

Salisbury-Wicomico Roadmap to Recovery



A publication presented by:



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Intro:

Over the last ten weeks the City of Salisbury, Hebron, Delmar, Fruitland, Wicomico County, Salisbury Area Chamber of Commerce, Salisbury-Wicomico Economic Development, and the Greater Salisbury Committee have been in constant communication in regards to COVID-19. Immediately this group, with the consultation of others, began planning for reopening our community. We encourage all businesses to review this document and use it as one tool to help reduce risk of spreading COVID-19 to customers and employees. Nothing in this document should be construed as legally binding or required regulations.

This document is organized by industry and is separated into two categories, those that are able to open under the Governor's Phase 1 Order, and those that are not allowed to open, per the Governor's Order. For those businesses that are not allowed to open yet, please use this as a planning tool to begin to prepare for when your business is allowed to reopen. If you have questions about the Governor's Order and what businesses are able to open, please visit www.govstatus.egov.com/md-coronavirus-business

Businesses should take all necessary steps to open following these best practices and guidelines. Businesses must comply with federal, state and local orders and policies. The orders and policies should not be where businesses stop. Giving customers and employees a sense of preparedness is critical for success in this new world. Updated information can be found at <https://governor.maryland.gov/coronavirus> and specific information to Wicomico County can be found at <https://www.wicomicohealth.org/preparedness/coronavirus-covid-19/>

This is a living document and more information will be added as new standards are developed and we all learn together. We will notify the public when new information is added.

Maryland Strong: Roadmap to Recovery:

On April 24, 2020, Maryland Governor Larry Hogan released his "Maryland Strong: Roadmap to Recovery". The roadmap includes the four building blocks that must be firmly in place before the state can consider lifting restrictions:

- Expanded testing capacity
- Increased hospital surge capacity
- Ramping up supply of PPE (Personal Protective Equipment)
- Robust contact tracing operation

Intro (Continued):

The “Maryland Strong: Roadmap to Recovery” is divided into three stages for reopening:

STAGE ONE calls for lifting the stay-at-home order, and involves business, community, religious, and quality of life improvements.

Examples of changes that could be implemented in this stage include:

- Reopening of small shops and certain small businesses
- Curbside pickup and drop-off for businesses
- Elective medical and dental procedures at ambulatory, outpatient, and medical offices
- Limited attendance for outdoor religious gatherings
- Recreational boating, fishing, golf, tennis, hiking, and hunting
- Reopening of car washes
- Limited outdoor gym and fitness classes
- Outdoor work with appropriate distancing measures
- Some personal services

STAGE TWO will likely be a longer stage of the initial recovery, but will also be the stage when a large number of businesses and activities come back online. Any businesses that reopen during this period would need to comply with strict physical distancing and appropriate safety protocols. Examples of changes that could be implemented in this stage include:

- Raising the cap on social gatherings
- Indoor gyms and fitness classes
- Childcare centers
- Normal transit schedules
- Indoor religious gatherings
- Reopening of restaurants and bars with restrictions
- Elective and outpatient procedures at hospitals

STAGE THREE will involve instituting higher-risk activities, but there is no realistic timeline yet for achieving this level. Examples of changes that could be implemented in this stage include:

- Larger social gatherings
- Reopening of high-capacity bars and restaurants
- Lessened restrictions on visits to nursing homes and hospitals
- Reopening of entertainment venues
- Larger religious gatherings

Sector Risk Assessment Chart

Example Risk Assessments



CATEGORY	CONTACT INTENSITY	NUMBER OF CONTACTS	MODIFICATION POTENTIAL	MITIGATION RESOURCES
Restaurants	Medium	Medium	Medium	National Restaurant Association, FDA
Bars	High	High	Medium	FDA
Salon, spas, and other personal care industries	Medium / High	Low	Medium	TN Cosmetology & Barber Guidelines
Retailers	Low	Medium	Medium	NY state guidance, OSHA
Shopping malls	Low	Medium	Medium	NY state guidance, OSHA
Gyms / fitness studios	Medium	Medium	Medium	CDC Small Business guidance

Signage:

It is recommended all businesses post signage regarding the cleaning of their facility/ office/ shop and any safety requirements of customers or guests, to include mask requirements, that may enter. The signage may change based on State or local orders.

Masks:

It is highly recommended that businesses and organizations require the use of face masks for all customers, visitors, clients, and staff, even where the Governor's Order does not mandate wearing face masks. The CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

Cleaning Agents:

The U.S. Environmental Protection Agency (EPA) has developed a list of cleaning agents and disinfectants that meet the criteria for use against SARS-CoV-2, which includes COVID-19. The list is updated as additional products are needed. The list can be found at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Any EPA-approved disinfectants that are rated for use against human coronavirus may be used. True disinfectants have a listed dwell, or contact time, which is the amount of time the surface should sit with the applied product and be visibly wet in order to ensure killing of the virus. There are a number of over-the-counter products that work equally well to industrial products. It is important to read labels and ensure that products are used correctly, as not all disinfectants are appropriate for all surfaces and dwell time differs per product. These cleaning agents should be used in preparation for reopening and for regular ongoing cleaning. To check that your product is EPA approved, find the EPA registration number on your product and check it against the EPA approved list.

Workplace: What should an Employer do to prepare their facility for reopening?

Employers should continually monitor international (World Health Organization), national (U.S. Centers for Disease Control and Prevention), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices. For example, general guidelines regarding best practices for specific industries, worker hygiene, cleaning and disinfection, physical distancing, and employee wellness should be reviewed and addressed. Changes to best practices may have an impact on IEQ (e.g., changes in cleaning practices may lead to increased chemical emissions, resulting in a need for ventilation modifications). In addition to best practices, companies should consider a re-occupancy plan that includes a detailed response plan describing the actions to be taken if someone becomes ill with symptoms consistent with COVID-19 while at work. Employers should also consider developing a team of professionals to monitor, assess, and implement new COVID-19 transmission risk mitigation strategies as they become available and consider how they relate to IEQ. Aspects to reopening an office that should be emphasized during the pandemic include: workplace configuration, conference rooms, lobby and common areas, kitchens, ventilation, and enhanced cleaning practices. All of these aspects, regardless of workplace sector or size, should be considered to ensure both worker safety and comfort when returning to work during a stressful time.

General Office Space Configuration

Prior to re-occupancy, perform a detailed review of the configuration of your workspaces:

- Consider eliminating reception seating areas and requesting that guests phone ahead or install a plastic partition at the reception area.
- Review floorplans and remove or reconfigure seats, furniture and workstations as needed to preserve recommended physical distancing in accordance with guidelines.
- Reconfigure workstations so that employees do not face each other, or establish partitions if facing each other cannot be avoided.
- Temporarily replace amenities that are handled with high contact frequency, such as water coolers, coffee makers, and bulk snacks and replace them with alternatives.
- Consider using signage to deter use of amenities.
- If vending machines are used, provide and require cleaning and disinfectants to wipe down after each use.
- Reduce tasks requiring large amounts of people to be in one area. Design work to reduce or eliminate trade stacking in the same area.
- Employees should be encouraged to use virtual meeting tools, including phone and virtual teleconference, in lieu of in-person meetings, whenever possible.
- If in-person meetings are essential, consider limiting meetings to 10 people or less depending on local, state, and federal guidelines.

Conference Rooms

Conference rooms that are used should be disinfected on a daily basis at minimum. Disinfectant wipes or spray should be left in each conference room and employees should be encouraged to wipe down all surfaces and equipment (e.g., mouse, keyboard, phone) touched during conference room meetings. Consider limiting in-person meetings to 10 people or less, if virtual meetings are not feasible. If meetings are to occur in person, they should be conducted in a quick manner. Lingering and socializing before and after meetings should be discouraged.

Lobby and Common Areas

Common areas (e.g., lobby, security check-in) should be cleaned and disinfected on a daily basis at minimum. Regulate the use of common areas with clear signage (including maximum occupancy) and physical distancing measures in accordance with public health rules and guidelines. Provide cleaning supplies for employees to utilize before/after they use common spaces and contact surfaces. Encourage staff not to linger or socialize in common areas. If physical distancing is not possible, then partitions can be placed between desks. Disinfect all surfaces and commonly touched equipment (e.g., check-in tablets). Employers and employees should not provide communal meals to employees, and should not make food available in common areas where employees may congregate.

Kitchen

Kitchen areas should be cleaned and disinfected on a daily basis at minimum. Kitchen equipment should also be cleaned on a routine basis:

- Coffee machines, refrigerator handles, and the ice machine handles should be disinfected at least three times per day.
- The outside of dishwashers should be cleaned at the beginning and end of each shift.
- All silverware and dinnerware should be cleaned in the dishwasher. This helps ensure thorough cleaning and disinfection.
- Silverware should be stored in a way so that adjacent silverware is not easily touched when a worker is retrieving a piece.
- Ice machines that require a handheld scoop should not be used, as it is difficult to control potential contamination in this case.
- Water/beverage faucets that require workers to operate them with their hands should also be disinfected three times per day.
- If silverware and dishes cannot be kept clean and covered, disposable options are recommended.
- Congregating in kitchen areas should be discouraged.

Restrooms

Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible. Place a trash can by the door if the door cannot be opened without touching the handle. For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled. Place signs indicating that toilet lids (if present) should be closed before flushing. Place signs asking employees to wash hands before and after using the restroom. Provide paper towels in restrooms and disconnect or tape-off hand air dryers. Double efforts to keep bathrooms clean and properly disinfected.

Ventilation

Ensure there is an adequate flow of fresh air to workspaces and optimize the ventilation system settings. Some ways to do this are:

Maximize fresh air through your ventilation system. Ensure restroom is under negative pressure. Ensure that the proper filtration is being used for not only normal office use but also what is recommended to control SARS-CoV-2 transmission. Clean and disinfect all HVAC intakes and returns daily. Consider seeking an HVAC professional and see ASHRAE updates for more information. If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly to another. If fans are disabled or removed, employers should remain aware of, and take steps to prevent, heat hazards.

Enhanced Cleaning 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. Review product labels and Safety Data Sheets and follow manufacturer specifications. Consider consulting industrial hygiene experts if additional advice is needed. Establish a disinfection routine. Ensure disinfection protocols follow product instructions for application and contact time.

All contact surfaces should be disinfected regularly, including:

- Individual workspaces between each shift.
- Common area contact surfaces between each use.

Use disposable products when possible. If reusable products are used, ensure that these products are maintained, handled and cleaned per product instructions. Consider using a checklist or audit system to track when and how cleaning is conducted. Remove items and personal effects from surfaces to facilitate surface cleaning. Request that occupants remove items from desks and other surfaces before leaving work each day. Identify items with likely surface contact that are difficult to clean and remove or replace with alternatives.

Workforce: What should an Employer do to prepare their employees for reopening?

Communication

Adopt a communication policy that emphasizes transparency that is customized to your organization. Communicate to employees what is being done to mitigate the spread of COVID-19 (e.g., disinfection routine, health policies for staff, and health & safety measures in place). Establish formal and informal routes of communication for employees to express concerns, questions, comments, and feedback as it relates to IEQ. Ensure that supplemental information on cleaning and disinfectant products are included in organization's hazard communication (HAZCOM) training.

Communicate that employers may limit office hours and close-off or prohibit public access if needed. Employers should explore work-from-home options, staggering work shift/hours, and other flexible approaches for employees. If the workplace is located in a multi-tenant location, consider establishing a communication pathway with other tenants to inform of confirmed COVID-19 cases present in the building.

Tenants should also communicate IEQ concerns and response with one another to ensure all systems are in agreement and balanced (e.g., HVAC systems can be shared by multiple tenants, therefore adjusting the system in one area may have negative effects in another area). Platforms for communicating with employees could include emails, texts, automated phone calls, texts, websites, and signage.

Training

Employers should notify employees of new workplace policies and changes prior to reopening and upon resuming operations. Train employees on new or modified working schedules, how they can stay up to date on new scheduling requirements, and how to make requests for schedule changes if a need arises. 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 disinfectants and cleaners, training should also include proper use, PPE, disposal and all precautionary measures

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. Employees should evaluate their health constantly; if they are sick, have a fever, symptoms, or someone at home is sick then they should remain home. NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times. At minimum, employees should wash their hands upon arrival to work, after touching their face or mask or any common contact surfaces, and when leaving work. If employees get the urge to sneeze or cough, they should cover their nose, mouth, and mask with a towel or handkerchief.

Workforce: What should an Employer do to prepare their employees for reopening?

Training (continued)

Employees should wash their hands and face thoroughly immediately after.

Other Control Measures

If 6 ft physical distance cannot be maintained or in accordance with any local, state or federal guidelines, provide or encourage employees to wear face coverings, gloves, shoe covers and use hand sanitizer. (NOTE: Homemade face coverings primarily protect others not yourself).

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

Employee Comfort

Prior to reopening, consider flexible work schedules, work from home options, and anticipate a hesitant and potentially uncomfortable workforce. Ensure that the workspace is welcoming and well-prepared for employee occupancy. All aspects described above should be addressed prior to reopening and on a routine basis after the returning to work. Ensuring employee comfort helps instill confidence in management and employer during a stressful time.

Management and leadership are encouraged to continuously check-in with employees to ensure that all concerns are heard, understood, and addressed (see Communication section above) Ensure all protective measures and supplies are available prior to occupancy (e.g., demarcate floors that have access to the public, rearrange office layout to increase distance between employees, provide adequate hand washing/hand sanitizer supplies, etc.). Employee awareness of preparation measures and supplies contributes directly to the comfort employees can experience in the workplace.



Retail Sector

Gym owners should continually monitor international (World Health Organization (WHO)), federal (CDC), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices.

What should an Employer do to protect themselves and their customers

Retail owners should continually monitor international (World Health Organization (WHO)), federal (CDC), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices. Employers should also consider developing a team of professionals 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 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 and contactless curbside pick-up and in-home delivery. Use social media and other communications (signage/email/text lists) to educate customers/clients on the steps being taken for their protection. Crowd control: mark distances using tape/markers/paint/signage of 6 feet 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 to start 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 ft in width, route traffic in one direction. Develop merchandising strategy with distancing in mind. 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. Encourage items to be placed in carts in large stores. Identify an area near checkout where customers can place items they plan to purchase in small stores. For returned items, it is recommended to disinfect isolated non-porous items as appropriate.

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*, 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. (*This guidance document may be updated as new information becomes available).

- Visible store/brand specific messaging with distancing requirements.
- Consider placing Plexiglass partitions between cashier clerks and customers.
- Discourage customers from touching items they do not intend to purchase if absolutely necessary.

Ventilation

Get fresh air to the shoppers and staff and properly utilize ventilation system. Some ways to do this or seek help:

- Encourage outdoor shopping, and open doors and windows if possible.
- Maximize fresh air through your ventilation system.
- Maintain relative humidity at 40-60%.
- Ensure restroom is under negative pressure.
- If you don't know how, ask an HVAC professional and see ASHRAE updates for more information.

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 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.

Review product labels and Safety Data Sheets and follow manufacturer specifications. Consider consulting industrial hygiene experts if additional advice is needed. Establish a disinfection routine – do not use wet rag approach (use disposable products instead). Ensure disinfection protocols follow product instructions for application and contact time. Contact surfaces, point of purchase, credit card payment station should be disinfected after each customer.

Promote these practices to customers – make this visible. As noted above, clean HVAC intakes daily. Consider using a checklist or audit system to track how often cleaning is conducted. Carts, racks, shelving, hangers, and other items on the sales should be visibly clean and consider marking them as "clean" or "disinfected".

Restrooms

Doors to multi-stall restrooms should be able to be opened and closed without touching handles if possible. Place a trash can by the door if the door cannot be opened without touching the handle. For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled.

Place signs indicating that toilet lids (if present) should be closed before flushing. Place signs asking customer and employees to wash hands before and after using the restroom. Provide paper towels in restrooms and disconnect or tape-off hand air dryers. Double efforts to keep bathrooms clean and properly disinfected.

Personal Hygiene

Establish a “before and after service” hand washing or sanitizing for all staff. Provide hand washing stations at the front of the establishment or alternatively, hand sanitizer if not feasible. Provide hand washing stations or sanitizer at prominent locations and point of purchase.

Employee Wellness

Conduct employee temperature screening and wellness checks before each shift. Temperature screening can include manual (use non-contact infrared thermometers) or thermal camera methods. Employees can self-check temperature, while wearing a glove, or disinfect between use. There are several examples available for wellness questionnaires (see Resources below). If employee is sick or receives any kind of testing (virus or antibody), results should be reported to employer and timing/decision to go back to work should only be with doctor’s approval.

Other Control Measures

Although not necessary if hand-washing protocols are rigorously followed, consider providing gloves to staff. 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 face coverings and gloves and to use hand sanitizer.

(NOTE: Homemade face coverings primarily protect others not yourself).

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

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 face coverings and/or respirators.
- Provide Safety Data Sheets for cleaning chemicals and ensure employees are aware of the hazards of use.
- If advice is needed, industrial hygienists have expertise in selecting Personal Protective Equipment (PPE) and training.

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

Communicate to customers what the retail establishment is doing to mitigate the spread of COVID-19. (e.g., disinfection routine, health policies for staff, and health & 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 highrisk category, etc.). 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.

What should an Employee do to protect themselves and the customer

Evaluate your health constantly, and if you are sick stay home. If you have a temperature stay home. If someone at home is sick, stay home. If you have allergies and sneezing, stay home.

NOTE: Employer HR Policies, HIPAA guidelines and other laws should be followed at all times.

Wear a face covering when out in public and maintain physical distancing. Wash your hands when you arrive at work, after each customer, after touching your face or face covering and when you leave work. At all times, wear a face covering or something better if you have it. Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it. Carry a towel, if you get the urge to sneeze or cough, cover your nose, mouth and mask, attempt to delay the urge to sneeze or cough, immediately leave the building or the premises, wash your hands and face thoroughly before going back to work.

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 can not 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 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. If you get the urge to sneeze or cough, put on your mask, cover your nose, mouth, and mask with a napkin or handkerchief, attempt to delay the urge to sneeze or cough, immediately leave the building or the premises, wash your hands and face thoroughly before returning.



Churches and Places of Worship

Churches and faith organizations should seriously consider not resuming traditional service inside. As an alternative, hold outside services or host services online. Public parks are available for free during this time to hold services. If church services are held inside, consider limiting the service to 10 congregates.

Although not required under the Governor's order, churches and faith organizations should require congregates to wear masks while in attendance.

Some considerations:

Identify a point person and form a response team now. Church leaders should assign a staff leader or trusted volunteer now to take the lead in gathering information and tracking updates about COVID-19. This person also should lead a response team preferably consisting of one member of the pastoral team, a custodian or maintenance team member, a finance committee member, a communications/website team member, and a local health care professional. This team should form now and meet soon to assess the current situation and plan steps to implement the preventive measures and response plans discussed here.

Establish clear congregational communication. Post signs and flyers encouraging hand washing and cough/sneeze etiquette at entrances, in hallways, and in restrooms. Put announcements in print bulletins, e-newsletters, and on social media and websites with regular updates regarding changes in scheduled gatherings. Consider adding a page on the church website for frequently asked questions to keep members apprised.

Adjust worship practices and gatherings. Should conditions warrant (for instance, COVID-19 is reported in your state or local community), make changes to common church practices: Suspend "passing the peace" or greeting with handshakes during worship; consider single-serve communion, rather than common cups; and minimize food preparation and serving during coffee hours. Depending on the severity of an outbreak, your church may need to cancel programming, small-group gatherings, or even worship services. Should your local or state health officials or a federal agency warn against public gatherings or advise congregations (or your congregation specifically) not to meet, take such advice seriously. Follow the guidelines and instructions provided.

Workplace practices. Revisit policies on sick leave and absences, including mandatory paid leave in the event of a local outbreak. Employers should require individuals to be symptom-free before returning to work. This includes an orally taken temperature of less than 100.4 degrees for at least 24 hours (without the use of fever-reducing medication), and preferably includes completing a CDC self-assessment and consulting with a local physician. Leave should also be allowed for those who must care for sick family members.

In addition, in the event of a local outbreak, determine whether flexible work hours are possible for the church office to minimize the number of people in contact with each other throughout the day. Also consider instituting remote-work arrangements if the information technology and infrastructure can support it.



Hotel and Lodging

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property shall be a staff-wide requirement. All employees shall receive COVID-19 safety and facility sanitation protocols training

Employee & Guest Health

Washing Hands and Hand Sanitizer

CDC guidelines shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers shall include no less than 60% alcohol content, where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

Front of the House Signage

During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders shall be placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.

Back of the House Signage

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns

Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow CDC guidelines for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication. Well-being checks of all employees, including physical temperature checks where required by law, shall be carried out.

Case Notification

At minimum, confirmed cases of COVID-19 shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the CDC.

Employee's Responsibilities

Hand Cleaning

If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

COVID-19 Training

All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.

Personal Protective Equipment (PPE)

CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request. Please refer to OSHA for more information.

Cleaning Products & Protocols

Cleaning products and protocols shall include EPA-approved disinfectants that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. For more information, please refer to the CDC guidelines on disinfecting buildings and facilities.

Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.

Guest Rooms

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.

Laundry

Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Hotel Guest Elevators

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day

Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.

Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.

Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.

Food & Beverage

Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Traditional buffet service shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Physical Distancing

Physical Distancing & Queuing

As recommended by the CDC's social distancing guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

Meeting and Convention Spaces

Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.

Employee's Responsibilities

Hotel Front Desk, Concierge, and Parking Services

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible. Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required.

Pools and Beaches

Seating shall allow at least six feet of separation between groups of guests.

Back of the House

Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.



Rideshare, Taxi, and other Passenger Drivers-for-hire

Construction companies and vendors should continually monitor global (World Health Organization WHO), federal (CDC), state, and local guidelines for changes in recommendations, disinfection strategies, worker protections and other best management practices.

What should an Employer or individual vehicle owner do to protect drivers and passengers during passenger transport?

Rideshare, Taxi, Limo and other Passenger Driverfor-Hire companies should continually monitor global (World Health Organization (WHO)), federal (US Centers for Disease Control and Prevention (CDC)), state, and local guidelines for changes in recommendations, disinfection strategies, employee protections and other best management practices. Employers should also consider developing a team of professionals 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 during passenger transport in regards to physical distancing, ventilation, enhanced cleaning practices, use of public restrooms during the course of a driving shift, personal hygiene, employee wellness, personal protective equipment (COVID-19 related protective equipment should include face coverings/masks and/or face shields for close contact activities, regular work gloves) training, waste, laundering, and communication.

Communication

At minimum, follow the CDC Guidance for Rideshare, Taxi, Limo and other Passenger Drivers-for Hire. Develop a response plan for communicating to your employees of the facts of SARS-CoV-2 virus and COVID-19 disease. Ensure drivers have face coverings and consider policies and communications that strongly suggest passengers should also wear face coverings.

Do not let anyone symptomatic go to work. Work with your health providers for support and guidance:

- Monitor employees' wellness. If they are not feeling well, they should stay home/go home and call a supervisor. Revisit your leave or sick program to allow for time off.

Provide up-to-date information about COVID-19, SARS-CoV-2 and local, state and federal guidelines:

- Have your human resources engage for health and wellness programs.
- Provide additional information for employee and family use (i.e., EAP). Vehicle cleaning/disinfecting, vehicle configuration, social distancing, and personal hygiene practices

Drivers shall clean and disinfect their shared vehicles and equipment:

- At start and end of shifts, use disinfecting wipes/supplies to routinely clean all frequently touched surfaces in the vehicle and other work equipment, including:
- Keys, steering wheel (including buttons, horn), all levers - on the steering wheel or seat, all buttons - on radio, dashboard, window regulator, etc.;

- All handles - door handles used: both inside and outside (e.g., driver, passenger, cargo), of glove compartment door, seat belt buckle, fuel cap, mobile devices, all other work equipment touched (e.g., pencils).

Between passenger trips, use cleaning wipes to clean any frequently touched surfaces in the passenger area of the vehicle (door handles, window regulator, etc.). Consider covering porous seats with a snug, non-porous cover that can be disinfected. Provide disposable nitrile gloves and closable trash bags or containers for use in vehicles when cleaning and disinfecting vehicles.

Use EPA-Registered Antimicrobial Products for Use Against Novel Coronavirus. Provide hand sanitizer (at least 60% alcohol) to all drivers for use in vehicles:

- Before and after using the toilet, taking breaks, and/or eating;
- After blowing your nose, coughing, or sneezing;
- After handling passengers' personal belongings, if unavoidable;
- Between rides and after handling/exchanging money;
- After putting on, touching or removing face coverings;
- Before wearing and after removing cold-weather gloves;
- Before and after pumping gas.

Consider providing hand sanitizer (at least 60% alcohol) in the passenger area of the vehicle and ask passengers to use it upon entering the vehicle, before handling/exchanging money, or after coughing/sneezing. Assist drivers with identifying locations restrooms during the course of a driving shift for washing hands. Hands should be washed for at least 20 seconds using soap and water. Avoid providing pooled rides or picking up multiple passengers who would not otherwise be riding together on the same route. Avoid close contact (being within 6 feet) with passengers, when possible. Avoid exchanging money with customers, and requiring signatures, if feasible. Encourage appbased or contactless credit card payments. Tell the passenger to sit in the back seat; do not let passengers sit in the front seat.

When possible, require passengers to sit six feet from the driver. When transporting passengers in larger vehicles such as vans and buses, require passengers to also sit six feet from others. Keep a distance of at least 6 feet from passengers when you are outside the vehicle. Consider asking passengers to handle their own personal bags and belongings during pick-up and drop-off. If a passenger leaves an item behind, consider removing and placing into a plastic or paper bag and move it to the trunk if possible. Wash hands or use hand sanitizer before and after handling. Avoid using the recirculated air option for the car's ventilation during passenger transport; use the car's vents to bring in fresh outside air and/or lower the vehicle windows.

Avoid offering free items to passengers, such as water bottles, magazines or mints/candies. Avoid contact with vehicle surfaces frequently touched by passengers or other drivers before cleaning and disinfecting them, such as door frame/handles, windows, seatbelt buckles, steering wheel, gearshift, signaling levers, and other vehicle parts.

If you work for a company that offers a large fleet of vehicles, ask company management for a car/taxi (when applicable) with a partition between driver and passengers, if available.

- If feasible, construct a transparent (see-through) hard barrier/partition to separate the driver from the passenger compartment of the vehicle.
- Barriers should divide the driver section of the cabin from passenger seating area to minimize the chance of being exposed to respiratory droplets (for example, from a cough or a sneeze).

- Barriers must not obstruct windows/windshields and comply with other applicable local traffic authority regulations; they must be completely transparent with no coloring or tinting that would prevent visibility while operating the vehicle.
- Barriers must not obstruct vehicle controls (parking brakes, vehicle shift stick, etc.).
- Materials for barriers may include solid plastic or polycarbonate sheeting that are easy to see through and allow for cleaning on routine basis.
- Encourage drivers to wash clothes daily and face coverings daily on the warmest setting possible.
- Encourage drivers to self-monitor for symptoms and take their temperature daily before starting a shift.

Screening and Temperature Check Tips for Employees

Employees can take their temperature at home or have their temperature taken using an infrared camera and answer a medical questionnaire to evaluate their current physical state before entering any job site. Employees, who monitor their temperature at home, should update their supervisor if they have a temperature exceeding 100.4 degrees Fahrenheit. Any employee who has a temperature that exceeds 100.4 degrees Fahrenheit should not be able to access the job site until their temperature has broken for a minimum of 72 hours without medication.

Per the medical questionnaire, any employee who answers “Yes” to any of the three questions will be sent to the secondary evaluation area, where the designated onsite nurse (if available) will assess and determine if they are allowed on the job site.

Example Medical Questionnaire

- 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, or trouble breathing?)
- Have you traveled internationally or another hot spot (e.g., New York) in the last 14 days?
- Infrared camera or thermal imaging camera can be used to take your temperature at the job site and allows for accurate information without the need to touch the employee.

What to do in the event of a COVID-19 illness

If a COVID-19 case amongst the workforce is identified via testing or suspected based on symptoms (fever, cough, shortness of breath), conduct an enhanced cleaning/disinfecting of the vehicle. At a minimum, using the guidance provided by CDC for Cleaning and Disinfection for Non-emergency Transport Vehicles. If possible, air out the vehicle by opening windows as long as possible before cleaning/disinfecting.

Cleaning and disinfecting should be done immediately by trained personnel and they must wear appropriate Personal Protective Equipment (PPE), including face masks and 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, diluted household bleach solutions, alcohol solutions with at least 70 percent alcohol, and EPA-registered disinfectants on List-N should be effective. Recommended bleach solution mixture for cleaning. Complete contact tracing for anyone that may have had close contact with the employee/driver (within 6 feet). Contact tracing and sharing of employee or personal information should be done under the guidance of Human Resources and Legal services due to privacy requirements of HIPAA and/or ADA. Use the CDC resources for educating/training staff and conducting contact tracing.

What to do in the event of a COVID-19 illness

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- If possible, air out the vehicle by opening windows as long as possible before cleaning/disinfecting.
- Cleaning and disinfecting should be done immediately by trained personnel and they must wear appropriate Personal Protective Equipment (PPE), including face masks and 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, diluted household bleach solutions, alcohol solutions with at least 70 percent alcohol, and EPA-registered disinfectants on List-N should be effective. Recommended bleach solution mixture for cleaning.
- Complete contact tracing for anyone that may have had close contact with the employee/driver (within 6 feet). Contact tracing and sharing of employee or personal information should be done under the guidance of Human Resources and Legal services due to privacy requirements of HIPAA and/or ADA. Use the CDC resources for educating/training staff and conducting contact tracing.

Employee who tests positive

The employee/driver should immediately go home/ stay home in isolation. Do not permit the employee/driver to return to work until directed by a healthcare provider. If no direction is given from a healthcare provider, the employee should not return until:

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications; and,
- Improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
- At least 7 days have passed since symptoms first appeared.
- Employees who are ill with non-COVID-19 related symptoms, shall be sent home for a minimum of 72 hours. Returning to work after 72-hours symptom free without aid of medication.

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

Educate yourself about the facts of COVID-19. Obtain your information about COVID-19 from credible sources such as the CDC or WHO. If you feel unwell or have any of the symptoms associated with COVID-19 – stay home.

NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times.

Self-monitor your temperature prior to beginning your driving shift. At all times, wear a face covering or something better if you have it. Maintain your face covering and use it during passenger transport. Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it. Ask passengers to use a face covering during transport if they have one. Maintain good hygiene practices (washing hands with soap and water) or a hand sanitizer with at least 60% alcohol. Consider leaving the windows down between passenger pick-ups.

Use good cough and sneeze etiquette while in the vehicle. Carry a towel, if you get the urge to sneeze or cough, cover your nose, mouth and face covering, attempt to delay the urge to sneeze or cough. Wash your hands and face thoroughly before going back to work.

If you test positive:

- Stay home and isolate yourself.
- Contact your supervisor and advise them of your results.
- Identify to them if you were commuting with others.
- Who you had come in contact with, or sharing tools or workspaces, at least 48 hours prior to the onset of symptoms. While off work and before returning back to work, employee should at minimum follow most recent CDC guidelines.

What should a Passenger do to protect themselves?

Passengers in vehicles should follow the same practices of social distancing. Use a face covering during the trip. No handshake greetings. Avoid unnecessary touching of surfaces in the vehicle and carry hand sanitizer (at least 60% alcohol). If you are symptomatic or feel unwell – avoid using a rideshare or taxi, if possible. Notify the driver if you may be feeling unwell prior to entering the vehicle. Use good cough/sneeze etiquette when in the vehicle. Ask the driver to open vehicle vents and/or windows (do not recirculate the air in the vehicle).



Construction Environments

Construction companies and vendors should continually monitor global (World Health Organization WHO), federal (CDC), state, and local guidelines for changes in recommendations, disinfection strategies, worker protections and other best management practices.

What should an Employer do to protect themselves and their workers?

Employers should also consider developing a team of professionals 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 practices, restrooms, gathering areas and contact surfaces, personal hygiene, employee wellness, personal protective equipment (COVID related protective equipment should include face coverings/masks and/or face shields for close contact activities, regular work gloves) training, waste and laundering, and communication.

Tips to Return to Normal Business Operations:

At minimum, follow the CDC Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers. Develop a response plan for communicating to your employees of the facts of SARS-CoV-2 virus and COVID-19 disease. Complete a task-based risk assessment / mapping of the project site to determine best strategies for social distancing of at least 6 feet, and ensure staff have face coverings. Reduce the number of individuals to the site to essential staff to complete the work. Temporary spaces (site/job trailers should be cleaned and disinfected daily). Do not let anyone symptomatic onto the worksite. Work with your health providers for support and guidance.

Reduce tasks requiring large amounts of people to be in one area. Design work to reduce or eliminate trade stacking in the same area.

- Consider limiting meetings to 10 people or less. Employees shall use virtual meeting tools, including phone, TEAMS, VTC or WebEx, in lieu of in-person meetings, whenever possible.

Project teams shall clean and disinfect their shared workstations and equipment after use. Eliminate non-essential visits, such as job tours, vendor demos, etc. Maintain a daily approved visitor log. This log should include the date, time, and contact information of the visitor. Ensure toolbox talks have adequate spacing and only have one person note who is in attendance. Stagger shifts and other trades to isolate and compartmentalize staff. This will allow protection of others if a breakout occurs and reduces / limits the number of people who are exposed. Having the same teams work together or travel together can limit the reach of a potential outbreak.

Consider a 4-day work week to allow for 72 hours of downtime at the project site.

- this allows for limited exposure to 4 days instead of 5 days.
- CDC and recent studies have shown COVID-19 can stay active up to 3 days on surfaces.

Stop employees from randomly walking floors, between floors, or buildings to reduce cross-contamination. If your project build is complex and large, you may consider color code (stickers) on hard hats and restrict access to only the correct color for each building or space.

- You may also want to color code T-shirts for easy recognition in a space.

Provide for several hand washing stations with soap and water in common areas and throughout the site. Portable wash stations. Also provide hand sanitizer in vehicles and workstations. Modify break areas to allow for social distancing. Stagger breaks to reduce people in break areas.

- Picnic tables should be marked with “X”s to stop people from sitting close to each other.
- Breakrooms should have chairs removed to stop any chance of gathering.
- Janitorial staff should be disinfecting eating areas hourly.

Eliminate sharing personal hand tools and large shared tools shall be cleaned before and after use. Reduce the number of people in a van or pool vehicle for commuting to and from the job site. Encourage staff to wash clothes daily and face coverings daily on the warmest setting possible. Monitor employees’ wellness. If they are not feeling well, stay home. Revisit your leave or sick program to allow for time off. Provide up-to-date information about COVID-19, SARS-CoV-2 and local, state and federal guidelines. Have your human resources engage for health and wellness programs. Provide additional information for employee and family use (i.e., EAP).

If a positive COVID-19 case amongst the workforce is identified, quickly disinfect spaces the worker was at and complete contact tracing for anyone that may have come in contact with the employee. Contact tracing and sharing of employee information should be done under the guidance of Human Resources due to privacy requirements of HIPAA and/or ADA.

Employee who tests positive:

- The employee shall be isolated to the area they are in currently.
- Any individuals working with the employee shall also be isolated and all parties will follow social distancing rules.
- The general contractor/client shall be notified.
- Remove the employee who tested positive for a minimum of 14 days.
- Follow primary care physician (PCP) instructions and CDC guidelines.
- Follow CDC return-to-work protocol in conjunction with HR return-to-work process if applicable.

Employees who are ill with non-COVID-19 related symptoms (fever, cough, shortness of breath), shall be sent home for a minimum of 72 hours. Returning to work after 72-hours symptom free without aid of medication. If you are experiencing COVID-19 related symptoms and/or have been exposed to someone who is COVID-19 positive, you must follow the CDC exposure protocol related to your job site (<https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html>)

Cleaning and disinfecting should be done immediately by trained personnel and they must wear appropriate Personal Protective Equipment (PPE), including face coverings and 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, diluted household bleach solutions, alcohol solutions with at least 70 percent alcohol, and EPA-registered disinfectants on List-N should be effective. Recommended bleach solution mixture for cleaning (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>)

Consider wearable technology such as proximity devices worn on hard hats or wrist bands to monitor employee physical distancing and tracing of contacts. PPE: for close contact activities that cannot adjust for physical distancing, consider providing enhanced PPE or a face shield with a face covering while fully considering all the potential OSHA requirements.

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

Employer Response to positive case:

- Immediately isolate, clean/disinfect and contact trace the movement of the employee.
- Trace 72 hours for cleaning of locations employee worked or in contact with.
- Trace 48 hours prior to onset of symptoms for direct contact personnel had contact with the affected employee.

For transparency, each contractor should notify the client of the situation (involving your HR professional to ensure privacy requirements are followed and maintained). Employer Human Resources engages to provide supportive care to worker and family. Follow CDC guideline and exposure protocol for Critical Infrastructure Workers. Communicate and reinforce with employees, while maintaining PII and HIPPA requirements, that they may have been exposed and to closely monitor their health, temperature and current symptoms as identified by CDC. Provide employees with additional PPE and monitoring (at the company's discretion). Follow Critical Infrastructure Exposure Protocol

- CDC interim guidance: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/critical-workers-implementing-safety-practices.pdf>
- Best Management Practices Protocols: https://www.mcdean.com/2020/docs/MCD_Exposure_Protocol_20200429_v5.0-BilingualEN-SP.pdf

Screening and Temperature Check Tips for Employees

Employees can take their temperature at home or have their temperature taken using an infrared camera and answer a medical questionnaire to evaluate their current physical state before entering any job site. Employees, who monitor their temperature at home, should update their supervisor if they have a temperature exceeding 100.4 degrees Fahrenheit. Any employee who has a temperature that exceeds 100.4 degrees Fahrenheit should not be able to access the job site until their temperature has broken for a minimum of 72 hours without medication.

Per the medical questionnaire, any employee who answers "Yes" to any of the three questions will be sent to the secondary evaluation area, where the designated onsite nurse (if available) will assess and determine if they are allowed on the job site.

Example Medical Questionnaire:

- 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, or difficulty breathing)?
- Have you traveled internationally or another hot spot (e.g., New York) in the last 14 days.
- Infrared camera or thermal imaging camera can be used to take your temperature at the job site and allows for accurate information without the need to touch the employees.

What should an Employee do to protect themselves?

Educate yourself with the facts of COVID-19. Obtain your information about COVID-19 from credible sources. If you feel unwell or have any of the symptoms associated with COVID-19, stay home.

NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times.

Self-monitor your temperature every morning. Understand the rules within the workspace – no large gatherings. At all times, wear a face covering or something better if you have it. Maintain your face covering and use it if you are not able to maintain 6 feet distance. Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it. Maintain good hygiene practices (washing hands with soap and water) or a hand sanitizer with at least 60% alcohol Link (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>). Meetings should not be in person, but use video, chats, or other conference line-type systems. Weekly toolbox talks should be virtual or in smaller groups. All hands meetings shall be reduced.

If you test positive:

- Stay home and isolate yourself.
- Contact your supervisor and advise them of your results.

Identify to them if you were commuting with others. Tell them who you had come in contact with or shared tools or workspaces with at least 48 hours prior to the onset of symptoms. Returning back to work, employee should at minimum follow most recent CDC guidelines

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

Customers and visitors to the job site should follow the same practices of social distancing. Use a face covering when entering the job site and inspecting or meeting with workers. No handshake greetings. Do not share clipboards, but rather use a white board to demonstrate the concept in the field. If you are symptomatic – do not visit the site and stay home. Increased use of virtual technology for project tracking and updates to reduce visitors and support such as engineers and inspectors from visiting the project but accomplish project reviews.



At-Home Service Providers

Common examples of non-healthcare at-home service providers include: Electricians, Plumbers, HVAC Technicians, Carpenters, Landscape workers, Household cleaners/maid service, Painters, Pest Control Specialists, Computer Repair Technicians, Appliance Repair Technicians, Telecommunications Technicians

With restrictions beginning to lift, at-home service providers are faced with difficult questions that need to be addressed before continuing or returning to work.

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

Employers and tradespeople that provide at-home services should continually monitor international (World Health Organization), national (U.S. Centers for Disease Control and Prevention), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices. Employers should also consider developing a team of professionals to monitor, assess, and implement new COVID-19 transmission risk mitigation strategies as they become available. In addition, employers should consider the following strategies for reducing the risk of COVID-19 transmissions that include physical distancing, personal protective equipment, enhanced cleaning practices, and communication

- Educate employees on common residential high-touch surfaces (e.g. doorknobs, faucet handles, light switches, etc.) and develop strategies to minimize contact and wash hands/utilize hand sanitizer before and after touching.
- Establish a payment system that discourages the use of cash or checks (e.g. use a pre-payment or app-based system where possible or have service provider take payment information over the phone).
- Implement procedures to avoid customer contact with service provider (e.g. if a signature is required from the resident, have them use their own pen).

Other Control Measures

Provide employees with face coverings, gloves, shoe covers and hand sanitizer.

(NOTE: Homemade face coverings primarily protect others not yourself).

Ensure employees are trained on proper use and limitations of Personal Protective Equipment (PPE). Provide a cloth or towel for the employee to cough or sneeze into should the need arise. If a towel is not available, employees should use the inside of their elbow. Consider additional disposable barriers where appropriate (e.g. plastic sheeting for covering the resident's floor or table in work area). Employees should carry out all trash and waste using a plastic sealable bag.

Conduct training for appropriate donning and doffing, and disposal procedures of protective equipment (e.g. new gloves should be put on prior to entering the home and removed after exiting the home).

- Employers should consider providing infographic sheets to employees as a visual reminder of appropriate donning and doffing techniques of PPE.

Ask any customer that intends to be in the same room as the at-home service provider to wear a face covering.

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

Enhanced Cleaning 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.
- Review product labels and Safety Data Sheets and follow manufacturer specifications.
- Consider consulting industrial hygiene experts if additional advice is needed.

Establish a disinfection routine.

- Ensure disinfection protocols follow product instructions for application and contact time.
- Provide hand sanitizer in work van/trucks and ask employees to apply prior to touching interior surfaces.
- Use disposable products when possible.
- If reusable products are used, ensure that these products are maintained, handled, and cleaned as instructed in product instructions.
- Consider using a checklist or audit system to track when and how cleaning is done
- Provide employees with infographics depicting new procedures.

Require the employee to disinfect tools (including any electronic devices) following each service visit.

- Consider consulting the manufacturer for the proper disinfection of electronic equipment.

Eliminate sharing of tools or equipment where possible. Develop a disinfection protocol for equipment or tools that must be shared (e.g. work trucks/vans). Encourage employees to wash and dry clothes and face coverings daily on the highest setting allowable for the fabric. Ensure that employees use appropriate disinfectants on the surfaces they touched within the customer's home (e.g. the device they repaired, the chair or table they used or cleaned, the fixtures they touched, etc.). If allowed by customer, disinfect work area and surfaces interacted with prior to working. If vacuuming, use HEPA filter. Wear a face covering or mask or respirator when emptying contents or changing filter.

Communication

Communicate to customers in advance of the at-home service provider's visit on what the service provider is doing to protect the resident and its employees. Giving a considerable amount of time beforehand can help customers and employees prepare for additional precautions. Consider asking customers if they have special requests or concerns about the upcoming site visit. Employers should ensure that employees are comfortable when leaving a customer site when there is a concern of transmission of COVID-19.

Perform as much of the pre-work consultation as possible before arriving on a customer site (e.g. have the customer send pictures or more detailed information than usual/customary). Encourage any additional on-site communication to occur outdoors when possible. Request, upon arrival and departure, that the customer opens the door and steps back 6 ft from the door before the service provider enters/exits the residence. Ask that customers cancel or reschedule any non-emergency service if they are COVID-19 positive, have been in contact with someone who is COVID-19 positive, or are or living with someone exhibiting symptoms of COVID-19.

What should an Employee do to protect themselves and the customer?

Evaluate your health constantly; if you are sick stay home. If you have a temperature stay home. If someone at home is sick, stay home. If you have allergies and are sneezing, stay home. NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times. Wear a face covering when out in public and maintain physical distancing. At minimum, wash your hands when you arrive at work, after touching your face covering, and when you leave work.

At all times, wear a face covering or something better if you have it. Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it. Carry a towel, if you get the urge to sneeze or cough, cover your nose, mouth, and mask. Towels should never be placed on a surface within a customer's home and should be kept in a sealable bag. Clean towels and contaminated towels should be kept separate. Employees should attempt to plan bathroom breaks before and after site visits to limit the use of a customer's bathroom. Employees should keep adequate drinking water with them and should be discouraged from accepting drinks from customers

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

If you or someone in your home are sick, or have been in contact with someone with COVID-19, reschedule your service appointment. Maintain a distance of at least 6 feet from the service provider at all times. If your presence is not necessary, do not remain in the immediate area during the service. Wear a face covering or something better if you have it. At minimum, wash your hands prior to your service appointment, after touching your face covering, and after the service provider has left.

If you get the urge to sneeze or cough, put on your mask, cover your nose, mouth, and mask with a napkin or handkerchief, attempt to delay the urge to sneeze or cough, immediately leave the room, wash your hands and face thoroughly before returning. Customers are encouraged to minimize interactions between at-home service personnel and other occupants to the greatest extent possible. Customers should isolate pets prior to at-home service personnel arrive and during work.



Hair and Nail Salons

Hair and nail salon owners should continually monitor international (World Health Organization (WHO)), federal (CDC), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices.

Nail Salons are currently *not* permitted to reopen under the Governor's Order

What should an Employer do to protect themselves and their customers

Employers should also consider developing a team of professionals 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 practices, restrooms, food preparation areas and contact surfaces, personal hygiene, employee wellness, personal protective equipment, training, waste and laundering, and communication.

Physical Distancing

Limit the number of customers in the shop at one time. Only those customers that are actually getting their hair or nails done should be inside the premises. There is no need to check in at a front desk or to sit in a reception area. Consider establishing a process for clients to remain in their cars / outside of the salon until they are notified (either by text or phone call) that their chair is open, and it has been properly disinfected from the previous client.

Establish an isolated area for all delivery companies to drop off materials and supplies (i.e., minimize their presence in the salon). Establish pre-pay systems or self-checkout systems (e.g., portable credit card portals at each chair which is cleaned after each use). Discourage the use of cash. If a pre-pay system is not feasible, place a plexiglass partition between cashier clerks and customers. Customers should use his/her own pen to sign credit card authorization. If pens must be used and provided by the salon, they should be disinfected between each use. The same would apply for touch-pad use.

Since the 6-foot social distance guideline is not practical in nail salons, to minimize facial contact, wear a face shield or install a plastic partition between the employee and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure. Require all clients to wash their hands or use hand sanitizer before working on their nails. Limit face-to-face interaction as much as possible when cutting / working on hair (e.g., stand behind the client as much as possible and always wear a face mask). Consider wearing a face shield as well to further protect the client. As an initial step with each client, thoroughly wash and dry (with towel) their hair before performing any work.

NOTE: For those clients that require color, stylist will not typically wash the hair prior to coloring.

Ventilation

Get fresh air to the customers and staff and properly utilize ventilation system. Some ways to do this or seek help:

- Maximize fresh air through your ventilation system.
- Maintain relative humidity at 40-60%
- Ensure restroom is under negative pressure.

If you don't know how, ask an HVAC professional and see ASHRAE updates for more information. Consider using portable HEPA filtration units. If fans such as pedestal fans or hard mounted fans are used in the salon, 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 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.

Review product labels and Safety Data Sheets and follow manufacturer specifications. Consider consulting industrial hygiene experts if additional advice is needed. Establish a disinfection routine and ensure disinfection protocols follow product instructions for application and contact time. Hair dressing and salon chairs / seats, combs and other hair styling tools, point of purchase, credit card payment station should be disinfected after each customer.

Consider covering chairs in a non-porous material for easy clean up or use a disposable cover as used in dentist or medical offices. As noted above, clean HVAC intakes and returns daily. Consider using a checklist or audit system to track how often cleaning is conducted. Wipe down / disinfect all cutting and other tools (e.g., combs, brushes, etc.) between clients and at the beginning and end of each shift. Alternatively, stylists should have ample supply of combs and other tools at their disposal (all implements should then be disinfected, washed at the end of the day).

All nail tools should be disinfected between use or be single-use only. Consider allowing return customers the option to buy their own nail tool kit. Smocks, towels, work clothing, etc. should be placed in plastic bags after each use and treated as potentially contaminated and laundered per recommendations below. Upon time of procedure, stylists should use paper neck strip to help ensure proper hygiene with the client.

Restrooms

Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible. Place a trash can by the door if the door cannot be opened without touching the handle. For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled. Place signs indicating that toilet lids (if present) should be closed before flushing.

Place signs asking customer and employees to wash hands before and after using the restroom. Provide paper towels in restrooms and disconnect or tape-off hand air dryers. Double efforts to keep bathrooms clean and properly disinfected.

If only one restroom is available, consider providing a key so disinfection measures can be better controlled. Upon exiting the bathroom, provide a hand cleaning area for clients to disinfect their hands completely.

Personal Hygiene

Establish a “before and after service” hand washing or sanitizing for all staff. Provide hand washing stations at the front of the establishment or alternatively, hand sanitizer if not feasible for all clients that enter the shop. Upon exiting the bathroom, upon entering and upon leaving salon, provide hand sanitizer for clients to disinfect their hands completely. Provide hand sanitizer at the point of purchase.

Employee Wellness

Conduct employee temperature screening and wellness checks before each shift. Temperature screening can include manual (use non-contact infrared thermometers) or thermal camera methods. Employees can self-check temperature, while wearing a glove, or disinfect between use. If employee is sick or receives any kind of testing (virus or antibody), results should be reported to employer and timing/decision to go back to work should only be with doctor’s approval.

Other Control Measures

Require the use of gloves for all staff and ensure that the gloves are changed after each client. In addition, require staff to wash their hands after each client. Provide or encourage employees to wear face coverings, gloves and to use hand sanitizer. Consider wearing face shields.

NOTE: Homemade face coverings primarily protect others not yourself.

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

Training

Provide instruction and training to employees on how to:

- Handle their work clothing properly at home if laundry service is not provided.
- Properly put on and remove gloves.
- Clean and disinfect surfaces according to product specifications.
- Correctly use face coverings and/or respirators.
- Provide Safety Data Sheets for cleaning chemicals and ensure employees are aware of the hazards of use.

If advice is needed, industrial hygienists have expertise in selecting PPE and training.

Waste and Laundering

Single-use items and used disinfection materials can be treated as regular waste, following regular safety guidelines when handling these materials. Cloth materials (smock, aprons, towels, work uniforms, etc.) should be washed and dried on the highest temperature setting allowable for the fabric.

Communication

Communicate to customers what the retail establishment is doing to mitigate the spread of COVID-19. (e.g., disinfection routine, health policies for staff, and health & safety measures in place). Consider communicating to clients when it may not be a good idea to come into the salon (e.g. taking care of someone who is COVID-19 positive, exhibiting symptoms of COVID-19, being in a high-risk category, etc.). A questionnaire or checklist could be used to clear clients to enter the salon. Communicate that the retail establishment has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing, wearing a face mask, etc.). Platforms for communication could include websites and indoor/outdoor signage.

What should an Employee do to protect themselves and the customer

Evaluate your health constantly, if you are sick stay home. If you have a temperature stay home. If someone at home is sick, stay home. If you have allergies and sneezing, stay home.

NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times.

Wear mask when out in public and maintain physical distancing. Wash your hands when you arrive at work, after each customer, after touching your face or face covering and when you leave work. At all times, wear a face covering or something better if you have it. Wear gloves at all times. Change out gloves between customers and wash your hands. If provided, wear the face shield when working with clients and disinfect appropriately.

Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it. Carry a towel, if you get the urge to sneeze or cough, cover your nose, mouth and mask, attempt to delay the urge to sneeze or cough, immediately leave the building, wash your hands and face thoroughly before going back to work. Use a clean, new cape for each client. Ideally, have sufficient number of capes on hand for all clients per day (so as not to re-use). Launder all at the end of the day.

What can a Customer do to minimize the transmission of Covid-19

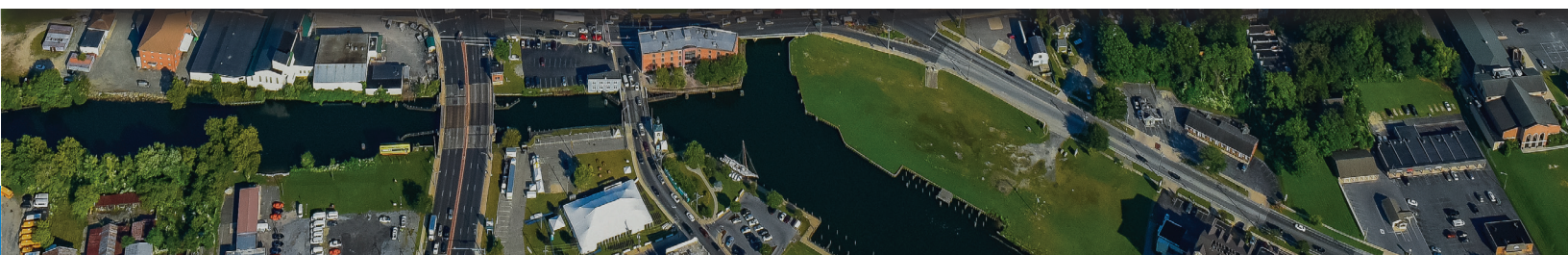
If you are sick stay home. If you have a temperature stay home. If someone in your house is sick, stay home. If you have allergies and can't control sneezing, stay home. Reschedule your appointment to a later date Do not enter the salon until your chair is open and it has been disinfected. Limit the items you touch within a store to the items you select to purchase. Wear a face covering or something better if you have it, probably the style that wraps behind the ears (otherwise, certain face covering styles may interfere with the performance of the haircut or color treatment). 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 other employees when walking throughout the salon to the extent possible. If you get the urge to sneeze or cough, put on your mask, cover your nose, mouth, and face covering with a napkin or handkerchief, attempt to delay the urge to sneeze or cough, immediately leave the building, wash your hands and face thoroughly before returning.

An aerial photograph of a city, likely Hartford, Connecticut, showing a mix of urban development and green space. A river winds through the center, surrounded by dense trees. Various buildings, including residential houses, commercial structures, and a large stadium-like building, are visible. The sky is clear and blue.

Future Phase Industries: Restaurants (Dine-in) Attractions and Entertainment Gyms and Workout Facilities

While the following sectors are not permitted to open under the Governor's orders, please utilize the information to plan for when your sector can reopen.





Restaurants and Food Service

Restaurant owners should continually monitor international (World Health Organization (WHO), federal (CDC), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices.

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

Employers should also consider developing a team of professionals 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 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 restaurants, 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

Limit the number of customers dining at one time. Consider starting with a “Reservation Only policy” to start. Limit the group size to six or less. Mark distances of 6 feet for customers waiting to be seated. Consider having customers wait in their cars until called to be seated. Try to distance tables or customers so that the nearest customer at one table is at least 6 feet from another customer at another table. If tables cannot be moved, consider putting signage on every other table or booth marking them as “PHYSICAL DISTANCE TABLE” or “RESERVED FOR YOUR SAFETY”.

Consider Plexiglass partitions between booths as an alternative. Place plastic partitions between employees and customers wherever possible (e.g., fast food windows, host stands, and bars).

In lieu of bars, consider providing table-only service for alcoholic beverages.

- Alternatively, consider handing out signs at the bar that customers can use to put on either side of them to maintain physical distancing.

Consider non-traditional ordering and payment processing to minimize contact time between servers and customers. Consider an app-based system and writing a numbered menu on a wall/large board that can be easily communicated at a distance. Encourage credit card use over cash, when possible.

Ventilation

Get fresh air to the customers and staff and properly utilize ventilation system. Some ways to do this or seek help:

- Encourage outdoor dining, and open doors and windows if possible.
- Maximize fresh air through your ventilation system.
- Maintain relative humidity at 40-60%.
- Ensure restroom is under negative pressure.

If you don't know how, ask an HVAC professional and see ASHRAE updates for more information. Consider using portable HEPA filtration units. If fans such as pedestal fans or hard mounted fans are used in the restaurant, take steps to minimize air from fans blowing from one person directly another individual. If fans are disabled or removed, employers should remain aware of, and take steps to prevent, heat hazards."

Enhanced Cleaning 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.
- Review product labels and Safety Data Sheets and follow manufacturer specifications
- Consider consulting industrial hygiene experts if additional advice is needed.

Establish a disinfection routine - no more wet rag approach (use disposable products instead):

- Ensure disinfection protocols follow product instructions for application and contact time.
- Consider establishing a single staff position whose responsibility is to disinfect. This person should be continuously cleaning and visible to customers.
- Each table, chairs (as possible), and partitions should be disinfected after each customer.

As noted above, clean HVAC intakes daily. Consider using a checklist or audit system to track how often cleaning is done. Consider covering chairs in a non-porous material for easy cleaning. Menus should be non-porous and disinfected between use. If paper menus are used, make them single use only. Consider alternatives like a menu board or phone app. Apron, towels, work clothing, etc. should be placed in trash bags and treated as potentially contaminated and laundered per recommendations below.

Restrooms

Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible. Place a trash can by the door if the door cannot be opened without touching the handle. For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled.

Place signs indicating that toilet lids (if present) should be closed before flushing. Place signs asking customer and employees to wash hands before and after using the restroom. Provide paper towels in restrooms and disconnect or tape-off hand air dryers. Double efforts to keep bathrooms clean and properly disinfected.

Food Preparation Areas and Contact Surfaces

- Place adhesive floor mats at entrances and at the entrances of food preparation areas.
- Cover any exposed clean silverware, dishes, glasses, pots and pans. Relocate hanging bar glasses to a covered area.
- Provide silverware wrapped or covered at the table, along with glasses turned upside down on a clean napkin.
- Use disposable napkins and tablecloths wherever possible.
 - Only use cloth tablecloths if they are changed for each customer and properly laundered after each use, per recommendations below.
- Any items left by customers should be placed in sealed bags and the bag should be disinfected and isolated until customer returns.
- Remove all condiments from the table (e.g., ketchup bottles, salt and pepper shakers, etc.) and consider providing pre-packaged condiments or include condiments as part of the cleaning routine.

Personal Hygiene

- Establish a “before and after service” hand washing or sanitizing for all staff including bar staff.
- Staff should wash hands between serving and clearing dishes or establish a dedicated person to clear dishes and wait staff arrange for dish pick up if a customer requests their dishes cleared.
- Provide hand-washing stations at the front of the establishment and throughout the establishment for customers to wash hands before being seated or when needed, or alternatively, hand sanitizer if not feasible.
- Provide hand sanitizer at each table.

Employee Wellness

Conduct employee temperature screening and wellness checks before each shift.

- Temperature screening can include manual (use non-contact infrared thermometers) or thermal camera methods.
- Employees can self-check temperature, while wearing a glove, or disinfect between use.

If employee is sick or receives any kind of testing (virus or antibody), results should be reported to employer and timing/decision to go back to work should only be with doctor’s approval.

Other Control Measures

Require gloves for all back of house (BOH) staff and ensure the gloves are changed per current industry standards. Although not necessary if hand-washing protocols are rigorously followed, consider providing gloves to servers. If they are worn, they must be changed regularly and are not a substitution for hand-washing. Require face coverings for BOH staff – type depends on local requirements and availability. Provide or encourage all other employees to wear face coverings and gloves, and to use hand sanitizer. (NOTE: Homemade face coverings primarily protect others not yourself).

Waste and Laundering

Single-use items and used disinfection materials can be treated as regular waste, following food safety guidelines. Cloth materials (e.g., linens, aprons, etc.) should be washed and dried on the highest temperature setting allowable for the fabric.

Training

Provide instruction and training to employees on how to:

- Handle their work clothing properly at home if laundry service is not provided
- Properly put on and remove gloves
- Clean and disinfect tables according to product specifications
- Correctly use respirators

Provide Safety Data Sheets for cleaning chemicals and ensure employees are aware of the hazards of use. Industrial hygienists have expertise in selecting personal protective equipment (PPE) and training.

Communication

Communicate to the diners what the restaurant is doing to mitigate the spread of COVID-19 (e.g., disinfection routine, health policies for staff, and health & safety measures in place). Consider communicating to diners when dining out 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, etc.). Consider placing signage on tables to show that they have been disinfected after previous customers. Communicate that the restaurant has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing). Platforms for communication could include websites, reservation processes, hand-outs, and outdoor signage.

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

Evaluate your health constantly, if you are sick stay home. If you have a temperature stay home. If someone at home is sick, stay home. If you have allergies and sneezing, stay home.

NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times.

Wear a face covering when out in public and maintain physical distancing. Wash your hands when you arrive at work, after each customer, after touching your face or face covering and when you leave work. At all times, wear a face covering or something better if you have it. Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it. Carry a towel, if you get the urge to sneeze or cough, cover your nose, mouth and mask, attempt to delay the urge to sneeze or cough, immediately leave the building, wash your hands and face thoroughly before going back to work.

What can a Customer can 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 can't control sneezing, stay home. Use take-out/pick-up services where you can. Wear a 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 sit down and before you leave the building.

Maintain a distance of at least 6 feet from other customers and employees when waiting for a table and when walking throughout the restaurant to the extent possible. If you get the urge to sneeze or cough, put on your mask, cover your nose, mouth, and mask with a napkin or handkerchief, attempt to delay the urge to sneeze or cough, immediately leave the building, wash your hands and face thoroughly before seating back down.



Gyms & Workout Facilities

Gym owners should continually monitor international (World Health Organization (WHO)), federal (CDC), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices.

What should an Employer do to protect themselves and their members?

Gym owners should continually monitor international (World Health Organization (WHO)), federal (CDC), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices. Employers should also consider developing a team of professionals 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 practices, restrooms and showers, personal hygiene, employee wellness, personal protective equipment, training, waste and laundering, and communication. Due to the variety of gyms and workout facilities 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

Limit the number of members in the gym at one time. Take into consideration physical distance guidelines for equipment layout and activities.

- Consider distancing equipment at least 6 feet apart with greater distancing for treadmills and other aerobic fitness equipment where high exertion is common.
- Aerobic fitness equipment can be arranged in a “X” pattern to provide greater distancing.
- Physical barriers can also be helpful to create distancing or segregate exercise areas.

Consider developing online sign-up systems (i.e., first come first serve) with set-duration (one hour) workout periods. Consider creating specific hours for “reservation – only” admittance to limit access for older members. Train gym personnel on distancing guidelines and ways to communicate them to members. Use social media and other communication (signage/email/text lists) to educate members on the distancing guidelines and procedures. Utilize self-check-in or place barrier/partition between front desk staff and members.

Mark distances using tape/markers/paint/signage of distancing for members.

- Video, photos, and markings are ideal to demonstrate distancing measures.

Consider offering planned circuit type workouts that facilitate distancing and allow for wiping/disinfection of equipment during recovery between exercises. Group exercise classes should only be offered if distancing requirements can be maintained and there is no person-to-person physical contact. Basketball courts and other areas where sports with physical contact occurs should be closed. Saunas and steam baths should be closed or limited to one guest or family unit at a time. Staff should monitor physical distancing requirements in large whirlpools or swimming pools in outdoor or well-ventilated spaces, and based on the size of the pool, limit the number of members.

Personal trainers and staff assisting members with exercise should consider distancing.

- Face masks should be worn if distancing is not possible.

Water fountains should be closed, and patrons encouraged to bring their own water. Juice bars and other food service areas should follow guidelines for restaurants. Increase the number of wipe stations through the facility.

Ventilation

Get fresh air into the gym and properly utilize ventilation system. Some ways to do this or seek help:

- Encourage outdoor activity and classes if feasible.
- Open doors and windows if possible.
- Maximize fresh air through ventilation system.
- Maintain relative humidity at 40-60%.
- Ensure restroom is under negative pressure.
- If you don't know how, ask an HVAC professional and see ASHRAE updates for more information.

Consider using portable HEPA filtration units. If fans, such as pedestal fans or hard mounted fans, are used in the gym, take steps to minimize air from fans blowing from one person directly at another individual. If fans are disabled or removed, employees and members should remain aware of, and take steps to prevent, heat hazards.

Enhanced Cleaning 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.
- Review product labels and Safety Data Sheets and follow manufacturer specifications.
- Consider consulting industrial hygiene experts if additional advice is needed.

Provide materials for members to wipe/disinfect equipment before and after exercise at each location/station/piece of equipment. If feasible consider providing "ready to clean" tags that members can access and place on equipment after use. Trained staff can then ensure equipment is disinfected in a timely manner.

Establish a disinfection routine for staff at regular intervals.

- Ensure disinfection protocols follow product instructions for application and contact time.
- Contact surfaces should be disinfected frequently.

Promote these practices to members – make this visible.

- Consider using a checklist or audit system to track how often cleaning is conducted.

Restrooms/Showers/Locker Rooms

Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible.

- Place a trash can by the door if the door cannot be opened without touching the handle.

For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled. Place signs indicating that toilet lids (if present) should be closed before flushing. Place signs asking member and employees to wash hands before and after using the restroom. Provide paper towels in restrooms and disconnect or tape-off hand air dryers.

Only allow shower and locker room use if there are partitions or else place signage to maintain proper physical distancing. If partitions or proper distancing are not possible, these facilities should remain closed.

- Shoes should be worn in locker rooms/showers.

Double efforts to keep bathrooms/showers/locker rooms clean and properly disinfected frequently.

Personal Hygiene

Establish “before and after” workout and locker room hand washing or sanitizing for all members and staff. Provide hand washing stations at the front of the establishment or alternatively, hand sanitizer if not feasible.

Employee Wellness

Conduct employee temperature screening and wellness checks before each shift.

- Temperature screening can include manual (use non-contact infrared thermometers) or thermal camera methods.
- Employees can self-check temperature, while wearing a glove, or disinfect between use.
- There are a number of examples available for wellness questionnaires (see below).

If employee is sick or receives any kind of testing (virus or antibody), results should be reported to employer and timing/decision to go back to work should only be with doctor’s approval and current CDC recommendations for stay at home and when to go back to work. 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, or difficulty breathing)? Have you traveled internationally or another hot spot (e.g., New York) in the last 14 days?

Other Control Measures

Although not necessary if hand-washing protocols are rigorously followed, consider providing disposable gloves to staff.

- If gloves are worn, they must be changed regularly and are not a substitution for handwashing.

Provide or encourage employees to wear face coverings depending on local requirements and for those who cannot maintain physical distancing as part of the job (NOTE: Homemade face coverings primarily protect others not yourself). Ensure that training is provided for all Personal Protective Equipment (PPE) worn and for all disinfectant products used.

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

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 face coverings and/or respirators. If employer chooses to provide an N95 respirator, consider all the potential OSHA requirements.

Provide Safety Data Sheets for cleaning chemicals and ensure employees are aware of the hazards of use. If advice is needed, industrial hygienists have expertise in selecting PPE and training.

Waste and Laundering

Single-use items and used disinfection materials can be treated as regular waste, following regular safety guidelines. Towels should be washed and dried on the highest temperature settings allowable for the fabric. Disposable gloves and face coverings should be worn when staff handles dirty laundry.

Communication

Communicate to members what the fitness center is doing to mitigate the spread of COVID-19. (e.g., disinfection routine, health policies for staff, and health & safety measures in place). Consider communicating to members when gym attendance 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, etc.). Communicate that the fitness center has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing). Platforms for communication could include social media, websites, and indoor/outdoor signage.

What should an Employee do to protect themselves and the member?

Evaluate your health constantly, if you are sick stay home. If you have a temperature stay home. If someone at home is sick, stay home. If you have allergies and sneezing, stay home.

NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times.

Wear face covering when out in public and maintain physical distancing. Wash your hands when you arrive at work, before/ after eating and breaks, after touching your face or face covering and when you leave work. Wear a face covering or something better if you have it. Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it. Carry a towel, if you get the urge to sneeze or cough, cover your nose, mouth and mask, attempt to delay the urge to sneeze or cough, immediately leave the building, wash your hands and face thoroughly before going back to work.

What a Member can 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 can't control sneezing, stay home. Use online gym/workout services where you can or pre-plan your workout routine to avoid lingering/ socializing to allow other members to workout due to reduced occupancy/ distancing.

Limit the items you touch within the gym to only the items you will use. Avoid lifting gloves and other items that are not easily cleaned. As you enter and leave the building, wear a face covering or something better if you have it. Consider wearing a face covering during your workout. Wipe down each piece of equipment you use before and after use and dispose of the wipe appropriately. 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.

Remember social distancing requirements in locker rooms. Maintain a distance of at least 6 feet from other members and employees when walking throughout the gym to the extent possible. If you get the urge to sneeze or cough, put on your mask, cover your nose, mouth, and mask with a napkin or handkerchief, attempt to delay the urge to sneeze or cough, immediately leave the building, wash your hands and face thoroughly before returning.



Attractions and Entertainment

Consider a full cleaning and sanitizing before reopening. Purchase cleaning supplies, facemasks and gloves. Signage displayed that facility has been cleaned and sanitized. Require frequent sanitization of high-touch areas like restrooms, doors, PIN pads, and common areas.

Consider a full cleaning and sanitizing before reopening. Purchase cleaning supplies, facemasks and gloves. Signage displayed that facility has been cleaned and sanitized. Require frequent sanitization of high-touch areas like restrooms, doors, PIN pads, and common areas. Ensure operating hours allow downtime between shifts for thorough cleaning. Provide sanitization materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.

Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers. Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations. Have deep cleaning response plan in place, in the event of an associate(s) testing positive.

Establish clear entrances, exits, and flow of traffic. Verbal notices of protocols over audio system that play periodically with upbeat messages about the procedural changes and reminders for safety for everyone. Plexiglas dividers at counters. Demarcation lines at counters and check out. Sanitize all games and equipment after every use.

What should an Employee do to protect themselves and the customer?

Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19. Wear facemasks if required by law or if employee chooses to wear one. Gloves for appropriate positions. Ensure employees stay 6 feet apart whenever practical. Adjust seating in break rooms and common areas to reflect social distancing practices. Prohibit gatherings or meetings of employees of 10 or more during working hours. Permit employees to take breaks outside, in the cafeteria, or in such other areas where proper social distancing is attainable. Restrict interaction between employees and truck drivers, deliveries, contractors, etc.

Implement touchless receiving practices if possible. Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible. Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment. Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

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

Wear facemasks if required by law or if the customer chooses to wear one. Online and phone reservations. Stagger reservation/show times. Ensure customers stay 6 feet apart while in facility. Disable games to allow 6 feet between players. Online ticket sales. Limit customer capacity to follow social distancing guidelines. Contactless payment if possible.

For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use. Wipe down POS system after each use by customer. Limiting number of customers in facility based on social distancing guidelines. Limit 6 customers to a group. Reservations to eliminate waiting areas. Display board with prices and options for contact free selection of services. Hand sanitizer available at all time.

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