

COVID-19 Reopening Guidance Document

May 19, 2020

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Prepared For: Applicable Businesses and Cayuga County Cultural Organizations

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1.) Principles to Reopening

- The goal is to reduce loss and keep things operating as normal as possible
- Seek credible, un-biased, primary sources for information about the pandemic and how to respond to it. Such sources include the Centers for Disease Control, the Department of Health, the National Institute of Health, and the World Health Organization
- Communicate the most up to date information often and as clearly as possible through multiple channels
 - **Review** – provide the information in a concise and detailed manner
 - **Repeat** – disseminate information each day or every other day so that it is guaranteed to reach your audience
 - **Reinforce** – your plan is necessary for your organization to continue to perform during setbacks, and teams should be reminded of this
- It is important to have a plan of some form, since not having a plan at all or not making a decision on how to work through a setback is detrimental
- The person making decisions needs to be accessible and open to feedback so that they are making informed decisions that shift with the status and operational capacity of the organization
 - Pay attention to feedback; listen entirely to the person's point
 - Respond to feedback by acknowledging your understanding of that feedback; respond with a summary of what you heard
- Be positive and maintain a sense of levity for your team
- Take things one day at a time, and effectively reinforce the vision of your organization to keep your team inspired

2.) What Reopening Will Look Like

- For COVID-19, NYS has adopted the “New York Forward” phased guidance plan for reopening the state
- This phased guidance results in essential businesses that have a lower risk of spreading COVID-19 reopening in earlier phases

- To identify which phase a business is aligned with, owners/ executives can look up their NAICS number on [NY Forward Business Reopening Lookup Tool](#)
- Museums – NAICS 712110, opening to the public in Phase 4 of 4
- **New York Forward:**
 - **Phase 1** – Construction, retail trade (curbside pick-up or in-store pick up only)
 - **Phase 2** – Professional services, retail (in-store shopping), administrative support, real estate; 50% workforce capacity reporting
 - **Phase 3** – Restaurants and food service (eat-in service); 75% workforce capacity reporting
 - **Phase 4** – Arts, entertainment, recreation, schools; 100% workforce capacity reporting
 - Each phase will last at least two weeks, and will progress to the next phase when determining factors are met by the Central New York Region, as decided by the Regional Control Room (group of local health experts and ex-officio personnel). The determining factors are:
 - Low Regional Infection Rate:
 - A net decline of hospitalized cases over a 3 day rolling average, finalized every two weeks
 - A net decline in deaths over a 3 day rolling average, finalized every two weeks
 - Less than 2 new hospitalizations per 100,000 residents over a three day rolling average, finalized every two weeks
 - Regional Health Care Capacity:
 - At least 30% of all Intensive Care Unit beds in the region must be reserved for potential COVID-19 hospitalization

- Regional Testing Capacity:
 - 30 tests per 100,000 regional residents must be administered each month, with an effort on contact tracing and proactive testing

3.) Guidance and Procedures of Reopening

- Distancing
 - Physical Distancing: employees and customers/ visitors must maintain a safe distance of 6 feet at all times
 - When maintaining a distance of 6 feet from coworkers or customers/ visitors is not possible, a face covering should be worn
 - Face Covering: should cover the nose and the mouth, and can be cloth based (sewn, quick cut, or bandana are acceptable face coverings), surgical masks, N95 masks, and face shields that cover the nose and mouth are acceptable face coverings
 - When maintaining a distance of 6 feet from customers/ visitors is not possible (such as a point of sale location), a barrier should be put in place between the employee and the customer/ visitor
 - Barrier: should be made of Plexiglas or similar materials and must be impermeable dividers or partitions that are installed using OSHA guidelines
 - Vehicle Use: Business/ Organizational vehicle use should be limited to one person at a time when possible, or less than 50% capacity when more than one person is required
 - When riding with additional personnel, windows should be rolled down and/ or face coverings should be worn
 - Point of Sale: Point of sale operations should ensure a reduction in close encounters with customers/ visitors
 - Businesses/ Organizations should consider:

- Pay-ahead transactions
- Touchless methods of in-person payment and moving method of taking payment further from cashier
- Staggered pick-up and/ or arrival times to avoid large gatherings of customers
- Constructing barriers (per OSHA guidelines) made of Plexiglas or similar materials to ensure safe distance fr employees and customers/ visitors
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○ Workplace Operations: Workplace Operations must be effectively maintained to the safest extent possible, without restricting worker’s rights or violating any parts of the Americans with Disabilities Act (ADA), or Equal Employment Opportunity (EEO) laws

○ Businesses/ Organizations should consider:

- Reducing or eliminating bi-directional traffic by creating and labeling (with signs, tape, or floor decals) one-way foot traffic patterns
- Ensuring physical distancing by labeling (with signs, tape, or floor decals) 6 foot markers
- Reduce the occupancy of restrooms to one person if possible, or 50% capacity
- Stagger breaks for employees to reduce the risk of multiple employees in one space
- Space chairs in meeting/ conference rooms accordingly to ensure 6 foot distancing
- Phase 2 – 50% of workforce report in person (most essential employees); Phase 3 – 75% of workforce report in person; Phase 4 – 100% of workforce report in person
- Adjust workplace hours

- Employees should limit in-person interactions while in the workplace
 - Businesses/ Organizations should designate separate areas for entry and exit (if possible)
 - Businesses/ Organizations should designate areas for drop-off and deliveries
 - Deliveries should not be handled for 24 hours once received, or should be disinfected upon delivery before handing
- Protection:
- It is the responsibility of the Business/ Organization to offer Personal Protective Equipment (PPE) to employees, customers, and/or visitors. A surplus amount should be purchased. These items should include:
 - Face Covering: should cover the nose and the mouth, and can be cloth based (sewn, quick cut, or bandana are acceptable face coverings), surgical masks, N95 masks, and face shields that cover the nose and mouth are acceptable face coverings
 - Tissues
 - Hand Sanitizer with at least 60% alcohol
 - [Disinfectant product that meets EPA criteria for use against SARS-Cov-2](#)
- Cleaning and Hygiene
- Businesses/ Organizations should display recommended procedures for washing, sanitizing, and disinfecting in clear view within common and/ or frequently used spaces such as break rooms, point of sale locations, designated entrances, and restrooms

- Recommended procedures that are displayed can be simplified or concise delineations of guidance
- Posters recommended by the [CDC](#), [NIH](#), or [DOH](#) can be used to advertise steps
- Logs of what was washed, sanitized, or disinfected; when the task took place; and by whom, should be displayed by Businesses/ Organizations in areas such as break rooms, designated entrances, point of sale locations, and restrooms
 - A site safety monitor should be designated by the Business/ Organization to monitor any adherence to these recommendations
- Hand Washing: Employees and customers/ visitors need to wash their hands frequently with warm soapy water, and hands should be dried with disposable paper towels
 - When to wash hands:
 - Before and after work shifts and work breaks
 - After blowing one's nose, coughing, or sneezing
 - After using the bathroom
 - Before and after preparing and eating food
 - After touching or removing face coverings
 - Posters recommended by the [CDC](#), [NIH](#), or [DOH](#) can be used to advertise steps
- Disinfecting: According to the CDC, Businesses/ Organizations should disinfect common spaces (door handles, hand rails, phones, light switches, faucets, counters, tables, chairs, etc.) daily by:
 - Cleaning dirty surfaces with soap and water. This can be done by diluting dish or hand soap in water until the liquid contains a thin film of bubbles when shaken

- Phone, electronic, or written survey
- Temperature readings
- Screeners should wear PPE when conducting screenings
- Results of screening are confidential and names of individuals should not be released unless otherwise suggested by County or State Department of Health
- A detailed log and/ or record of screenings should be kept by the Business/ Organization
 - A site safety monitor should be designated by the Business/ Organization to monitor any adherence to these recommendations
- Screenings should be done in order to determine the following factors:
 - Whether an employee, visitor, or customer has been in close contact with someone who has tested positive for COVID-19
 - Whether an employee, visitor, or customer has tested positive for COVID-19 in the previous 14 days
 - A Business/ Organization cannot require employees to provide a COVID-19 test result or a health care professional's note to validate their illness, qualify for sick leave, or return to work
 - Whether an employee, visitor, or customer has exhibited symptoms of COVID-19 in the previous 14-days
 - Cough
 - Shortness of breath
 - Fever

- No one who has tested positive for COVID-19 or who has been symptomatic of COVID-19 should be allowed to work
 - The NYS Department of Health and [the Cayuga County Health Department](#) should be notified immediately in this case
- Employees, customers, or visitors who are asymptomatic:
 - Should self-monitor their health daily
 - Should practice physical distancing
 - Should wear proper face covering
 - Should disinfect workspace daily
- Employees, customers, or visitors who have been in close proximity (less than six feet for period of 15 minutes or longer) to COVID-19 and are asymptomatic:
 - Should self-monitor their health daily
 - Should practice physical distancing
 - Should wear proper face covering
 - Should disinfect workspace daily
- Employees, customers, or visitors who have been in close proximity (less than six feet for period of 15 minutes or longer) to COVID-19 and/ or are symptomatic:
 - Should inform Employer
 - The NYS Department of Health and [the Cayuga County Health Department](#) should be notified immediately by the Employer in this case
 - Should quarantine until:
 - 3 days have passed since recovery and 10 days have passed since symptoms appeared or,

- Resolution of fever without medicine and improvement in breathing and two negative test results within 24 hours of one another

- Employees, customers, or visitors who have tested positive for COVID-19:

- Should inform Employer
 - The NYS Department of Health and [the Cayuga County Health Department](#) should be notified immediately by the Employer in this case
- Must quarantine until 10 days after test result or,
- Must have received two negative test results within 24 hours of one another

- Testing Locations:

- WellNow Urgent Care
271 Grant Ave, Auburn, NY 13021

COVID-19 Testing:

- Appointment not required
- Referral not required
- Testing for all patients

Instructions: Remain in car - triage will be done in parking lot
Verify testing center info before going.

- Communication:

- Businesses/ Organizations should review, repeat, and reinforce these recommendations with their employees, customers, and visitors
 - Displaying recommendations on posters or charts can be helpful
 - Posters recommended by the [CDC](#), [NIH](#), or [DOH](#) can be used to advertise steps

- A site safety monitor should be designated by the Business/ Organization to monitor any adherence to these recommendations
- Businesses should develop their own plan using these recommendations
 - [A New York State Template](#) can be used to disseminate reopening guidance to employees, insurers, County Health Departments, and legal council
- Key goals of a Business/ Organization's reopening plan should look like the following:
 - Practice physical distancing recommendations
 - Perform cleaning and hygiene recommendations
 - Screen employees, customers, and visitors effectively to restrict the spread of COVID-19
 - Consistently communicate a reopening plan to employees, customers, and/or visitors