

Geauga Public Health

April 29-30, 2020

Community Input Survey Results Report

This report is based on community input from the people who work in and conduct business in Geauga County businesses.



GEAUGA PUBLIC HEALTH

Promoting and Protecting Community Health

470 Center St., Building 8, Chardon, OH 44024-1071
440.279.1900 www.gphohio.org

*Thomas Quade,
Health Commissioner*

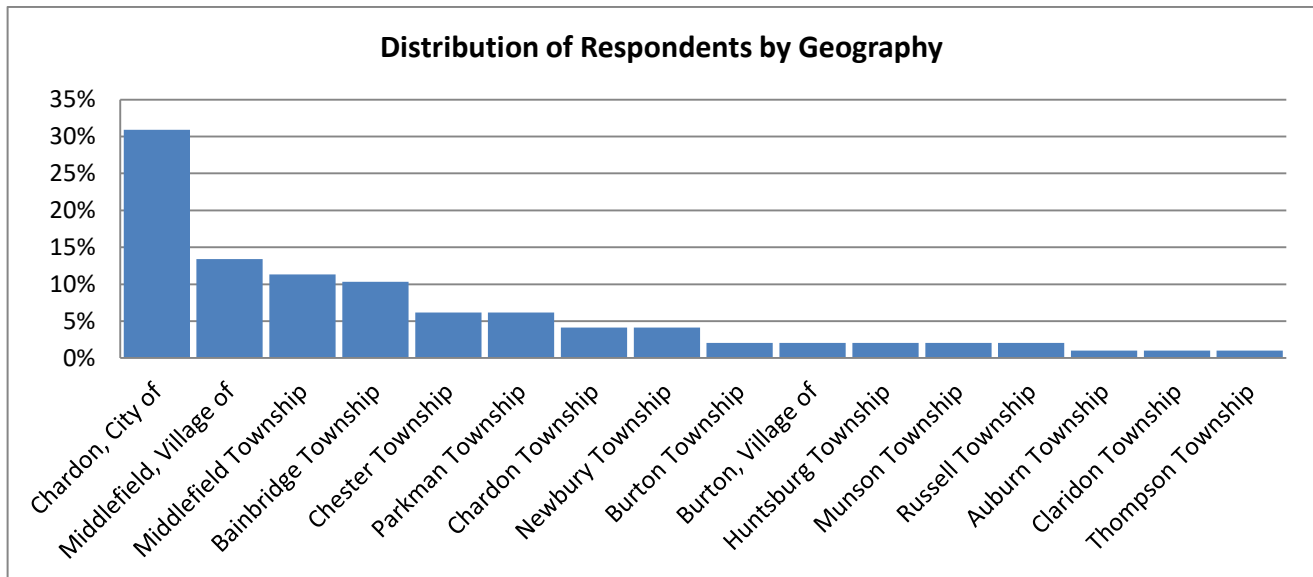
Christine Wyers, Nursing Director - David Sage, Environmental Health Director - Alta Wendell, Director of Administration

The Intent of the Survey Report

Geauga Public Health receives a very large number of phone calls and emails every day from people who remain anonymous but want to share their concerns with us. The Governor of Ohio has repeatedly stated that success of the re-opening of businesses in Ohio would depend largely on how safe the public felt as the ventured back out into the business community. It is our hope and goal that the transition is a successful one. It is our intent to share the observations of the public and how those observations made them feel about their safety and then how that would shape their choices moving forward. Those in the business community who read this report might then get some evidence, as informal as it may be, to help guide their decisions on how they address those safety concerns. Again, the goal is to support a successful transition.

Who Responded to the Survey?

There were 99 survey responses in the first 24 hours of the survey's access. The survey respondents reported that they were from all areas of Geauga County when they made their observations. Nearly one in three were from the City of Chardon and nearly one in four were from either the Village of Middlefield or from Middlefield Township.



The vast majority (88%) of the respondents were shopping or conducting other business when they made their observations. Four (4%) were working when they made the observations. The final 8% were either driving, working in their yard, out for a walk, or other activity not inside a building.

The majority of responses were about observations made in grocery stores (39%) and Retail Stores (29%). There were a wide variety of stores in both categories. No individual business will be named in this report. Ten of the responses were about restaurants. The rest of the responses were related to pharmacies, gas stations, and other businesses.

Grocery Stores

Observations of Respondents in Grocery Stores (38 respondents)	%
There was an employee engaged in some sort of sanitizing/cleaning activities	74%
There was an employee at the door providing some transmission prevention guidance	47%
Hand sanitizer was accessible for the public	21%
Hand sanitizer appeared to be accessible for the employees	26%
Employees were coughing	0%
Customers were coughing	11%
Your temperature was checked prior to your entry	0%
There was a sign REQUIRING that masks were worn	0%
There was a sign REQUESTING that masks were worn	5%
All of the employees were wearing masks	52%
All but a very few employees were wearing masks	13%
The majority of employees were wearing masks	13%
The minority of employees were wearing masks	11%
All of the customers were wearing masks	0%
All but a very few customers were wearing masks	18%
The majority of customers were wearing masks	34%
The minority of customers were wearing masks	47%
For the most part, six foot customer spacing was seen (understanding that families, etc. do/can remain closer)	61%
Six foot customer spacing was rarely seen	16%
Six foot spacing was being maintained by employees and/or a physical barrier was in place	26%

The respondents that reported making the observations listed above described how it impacted them.

- 58% of the respondents who made observations at grocery stores reported that they felt safe to continue to conduct business in the place where they made the observation.
- 18% reported that they would rather look for an alternative where they felt safer.

Of those who reported not feeling safe enough to continue doing business there, these were the most common issues

- Only a minority of customers were wearing masks
- Six foot spacing was rarely seen

Of those who reported feeling safe enough to continue doing business there, these were the most common observations:

- Majority (including responses of “all”, “all but few”, and “majority”) of employees wore masks
- There was an employee engaged in sanitizing/cleaning
- Six foot customer spacing
- Majority (including responses of “all”, “all but few”, and “majority”) of customers wore masks

Conclusion: Customers are more likely to feel safe to shop at grocery stores where they see people cleaning, employees in masks, customers in masks, and implementation of appropriate social distancing.

Retail Stores

Observations of Respondents in Retail Stores (31 respondents)	%
There was an employee engaged in some sort of sanitizing/cleaning activities	35%
There was an employee at the door providing some transmission prevention guidance	32%
Hand sanitizer was accessible for the public	23%
Hand sanitizer appeared to be accessible for the employees	16%
Employees were coughing	3%
Customers were coughing	16%
Your temperature was checked prior to your entry	0%
There was a sign REQUIRING that masks were worn	0%
There was a sign REQUESTING that masks were worn	0%
All of the employees were wearing masks	26%
All but a very few employees were wearing masks	16%
The majority of employees were wearing masks	6%
The minority of employees were wearing masks	26%
All of the customers were wearing masks	0%
All but a very few customers were wearing masks	6%
The majority of customers were wearing masks	19%
The minority of customers were wearing masks	61%
For the most part, six foot customer spacing was seen (understanding that families, etc. do/can remain closer)	42%
Six foot customer spacing was rarely seen	19%
Six foot spacing was being maintained by employees and/or a physical barrier was in place	19%

The respondents that reported making the observations listed above described how it impacted them.

- 27% of the respondents who made observations at retail stores reported that they felt safe to continue to conduct business in the place where they made the observation.
- 55% reported that they would rather look for an alternative where they felt safer.

Of those who reported not feeling safe enough to continue doing business there, these were the most common issues

- A minority of customers were wearing masks
- A minority of employees were wearing masks

Of those who reported feeling safe enough to continue doing business there, these were the most common observations:

- Majority (including responses of “all”, “all but few”, and “majority”) of employees wore masks
- There was an employee engaged in sanitizing/cleaning
- Six foot customer spacing
- Majority (including responses of “all”, “all but few”, and “majority”) of customers wore masks

Conclusion: Twice as many customers reported that they felt unsafe (55%) than reported feeling safe (27%) at the retail store where they were shopping. Customers are more likely to feel safe to shop at retail stores where they see people cleaning, employees in masks, customers in masks, and implementation of appropriate social distancing.

The other categories that would/will typically be analyzed had too few respondents to be considered at all representative. Moving forward, we will attempt to produce this report on a weekly basis and will have greater numbers which will allow for analysis of other comparison groups, e.g. Shoppers/Employees, other types of businesses, including gas stations, pharmacies, etc.

Public Disease Prevention Strategies

We asked the respondents to please indicate what strategies they are implementing to keep safer.

Prevention Strategies Employed by the Respondents (99 respondents)	%
I wash my hands frequently	97%
I stay on my own property except for essential trips out	85%
I keep a social distance of 6 feet as much as possible	94%
I wear a mask when I go into buildings where others are	87%
I stay home from work when I am ill.	52%
Other	18%

For this last section, we will be tracking this over time to see how the process of opening up businesses impacts decisions of the public regarding their own disease prevention efforts.

We hope this information provides some value to those who read it. It is always our intent to help facilitate the development of both a healthy population and a thriving economy. We hope this helps business owners and managers make decisions that will keep both employees and customers safe. As always, let us know how we can help.