

COVID-19 Retail Shops and Branches Webinar

Question & Answer session

Can I wear a clear visor instead of a face covering?

No, a visor can be worn in addition to a face-covering but cannot be used as a replacement. Visors or face shields do not adequately cover the nose and mouth.

How often should I wash my re-useable face covering?

You should wash your re-useable face covering after every use. For example, if you wear one to work today, you should remove it at the end of your shift and wash it on a 60-degree wash before using it again the next day.

Do I need to document health questions of staff and visitors? Like a disclaimer?

It is recommendation, and your head office, or insurance company may also ask this of you. This also assists with ensuring that all of the checks for COVID 19 symptoms and isolation requirements are being adhered to.

Do I need to self-isolate if I test negative from a close contact notification?

Yes, you must still self-isolate if you test negative after being identified as a contact.

Can a parent and child both enter a changing room?

Yes, for safeguarding purposes, this is permitted.

Are there details of outbreaks linked to retail sites in Wolverhampton?

Yes, we have found number of outbreaks linked to retail sites within Wolverhampton. Therefore, the control measures mentioned in our webinar remain extremely important in reducing transmission of the virus and keeping yourselves and the public safe.

What do I do if a customer refuses to wear a face covering?

If someone refuses to wear a face covering without a reasonable excuse, or exemption, we strongly advise that you refuse entry. This is to ensure the protection of both your staff and customers. It may be a good idea to keep a supply of face-coverings to hand to supply those who do not have one with them. Customers who are exempt from wearing a face covering should be allowed to enter the store.

Should I display my capacity numbers to the front entrance?

Yes. Please use the poster provided by the City Council to assist you. This can be downloaded [here](#).