

## **SANITATION GUIDELINES for The Computer Cellar; updated: 03/28/2020**

1. Staff is required to report any possible symptoms they have. Staff that is symptomatic *must* stay home at least two weeks or until tested and cleared.
2. Staff's body temperature will be checked each morning on arrival, even though body temperature is not a reliable indicator of COVID-19 infection, because the county told us we had to. Thanks, county. Anyone with a temperature above 100.4 will be sent home.
3. The waiting chairs in the customer area must be spaced at least six feet apart, and pointed straight forward/away from each other.
4. All customers are *required* to stop in the restroom by the entrance and wash their hands before approaching the service counters.
5. Customers may not enter the staff area for *any* reason.
6. The technician that assists the customer will don a fresh pair of gloves for each customer.
7. The technician will wipe down each device presented to us with a sanitizing solution.
8. No work is done at-the-counter or while-you-wait, all items must be checked in for later examination.
9. A tape line has been placed on the floor and customers will be asked to stand behind this line during the check-in and check-out processes.
10. After the check-in is completed, the check-in computer's keyboard and mouse are wiped down with a sanitizing solution.
11. All checked-in computers are put on a waiting shelf for a minimum of one hour before being examined.
12. Staff is required to wash hands at least once per hour in a separate, stand-alone hand wash station.
13. Staff is required to use hand sanitizer between handling different devices.
14. Staff is required to wipe down received packages and individual items within packages with a sanitizing solution when received.
15. Staff is required to wash their hands after receiving packages/mail.
16. At least once per hour, all contact surfaces in the customer area (including, but not limited to: armrests, waiting table, service counters, door handles/push bars, light switches, door jambs and edges, sink and sink handles, toilet handle) are wiped down with a sanitizing solution.
17. At check-out, if a customer opts to use one of our pens, the pen must be wiped with a sanitizing solution before reuse.
18. At check-out, if a customer pays with a credit card, they will insert the card in the terminal themselves, while staff handles the terminal.
19. Cash and checks must be handled with thoughtfulness and caution, but do not need sanitation. Hands must be sanitized after handling.
20. All business cards, flyers, pamphlets, and other 'take-ones' have been removed from the customer waiting area and will be handed to the customer from behind the counter upon request. Neighboring businesses may not post advertising or leave cards at this time.
21. Customers may request curbside pickup and may call in payment. We do not, however, do curbside check-in as this is both impractical and risky.
22. Staff is required to use a separate restroom from customers, in the IT Guys office.
23. At least twice daily, all contact surfaces in both customer and technician areas are cleaned with MicroBan.
24. Staff is advised to keep more distance between each other than usual and to be mindful of touch/interaction.
25. Weekly staff lunches on 9th Street are suspended; cash normally spent on lunch may be donated to the staff of a local restaurant.
26. Staff has been provided nitrile gloves to keep in their vehicles for use at places such as gas stations or grocery stores. Staff has also been advised to keep hand sanitizer in their vehicles for use when needed. If supply allows, hand sanitizer may be provided to staff free of charge.
27. Management will keep informed of the current recommendations and requirements of both public health advisors and government authorities, weighted toward those of local government; especially guidelines from NCDHHS, laws/direction from Gov. Roy Cooper and mayor Steve Schewel, and advice from Sen. Jeff Jackson. Our decisions are *not* based on the misinformation found posted by individuals on Facebook, Twitter, or Reddit, nor misinformation presented by certain current government leaders and/or science deniers. Updates to these guidelines will be posted in a timely manner and will be made available to the public upon request as well as posted on our website.