

Appendix A: Social Distancing Protocol

Business name: Click or tap here to enter text.

Facility Address: Click or tap here to enter text.

Approximate gross square footage of space open to the public: Click or tap here to enter text.

Businesses must implement all applicable measures listed below, and be prepared to explain why any measure that is not implemented is inapplicable to the business.

Signage:

☐ Signage at each public entrance of the facility to inform all employees and customers that they should: avoid entering the facility if they have a cough or fever; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and not shake hands or engage in any unnecessary physical contact.

☐ Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

Measures To Protect Employee Health (check all that apply to the facility):

☐ Everyone who can carry out their work duties from home has been directed to do so.

☐ All employees have been told not to come to work if sick.

☐ Symptom checks are being conducted before employees may enter the work space.

☐ All desks or individual work stations are separated by at least six feet.

☐ Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:

☐ Break rooms:

☐ Bathrooms:

☐ Other (Click or tap here to enter text.): Click or tap here to enter text.

☐ Disinfectant and related supplies are available to all employees at the following location(s):

☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

☐ Soap and water are available to all employees at the following location(s):

☐ Copies of this Protocol have been distributed to all employees.

☐ Optional—Describe other measures: Click or tap here to enter text.

Measures To Prevent Crowds From Gathering (check all that apply to the facility):

☐ Limit the number of customers in the store at any one time to _____ (or other enter _____), which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.

☐ Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded.

☐ Placing per-person limits on goods that are selling out quickly to reduce crowds and lines.
Explain:

☐ Optional—Describe other measures: Click or tap here to enter text.

Appendix A: Social Distancing Protocol

Measures To Keep People At Least Six Feet Apart (check all that apply to the facility)

- ☐ Placing signs outside the store reminding people to be at least six feet apart, including when in line.
- ☐ Placing tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- ☐ Separate order areas from delivery areas to prevent customers from gathering.
- ☐ All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- ☐ Optional—Describe other measures: [Click or tap here to enter text.](#)

Measures To Prevent Unnecessary Contact (check all that apply to the facility):

- ☐ Preventing people from self-serving any items that are food-related.
 - ☐ Lids for cups and food-bar type items are provided by staff; not to customers to grab.
 - ☐ Bulk-item food bins are not available for customer self-service use.
- ☐ Not permitting customers to bring their own bags, mugs, or other reusable items from home.
- ☐ Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly.
Describe:
- ☐ Optional—Describe other measures (e.g. providing senior-only hours): [Click or tap here to enter text.](#)

Measures To Increase Sanitization (check all that apply to the facility):

- ☐ Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.
- ☐ Employee(s) assigned to disinfect carts and baskets regularly.
- ☐ Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.
- ☐ Disinfecting all payment portals, pens, and styluses after each use.
- ☐ Disinfecting all high-contact surfaces frequently.
- ☐ Optional—Describe other measures: [Click or tap here to enter text.](#)

* Any additional measures not included here should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Name: [Click or tap here to enter text.](#)

Phone number: [Click or tap here to enter text.](#)

COVID-19

REOPENING GUIDANCE

A GUIDE FOR THE
RESTAURANT INDUSTRY

PUBLISHED April 22, 2020

For other resources:
RESTAURANT.ORG/COVID19



TO RESTAURANT OPERATORS GETTING READY TO REOPEN...

The purpose of guidance is just that, to offer you direction and provide a framework for best practices as you reopen.

But as the saying goes, the devil is in the details, and not every restaurant is the same and not every opening scenario will align. We recognize that not everyone has access to guidance, and that is where the National Restaurant Association can provide help.

- Make sure your person-in-charge has an up-to-date ServSafe Food Manager certification. The Food and Drug Administration requires every facility to have a person in charge on site during open hours and also directs that the person in charge should have a food manager certification.
- Provide ServSafe food handler training for your workers. They're your front line; educating them protects them, you and your guests.
- Make technology your friend. Contactless payment systems, automated ordering systems, mobile ordering apps, website updates and simple texts can help you to communicate and conduct business with reduced need for close contact. As you begin to reopen, keep communicating with customers (your hours, menu items, reservations, etc.), and help promote your social distancing and safety efforts.
- And some of the best advice comes from the Food and Drug Administration, which develops the Food Code we all rely on. Its newest guide, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*, was just released. You can link to it [here](#).

As we continue to learn more about operating businesses during the COVID-19 pandemic, it's important to share with you the most current direction and advice from the experts at FDA, the Centers for Disease Control and Prevention, the Environmental Protection Agency, and other agencies. These documents will continue to reflect those best practices and will continue to be updated.



REOPENING GUIDANCE TASK FORCE

Frank Yiannas,
Deputy Commissioner, Food Policy
& Response, FDA

Dr. Mark Moorman,
Director, Office of Food Safety, FDA

Dr. David McSwane,
Executive Director, Conference for
Food Protection

Dr. Benjamin Chapman,
Professor, Food Science, North Carolina
State University

Dr. Donald Schaffner,
Distinguished Professor, Food Science,
Rutgers University

Patrick Guzzle,
Idaho Department of Health, Past Chairman, CFP

Greg Cocchiarella,
Vice President, Industry Relations, Ecolab

Larry Lynch,
Senior Vice President, Science and Industry,
National Restaurant Association

The National Restaurant Association partnered with representatives of the Food and Drug Administration, academia, the Conference for Food Protection, Ecolab, public health officials and industry representatives to develop a set of opening and operating guidelines to help restaurants return to full operation safely when the time comes.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus, including:

- ✓ Food safety
- ✓ Cleaning and sanitizing
- ✓ Employee health monitoring and personal hygiene
- ✓ Social distancing

Combine this guidance with your existing policies as well as this new resource from the FDA, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*.

Armed with information, ServSafe training and the recommendations of your local health departments, you can help secure a safe opening.

For the most comprehensive and up-to-date COVID-19 resources and information for the restaurant industry, visit restaurant.org/COVID19.

RETURNING
RESTAURANTS
TO SERVICE

SAFELY



RESTAURANT RESPONSE

Food safety has always been a priority for the restaurant industry, for both guests and employees.

The basis of an effective food safety culture is the Food and Drug Administration Food Code, which for decades has served as the foundation for restaurant operating procedures as they relate to safe food handling. The guidance outlined in the Food Code is science-based and is designed to reduce and prevent the incidence of foodborne illness. Food Code requirements related to sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19.

Local, state and federal regulators use the FDA Food Code as a model to develop or update their own food safety rules and to be consistent with national food regulatory policy.

AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- ✓ Prohibiting sick employees in the workplace
- ✓ Strict handwashing practices that include how and when to wash hands
- ✓ Strong procedures and practices to clean and sanitize surfaces
- ✓ Ensuring the person in charge of a foodservice facility is a certified food safety manager
- ✓ Ensuring the person in charge is on site at all times during operating hours



FOR MORE THAN 30 YEARS, THE NATIONAL RESTAURANT ASSOCIATION'S SERVSAFE PROGRAM HAS PROVIDED FOOD SAFETY TRAINING FOR BOTH MANAGERS AND FOOD HANDLERS.

ServSafe certifies food safety managers through an independently developed certification exam, which follows standards adopted by the Conference for Food Protection.

The Conference for Food Protection also collaborates with the FDA to develop the Food Code.

THE PURPOSE OF THIS GUIDANCE IS TO BUILD ON THE ALREADY ESTABLISHED BEST PRACTICES AND REQUIREMENTS AVAILABLE

that address specific health and safety concerns related to the spread of COVID-19, and to put those protocols into practice as state and local officials begin to open communities and businesses.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening phase-in.



REOPENING GUIDANCE FOR EMPLOYERS

State and local officials may tailor the application of opening criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks vs. rural and suburban areas where outbreaks have not occurred or have been mild).

To prepare to comply with opening procedures, operators should update their existing policies and operating procedures in accordance with the latest FDA, Centers for Disease Control and Prevention, and Environmental Protection Agency guidance and in accordance with local and state officials regarding:

- ✓ Social distancing and protective equipment
- ✓ Employee health
- ✓ Cleaning/sanitizing/disinfecting

ON FOOD SAFETY

- ✓ Discard all food items that are out of date.
- ✓ Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place.
- ✓ If providing a “grab and go” service, stock coolers to no more than minimum levels.
- ✓ Ensure the person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees.

REOPENING GUIDANCE FOR CLEANING AND SANITIZING

✓ Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.

✓ Avoid all food contact surfaces when using disinfectants.

✓ Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.


✓ Remove lemons and unwrapped straws from self-service drink stations.

✓ Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.

✓ Check restrooms regularly and clean and sanitize them based on frequency of use.

✓ Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.





REOPENING GUIDANCE ON MONITORING EMPLOYEE HEALTH & PERSONAL HYGIENE

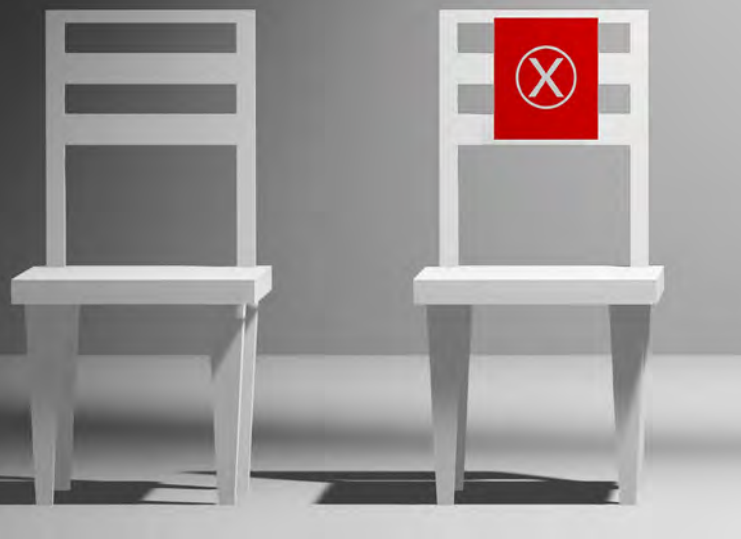
✓ Per existing FDA Food Code requirements, employees who are sick should remain at home.

✓ If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication.

✓ Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100°F.

✓ Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance. In some states and local jurisdictions, face coverings are required by government officials; some employers require them, too. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance. CDC provides overall cleaning guidance [here](#).

✓ Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.



REOPENING GUIDANCE **ON SOCIAL DISTANCING**

✓ Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.

✓ Any social distancing measures based on square footage should take into account service areas as well as guest areas.

✓ Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.

✓ Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.

✓ Limit contact between waitstaff and guests. Where face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests.

✓ If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable.

✓ Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.

✓ Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.

✓ Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.

✓ Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.

Note: Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap. If not mandated, face coverings are recommended by CDC and, when worn, they should be cleaned daily according to CDC guidance.

✓ Limit the number of employees allowed simultaneously in break rooms.

✓ With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.

BEST PRACTICES

FOR RETAIL FOOD STORES, RESTAURANTS & FOOD/PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

FDA is sharing information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
 - Signs
 - Audio messages
 - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
 - Use shopping lists
 - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

PICK-UP & DELIVERY



- If offering delivery options:
 - Ensure coolers and transport containers are cleaned and sanitized
 - Maintain time and temperature controls
 - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks



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REOPENING GUIDANCE

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For other resources:
[RESTAURANT.ORG/COVID19](https://restaurant.org/covid19)





Critical COVID-19 Guidance Standards for Hospitality Reopening

Developed by
the Florida Restaurant and Lodging Association
in partnership with
the National Restaurant Association and
the American Hotel and Lodging Association

For over 20 years, the Florida Restaurant and Lodging Association has been the premier training provider for the hospitality industry, training over 3.5 million Florida hospitality employees in food safety standards. The resulting impact has increased consumer confidence in Florida's hospitality industry.

Due to COVID-19, we find ourselves thrust into a new paradigm that demands we again increase standards. These new standards must be more than superficial. They are imperative to restoring consumer confidence and ensuring the survival of the hospitality industry.

Restaurant industry experts and scientists are profoundly engaged in determining the most effective mechanisms and processes by which we can deliver safe and sanitary guest experiences.





Restaurant Subject Matter Expert Team

Frank Yiannas, Deputy Commissioner, Food Policy, FDA

Dr. Mark Moorman, Director, Food Safety, FDA

Dr. David McSwane, Executive Director, Conference for Food Protection

Dr. Benjamin Chapman, Professor, Food Science, North Carolina State University

Dr. Donald Schaffner, Distinguished Professor, Food Science, Rutgers University

Patrick Guzzle, Idaho Department of Health, Past Chairman, CFP

Greg Cocchiarella, Vice President, Industry Relations, Ecolab





Initial Opening/Operating Guidance

As Defined by the Federal Government and Applied by State and Local Jurisdictions

Food Safety

- ✓ Discard all food items that are out of date.
- ✓ Avoid cafeteria-style dining arrangements. If salad bars or buffets are permitted efforts to mitigate risk should include barriers to block virus spread from sneezes and coughs and service utensils should be handled by staff and/or washed frequently.
- ✓ If providing a “grab and go” service, stock coolers to no more than minimum levels.
- ✓ Ensure ServSafe certifications of persons in charge and Florida mandated food handler training are up to date.

Cleaning and Sanitizing

- ✓ Thoroughly detail clean and sanitize entire facility, especially if it has been closed. Focus on high contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitizing material guidance to ensure effective cleaning and to protect surfaces.
- ✓ Avoid all food contact surfaces when using disinfectants
- ✓ Between diners, clean/sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops and common touch areas. Single use items should be discarded. Consider rolled silverware and eliminating table presets.
- ✓ Remove lemons and unwrapped straws from self service drink stations
- ✓ Clean and sanitize reusable menus. If paper menus are in use, they should be discarded after each customer use.
- ✓ Implement procedures to increase cleaning and sanitizing frequency of surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.
- ✓ Check restrooms regularly and clean and sanitize based on frequency of use.
- ✓ Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.





Initial Opening/Operating Guidance

Monitor Employee Health and Personal Hygiene

- ✓ Per existing FDA Food Code requirements, employees who are sick should remain home.
- ✓ If an employee should become ill or present signs of illness the operator should identify that during a pre-work screening and follow their established policies on when they are allowed to return to work but at a minimum to follow CDC guidelines – to self-isolate for seven days from the onset of symptoms and be symptom free for 3 days without medication.
- ✓ Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance on a minimum temperature indicative for fever is 100° f.
- ✓ Per CDC recommendations face coverings have been shown as an effective tool to mitigate risk from both symptomatic and asymptomatic individuals. This mitigation is especially critical in close environments where establishments have challenges maintaining a 3 to 6 foot clearance. In some states and local jurisdictions face coverings are required by government officials. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance. CDC provides overall cleaning guidance [HERE](#). Employers requiring face coverings should develop a policy based on CDC guidance.
- ✓ Train all employees on the importance and expectation of increased frequency of hand washing, the use of hand sanitizers with at least 60% alcohol and, clear instruction to avoid touching hands to face.





Initial Opening/Operating Guidance

Monitor Social Distancing

- ✓ Update floor plans for full-service restaurants, redesigning seating arrangement to ensure at least six feet of separation from seating to seating. Limit party size at tables to no more than the established guideline maximums approved recommended by CDC or approved by local and state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.
- ✓ Remind third-party delivery drivers and any suppliers of your internal distancing requirements.
- ✓ Post signage on entrance door that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- ✓ Limit contact between wait staff and guests and, where face coverings are not mandated, consider requiring wait staff with direct customer contact to wear face coverings as recommended by the CDC.
- ✓ If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable.
- ✓ Use technological solutions where possible to reduce person-to-person interaction: mobile ordering; mobile access to menus to plan-in-advance; text on arrival for seating; contactless payment options.
- ✓ Provide hand sanitizer for use by guests including contactless hand sanitizing stations and post signage reminding guests about social distancing and thanking them for their patience as you work to ensure their safety.
- ✓ Do not allow guests to congregate in waiting areas or bar areas. Design a process to ensure guest separation while waiting to be seated that can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigates proximity for guests and staff.
- ✓ Where possible, workstations should be staggered to avoid employees standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider spacing options that include other mitigation efforts (e.g., face coverings) with increased frequency of cleaning and sanitizing surfaces.

Note: Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap. If not mandated, face coverings are recommended by CDC and when worn they should be cleaned daily according to CDC guidance cited above.

- ✓ Establish limit numbers to reduce contact in employee break rooms.
- ✓ With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.





Hotel Protocols

Safety and Health Resources

- ✓ OSHA:
 - ✓ <https://www.osha.gov/Publications/OSHA3990.pdf>
- ✓ CDC:
 - ✓ https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-businessresponse.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html
- ✓ World Health Organization:
 - ✓ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>





Hotel Protocols

Basic Infection Prevention Measures

- ✓ Promote frequent hand washing by employees and guests, e.g., reminder signs (multiple languages to broaden guest communication)
- ✓ Provide alcohol-based hand-free rubs/swipes containing at least 60% alcohol in public areas, e.g., vending / ice machines on hotel floors.
- ✓ Encourage employees to stay home if they are sick.
- ✓ Encourage respiratory etiquette, including covering coughs and sneezes.
- ✓ Provide tissues and additional trash receptacles in public areas.
- ✓ Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- ✓ Remove / reduce customer service phones in common areas.
- ✓ Increase length of time between vacancy and cleaning rooms.





Hotel Protocols

Hygiene and Environmental Safety

- ✓ Cleaning of visibly dirty surfaces followed by disinfection is the best practice measure for prevention of COVID-19.
- ✓ Perform additional environmental cleaning on all frequently touched areas, such as front desk, elevator banks, coffee stations, doorknobs, etc.
- ✓ Products with EPA-approved emerging viral pathogens claims are expected to be effective against COVID-10 based on data for harder to kill viruses. Ensure use for linens/laundry.

https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf





Hotel Protocols

Social Distancing (more than 6 feet – employee / guests)

- ✓ Staggering of employee schedules on both a shift and work week basis.
- ✓ Limits on interactions between departments.
- ✓ Working from home, tele-work, etc.
- ✓ Staggering of employee breaks to minimize social interaction.
- ✓ Tightening of restrictions on visitors or off-duty employees in workplace.
- ✓ Room service restrictions, e.g., delivery only to door.
- ✓ Eliminate / reduce in-person check-in or checkout with automated process.
- ✓ Use of chatbot or similar platforms for guest communication / customer service / tipping.
- ✓ Request guests to minimize direct contact with employees.





Reopening Tennessee Responsibly

The "Tennessee Pledge" is a plan to help Tennesseans return to work in a safe environment, restore their livelihoods and reboot our state's economy.

Gov. Bill Lee's Economic Recovery Group (ERG)

Name	Department/Agency/Company
Mark Ezell	Director
Sammie Arnold	Chief of Staff
William Lamberth	Tennessee House of Representatives
Jack Johnson	Tennessee Senate
Brandon Gibson	Senior Advisor to Governor Lee
Bob Rolfe	Department of Economic and Community Development
Greg Gonzales	Department of Financial Institutions
David Gerregano	Department of Revenue
Dr. Charles Hatcher	Department of Agriculture
Dr. Jeff McCord	Department of Labor and Workforce
Hodgen Mainda	Department of Commerce and Insurance
Tony Niknejad	Policy Director to Governor Lee
Brig. Gen. Scott Brower	COVID-19 Unified Command
Dr. Morgan McDonald	Department of Health
Dr. George Nelson	Vanderbilt University Medical Center
Butch Eley	Department of Finance & Administration
Jim Brown	National Federation of Independent Business
Bradley Jackson	TN Chamber of Commerce
Beverly Robertson	Memphis Chamber of Commerce
Rob Ikard	TN Grocers & Convenience Store Association
Rob Mortensen	HospitalityTN
Colin Barrett	TN Bankers Association
Fred Robinson	TN Credit Union League
Dave Huneryager	TN Trucking Association
Will Cromer	TN Hospital Association
Mayor Kevin Davis	President, Tennessee County Services Association
Mayor Jill Holland	President, Tennessee Municipal League
Jeff Aiken	TN Farm Bureau
Tari Hughes	Center for Nonprofit Management
Roland Myers	Tennessee Retail Association
Clay Crownover	Associated Builders & Contractors of Tennessee

Tennessee Pledge

The “Tennessee Pledge” – is a plan to help Tennesseans return to work in a safe environment, restore their livelihoods and reboot our state’s economy.

COVID-19 is an unprecedented and rapidly evolving threat facing Tennessee and the world. The health and safety of Tennesseans remains our number one priority. Much of our state’s current success in this fight is because Tennesseans naturally choose to put each other first and voluntarily adopt safe, new habits. It’s that volunteer spirit that’s been fighting this pandemic and it’s the same volunteer spirit that will rebuild our economy.

This plan was developed by Governor Lee, the Unified Command Group (UCG) and Tennessee’s Economic Recovery Group (ERG) with input from health experts, state and local partners and business and industry leaders. It includes specific recommendations which enable most businesses to re-open responsibly without the burden of heavy mandates. This will be a gradual process, with room to adjust as we evaluate changing data.

The Tennessee Pledge asks businesses to provide safe working conditions that protect their employees’ health and also protects consumers while securing their livelihoods. This plan also asks employees to commit to protecting themselves, their co-workers and the customers they serve. Finally, we encourage every Tennessee resident to be on the same team with our businesses: act responsibly by following recommended guidelines for social distancing, hygiene and wearing protective equipment when appropriate.

Only by working together as a community of volunteers can we successfully reboot our economy, a vital component of our lives, security and liberty, and successfully move past this public health crisis.

Our Health

Tennessee's first case of COVID-19 was reported on March 4, 2020. Over the subsequent weeks, case numbers increased rapidly. On April 2 Governor Lee signed his Safer at Home order to implement statewide restrictions on non-essential business and travel in order to "flatten the curve" and quickly slow the spread of disease. This order gave Tennessee and its healthcare system enough time to increase testing, plan for additional healthcare facility capacity, and secure enough personal protective equipment (PPE) to protect our healthcare workers.

In the weeks since the Safer at Home order, Tennessee has made impressive progress on slowing the spread of disease and improving Tennessee's readiness.

- **Disease monitoring:** The curve of illness is flattening. Syndromic data monitoring of influenza-like illness has seen a steady decline since mid-March and syndromic data monitoring of COVID-19-like illness has seen a steady decline since the end of March. The daily growth rate of new cases reported has been stable for more than 14 days.
- **Increase in testing:** Tennessee has dramatically increased testing capacity, with rapid deployment of large volume and rapid testing when cases are identified in high-risk populations. Testing is available throughout the state, and residents have access to testing via health care providers, local health departments, and drive thru stations in every part of the state. Additional for expanded symptomatology has also been implemented to better ascertain the true volume of disease. There has been a downward trajectory of positive tests as a percentage of total tests since April 1.
- **Increase in health care capacity:** Careful monitoring of hospital bed usage shows capacity to treat COVID-19 and non-COVID-19 patients. The Unified Command Group has been working with hospitals, providers, and regional planning groups to increase the capacity of current facilities to "surge" if and when it is needed and to plan for additional clinical alternative care sites if needed.
- **Increase in PPE available:** LaunchTN, Tennessee's own innovation body, has been working closely with businesses across Tennessee and beyond to identify possible sources of masks, gloves, and other forms of PPE. The UCG has streamlined requests for PPE through regional emergency management coordinators and TEMA. To date, millions of dollars have been dedicated to the purchase of PPE to supplement routine supply channels for health care workers and first responders.

Our Economy

As the direct threat to Tennesseans' health has been mitigated, the threat to their livelihoods has increased. We know that economic health promotes physical and mental well-being. A substantial body of research from the U.S. and abroad consistently demonstrates a strong association between unemployment and poorer health outcomes.¹ Tennesseans have experienced devastating job losses across all 95 counties and diverse industry sectors.

413K

**TN Unemployment
Claims**

As a result of COVID-19 mitigation Tennesseans filed 412,895 unemployment claims with the Department of Labor and Workforce development between March 1 and April 18, 2020.²

15%

**TN Workers Filed
Unemployment**

While these challenges started first for many of the Tennesseans who work in entertainment, recreation, and accommodation, they have now spread to impact almost every industry and every county across Tennessee.³

\$870M

**Net Sales Lost by
TN Retailers in March**

Some industries were impacted more dramatically than others including: a \$408 million decline in restaurant sales, a \$177 million decline in hotel and accommodation sales, a \$218 million decline in motor vehicle related sales, and a \$64 million decline in entertainment and recreation sales year over year. April losses will be significantly greater.⁴

53%

**Fewer New Business
Applications**

New business applications are down 53% in April 2020. Additionally, the number of licensed professionals and businesses declined by 13% compared to the same time last year.⁵

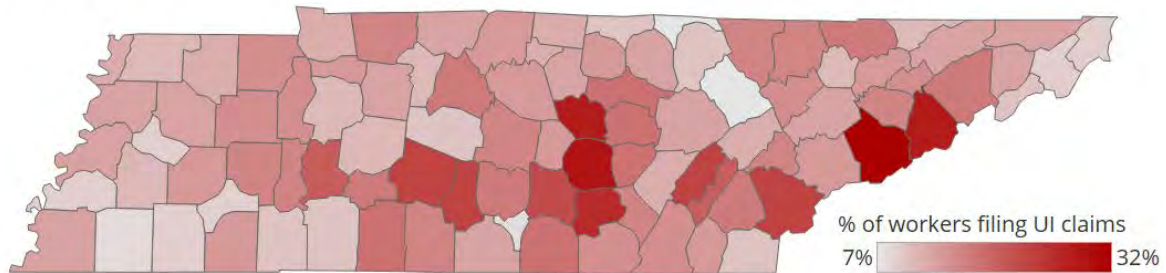
\$5B

TN GDP Lost in 2020

Tennessee Gross Domestic Product is projected to decline \$5 billion during 2020 as a result of closures and joblessness related to the pandemic, assuming businesses begin to reopen on May 1, 2020.⁶

Share of Jobs Impacted by Tennessee County

Unemployment claims as a share (%) of total county employment

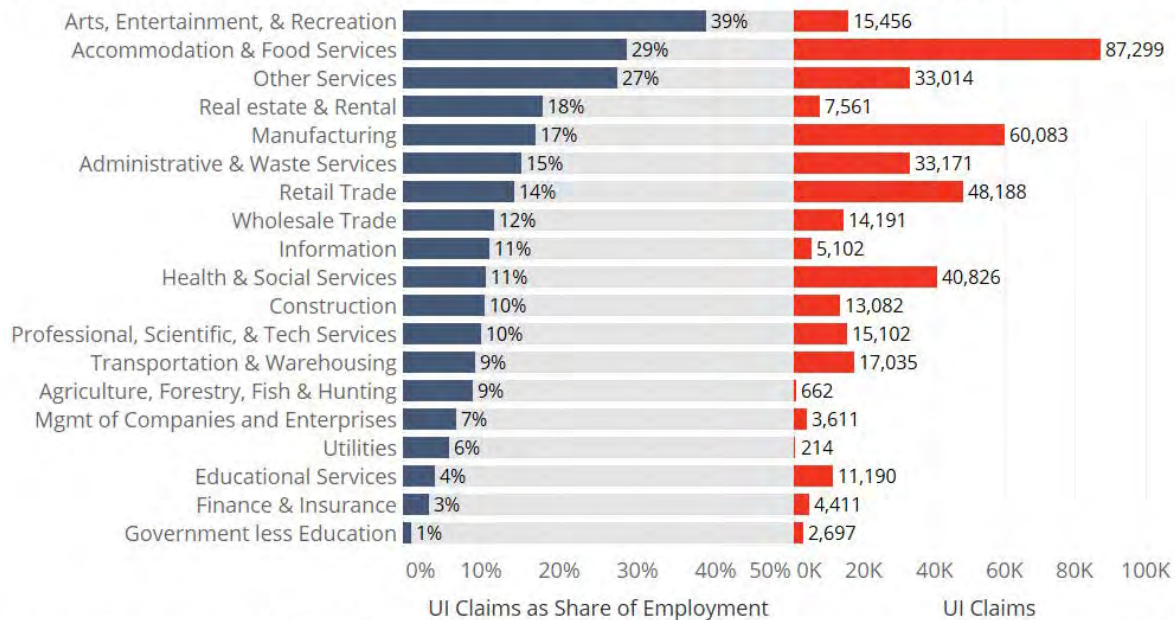


© 2020 Mapbox © OpenStreetMap

Source: Tennessee Department of Labor & Workforce Development, Initial Unemployment Insurance Claims (3/1/20 - 4/18/20) and Industry Employment (February 2020). Data reported by claim date.

Share of Tennessee Jobs Impacted by Sector

Unemployment Insurance (UI) claims as a share (%) of total sector employment



Source: Tennessee Department of Labor & Workforce Development, Initial Unemployment Insurance Claims (3/1/20 - 4/18/20) and Industry Employment (March 2020). Data reported by week ending.

Unemployment Claims over Time

Weekly total and cumulative total unemployment claims



Source: United States Department of Labor, Weekly Unemployment Insurance Claims (1/4/20-4/18/20). Data reported by week ending.

Sources

- ¹Hergenrather, K. C., Zeglin, R. J., McGuire-Kuletz, M., & Rhodes, S. D. (2015). Employment as a Social Determinant of Health: A Systematic Review of Longitudinal Studies Exploring the Relationship Between Employment Status and Physical Health. *Rehabilitation Research, Policy, and Education*, 29(1), 2–26.
- ²Tennessee Department of Labor and Workforce Development.
- ³Tennessee Department of Labor and Workforce Development.
- ⁴Tennessee Department of Revenue. Sales and Use tax estimates do not reflect activities in the personal services sector, and other sectors that are not subject to the tax. Any inferences from these estimates should consider those sectors not represented.
- ⁵Tennessee Department of Commerce & Insurance. Preliminary data compares applications between April 1 and April 20 for both 2019 and 2020
- ⁶Economic impact analysis prepared by the Nashville Area Chamber of Commerce Research Center using REMI dynamic modeling software. Fixed (2012) \$.

Universal Guidelines

For All Businesses

The State is recommending safeguarding protocols for all businesses in Tennessee, including those that are re-opening and those essential businesses that have remained open during the Safer at Home order. These safeguarding protocols are based on the recommendations of the CDC and OSHA. To support the Pledge for Tennessee, all employers and employees should take steps to reopen safely, help other industries be able to open more quickly, and help Tennessee remain healthy and open for business.

Employers

- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Best practice: employers to take temperatures on site with a no-touch thermometer each day upon arrival at work.
 - Minimum: Temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit.
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per CDC guidelines. Employers should maintain the confidentiality of employee health information.
- **Implement workplace cleaning and disinfection** practices, according to [CDC guidelines](#), with regular sanitization of high-touch surfaces at least every two hours
- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- **Allow employees to work from home as much as possible**
- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
- **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave

or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms

- **Update the Employee Illness Policy** to include the symptoms of “COVID-19” or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation
- **Limit self-service options** (customer samples, communal packaging, food/beverages, etc.)
- **Post extensive signage on health policies**, including the following documents in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)

Employees

- **Stay home when feeling ill**, when exposed to COVID-19 (e.g., positive household member case), or if diagnosed with a confirmed case of COVID-19. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- **Increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette
- **Wear a cloth face covering (not an N-95 or medical mask, which should be reserved for healthcare workers)** while at work and in public to help protect against the spread of the virus
- **Practice recommended social distancing** to the greatest extent possible - **“Further is safer”**
- **Abide by guidelines established by employer**, which may include the use of gloves, social distancing practices in the workplace, and increased sanitation

Businesses should follow guidance issued by the Centers for Disease Control and Prevention, as well as any applicable federal or regulatory requirements. In addition to these general guidelines for all Tennessee employers and employees, each employer and employee should refer to their industry-specific guidance, as set forth on the following pages. These industry-specific safeguarding protocols have been created with the input of private sector working groups in partnership with the Economic Recovery Group. Protocols are subject to change and may be released on a rolling basis. Companies doing business in Tennessee should follow Tennessee guidance and best practices outlined in this document.

Restaurant Industry

Safeguarding Guidance

In addition to strict adherence to CDC guidelines, the State recommends restaurants put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- Follow sanitation frequency guidance contained in this document at all times
- Have dedicated face coverings and dedicated gloves (i.e., only used by one person) worn by all employees, at all times
 - Should not be N-95 or medical variety – these should be saved for use by healthcare workers
- Require all employees to report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee's household
- Provide ServSafe COVID-19 training for all food handlers as soon as possible

Consumer Protection

- Limit the number of customers in the restaurant to 50% of seating capacity
- Tables should be spaced at least 6 feet apart
- Limit tables to no more than 6 guests per table
- Mark any indoor or outdoor waiting area so that social distancing standards are met (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
- Bar areas should remain closed
- Live music should not be permitted
- Screen customers for illness upon their entry into the restaurant:
 - Best practice: Temperature checks for every customer. Customers with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise
 - Minimum: Question customers regarding COVID-19 symptoms
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?

Business Process Adaptations

- Place hand sanitizer stations in restaurant lobby and bathrooms, as well as at cashier stations
- Sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum
- Use menus that are disposable or sanitized between each use
- Use rolled silverware/napkins stored in sealed bins (gloves should be used by staff while rolling silverware in designated sanitary areas)
- Sanitize all tabletop items, including condiments, after each table turns (or use disposables)
- Sanitize chairs, especially where contact occurs, after each table turns
- Do not offer self-serve buffets, condiments on a counter for use by multiple tables, or beverage station re-use

Retail Industry

Safeguarding Guidance

In addition to strict adherence to CDC guidelines, the State recommends retail industries put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- Staff should wear face coverings (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC
- Provide training on personal protective equipment based on CDC guidelines
- Provide a sanitizing station such as a wash basin with soap and/or bottle of hand sanitizer
- Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations, to maintain social distancing
- Provide regular updates and training for employees about personal COVID-19 mitigation and store safeguards based on CDC guidelines
- Require all employees to report any illness to supervisor and require notification of COVID-19 positive case in employee's household
- Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible

Consumer Protection

- Limit the number of customers inside a store at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of store occupancy based on Tennessee's Building and Fire Code
- Customers should wear face coverings inside the store
- Consider dedicated shopping hours or appointment times for the elderly, medically vulnerable, and health care workers
- Establish one-way aisles and traffic patterns for social distancing
- Increase curbside, pickup, and delivery service options to minimize contact and maintain social distancing
- Assign dedicated staff to prompt customers regarding the importance of social distancing

- Add social distancing “reminder” signs, personal stickers, floor decals, and audio announcements

Business Process Adaptations

- Establish enhanced cleaning protocols that follow CDC guidelines including sanitizing shared resources (such as carts) after each use, and sanitizing all high traffic / high touch areas (such as counters check-out lanes, keypads, break rooms, dressing rooms, rest rooms) every two hours and when visibly dirty
- Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing
- Use plastic shields or barriers between customers and clerks at service counters, and clean them frequently (every 2 hours and when visibly dirty)
- Adjust store hours to allow time for enhanced cleaning
- Prohibit the use of reusable bags (reusable bags may carry COVID-19)
- Suspend the sampling of food and personal hygiene products
- Task management-level employees within a store to monitor compliance

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

This is an addendum to [Utah Leads Together 2.0](#)¹. The Governor’s Office of Management and Budget and the Utah Department of Health, with assistance from Leavitt Partners, have developed recommendations to support the roadmap for reactivation of the Utah economy while stabilizing public health. These guidelines may provide appropriate flexibility for regions within the state to proactively protect public health, reactivate the Utah economy, and minimize damage to Utah’s quality of life.

DISCLAIMER: These are recommendations that are subject to modification and may be superseded by county or local health department guidance.

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¹ [https://coronavirus-download.utah.gov/Governor/UtahLeads%20April2020%20v20%20\(2\).pdf](https://coronavirus-download.utah.gov/Governor/UtahLeads%20April2020%20v20%20(2).pdf)

Overview of Guidelines for the General Public and Employers

	Normal Risk	Low Risk	Moderate Risk	High Risk
Intensity of Disruption	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>
Overview of Guidelines for General Public and Employers	<ul style="list-style-type: none">General public and employers take reasonable precautionsAll businesses operatingSchools are openTraveling restrictions mostly lifted, self-monitor symptoms 14 days upon return; avoid areas of high transmission	<ul style="list-style-type: none">Public follows Guidelines for All Levels of the General Public (outlined below) and employers follow General Guidelines for Employers (outlined below)General public and employers take reasonable precautionsFace coverings worn in public settings where other social distancing measures are difficult to maintainSchools are openInteractions in decreased group sizes that enable all social distancing guidelines to be maintained; social interactions in groups 50 or fewerAll businesses operatingEmployers exercise discretion with remote work and returning to onsite workRecommended symptom checking in public/business interactions	<ul style="list-style-type: none">Public follows Guidelines for All Levels of the General Public (outlined below) and employers follow General Guidelines for Employers (outlined below)General public and employers take extreme precautionsFace coverings worn in public settings where other social distancing measures are difficult to maintainIn-person interactions limited to individual households and those who have been following recommended distancing/hygiene guidelines. Increase use of virtual interactionsLeave home infrequently, stay 6 feet away from others when outside the homeInteractions in decreased group sizes that enable all social distancing guidelines to be maintained; social interactions in groups of 20 or fewerLimit out-of-state travel, quarantine 14 days upon return from high-risk areasSchools closedEmployees and volunteers of businesses operate remotely, unless not possibleHigh-contact businesses can operate under strict protocolsRestaurants are open for dine-in services with strict requirementsSymptom checking in business interactionsEmployers evaluate workforce strategy, concerns, and enact strategies to minimize economic impact	<ul style="list-style-type: none">Public follows Guidelines for All Levels of the General Public (outlined below) and employers follow General Guidelines for Employers (outlined below)General public and employers take extreme precautionsFace coverings worn in public settings where other social distancing measures are difficult to maintainIn-person interactions limited to individual households; increase virtual interactionsEssential travel only. Leave home infrequently; stay 6 feet away from others when outside the homeInteractions in groups up to 10Limit out-of-state travel, quarantine 14 days upon return from high-risk areasSchools closedEmployees and volunteers of businesses operate remotely, unless not possibleEncourage high-contact businesses not to operateSymptom checking in business interactionsEmployers evaluate workforce strategy, concerns, and enact strategies to minimize economic impact

Guidelines for the General Public During Red, Orange and Yellow Phases

Category	Recommendation
General	<ul style="list-style-type: none">• Follow strict hygiene standards, including:<ul style="list-style-type: none">• Wash hands frequently with soap and water for at least 20 seconds• Use hand sanitizer frequently• Avoid touching your face• Cover coughs or sneezes (e.g. into a tissue, sleeve, or elbow; not hands)• Regularly clean high-touch surfaces (e.g. door handles, counters, light switches, remote controls, restroom surfaces)• Follow any other standards promulgated by the Centers for Disease Control and Prevention (CDC), the Utah Department of Health, and local health department• Face coverings should be worn in public spaces, especially when difficult to maintain 6-foot distance• Do not shake hands• Phone and video chats encouraged in place of in-person meetings• Help others as reasonably appropriate
Households with High-Risk Individuals	<p>“High-risk individuals” include those over 65, those living at senior living facilities, and those of all ages with underlying medical conditions, including chronic lung disease, asthma, heart conditions, severe obesity, chronic kidney disease, liver disease, or otherwise immunocompromised (undergoing cancer treatment, smoker, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune-weakening medications)</p> <ul style="list-style-type: none">• For those living with a high-risk individual, household members should conduct themselves as if they are a significant risk to the high-risk individual• Wash hands before interacting with the person, including before feeding or caring for the person• If possible, provide a protected space for high-risk household members, and ensure all utensils and surfaces are cleaned regularly• Those who are, or work with, vulnerable populations should undergo daily screening/symptom monitoring and should be tested if they develop COVID-19 symptoms• High-risk populations should take extra precaution to avoid close contact with multiple people, including having the same caretakers whenever possible• Additional CDC guidance for high-risk populations can be found here²
Households with Sick Family Members	<ul style="list-style-type: none">• Give sick members their own room if possible and keep the door closed• Consider providing additional protections or more intensive care for high-risk household members• Have only one family member care for them

² <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/what-you-can-do.html>

Phased Guidelines for the General Public and Businesses
to Maximize Public Health and Economic Reactivation

Tiered Guidelines for the General Public

Normal Risk

Low Risk

Moderate Risk

High Risk

Social Guidelines	<ul style="list-style-type: none">General public takes reasonable precautionsInteractions allowable in larger groups, with strict hygiene measures and symptom monitoringEvaluate mass gatherings based on herd immunity and monitoring/testing rates	<ul style="list-style-type: none">General public takes reasonable precautionsStay 6 feet away from others when outside the homeFace coverings worn in interactions that take place within a 6-foot distanceLimit out-of-state travel, quarantine 14 days upon return from high-risk areasSocial interactions in groups 50 or fewer; this may be increased incrementally based on data & milestone trends	<ul style="list-style-type: none">General public takes extreme precautionsStay 6 feet away from others when outside the home unless not possibleFace coverings worn in interactions that take place within a 6-foot distanceIn-person interactions limited to individual households and those who have been following recommended distancing/hygiene guidelines; increase use of virtual interactionsLeave home infrequentlyLimit out-of-state travel, quarantine 14 days upon return from high-risk areasSocial interactions in groups of 20 or fewer	<ul style="list-style-type: none">General public takes extreme precautionsStay 6 feet away from others when outside the home unless not possibleFace coverings worn in interactions that take place within a 6-foot distanceIn-person interactions limited to individual households; increase virtual interactionsEssential travel only. Leave home infrequentlyLimit out-of-state travel, quarantine 14 days upon return from high-risk areasSocial interactions in groups of 10 or fewer
Interactions with High-Risk Individuals ³	<ul style="list-style-type: none">Asymptomatic individuals take extra precautions and follow strict hygiene standards when interacting with high-risk groupsNo symptomatic individualsTake proper precautions when visiting the hospital, nursing homes, or other residential care facilities	<ul style="list-style-type: none">Asymptomatic individuals take extra precautions and follow strict hygiene standards when interacting with high-risk groupsNo symptomatic individualsLimit visitors to the hospital, nursing homes, or other residential care facilities	<p>Interactions with High-Risk Individuals</p> <ul style="list-style-type: none">See “Households with vulnerable populations” guidelines on page 3Avoid physical interactions with high-risk individuals as much as possibleAvoid visits to hospitals, nursing homes, and other residential care facilities <p>Actions by High-Risk Individuals</p> <ul style="list-style-type: none">Face coverings worn at all times in public settingLimit travel to only essential travel, as defined on page 5; if telework is not possible, limit travel to work-related travel onlyLimit visiting friends or family without urgent needLimit physical interactions with other high-risk individuals, except for members of your household or residenceLimit attending gatherings of any number of people outside your household or residenceDo not visit hospitals, nursing homes, or other residential care facilities	<p>Interactions with High-Risk Individuals</p> <ul style="list-style-type: none">See “Households with vulnerable populations” guidelines on page 3Avoid physical interactions with high-risk individuals as much as possibleNo visits to hospitals, nursing homes, and other residential care facilities <p>Actions by High-Risk Individuals</p> <ul style="list-style-type: none">Face coverings worn at all times in public settingLimit travel to only essential travel, as defined on page 5; if telework is not possible, limit travel to work-related travel onlyLimit visiting friends or family without urgent needLimit physical interactions with other high-risk individuals, except for members of your household or residenceLimit attending gatherings of any number of people outside your household or residenceDo not visit hospitals, nursing homes, or other residential care facilities

³ “High-risk individual” includes those over 65, those living at senior living facilities, and those of all ages with underlying medical conditions, including chronic lung disease, asthma, heart conditions, severe obesity, chronic kidney disease, liver disease, or otherwise immunocompromised (undergoing cancer treatment, smoker, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications).

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Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
Family Gatherings (e.g. funeral, wedding, religious ceremonies)	<ul style="list-style-type: none"> Interactions allowable in larger groups, with strict hygiene measures and symptom monitoring 	<ul style="list-style-type: none"> Decreased group sizes that enable all social distancing guidelines to be followed 	<ul style="list-style-type: none"> Small group of close family and friends may attend, as long as they have been following social distancing and hygiene practices for two weeks 	<ul style="list-style-type: none"> Only members of the same household or residence may attend
Public Space	<ul style="list-style-type: none"> Regularly disinfect high-touch areas (e.g. door handles, buttons/switches, handrails, shopping carts, check-out counters, restroom surfaces) Provide hand sanitizer for individuals at entrance and exit 	<ul style="list-style-type: none"> Regularly disinfect high-touch areas (e.g. door handles, buttons/switches, handrails, shopping carts, check-out counters, restroom surfaces) Provide hand sanitizer for individuals at entrance and exit Face coverings worn in public settings where other social distancing measures are difficult to maintain Recommended symptom checking in public interactions 	<ul style="list-style-type: none"> Regularly disinfect high-touch areas (e.g. door handles, buttons/switches, handrails, shopping carts, check-out counters, restroom surfaces) Provide hand sanitizer for individuals at entrance and exit Design spaces to maintain 6-foot distance between individuals Face coverings worn in public settings where other social distancing measures are difficult to maintain Symptom checking in public and business interactions 	<ul style="list-style-type: none"> Regularly disinfect high-touch areas (e.g. door handles, buttons/switches, handrails, shopping carts, check-out counters, restroom surfaces) Provide hand sanitizer for individuals at entrance and exit Design spaces to maintain 6-foot distance between individuals Face coverings worn in public settings where other social distancing measures are difficult to maintain Symptom checking in public and business interactions
Use of Face Coverings	<ul style="list-style-type: none"> Face coverings not necessary for the general public 	<ul style="list-style-type: none"> Face coverings (e.g. mask, scarf, gaiter, bandana) worn in public settings where other social distancing measures are difficult to maintain Launder cloth face coverings routinely Individuals should stay 6 feet away from others even when wearing a face covering 	<ul style="list-style-type: none"> Face coverings (e.g. mask, scarf, gaiter, bandana) worn in public settings where other social distancing measures are difficult to maintain Launder cloth face coverings routinely Individuals should stay 6 feet away from others even when wearing a face covering 	<ul style="list-style-type: none"> Face coverings (e.g. mask, scarf, gaiter, bandana) worn in public settings where other social distancing measures are difficult to maintain Launder cloth face coverings routinely Individuals should stay 6 feet away from others even when wearing a face covering
Children	<ul style="list-style-type: none"> Schools are open, with increased cleaning and hygiene regimen All symptomatic children should stay home from school and childcare 	<ul style="list-style-type: none"> Schools are open, but follow distancing guidelines Increased cleaning and hygiene regimen All symptomatic children should stay home from school and childcare Limit child interaction with other children in public spaces (e.g. playground equipment); a 6-foot distance should be maintained 	<ul style="list-style-type: none"> Do not attend school outside the home Do not arrange or participate in in-person playdates or similar activities Do not allow children on public playground equipment Schools closed Schools may send home food 	<ul style="list-style-type: none"> Do not attend school outside the home Do not arrange or participate in in-person playdates or similar activities Do not allow children on public playground equipment Schools closed Schools may send home food
Food	<ul style="list-style-type: none"> Dine-in services operating with hygiene practices followed 	<ul style="list-style-type: none"> Dine-in services operating with adequate distance between tables 	<ul style="list-style-type: none"> Carryout or delivery encouraged. Dine-in services allowable with extreme precaution (see page 14) Decrease shopping frequency Schools may send home food 	<ul style="list-style-type: none"> Do not dine out except for carryout or delivery Decrease shopping frequency Schools may send home food
Travel	<ul style="list-style-type: none"> Normal travel 	<ul style="list-style-type: none"> Limit out of state travel, following destination guidelines⁴ and avoiding areas of high exposure 	<ul style="list-style-type: none"> Limit travel to essential travel only, following destination guidelines⁴ and avoiding areas of high exposure 	<ul style="list-style-type: none"> Limit travel to essential travel only, following destination guidelines⁴ and avoiding areas of high exposure

⁴ <https://wwwnc.cdc.gov/travel/destinations/list>

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
			<ul style="list-style-type: none"> Essential travel means travel to: <ul style="list-style-type: none"> safely relocate by an individual whose home or residence is unsafe, including individuals who have suffered or are at risk of domestic violence, or for whom the safety, sanitation or essential operations of the home or residence cannot be maintained care for a family member or friend in the same household or another household, including transporting family members or friends transport a child according to existing parenting time schedules or other visitation schedules pertaining to a child in need of protective services care for pets, including travel to a veterinarian seek emergency services obtain medications and medical services donate blood obtain food, including delivery or carry-out services, beverages (alcoholic and non-alcoholic), and other grocery items, gasoline, supplies required to work from home, and products needed to maintain the safety, sanitation, and essential operation of homes and residences, businesses, and personally owned vehicles, including automobiles and bicycles perform work if you cannot telework transport/deliver essential goods engage in recreational and outdoor activities laundromats and dry cleaners return to a home or place of residence 	<ul style="list-style-type: none"> Essential travel means travel to: <ul style="list-style-type: none"> safely relocate by an individual whose home or residence is unsafe, including individuals who have suffered or are at risk of domestic violence, or for whom the safety, sanitation or essential operations of the home or residence cannot be maintained care for a family member or friend in the same household or another household, including transporting family members or friends transport a child according to existing parenting time schedules or other visitation schedules pertaining to a child in need of protective services care for pets, including travel to a veterinarian seek emergency services obtain medications and medical services donate blood obtain food, including delivery or carry-out services, beverages (alcoholic and non-alcoholic), and other grocery items, gasoline, supplies required to work from home, and products needed to maintain the safety, sanitation, and essential operation of homes and residences, businesses, and personally owned vehicles, including automobiles and bicycles perform work if you cannot telework transport/deliver essential goods engage in recreational and outdoor activities laundromats and dry cleaners return to a home or place of residence
Outdoors and Recreation	<ul style="list-style-type: none"> Resume activities, follow hygiene standards 	<ul style="list-style-type: none"> Remain at least six feet apart from individuals from other households while engaging in outdoor activities (e.g., walking, hiking, running, bicycling, hunting, fishing, etc.) Avoid contact with high-touch surfaces, including handrails, trail signs, maps 	<ul style="list-style-type: none"> Remain at least six feet apart from individuals from other households while engaging in outdoor activities (e.g., walking, hiking, running, bicycling, hunting, fishing, etc.) Do not touch high-touch surfaces, including handrails, trail signs, maps 	<ul style="list-style-type: none"> Remain at least six feet apart from individuals from other households while engaging in outdoor activities (e.g., walking, hiking, running, bicycling, hunting, fishing, etc.) Do not touch high-touch surfaces, including handrails, trail signs, maps

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

Normal Risk

Low Risk

Moderate Risk

High Risk

		<ul style="list-style-type: none">• Avoid congregate at trailheads, parks, or other outdoor spaces• Exhibit caution when engaging in close-contact or team sports, including symptom checking of participants• Pools operate at 50% capacity, one swimmer per lane, no congregating on pool decks• Follow guidelines for state and national parks	<ul style="list-style-type: none">• Do not congregate at trailheads, parks, or other outdoor spaces• Do not engage in close-contact or team sports• Pools operate at 50% capacity, one swimmer per lane, no congregating on pool decks• Follow guidelines for state and national parks	<ul style="list-style-type: none">• Do not congregate at trailheads, parks, or other outdoor spaces• Do not engage in close-contact or team sports• Do not travel to, or participate in activities at, any of the following locations:<ul style="list-style-type: none">◦ places of public amusement or public activity◦ public swimming pools◦ gyms, and fitness centers• Do not go to or engage in activities at a state park located outside the county in which you reside (the availability of national parks will be determined in consultation with the National Park Service and the county in which the park is located)
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Tiered Recommendations for Businesses and Employees

	Normal Risk	Low Risk	Moderate Risk	High Risk
Intensity of Disruption	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>6</div><div>7</div><div>8</div><div>9</div><div>10</div></div>
General Employer Guidelines (applicable across all industries)	All businesses are open and operating under stricter hygiene and cleaning regimen. Monitoring health of workforce and customers	Employers encourage flexible working arrangements (rotating shifts, remote work, etc.). Comply with distancing guidelines. Increased cleaning regimen of high-touch areas. Monitor employees for symptoms and well-being <ul style="list-style-type: none">Employers take reasonable precautionsProvide accommodations to high-risk employees; minimize face-to-face contact, assign tasks that allow them to maintain 6-foot distance from other employees or customers, implement flexible work hours or staggered shifts, allow high-risk individuals to work remotelyEncourage remote work when possibleWorkplaces comply with distancing and hygiene guidelinesLimit unnecessary travel	Employers exercise extreme caution, with employees working remotely, evaluating workforce concerns, and enacting strategies to minimize economic impact. Businesses that necessitate on-site work should monitor workforce for symptoms and well-being <ul style="list-style-type: none">Employers take extreme precautionsProvide accommodations to high-risk employeesEmployees and volunteers operate remotely, unless not possibleSymptom checking in business interactionsFace coverings worn; ensure that face coverings are availableMake every possible effort to enable working from home as a first option; where not possible, workplaces comply with distancing and hygiene guidelinesMinimize face-to-face interactions, including with customers (e.g. utilize drive-thru, install partitions)Where distancing and hygiene guidelines cannot be followed in full, businesses should consider whether that activity needs to continue for the business to operateEliminate unnecessary travel and cancel or postpone in-person meetings, conferences, workshops, and training sessionsRequire employees to self-quarantine when returning from high-risk⁵ areasEmployers evaluate workforce strategy and concerns and enact strategies to minimize economic impact	Employers exercise extreme caution, with employees working remotely, evaluating workforce concerns, and enacting strategies to minimize economic impact. Businesses that necessitate on-site work should monitor workforce for symptoms and well-being <ul style="list-style-type: none">Employers take extreme precautionsProvide accommodations to high-risk employeesEmployees and volunteers operate remotely, unless not possibleSymptom checking in business interactionsFace coverings worn; ensure that face coverings are availableEncourage high-contact businesses not to operateMake every possible effort to enable working from home as a first option; where not possible, workplaces comply with distancing and hygiene guidelinesMinimize face-to-face interactions, including with customers (e.g. utilize drive-thru, install partitions)Where distancing and hygiene guidelines cannot be followed in full, businesses should consider whether that activity needs to continue for the business to operateEliminate unnecessary travel and cancel or postpone in-person meetings, conferences, workshops, and training sessionsRequire employees to self-quarantine when returning from high-risk⁵ areasEmployers evaluate workforce strategy and concerns and enact strategies to minimize economic impact

⁵ <https://wwwnc.cdc.gov/travel/destinations/list>

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
Restaurants, Food Service Establishments & Food Trucks	Dine-in restaurants operating under proper safety precautions for staff and customers	<p>Dine-in service opened, with tables arranged so there is appropriate distance between diners. Increased hygiene practices for customers and staff</p> <ul style="list-style-type: none"> • Must maintain 6 feet between parties at all times • Limit the number of people in a restaurant at any time to allow for adequate physical distancing • Limit wait times inside the restaurant to 15 minutes and avoid crowding. Individuals should be encouraged to wait outside • Set an established window for high-risk groups to come in without pressure from crowds • Maintain signage to remind individuals from separate parties to stand at least 6 feet apart • Takeout, curbside pickup, or delivery options encouraged • Avoid letting guests handle food at buffets or change tongs frequently • Clean any surfaces customers touch frequently (e.g. drink machines) • Symptom checking of employees • Stagger workstations so workers are not facing one another and can maintain a 6-foot distance • Encourage contactless payment; disinfect transaction terminal between customers • Customers voluntarily provide contact information to assist with contact tracing efforts 	<p>Takeout, curbside pickup, or delivery options encouraged. Dine-in services allowable with extreme precaution, following strict guidelines around physical distancing and staff monitoring. Contactless payment encouraged. Create safe environment for staff</p> <p>For dine-in services⁶</p> <ul style="list-style-type: none"> • Dine-in services, including buffets, may be open under the following requirements outlined in the appendix on page 19 <p>For takeout services:</p> <ul style="list-style-type: none"> • Symptom checking of employees • Staff wear face coverings • Stagger workstations so workers can maintain a 6-foot distance and do not face one another • Encourage contactless payment; if not possible, disinfect transaction terminal between customers • Staff must sanitize hands between handling payment options and food/containers • When delivering food, drivers use hand sanitizer before passing delivery to customers and use disposable containers/packaging that do not need to be returned • Employers provide personal protection equipment such as face coverings, hair nets, gloves, overalls • Customers voluntarily provide contact information to assist with contact tracing efforts 	<p>Takeout, curbside pickup or delivery only. Extreme caution taken in food preparation. Physical distancing maintained. Contactless payment encouraged. Create safe environment for staff</p> <ul style="list-style-type: none"> • Takeout only. This includes delivery, curbside pickup, third-party delivery (e.g., DoorDash, Grubhub, Uber Eats) • Symptom checking of employees • Stagger workstations so workers can maintain a 6-foot distance and do not face one another • Encourage contactless payment; if not possible, disinfect transaction terminal between customers • Staff must sanitize hands between handling payment options and food/containers • When delivering food, drivers use hand sanitizer before passing delivery to customers and use disposable containers/packaging that do not need to be returned • Employers provide personal protection equipment such as face coverings, hair nets, gloves, overalls • Customers voluntarily provide contact information to assist with contact tracing efforts
Retail (including Grocery Stores, Pharmacy)	<p>Retail establishments operate under heightened hygiene and cleaning standards. Monitor employees for symptoms</p> <ul style="list-style-type: none"> • Signage to encourage customers to use cleaning wipes and hand sanitizer • Ensure cleaning wipes are near shopping carts and shopping baskets <p>Provide hand sanitizer at checkout counters and entrance/exit</p>	<p>Retail establishments exercise discernment, establishing principles for safe environment and public trust. Monitor employees for symptoms and encourage face coverings for any interactions taking place within 6 feet</p> <ul style="list-style-type: none"> • Face coverings are worn for interactions that take place within a 6-foot distance • Maintain signage to remind and help individuals stand at least 6 feet apart, including outside when in line, and in store check-out lines 	<p>Retail establishments create a safe environment for customers and staff with frequent reminders on distancing and hygiene. Monitor employees for symptoms. Customers and employees wear face coverings</p> <ul style="list-style-type: none"> • Both customers and employees wear face coverings⁷ • Maintain signage to remind and help individuals stand at least 6 feet apart, including outside when in line, and in store check-out lines 	<p>Essential retail (e.g., grocery, hardware, etc.) create a safe environment for customers and staff with frequent reminders on distancing and hygiene. Monitor patrons and employees for symptoms. Customers and employees wear face coverings</p> <ul style="list-style-type: none"> • Both customers and employees wear face coverings • Maintain signage to remind and help individuals stand at least 6 feet apart, including outside when in line, and in store check-out lines

⁶ Dine-in services not recommended during moderate risk conditions. However, if dine-in services are opened, the following precautions should be taken

⁷ Face coverings are extremely important in the retail setting, as customers are passing one another with high frequency

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
		<ul style="list-style-type: none"> • Assign an employee to disinfect carts and baskets regularly • Resume to normal patron capacity • Provide hand sanitizer at checkout counters and entrance/exit • Set an established daily window of time for high-risk individuals to come in without pressure from crowds • Staff only come closer than 6 feet when accepting payment or delivering goods or services if wearing a face covering • One-way aisles to support physical distancing • Discourage bringing kids or strollers in stores when possible to allow as much space as possible in aisles • Consider installing a clear plastic partition between cashier and customer where it is not possible to maintain 6 feet of distance • Deliver products through curbside pick-up or delivery • Make regular announcements to remind customers to follow physical distancing guidelines <p>Specific Guidance for Grocery & Pharmacy</p> <ul style="list-style-type: none"> • Separate order and delivery areas to keep customers from waiting too long in confined areas together • Take extra precautions when permitting self-serving any items that are food-related • Only make bulk items available if they are individually packaged • Allow individuals to bring their own bags, mugs, or other reusable items from home <p>Waive prescription delivery fees for high-risk individuals</p>	<ul style="list-style-type: none"> • Assign an employee to disinfect carts and baskets after each use • Maximum number of patrons must be such that a 6-foot distance between patrons and employees can be easily maintained (1 person per 100 square feet) • Provide hand sanitizer at checkout counters and entrance/exit • Limit purchase quantities on certain goods selling out quickly; this will help maintain ability to meet needs of patrons and limit crowds and lines • Set an established daily window of time for high-risk individuals to come in without pressure from crowds • Staff may only come closer than 6 feet when accepting payment or delivering goods or services if wearing face covering • One-way aisles to support physical distancing • Discourage bringing kids or strollers into stores when possible to allow as much space as possible in aisles • Consider installing a clear plastic partition between cashier and customer where it is not possible to maintain 6 feet of distance • Deliver products through curbside pick-up or delivery • Make regular announcements to remind customers to follow physical distancing guidelines <p>Specific Guidance for Grocery & Pharmacy</p> <ul style="list-style-type: none"> • Separate order and delivery areas to keep customers from waiting too long in confined areas together • Prevent people from self-serving any items that are food-related; lids for cups provided by staff • Only make bulk items available if they are individually packaged • Do not allow individuals to bring their own bags, mugs, or other reusable items from home • Waive prescription delivery fees 	<ul style="list-style-type: none"> • Assign an employee to disinfect carts and baskets after each use • Maximum number of patrons must be such that a 6-foot distance between patrons and employees can be easily maintained (1 person per 100 square feet) • Provide hand sanitizer at checkout counters and entrance/exit • Limit purchase quantities on certain goods selling out quickly; this will help maintain ability to meet needs of patrons and limit crowds and lines • Set an established window of time for high-risk individuals to come in without pressure from crowds • Staff may only come closer than 6 feet when accepting payment or delivering goods or services if wearing face covering • One-way aisles to support physical distancing • Discourage bringing kids or strollers into stores when possible to allow as much space as possible in aisles • Consider installing a clear plastic partition between cashier and customer where it is not possible to maintain 6 feet of distance • Deliver products through curbside pick-up or delivery • Make regular announcements to remind customers to follow physical distancing guidelines <p>Specific Guidance for Grocery & Pharmacy</p> <ul style="list-style-type: none"> • Separate order and delivery areas to keep customers from waiting too long in confined areas together • Prevent people from self-serving any items that are food-related; lids for cups provided by staff • Only make bulk items available if they are individually packaged • Do not allow individuals to bring their own bags, mugs, or other reusable items from home • Waive prescription delivery fees

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
Hospitality, Tourism & Accommodations	<p>Industry open with precautions for staff and guests as outlined in general guidelines</p>	<p>Precautions taken with shared spaces; additional caution is taken with extra sanitation of all areas of the property</p> <ul style="list-style-type: none"> • Staff and guests wear face coverings when interacting within 6 feet of one another • Maintain signage to remind groups to stand at least 6 feet apart • Social distancing maintained in all common areas or meeting rooms • Digital check-in and checkout encouraged • Symptomatic guests should stay in their room and wear a face covering anytime they leave the room • Consider designating one staff member to attend to sick guests • Launder all exposed linens and cleaning supplies separately • Food should be served in a takeout-style (grab and go) manner; no buffet-style dining • Swimming pools, gyms and fitness centers open with frequent cleaning 	<p>Hotels and other accommodations take extreme safety precautions for both staff and guests</p> <ul style="list-style-type: none"> • Staff and guests wear face coverings • Maintain signage to remind groups to stand at least 6 feet apart and avoid congregating in common areas • Social distancing maintained in all common areas or meeting rooms • Digital check-in and checkout encouraged • Consider installing plexiglass partition in areas coming into close contact with guests (e.g. registration, concierge, valet desks) • Symptomatic guests should stay in their room and wear a face covering anytime they leave the room • Consider designating one staff member to attend to sick guests • Discontinue or decrease housekeeping services to prevent transmission between rooms during guest stays • Guest room cleaning should include a complete change of towels, linens, pillows, and guest consumable items while all hard surfaces and high-touch areas are completely disinfected with an EPA-registered chemical disinfectant • When possible, rooms should remain vacant for 48 hours after check-out and prior to cleaning • Launder all exposed linens and cleaning supplies separately • Food should be served in a takeout-style (grab and go) manner; no buffet-style dining • Fitness centers and pools follow gym guidelines on page 13 • Provide guests with their own sanitation solutions or wipes to instill guest confidence (e.g., alcohol wipes for remote controls or shared surfaces) 	<p>Limited operations of this industry. Hotels and other accommodations take extreme safety precautions for both staff and guests</p> <ul style="list-style-type: none"> • Accommodations (hotels, motels, Airbnb, etc.) operate with caution • Staff and guests wear face coverings • Maintain signage to remind groups to stand at least 6 feet apart and avoid congregating in common areas • Gift shops continue to sell food, medicine, or other essential items • Digital check-in and checkout encouraged • Consider installing plexiglass partition in areas coming into close contact with guests (e.g. registration, concierge, valet desks) • Symptomatic guests should stay in their room and wear a face covering anytime they leave the room • Consider designating one staff member to attend to sick guests • Guest room cleaning should include a complete change of towels, linens, pillows, and guest consumable items while all hard surfaces and high-touch areas are completely disinfected with an EPA-registered chemical disinfectant • When possible, rooms should remain vacant for 48 hours after check-out and prior to cleaning • Launder all exposed linens and cleaning supplies separately • Food should be served in a takeout-style (grab and go) manner; no buffet-style dining • Swimming pools, gyms and fitness centers closed • Provide guests with their own sanitation solutions or wipes to instill guest confidence (e.g., alcohol wipes for remote controls or shared surfaces)

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
Events & Cultural Entertainment (including Sporting Events, Parades, Concerts, Convention Centers, Theatres, Museums, Zoos, Aquariums, Aviaries, Botanical Gardens)	In-person operation of this this industry is allowable for large groups. Mass gatherings follow proper safety procedures and precautions for monitoring symptoms	<p>In-person operation of this industry is allowable under increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met</p> <ul style="list-style-type: none">• A 10-foot⁸ distance must be maintained between individual household groups at all times while seated; this may be decreased incrementally based on data & milestone trends• For reserved-seating facilities, facility capacity is dependent on ability to block reserved seats (demonstrated on digital seat map) to ensure safe radius• Set an established window time for high-risk groups to come in without pressure from crowds and/or separate entrances and queues• Limit the number of people in a confined area to enable adequate distancing at all times• Maintain signage to remind and help individuals stand at least 6 feet apart when in common areas or while visiting exhibits (e.g. museums, zoos, aquariums, aviaries, botanical gardens)• Congregating at any point is not allowed• Encourage contactless payment; disinfect between transactions at facility stores/gift shops and comply with other retail recommendations• Participants (e.g., players, performers, actors) in events should have their symptoms checked• Electronic tickets and playbills encouraged in place of paper <p>Concessions:</p> <ul style="list-style-type: none">• Serving and seating protocols consistent with restaurant guidance• Maintain 6-foot distancing for all lines• Encourage contactless payment• To the extent reasonable, serve grab-and-go food items• Any concessions/restaurant seating is compliant with restaurant dine-in recommendations	<p>In-person operation of this industry is allowable under increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met</p> <ul style="list-style-type: none">• A 10-foot⁸ distance must be maintained between individual household groups at all times while seated• For reserved-seating facilities, facility capacity is dependent on ability to block reserved seats (demonstrated on digital seat map) to ensure safe radius• Set an established window time for high-risk groups to come in without pressure from crowds and/or separate entrances and queues• Limit the number of people in a confined area to enable adequate distancing at all times• Maintain signage to remind and help individuals stand at least 6 feet apart when in common areas or while visiting exhibits (e.g. museums, zoos, aquariums, aviaries, botanical gardens)• Congregating at any point is not allowed• Encourage contactless payment; disinfect between transactions at facility stores/gift shops and comply with other retail recommendations• Participants (e.g., players, performers, actors) in events should have their symptoms checked• Electronic tickets and playbills encouraged in place of paper <p>Concessions:</p> <ul style="list-style-type: none">• Serving and seating protocols consistent with restaurant guidance• Maintain 6-foot distancing for all lines• Encourage contactless payment• To the extent reasonable, serve grab-and-go food items• Any concessions/restaurant seating is compliant with restaurant dine-in recommendations	<p>In-person operation of this industry is allowable under increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met</p> <ul style="list-style-type: none">• Spectators encouraged to attend remotely• A 10-foot⁸ distance must be maintained between individual household groups at all times while seated• For reserved-seating facilities, facility capacity is dependent on ability to block reserved seats (demonstrated on digital seat map) to ensure safe radius• Set an established window time for high-risk groups to come in without pressure from crowds and/or separate entrances and queues• Limit the number of people in a confined area to enable adequate distancing at all times• Maintain signage to remind and help individuals stand at least 6 feet apart when in common areas or while visiting exhibits (e.g. museums, zoos, aquariums, aviaries, botanical gardens)• Congregating at any point is not allowed• Encourage contactless payment; disinfect between transactions and comply with other retail recommendations• Participants (e.g., players, performers, actors) in events should have their symptoms checked• Electronic tickets and playbills encouraged in place of paper

⁸ Physical distance between households is increased to 10 feet in this category due to movement, cheering, exertion, and prolonged exposure. Physical distancing requirements will be evaluated for incremental decreases in the yellow phase based on data and milestone trends

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Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
Personal Services	Industry open with strict hygiene regimen and symptom monitoring	Industry open under strict hygiene protocols. Service provider and customer must wear face coverings. Meticulous monitoring of symptoms <ul style="list-style-type: none"> Both service provider and client must wear face coverings Service provider must wear gloves, changing frequently as required by state and local public health law Symptom checking of all staff at the beginning of each shift, with a log that can be made available for inspection by health department Customers must have their symptoms checked before services are rendered No walk-ins allowed; services by appointment only Appointments scheduled with enough time allowed to disinfect all procedure surfaces between services Service provider maintains log of appointments with customer contact information to assist with contact tracing efforts When services are not being directly provided, 6 feet of physical distance must be maintained. This includes in waiting areas and between clients at all times Contactless payment encouraged; financial equipment disinfected after each transaction 	Industry open under strict hygiene protocols. Service provider and customer must wear face coverings. Meticulous monitoring of symptoms <ul style="list-style-type: none"> Both service provider and client must wear face coverings; services that cannot be performed without face coverings must not be rendered (e.g. beard trimming, waxing, piercing services) Service provider must wear gloves, changing frequently as required by state and local public health law Symptom checking of all staff at the beginning of each shift, with a log that can be made available for inspection by health department Customers must have their symptoms checked before services are rendered No walk-ins allowed; services by appointment only Appointments scheduled with enough time allowed to disinfect all procedure surfaces between services Service provider maintains log of appointments with customer contact information to assist with contact tracing efforts When services are not being directly provided, 6 feet of physical distance must be maintained. This includes waiting areas and between clients at all times Contactless payment encouraged; financial equipment disinfected after each transaction 	Extreme limitations of this industry (e.g., barbers, hair stylists, tattoo & body artists, nail salons) <ul style="list-style-type: none"> Business that rely on close human interaction (i.e., barbers, hair stylists, tattoo & body artists, etc.) encouraged not to stay open Symptom checking in all interactions; face coverings worn by both service provider and client
Home Repair	Operates under the General Guidelines for Employers. Increased hygiene <ul style="list-style-type: none"> Same as high-risk column, except that employers do not need to actively monitor symptoms; employees self-report 	Operates under the General Guidelines for Employers. Strict hygiene <ul style="list-style-type: none"> Inquire if homes have symptomatic individuals and exercise caution Monitor symptoms of employees Wash or sanitize hands before and after leaving a home Wear face coverings and gloves, changing between each site Disinfect tools after each site Share estimates, invoices, and other documentation electronically 	Operates under the General Guidelines for Employers. Strict hygiene <ul style="list-style-type: none"> Inquire if homes have symptomatic individuals and exercise caution Monitor symptoms of employees Wash or sanitize hands before and after leaving a home Wear face coverings and gloves, changing between each site Disinfect tools after each site Share estimates, invoices, and other documentation electronically 	Operates under the General Guidelines for Employers. Strict hygiene <ul style="list-style-type: none"> Inquire if homes have symptomatic individuals and exercise caution Monitor symptoms of employees Wash or sanitize hands before and after leaving a home Wear face coverings and gloves, changing between each site Disinfect tools after each site Share estimates, invoices, and other documentation electronically

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
Gyms & Fitness Centers	Fitness centers and gyms are open with cleaning guidance <ul style="list-style-type: none"> Space equipment at normal capacity Make cleaning supplies available throughout the establishment and post signs encouraging patrons to clean all equipment 	Fitness centers and gyms are open with some distancing and cleaning guidance <ul style="list-style-type: none"> Employees must go through symptom checking before every shift, including temperature. Log must be kept and available for inspection by health department Employees working within 6 feet of patrons must wear face coverings Limit the number of patrons in the facility at one time 1 person per 100 square feet Space or close equipment so patrons maintain 10⁹ feet of distance at all times Pools limited to 50% pool capacity, one swimmer per lane, congregating on the pool deck is not allowed Make cleaning supplies available throughout the establishment and post signs encouraging patrons to clean all equipment 	Recommended closure of fitness centers and gyms; if open, fitness centers and gyms should follow strict distancing and cleaning guidance <ul style="list-style-type: none"> Employees must go through symptom checking before every shift, including temperature. Log must be kept and available for inspection by health department Employees must wear face coverings; patrons encouraged to wear face coverings whenever possible Limit the number of patrons in the facility at one time 1 person per 100 square feet Space or close off equipment so patrons maintain 10 feet⁹ of distance at all times No team or group activities Staff must disinfect all equipment after each use No sign-in sheets, touchpads, or touch surfaces required for entry High-risk individuals discouraged from using facilities at this time Pools limited to 50% pool capacity, one swimmer per lane, congregating on the pool deck is not allowed 	Fitness centers and gyms are closed
Construction, General Contractors & Manufacturing	Operates under the General Guidelines for Employers	Operates under the General Guidelines for Employers. Strict hygiene <ul style="list-style-type: none"> Ensure nobody with symptoms enters a job site Provide additional hand washing stations; wash or sanitize hands before and after leaving a site Wear face coverings and gloves Clean and disinfect project sites, including high-touch surfaces and tools frequently Share estimates, invoices, and other documentation electronically 	Operates under the General Guidelines for Employers. Strict hygiene and reduced group interactions <ul style="list-style-type: none"> Ensure nobody with symptoms enters a job site Provide additional hand washing stations; wash or sanitize hands before and after leaving a site Wear face coverings and gloves Clean and disinfect project sites, including high-touch surfaces and tools frequently Share estimates, invoices, and other documentation electronically 	Operates under the General Guidelines for Employers. Strict hygiene and reduced group interactions <ul style="list-style-type: none"> Ensure nobody with symptoms enters a job site Provide additional hand washing stations; wash or sanitize hands before and after leaving a site Wear face coverings and gloves Clean and disinfect project sites, including high-touch surfaces and tools frequently Share estimates, invoices, and other documentation electronically

⁹ Physical distance increased to 10 feet in this category to account for movement, exertion, and prolonged exposure. Physical distancing requirements will be evaluated for incremental decreases in the yellow phase based on data and milestone trends

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

Normal Risk

Low Risk

Moderate Risk

High Risk

Day Care	<div>Enhanced cleaning and distancing protocols. No symptomatic children</div> <ul style="list-style-type: none">Enhanced cleaning and disinfecting,Don't use toys that can't be cleanedChildren and staff should stay home if they're sick	<div>Enhanced cleaning and distancing protocols. No symptomatic children</div> <ul style="list-style-type: none">Enhanced cleaning and disinfectingLimit mixing the groups of children (keep in separate rooms, allow on the playground at different times)Don't use toys that can't be washed and disinfectedAll individuals must wash hands with soap and running water upon arrivalChildren and staff should stay home if they're sickChildren and staff get their temperature checked at the facilityIf there is a confirmed case, facility must be closed and alert local health departmentAll high-touch surfaces should be cleaned and disinfected regularly	<div>Enhanced cleaning and distancing protocols. No symptomatic children</div> <ul style="list-style-type: none">Enhanced cleaning and disinfectingEncourage children to be 6 feet apart as much as possibleGroups must be restricted to groups of 20 unless a wall can physically separate each groupLimit mixing the groups of children (keep in separate rooms, allow on the playground at different times)Curbside drop off and pick upAll individuals must wash hands with soap and running water upon arrivalDon't use toys that can't be washed and disinfectedChildren and staff should stay home if they're sickChildren and staff get their temperature checked at the facilityIf there is a confirmed case, facility must be closed and alert local health departmentAll high-touch surfaces should be cleaned and disinfected after each use (e.g., toys, keyboards, desks, remote controls)	<div>Enhanced cleaning and distancing protocols. No symptomatic children</div> <ul style="list-style-type: none">Enhanced cleaning and disinfectingEncourage children to be 6 feet apart as much as possibleGroups must be restricted to groups of 10 unless a wall can physically separate each groupLimit mixing the groups of children (keep in separate rooms, allow on the playground at different times)Curbside drop off and pick upAll individuals must wash hands with soap and running water upon arrivalDon't use toys that can't be washed and disinfectedChildren and staff should stay home if they're sickChildren and staff get their temperature checked at the facilityIf there is a confirmed case, facility must be closed and alert local health departmentAll high-touch surfaces should be cleaned and disinfected after each use (e.g., toys, keyboards, desks, remote controls)
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Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

Healthcare-Specific Guidelines

	Normal Risk	Low Risk	Moderate Risk	High Risk
Intensity of Disruption	<div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> <div>8</div> <div>9</div> <div>10</div> </div>	<div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> <div>8</div> <div>9</div> <div>10</div> </div>	<div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> <div>8</div> <div>9</div> <div>10</div> </div>	<div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> <div>8</div> <div>9</div> <div>10</div> </div>
Hospital Setting	Allow ambulatory surgery according to protocols developed by the Utah Hospital Association in consultation with the Utah Department of Health Routine care resumed	Allow ambulatory surgery according to protocols developed by the Utah Hospital Association in consultation with the Utah Department of Health Practices reopened with additional precautions taken by healthcare providers, based on availability of resources	Allow ambulatory surgery according to protocols developed by the Utah Hospital Association in consultation with the Utah Department of Health Practices reopened with additional precautions taken by healthcare providers, based on availability of resources	Allow ambulatory surgery according to protocols developed by the Utah Hospital Association in consultation with the Utah Department of Health Practices reopened with additional precautions taken by healthcare providers, based on availability of resources
Non-hospital Setting, Including Dentistry		<ul style="list-style-type: none"> Consider availability of resources (access to PPE, supplies, equipment, medicine) Patients encouraged to wear masks when they go to their healthcare provider Ensure 6-foot physical distance of all patients at all times No congregating in waiting rooms; if possible, patients should wait outside or in their car and be escorted directly to a treatment room with minimal social interaction All children’s play areas, toys, magazines, and similar items removed from waiting rooms Screen patients upon entering the office with a questionnaire asking about symptoms, travel, and any sicknesses in the home Take patient temperature to screen for fever Only one adult may accompany each child; strongly encourage to wait outside the exam room if aerosols will be generated during treatment Plexiglass barrier installed, face shields, or masks appropriate to setting provided to front desk personnel Appropriate PPE should be worn when taking care of non-COVID-19 patients Appropriate protocols, by setting, should be put in place for using appropriate PPE for PUI, screened positive, and COVID-19 patients 	<ul style="list-style-type: none"> Consider availability of resources (access to PPE, supplies, equipment, medicine) Patients encouraged to wear masks when they go to their healthcare provider Ensure 6-foot physical distance of all patients at all times No congregating in waiting rooms; if possible, patients should wait outside or in their car and be escorted directly to a treatment room with minimal social interaction All children’s play areas, toys, magazines, and similar items removed from waiting rooms Screen patients upon entering the office with a questionnaire asking about symptoms, travel, and any sicknesses in the home Take patient temperature to screen for fever Only one adult may accompany each child; strongly encourage to wait outside the exam room if aerosols will be generated during treatment Plexiglass barrier installed, face shields, or masks appropriate to setting provided to front desk personnel Appropriate PPE should be worn when taking care of non-COVID-19 patients Appropriate protocols, by setting, should be put in place for using appropriate PPE for PUI, screened positive, and COVID-19 patients 	<ul style="list-style-type: none"> Consider availability of resources (access to PPE, supplies, equipment, medicine) Patients encouraged to wear masks when they go to their healthcare provider Ensure 6-foot physical distance of all patients at all times No congregating in waiting rooms; if possible, patients should wait outside or in their car and be escorted directly to a treatment room with minimal social interaction All children’s play areas, toys, magazines, and similar items removed from waiting rooms Screen patients upon entering the office with a questionnaire asking about symptoms, travel, and any sicknesses in the home Take patient temperature to screen for fever Only one adult may accompany each child; strongly encourage to wait outside the exam room if aerosols will be generated during treatment Plexiglass barrier installed, face shields, or masks appropriate to setting provided to front desk personnel Appropriate PPE should be worn when taking care of non-COVID-19 patients Appropriate protocols, by setting, should be put in place for using appropriate PPE for PUI, screened positive, and COVID-19 patients

Phased Guidelines for the General Public and Businesses
to Maximize Public Health and Economic Reactivation

	Normal Risk	Low Risk	Moderate Risk	High Risk
		<ul style="list-style-type: none">• Personal clothing should be changed when leaving care setting based on risk posed by patient care being provided• Gowns or shoe coverings are not necessary, but would provide added protection• Face shields or goggles that seal around the eyes must be worn when performing any treatment that creates an aerosol• Maintain appointment log with patient contact information to assist with contact tracing efforts (EMR system is sufficient)• All universal precautions strictly maintained	<ul style="list-style-type: none">• Personal clothing should be changed when leaving care setting based on risk posed by patient care being provided• Gowns or shoe coverings are not necessary, but would provide added protection• Face shields or goggles that seal around the eyes must be worn when performing any treatment that creates an aerosol• Maintain appointment log with patient contact information to assist with contact tracing efforts (EMR system is sufficient)• All universal precautions strictly maintained	<ul style="list-style-type: none">• Personal clothing should be changed when leaving care setting based on risk posed by patient care being provided• Gowns or shoe coverings are not necessary, but would provide added protection• Face shields or goggles that seal around the eyes must be worn when performing any treatment that creates an aerosol• Maintain appointment log with patient contact information to assist with contact tracing efforts (EMR system is sufficient)• All universal precautions strictly maintained

Phased Guidelines for the General Public and Businesses to Maximize Public Health and Economic Reactivation

General Guidelines for Employers

Best Practices for Employers

- Those who are, or work with, high-risk populations, should undergo daily screening/symptom monitoring, and be tested if they begin to experience COVID-19 symptoms. High-risk populations should take extra precautions to avoid close contact with multiple people
- Use online conferencing, email, or telephone in place of in-person meetings, even when people are in the same building
- Employees and customers should not congregate in groups; if your business involves a waiting area, customers should wait outside or in their cars
- Encourage contactless pay options if possible; otherwise immediately disinfect transaction equipment
- Make regular announcements to remind employees and customers to follow distancing guidelines. Use floor markings to mark appropriate physical distance (6 or 10 feet) where appropriate
- Encourage digital files rather than paper formats (e.g. documentation, invoices, inspections, forms, agendas)
- Consider what reserve supplies may be necessary to obtain (e.g., cleaning supplies, gloves or other protective equipment)
- Consider the possibility of interruptions to water or power that might force closure
- Establish and maintain open dialogue with local communities, including key vendors and suppliers, exploring contingencies and sharing appropriate decisions about foodservice, transportation, and other services
- Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact in the workplace
- If relevant, update emergency communication plan with key contacts and backups, chain of communications, and processes for tracking and communicating; share the response plan with employees and communicate expectations
- Ensure every employee's contact information and emergency contact details are up to date; ensure a plan is in place to reach employees quickly
- Educate workforce about the threat of the COVID-19 pandemic, what the business is doing, and what they should do to protect themselves and their families
- Prepare for absenteeism—not only sick employees will stay home; others may need to care for the sick or children if schools close; those employees should notify their supervisors
- Provide signage at each public entrance to inform all employees and customers that they should:
 - Avoid entering if they fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, shortness of breath, or feel generally unwell
 - Maintain a minimum 6-foot distance (10-foot distance in gyms, fitness centers, or large event/entertainment spaces due to prolonged exposure, increased movement, exertion, heavier breathing, cheering)
 - Sneeze/cough into cloth, tissue, elbow or sleeve (not hands)
 - Avoid hand shaking or unnecessary physical contact
 - Wear face coverings

Cleaning & Hygiene Guidelines for Employers

- Promote etiquette for coughing, sneezing, and handwashing; avoid touching face, especially eyes, nose, and mouth; place posters that encourage hand and respiratory hygiene
- Face coverings should be worn by employees and patrons, especially when difficult or impossible to maintain 6-foot distance
- Ensure adequate air circulation and post tips on how to stop the spread of germs
- When possible, discourage sharing of work tools and equipment
- Avoid handshaking
- Make a list of high-touch surfaces requiring routine disinfecting and perform routine environmental cleaning (e.g., elevator buttons, workstations, countertops, handrails, doorknobs, breakrooms, bathrooms, common areas), either twice a day or after each use. Keep a logbook of cleaning regimen. Those cleaning should:
 - Wear gloves
 - Prior to disinfecting, clean surfaces with soap and water if soiled
 - Use EPA-approved disinfectant, industrial cleaner, diluted bleach, or alcohol solutions
- Provide disposable disinfecting wipes for employee use on high-touch surfaces; provide no-touch trash bins
- Laundry: wear gloves, use warmest appropriate water setting, dry items completely, do not shake dirty laundry, launder items that have come in contact with COVID-19 separately
- Make hand sanitizer, soap and water, or effective disinfectant readily available. Provide pop-up handwashing stations or facilities where necessary (e.g. open houses, construction sites)
- Personal Protection Equipment (PPE) should not be shared and should be disposed of properly
- After using gloves, employees should wash their hands

Employers Monitoring Symptoms

- Employees who are sick or who appear to have COVID-19 symptoms should be separated from other employees/customers immediately and sent home; immediately clean and disinfect areas the sick employee visited
- Train managers/leadership to spot symptoms of COVID-19 and to be clear on relevant protocols
- Monitor employee symptoms, especially fever. If employees take simple medications such as acetaminophen, ibuprofen, or aspirin, they should take temperature beforehand
- Do not allow employees to come to work if they feel sick; create or maintain non-punitive leave policies so employees do not feel pressured to come to work if they are sick. Remind employees to report any illness to a manager, especially if sick with fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, and/or shortness of breath
- If an employee is confirmed COVID-19 positive, employers should inform fellow employees while maintaining confidentiality; fellow employees should self-monitor for symptoms for 14 days

Appendix: Guidelines for Dine-in Restaurants Open in Orange/Moderate

Operational Practice

- Limit tables to groups of 6, preferably members of the same household
- Must maintain 6 feet between parties at all times. Either move tables or mark off tables not to be used
- In waiting areas, a 6-foot distance must be maintained between parties, whether indoor or outdoor
- Maintain signage to remind individuals from separate parties to stand at least 6 feet apart; waiting area has floor markers to indicate proper spacing
- Hosts preferably open doors for customers and guide them to their seats to prevent traffic or congregating; hand sanitizer available at door
- Upon entry, hosts point guests to signage that includes the following information:
 - Outlines symptoms¹⁰ and encourages that if the patron, or someone they live with, has experienced COVID-19 symptoms, to please order takeout instead
 - Recommendation for high-risk individuals¹¹ to order takeout/delivery instead of dining in for the protection of that individual
- Manager checks each employee for symptoms before every shift with temperatures taken and asks if any member of the employee's household has tested positive for COVID-19 in the past 14 days. Log must be kept and available for inspection by the local health officer
- Staff must wear face coverings at all times and perform hand hygiene between interactions with each table
- Cups, lids, napkins and straws must be handed directly to customers by staff
- Do not place utensils on table until patron is seated
- Encourage contactless and non-signature payment; when not possible, card and payment stations must be sanitized after each use. Staff must sanitize hands between handling payment options and food/containers
- Staff avoid touching items that have been placed on the table (menus, plates, utensils, pens, cups, etc.). The table will be cleared by a dedicated staff member once all guests have left
- Dedicated staff member sanitizes the area occupied by customers upon departure including tables, menus, pens, salt and pepper shakers, etc. Consider use of disposable items if necessary
- The restaurant may not operate if PPE, EPA-approved disinfectants and sanitizers, soap, and other necessary cleaning supplies are not available; sanitizer is effective against COVID-19. Chlorine (bleach) at 100-200 ppm is recommended
- Hand sanitizer must be available immediately adjacent to bathrooms
- Close restaurant for cleaning and disinfecting in the morning, afternoon, and evening. Cleaning and disinfecting includes all tables, chairs, door handles, floors, bathrooms, and any high-touch surfaces
- Buffet and self-serve restaurants will provide utensils, cups, plates and other service items only from the counter where food is ordered. None of these items will be accessible to the public. Buffet style restaurants will provide servers who will serve the meals from buffet to limit exposure. Patrons will not be allowed within 6 feet of the food serving area
- Stagger workstations so employees are not facing one another and are 6 feet apart
- To-go boxes, pizza boxes, paper cups, and any other paper product that touches food must be treated as food
- Staff must use gloves when handling ready-to-eat foods (including ice). Gloves are not required when handling foods that have yet to be cooked
- Playgrounds in restaurants remain closed

¹⁰ Symptoms include fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, shortness of breath

¹¹ High-risk individual" includes those over 65, those living at senior living facilities, and those of all ages with underlying medical conditions, including chronic lung disease, asthma, heart conditions, severe obesity, chronic kidney disease, liver disease, or otherwise immunocompromised (undergoing cancer treatment, smoker, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications)