

Safe Reopening Plans

SDSU Bookstore (Main Campus)

The Associate Director of Operations and the General Manager are responsible for training employees, implementing all San Diego County COVID-19 operating protocols and placing orders for PPE and cleaning/sanitizing supplies from Aztec Shops Warehouse.

Health and Hygiene

- Employees and Vendors are required to wear face coverings at all times when on campus
- Physical distancing of at least 6ft should be maintained whenever possible.
- Employees and Vendors will complete a self-evaluation for COVID-19 symptoms before coming to campus: [symptoms of COVID-19](#). Employees and Vendors exhibiting symptoms are to stay home and Employees will also notify Human Resources. Per the temperature check policy, all employees and vendors will have their temperature checked upon arrival to work/facility by the Manager on Duty: [COVID19 Employee Screening Policies and Procedures](#).
- Employees working in the store are limited to need, while all other Bookstore support personnel will continue to work remotely until further notice. The minimum number of employees needed in the Bookstore sales floor (Main Level and Mezzanine) is (15) and the maximum scheduled is (25) pending store need.
- Employees are encouraged to wash/sanitize hands frequently throughout their shift.
- Employee breakrooms will be closed or tables/chairs will be separated to discourage congregating during breaks. Where possible, outdoor break areas with shade covers and seating will be available throughout the campus to ensure physical distancing.

Physical Distancing Protocols

- Floor markings are present to encourage physical distancing of at least six feet between employees and customers. Areas included are the line queue on the main floor, book information area, and outside the store if the maximum capacity is reached.
- All customers will enter and exit through the west doors of the Bookstore via designated stanchion markers. Directional signage posted outside will direct customers to the west doors. North doors will be used for exiting should the number of customers entering/exiting the Bookstore require additional physical distancing space.
- Signs posted outside will inform customers of the protocols to follow while shopping in the Bookstore.
- Customers are required to wear face coverings while inside the Bookstore. If they do not have a face covering, a disposable covering will be offered to wear while in the store. Signage posted throughout the store will remind customers to keep their face covering on and practice physical distancing for the entire duration of their time in the Bookstore.
- If customer traffic requires, Door Monitors will be stationed at the entrance and exit to manage guest capacity in conjunction with occupancy numbers mentioned below to encourage social distancing.
- The Bookstore has adjusted the maximum occupancy rules based on the size of the facility and have limited the number of people in the store at one time, using no more than 50% maximum occupancy.

Basement Capacity- 42. Limit is 21 (employees only)
Main Floor Capacity-414. Limit to 125 (including employees)
2nd Floor Capacity 159. Limit to 40 (including employees)

- Customers will follow floor markings and directional signage to go up one side of the staircase and will exit the 2nd floor down the other side of the staircase. If customer traffic requires it, a Stair Monitor will be positioned to manage customer capacity to encourage social distancing.
- Plexiglas barriers are at the checkout areas. Cashless payment options are available.

Cleaning and Disinfecting Protocols

- High traffic areas and commonly used surfaces, such as areas of ingress and egress including handrails, door handles and elevator controls will be sanitized every 30 minutes.
- Shared equipment and/or surfaces, including but not limited to Plexiglas barriers, baskets, pallet jacks, ladders, supply carts, door handles, faucets, countertops, telephones, time clocks, payment portals and styluses will be sanitized after each use.
- Surfaces in employee work areas such as but not limited to scanners, countertops, keyboards and registers will be sanitized after each shift and prior to any breaks.
- Hand sanitation stations will be located at the entrance to the Bookstore as well as other locations throughout the store. Hand sanitizer stations will also be available at time clocks and inside/outside the employee restroom. Hand sanitizer stations will be checked every (4) hours and refilled as necessary. Employees are encouraged to use these frequently throughout their shifts.
- Restrooms will be disinfected frequently. A cleaning schedule will be posted in each restroom.
- A team member will be designated each shift to oversee the implementation of additional sanitization and disinfection procedures.
- All cleaning schedules and maintenance logs will be reviewed and verified by management.
- Weekly inventory checks will be conducted to ensure all PPE supplies are stocked at all times and ordered before supplies run out. Reusable bags are no longer allowed in the Bookstore.
- All customers who bring personal book bags/backpacks are required to bag their own purchases.
- Items returned to the store will be held for 24 hours. Hard surface items will be wiped down with disinfectant cloth when practical.
- After the Bookstore closes each night, the contracted professional janitorial company will thoroughly clean all areas of the entire space.
- Fogging will be completed if the need is determined by Aztec Shops with input from the University.