifts, alternating teams, and/or continued telework;*
    d. Employers should limit occupancy based on most recent requirements pursuant to Executive Order or Guam law;
    e. Employers should consider dedicated, in-store hours for vulnerable or at risk-individuals; and/or
    f. Employers should consider separate entrance and exit doors/openings, if possible.

3. **Limit In-Person Interactions and Physical Contact:**
    a. Holding fewer in-person meetings and using increased conference calls or video conferences;

b. Instructing employees not to use other employees' workspaces / equipment or share items;
c. Setting staggered or spaced lunch/break schedules;
d. Ensuring seating in all waiting areas meets social distancing requirements (or transition into virtual waiting rooms or waiting inside vehicles, etc.); and
e. Determining ingress/egress to and from restrooms and other common areas (i.e. photocopying room, break room, etc.) to establish paths that mitigate proximity for employees and customers and limit number of people allowed.

4. **Train Employees on Social Distancing Policies and Protocols:**
   a. Managers/supervisors may need additional training to understand their responsibilities for enforcing policies;
   b. Individuals should be designated as responsible contacts for overseeing and ensuring implementation; and
   c. Employers should consider how to track compliance and consistently discipline employees for failure to follow protocols.
5. **Implement Regular Screening Protocols for Employees, Customers/Clients, or Other Workplace Visitors:**
   a. Employers should consider training personnel on how to appropriately conduct screening to include temperature screens or other symptom checks and how to maintain medical/private information collected through screening;
   b. Employers should consider whether they will require personal protective equipment (PPE)[1][2]. Key considerations include the following:
      i. Whether gloves are necessary for any areas/duties (i.e., taking/giving money to customers)
      ii. Whether additional PPE, if any, is required for employees in higher-risk exposure positions.
   c. Employers should send any employees who are exhibiting flu-like symptoms home.
6. **Assess Sanitary Workplace Conditions and Policies**
   a. Employers should consider additional cleaning and disinfecting policies[3] such as:
      i. Extra cleaning and disinfecting, including attention to employee common use areas, and items handled by customers;
      ii. Disinfecting seats and other contact surfaces between use by customers;
      iii. Making cleaning supplies/hand sanitizer available to employees (and customers/visitors); and/or
      iv. Providing and requiring hand washing and/or gel hand-sanitizers to employees and guests prior to entering workplace.
   b. Employers should analyze their infrastructure (i.e. air conditioning maintenance cleaning schedule, airflow system, etc.) for maximum sanitary conditions.
   c. Employers should disinfect and clean bathrooms on a periodic basis throughout the day.

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[1] See U.S. Department of Labor and U.S. Department of Health and Human Services – Occupational Safety and Health Administration, Guidance on Preparing Workplaces for COVID-19: https://www.osha.gov/Publications/OSHA3990.pdf

[2] PPE for employees, employers, and customers is not a one-size fits all approach. PPE can include gloves, goggles, face shields, face masks, respiratory protection, etc. However, it must be based upon: (1) the hazard presented, (2) proper fit, (3) consistency of being worn, (4) regularly inspected, maintained, and replaced when necessary, and (5) properly removed, cleaned, stored, and disposed of.

[3] See Centers for Disease Control and Prevention – Cleaning and Disinfecting Your Facility: https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html