



HEALTHIER WORKPLACES | A HEALTHIER WORLD

# Reopening: Guidance for the **Retail** Industry

Guidance Document

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## Overview

Small and medium (especially non-chain) retail stores have been very challenged during the COVID-19 pandemic. Many of these businesses have been viewed as “non-essential” by state governments and have been forced to conduct sales online only.

Some retail stores have been very creative with curbside drop off and utilization of video tools (FaceTime, Zoom, and Skype) to provide customer service. Many have been forced to lay off or furlough key employees, which may complicate re-opening as states start to relax shelter-in-place and stay-at-home restrictions.

With such restrictions beginning to lift, retail owners are faced with difficult questions that must be addressed before reopening, such as:

- How can we protect our employees and customers from COVID-19 while shopping at our store?
- How do we assure our customers that we are doing all we can to protect them from COVID-19?
- How can we minimize the risk of disease transmission if those who are ill or those who have had contact with positive COVID-19 people shop in our stores?
- What do we do if a customer is sick or not following guidelines?
- How do we deal with customers trying on clothing or footwear?
- How do we deal with returns?

SARS-CoV-2, the virus that causes COVID-19, is thought to be spread primarily through aerosolized respiratory droplets at close range. Airborne transmission exposure to very small droplets over long distances is unlikely. However, there is evidence that this mode of transmission is possible, particularly in crowded, indoor spaces. People may also become infected by touching contaminated surfaces. The virus has been shown to survive in aerosols

for hours and on surfaces for days. Infection can occur through eyes, nose, and mouth exposures. There is also strong evidence that people can spread the virus while pre-symptomatic or asymptomatic. Measures can be taken to reduce the risk of transmitting COVID-19 from touching surfaces or from person-to-person spread through aerosolized respiratory droplets. Clear communication and utilization of social and digital media to educate customers on controls implemented for their safety are critical, as shopping and spending habits have shifted to large online retailers and big box stores.

At this time, it is unknown if in-person retail shopping will be sparse after stay-at-home restrictions are lifted, or if they will be flooded with people in need of “retail therapy” - personal contact, the ability to see, touch, and try on items. In either case, the move towards a new normal is coming.

This document offers practical guidance for retail store owners to implement interim measures to reduce the risk of transmitting COVID-19. It addresses the key questions above and provides tips for retail employees and customers.

## What should an Employer do to protect themselves and their customers?

Retail owners should continually monitor global (World Health Organization [WHO]), federal (Centers for Disease Control [CDC] and Occupational Safety and Health Administration [OSHA]), state, and local guidelines for changes in recommendations, disinfection strategies, worker protections and other best management practices. Employers should consider forming a knowledgeable team to monitor, assess, and implement new strategies as they become available. In addition, employers should consider the following strategies for reducing the risk of COVID-19 transmission in regards to physical distancing, ventilation, enhanced cleaning and disin-



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fecting practices, restrooms, food preparation areas and contact surfaces, personal hygiene, employee wellness, personal protective equipment, training, waste and laundering, and communication. Due to the wide variety of retail store types, functions, and sizes, it may not be possible for establishments to implement all of the following, however, trying to tackle the problem from multiple angles can help reduce health risks.

### Physical Distancing

- Encourage continued e-commerce, contactless curbside pick-up, and in-home delivery.
- Use social media and other communications (signature/email/text lists) to educate customers/clients on the steps being taken for their protection.
- Crowd control: mark 6-foot distances using tape/markers/paint/signage for customers in checkout and indoor and outdoor waiting areas.
  - Video, photos, and markings are ideal to demonstrate distancing measures.
- Train sales personnel on physical distancing.
  - Make this a key point at greeting: “Hello, thank you for coming in, we are here to help you, but we will be at distance of 6-feet for your safety”.
- Limit the number of customers shopping at one time. Consider starting with a call/text ahead program and limiting the family unit/group size to two or less.
- Encourage self-check-out if available.
- If store has aisles that are less than 10-feet in width, route traffic in one direction.
- Develop merchandizing strategy with distancing in mind.
  - Distance racks/shelves to 6-feet or more if unidirectional shopping, greater than 10-feet if multidirectional shopping/traffic flow.
  - Consider single item display with back stock for specific color/sizing.
- Close off all changing rooms temporarily.
  - Consider adjusting return policies to accommodate interim shopping restrictions.
- Discourage customers from carrying around products they plan to purchase.
  - In large stores, encourage items to be placed in carts.
  - In small stores, identify an area near checkout where customers can place items they plan to purchase.
- For returned items, it is recommended to disinfect non-porous items as appropriate (e.g., see CDC Guidance for Cleaning and Disinfecting). Some porous materials (e.g., apparel) may be challenging to disinfect, and could become damaged during the disinfecting process. If items cannot be disinfected, consider isolating the items as follows:
  - Isolate paper/cardboard materials for at least 24 hours.
  - Isolate plastic and stainless steel for at least 3 days.
  - At this time, information available on the persistence of viable SARS-CoV-2 on material types is limited, so not all materials can be listed. For items that are isolated, consider designating an isolation area within the workplace that is inaccessible to customers. Product isolation areas should be demarcated and labeled to ensure employees do not disturb or touch the items until the isolation time has passed. Employees should be educated on this process. It is recommended to seek guidance from the CDC, EPA, and FDA for surface disinfection.
- Display visible store/brand specific messaging with distancing requirements.
- Consider placing Plexiglass partitions between cashier clerks and customers.



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- Discourage customers from touching items they do not intend to purchase.

### Ventilation

- Provide natural ventilation by opening windows and doors whenever possible to increase air flow. If windows and doors cannot remain open, provide good indoor air quality by:
  - Keeping HVAC system operational to maintain thermal comfort and maximize outdoor air based on system design.
  - Maintaining the relative humidity at 40-60%.
  - Limiting the use of portable pedestal or overhead ceiling fans.
- If you need assistance on HVAC issues, ask an HVAC professional and see the American Society of Heating, Refrigerating, and Air-Conditioning Engineers' (ASHRAE) [COVID-19 \(Coronavirus\) Preparedness Resources](#) updates for more information.
  - AIHA Occupational and Environmental Health and Safety (OEHS) Science Professionals and industrial hygienists are also well versed in general dilution ventilation. AIHA has a [consultants list](#) of such qualified professionals.
- Consider using portable HEPA filtration units.
- If fans such as pedestal fans or hard mounted fans are used in the store, take steps to minimize air from fans blowing from one person directly at another individual. If fans are disabled or removed, employers should remain aware of, and take steps to prevent [heat hazards](#).

### Enhanced Cleaning and Disinfecting Practices

- Select appropriate disinfectants – consider effectiveness and safety.
  - The U.S. Environmental Protection Agency (EPA) has developed a [list of products](#) that meet EPA's

criteria for use against SARS-CoV-2.

- Do not mix different EPA registered chemicals together. The combination could be toxic by inhalation. Be particularly careful when using any products containing ammonia, sodium hypochlorite (bleach), or hydrogen peroxide.
- Review product labels and Safety Data Sheets (SDS) and follow manufacturer specifications for cleaning/disinfecting.
- Consider consulting an Occupational and Environmental Health and Safety (OEHS) Science Professional or Industrial Hygiene expert if additional advice is needed. AIHA has a [consultants list](#) of such qualified professionals.
- Establish a disinfection routine.
  - Ensure disinfection protocols follow product instructions for application and contact time. All items should be allowed to dry thoroughly after cleaning.
  - Use disposable wipes or rags when available. If not available, ensure rags are maintained, handled, and cleaned per product instructions.
  - Contact surfaces, point of purchase, credit card payment station should be disinfected after each customer.
  - Carts, racks, shelving, hangers, and other items on the sales should be visibly clean and consider marking them as “clean” or “disinfected”.
  - Clean HVAC intakes daily.
- Consider developing a standard operating procedure, a checklist, or audit system to consistently train employees on enhanced cleaning/disinfecting practices or to track when and how cleaning and disinfecting is conducted. Note that this may be a requirement in some states or local jurisdictions.



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- Deeper cleaning and disinfecting protocols should be developed and implemented in cases where confirmed cases of COVID-19 are discovered. Refer to AIHA's [Workplace Cleaning for COVID-19](#).
- Promote these practices to customers – make this visible.

#### **Restrooms (NOTE: See Supplement guidance on use of air dryers)**

- Post signage limiting restroom occupancy to allow for proper physical distancing and to remind employees and customers to wash hands before and after using the restroom.
- Minimize touchpoints entering and existing restrooms, if possible.
- If the door cannot be opened without touching the handle, provide paper towels and a trash can by the door so a paper towel can be used when touching the handle and then discarded.
  - Consider controlling access to bathrooms with a key so disinfection measures can be better managed. If a key is used, consider disinfecting it after each use.
- Doors to multi-stall restrooms should be able to be opened and closed without touching handles if possible.
- Place signs indicating that toilet lids (if present) should be closed before and after flushing.
- Use no-touch faucets, towel dispensers, soap dispensers, and waste receptacles when possible.
- Hand soap should be readily available for use by occupants.
- Provide paper towels and air dryers in restrooms.<sup>1</sup>
  - The WHO and CDC currently state that hands can be dried using a paper towel or hand dryer.
  - Due to current uncertainties surrounding the

transmission of SARS-CoV-2, care should be taken when using a hand dryer or paper towel.

- The use of touch or push hand dryers is discouraged due to possible surface contamination. If hand dryers are used, consider touchless devices.
- Businesses and employers should work with HVAC professionals to ensure that bathrooms are well ventilated, and if filtration is used, that proper filtration practices are being followed.
- Increase frequency and efforts to keep bathrooms clean and properly disinfected and maintain a record of sanitary work practices.

#### **Personal Hygiene**

- Establish “before and after service” hand washing or sanitizing for all employees.
- Provide hand washing stations at the front of the establishment or alternatively, alcohol-based hand sanitizer that contains at least 60% ethanol or 70% isopropyl alcohol if not feasible.
- Make hand sanitizer stations available throughout work and public places. Stations should also be placed in convenient locations, such as at entrances, exits, near elevators, and restrooms. Touch-free hand sanitizer dispensers should be installed where possible.
- At minimum, employees should wash their hands after they have been in a public place, after touching their face covering, after blowing their nose, coughing, or sneezing, after using the restroom, after touching any common contact surfaces, and before eating. **Avoid touching eyes, nose, or mouth with unwashed hands.**
- Employees should wash hands with clean, running water, apply soap, lather and scrub for at least 20 seconds, then rinse. Dry hands using a clean paper towel or air dry. When soap and water can't

<sup>1</sup>NOTE VERSION CHANGE: In version 4 of this guidance document, in the section titled “Restrooms” it stated to disconnect or tape off the hand dryer. NOTE: See [Supplement guidance on use of air dryers](#).



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be used, use an alcohol-based hand sanitizer that contains at least 60% ethanol or 70% isopropyl alcohol. Any use of alcohol-based hand sanitizers should follow local and State guidelines.

- Provide hand washing stations or sanitizer at prominent locations and point of purchase.

### Employee Wellness

- Health checks and reporting requirements of individuals infected with COVID-19 should be explained to employees prior to reopening and again once operations have resumed.
- Communicate to employees the importance of being vigilant when monitoring symptoms and staying in touch with their employer or manager if or when they start to feel sick.
- Revisit your leave or sick program to allow for time off and follow all HR Policies and HIPAA/other regulatory requirements.
- Conduct employee temperature screening and wellness checks before each shift. **(NOTE: be sure to comply with OSHA's Access to Employee Exposure Medical Records standard for confidentiality).**
  - Temperature screening methods can include manual (use non-contact infrared thermometers) or thermal camera meeting [FDA recommendations](#). Additional screening information/guidance can be found on the [CDC website](#).
  - Assign an employee to manage and conduct the temperature screenings while following CDC guidelines in the above link. If this is not possible, employees can self-check their own temperature.
  - Screening should be done in a manner such that the privacy of employees is respected.
  - Perform a visual inspection for other signs of illness (e.g., flushed cheeks, rapid or difficulty breathing without recent physical activity, fatigue, extreme fussiness, cough).
- Employees who have a fever of 100.4° F (38° C) or above, or other signs of illness should not be admitted to the facility.
- Employers can consider incorporating a wellness questionnaire with questions such as:
  - Have you, or a person you have been in close contact with, been diagnosed with COVID-19 within the last 14 days? (close contact is 6 feet or less for more than 10 minutes.)
  - Have you experienced any cold or flu-like symptoms in the last 72 hours (to include fever, shortness of breath, cough, sore throat, difficulty breathing, nausea, vomiting, and diarrhea)?
  - Have you traveled to an international or domestic “hot spot” in the last 14 days?
  - There are a number of examples available for wellness questionnaires (see Resources below).
- Require employees who have symptoms or signs (i.e., fever, cough, or shortness of breath) or who have a sick family member at home with COVID-19 to notify their supervisor and stay home.
- Sick employees should follow the CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met in consultation with healthcare providers and state and local health departments. Consider waiving requirements for medical documentation during the pandemic, as CDC has advised people with mild illness NOT to go to the doctor’s office or emergency room.
- If employee is sick or receives positive COVID-19 test results, results should be reported to employer. In the case of a positive COVID-19 test result, the employee must stay home until cleared for physical return to the workplace by their medical provider, following the CDC’s [Discontinuation of Isolation for Persons with COVID -19 Not in Healthcare Settings](#).
- If an employee tests positive:



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- Follow federal, state, and local recommendations for reporting and communicating cases, while remaining compliant with regulations and guidelines pertaining to protecting private health information such as confidentiality required by the Americans with Disabilities Act (ADA). See OSHA for guidance on reporting workplace exposures to COVID-19.
- Engage HR immediately and enforce all applicable HR rules and regulations.
- The employee shall be isolated to the area they are in currently and removed from the work site for a minimum of 14 days.
- Any individuals having “close contact” (within approximately 6 feet) with the sick employee should also be isolated from the work site for 14 days; and all other employees should continue to follow physical distancing rules. Communicate and reinforce with employees, while maintaining PII and HIPAA requirements, that they may have been exposed and to closely monitor their health, temperature, and current symptoms as identified by the CDC. Contact tracing and sharing of employee information should be done under the guidance of Human Resources due to privacy requirements of HIPAA, ADA, and EEOC. See the CDC’s [“Coronavirus Disease 2019 \(COVID-19\) General Business Frequently Asked Questions”](#).
- Enhanced cleaning and disinfecting should be done immediately by trained personnel, who should wear face coverings and gloves, dispose of gloves after use, and wash hands and face when complete. Visibly dirty surfaces shall be cleaned using a detergent or soap and water PRIOR to disinfection.
- For disinfection, use only EPA-registered disinfectants on [List-N](#).

### Other Control Measures

- Encourage those who are sick or at greater risk to stay home. This includes:
  - People with underlying medical conditions.
  - People who live with elderly people or those who are at risk.
  - People with upper respiratory or flu-like symptoms or who live with someone with these clinical symptoms.
  - People with COVID-19, people who live with someone with COVID-19, or who have been exposed to someone with COVID-19.
- Employers should educate employees to recognize the [symptoms of COVID-19](#) and provide instructions on what to do if they develop symptoms. At a minimum, any worker should immediately notify their supervisor, their health care provider, and the local health department, who will provide guidance on what actions need to be taken.
- Although not necessary if hand-washing protocols are rigorously followed, consider providing gloves to employees.
  - If they are worn, they must be changed regularly and are not a substitution for handwashing.
- Depending on local requirements, for those who cannot maintain physical distancing as part of their job, provide or encourage all employees to wear cloth or disposable face coverings and gloves and to use hand sanitizer. **(NOTE: Cloth or disposable face coverings primarily protect other people. A cloth or disposable face covering is not a substitute for physical distancing.)**

**NOTE: If an employer chooses to provide or the employee supplies their own N95 respirator, please fully consider all the potential OSHA requirements.**



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### Training

- Provide instruction and training to employees on how to:
  - Properly put on and remove gloves.
  - Clean and disinfect surfaces according to product specifications.
  - Correctly use cloth or disposable face coverings.
- Provide Safety Data Sheets (SDS) for cleaning and disinfection products and ensure employees are aware of the hazards of use. Incorporate new hazards into existing OSHA Hazard Communications Program.
- Employees should receive, at minimum, awareness training on cleaning and disinfection products used in the workplace following OSHA Hazard Communication Standards. For employees who will use cleaning and disinfecting products, training should also include proper use, PPE, disposal, and all precautionary measures.
- Post signs and reminders at entrances and in strategic places providing instruction on hand hygiene, respiratory hygiene, and cough etiquette. This should include signs with images for non-English readers, as needed.
- If advice is needed, Occupational and Environmental Health and Safety (OEHS) science professionals or industrial hygienists have expertise in selecting Personal Protective Equipment (PPE) and training. Find qualified industrial hygiene and OEHS professionals near you in AIHA's [Consultants Listing](#).

### Waste and Laundering

- Single-use items and used disinfection materials can be treated as regular waste, following regular safety guidelines.
- Any reused cloth materials should be washed and dried on the highest temperature setting allowable for the fabric.

### Communication

- Implement and inform employees of supportive workplace policies as applicable:
  - Flexible sick leave policies consistent with public health guidance. Providing paid sick leave is an important way to encourage employees to stay home when sick.
  - Consider not requiring a COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness in order to qualify for sick leave. If you do require a doctor's note from your employees to verify that they are healthy and able to return to work, be aware that healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner. Get more information related to the [Americans with Disabilities Act during the COVID-19 pandemic](#).
  - Flexibility to stay home to care for a sick family member.
  - Human resources policies consistent with public health guidance, and state and federal workplace laws. For more information on employer responsibilities, visit the [Department of Labor's](#) and the [Equal Employment Opportunity Commission's](#) websites.
  - Employee assistance program and community resources to help employees manage stress and receive support.
  - Encourage employees at increased risk for severe illness to request special accommodations to allow them to perform their job duties safely while also protecting sensitive employee health information.
- Ask employees to consider the following if they commute to work using public transportation:
  - Use other forms of transportation if possible.



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- If taking public transportation, maintain physical distancing and wear a cloth or disposable face covering.
  - Change commute time to less busy times if possible.
  - Wash hands before and as soon as possible after their trip.
  - Communicate to customers what the retail establishment is doing to mitigate the spread of COVID-19 (e.g., disinfection routine, health policies for employees, and health and safety measures in place).
  - Consider communicating to customers when in-person shopping may not be a good option (e.g. taking care of someone who is COVID-19 positive, exhibiting symptoms of COVID-19, being in a high-risk category).
  - Communicate that the retail establishment has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing).
  - Platforms for communication could include websites and indoor/outdoor signage.
- hand sanitizer with at least 60% ethanol, or 70% isopropyl alcohol). For more information, refer to [CDC's handwashing guidelines](#).
- If an employee tests positive for COVID-19:
    - Stay home and isolate until cleared for physical return to the workplace by your medical provider, following the CDC's [Discontinuation of Isolation for Persons with COVID -19 Not in Healthcare Settings](#).
    - Contact your supervisor and report your results as soon as possible.
    - Notify your supervisor about others in the workplace with whom you came into contact.
  - At minimum, you should wash your hands after you have been in a public place, after each customer, after touching your face covering, after blowing your nose, coughing, or sneezing, after using the restroom, after touching any common contact surfaces, and before eating. **Avoid touching eyes, nose, or mouth with unwashed hands.**
  - Wash hands with clean, running water, apply soap, lather and scrub for at least 20 seconds, then rinse. Dry hands using a clean paper towel or air dry. When soap and water can't be used, use an alcohol-based hand sanitizer that contains at least 60% ethanol or 70% isopropyl alcohol. Any use of alcohol-based hand sanitizers should follow local and State guidelines.
  - Depending on local requirements, in alignment with CDC recommendations, wear a cloth or disposable face covering whenever physical distancing cannot be maintained (indoors or outdoors). Ensure the face covering is properly maintained and cleaned. Additional information on cloth face coverings can be found on [CDC's website](#). **(NOTE: Cloth or disposable face coverings primarily protect other people. A cloth or disposable face covering is not a substitute for physical distancing.)**

## What should an Employee do to protect themselves and the customers?

- Employees should evaluate their health continuously; if they are sick, have a fever or symptoms, or someone at home is sick, then they should remain home. **NOTE: Employer HR Policies, HIPAA guidelines and other laws should be followed at all times.**
- Maintain cloth or disposable (or better if you have it) face covering, clean or replace frequently, and use at minimum when unable to maintain physical distancing of 6-feet.
- Maintain good hygiene practices (washing hands with soap and water for at least 20 seconds or a



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- With the exception of children less than two, and individuals who have difficulty breathing, are unconscious, or otherwise unable to remove a face covering without assistance, CDC recommends that all people wear a cloth or disposable face covering in public settings and when around people who don't live in their household, especially when other physical distancing measures are difficult to maintain.
- Non-medical cloth or disposable face coverings or cloth or disposable face coverings are NOT Personal Protective Equipment (PPE), but they do offer some protection to others and should be worn while near other people in common spaces or shared workspaces. They are not a substitute for physical distancing, engineering controls, cleaning and disinfecting, proper hygiene, or staying home while sick.
- Remove cloth or disposable face coverings correctly and wash hands after handling or touching a used face covering.
- Wash cloth face coverings after each use. Cloth face coverings can be included with regular laundry. Use regular laundry detergent and the warmest appropriate water setting for the cloth used to make the face covering. Use the highest heat setting and leave in the dryer until completely dry. If air drying, lay flat and allow to completely dry. If possible, place in direct sunlight.
- Let your employer know if you have concerns about personal protective equipment (PPE) that may be provided to you and that you are properly instructed on how to use it. [The CDC has recommended sequences for donning and doffing PPE.](#)
- Cover your mouth and nose with a tissue when you cough or sneeze and throw used tissues in the trash. If you don't have a tissue, cough or sneeze into your elbow, not your hands. Immediately wash your hands after blowing your nose, coughing or sneezing. Learn more about [coughing and sneezing](#) etiquette.

### Worker Rights

AIHA believes that basic protections are worker rights, as well as an essential ingredient of occupational health and safety systems, and that employers must provide a safe and healthful work environment.

### What can a Customer do to minimize the transmission of COVID-19?

- If you are sick, stay home. If you have a temperature, stay home. If someone in your house is sick, stay home. If you have allergies and cannot control sneezing, stay home.
- Use online or curbside services where you can.
- Limit the items you touch within a store to the items you select to purchase.
- Wear a cloth or disposable face covering as you enter and leave the building.
- Wash your hands before and after you leave the building if possible. If not, use hand sanitizer when you enter and before you leave the building.
- Maintain a distance of at least 6 feet from other customers and employees when walking throughout the store to the extent possible.
- Cover your mouth and nose with a tissue when you cough or sneeze and throw used tissues in the trash. If you don't have a tissue, cough or sneeze into your elbow, not your hands. Immediately wash your hands after blowing your nose, coughing or sneezing. Learn more about [coughing and sneezing](#) etiquette.

### Resources

- [Open for Business – A Blueprint for Shopping Safe](#)
- [Customer Survey on Post SARS-CoV-2 Shopping](#)
- [CDC's Guidelines: What Grocery and Food Retail Workers Need to Know about COVID-19](#)



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- CDC Health Screening [“Should we be screening employees for COVID-19 symptoms?”](#) section of General Business Frequently Asked Questions
- Numerous wellness questionnaire examples are available online (e.g., [South Dakota Department of Health’s COVID-19: Employee Screening Questions and Guidelines](#))
- The EPA has developed a [list of disinfectants](#) for use against SARS-CoV-2
- ASHRAE has a list of [COVID resources](#) for commercial buildings.
- AIHA’s Indoor Environmental Quality Committee developed these guidance documents about reopening and cleaning buildings after closures due to COVID-19: [Recovering from COVID-19 Building Closures](#) and [Workplace Cleaning for COVID-19](#)
- AIHA’s [Considerations on the Safe Use of UVC Radiation](#)
- AIHA’s [Focus on Construction Health: COVID-19](#)
- AIHA’s [Effective and Safe Practices: Guidance for Custodians, Cleaning and Maintenance Staff](#)
- AIHA’s [Employers Guide to COVID-19 Cleaning & Disinfection in Non-Healthcare Workplaces](#)
- AIHA’s [Reducing Risk of COVID-19 Using Engineering Controls](#)
- AIHA’s [PPE for SARS-CoV-2](#)
- AIHA’s [Use of Real Time Detection Systems](#)
- AIHA’s [Proper Use of Respirators for Healthcare Workers & First Responders](#)
- AIHA’s [Workers Rights White Paper](#)



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## AIHA®

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## About Occupational and Environmental Health and Safety Professionals

Occupational and environmental health and safety (OEHS) professionals (also known as industrial hygienists) practice the science of anticipating, recognizing, evaluating, controlling and confirming workplace conditions that may cause workers' injury or illness. Through a continuous improvement cycle of planning, doing, checking and acting, OEHS professionals make sure workplaces are healthy and safe.

- Get additional resources at AIHA's [Coronavirus Outbreak Resource Center](#).
- Find a qualified industrial hygiene and OHS professionals near you in our [Consultants Listing](#).

### Disclaimer

AIHA is not legally responsible and shall be held harmless from all claims, causes of action, and demands, whatsoever, any third party may incur on account of damage, loss or injury resulting from adhering to these guidelines.

These guidance documents were primarily developed for those smaller business that don't have readily available occupational health and safety resources, and designed to help business owners, employers, employees and consumers implement science-backed procedures for limiting the spread of the coronavirus. They are subject to any local, state, or federal directives, laws, or orders about operating a business and should only be used if they do not conflict with any such orders.

These documents are subject to revision and shall be updated accordingly.

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