

PROCEED WITH CAUTION

COVID-19 RECOVERY PLAN

**BUSINESS REOPENING
GUIDELINES**

*As taken from
“Utah Leads Together”*

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

Moderate Risk Level

General Employer Guidelines (Applicable Across All Industries)

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

- Employers take extreme precautions
- Provide accommodations to high-risk employees
- Employees and volunteers operate remotely, unless not possible
- Symptom checking in business interactions; face coverings worn in all interactions that occur within a 6-foot distance
- Make every possible effort to enable working from home as a first option; where not possible, workplaces comply with distancing and hygiene guidelines
- Minimize face-to-face interactions, including with customers (e.g. utilize drive-thru, install partitions)
- Ensure that face coverings are available
- Where distancing and hygiene guidelines cannot be followed in full, businesses should consider whether that activity needs to continue for the business to operate
- Eliminate unnecessary travel and cancel or postpone in-person meetings, conferences, workshops, and training sessions
- Require employees to self-quarantine when returning from high-risk⁵ areas
- Employers evaluate workforce strategy and concerns and enact strategies to minimize economic impact

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

Restaurants and Food Services

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

For dine-in services⁶:

- Dine-in services may be open under the following requirements outlined in the appendix

For takeout services:

- 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

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

Retail (Including Grocery Stores and Pharmacies)

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

- 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
- 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 120 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 Specific Guidance for Grocery & Pharmacy
- 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

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

Hospitality, Tourism & Accommodations

Hotels and other accommodations take extreme safety precautions for both staff and guests

- 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 Plexiglas 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)

Events & Entertainment

In-person operation of this industry is allowable under increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met

- A 10-foot distance must be maintained between individual household groups at all times
- 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 not in their seats
- 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
- Concessions:
 - 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

Personal Services

Industry open under strict hygiene protocols. Service provider and customer must wear face coverings. Meticulous monitoring of symptoms

- 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 waiting areas and between clients at all times
- Contactless payment encouraged; financial equipment disinfected after each transaction

Home Repair

Operates under the General Guidelines for Employers. Strict hygiene

- 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

Gyms & Fitness Centers

Recommended closure of fitness centers and gyms; if open, fitness centers and gyms should follow strict distancing and cleaning guidance

- 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 120 square feet
- Space or close off equipment so patrons maintain 10 feet 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 should be limited to one swimmer per lane, 50% pool capacity, congregating on the pool deck is not allowed

Construction, General Contractors and Manufacturing

Operates under the General Guidelines for Employers. Strict hygiene and reduced group interactions

- 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

Day Care

Enhanced cleaning and distancing protocols. No symptomatic children

- Enhanced cleaning and disinfecting
- Encourage children to be 6 feet apart as much as possible
- Groups must be restricted to groups of 20 unless a wall can physically separate each group
- Limit mixing the groups of children (keep in separate rooms, allow on the playground at different times)
- Curbside drop off and pick up
- All individuals must wash hands with soap and running water upon arrival
- Don't use toys that can't be washed and disinfected
- Children and staff should stay home if they're sick
- Children and staff get their temperature checked at the facility
- If there is a confirmed case, facility must be closed and alert local health department
- All high-touch surfaces should be cleaned and disinfected after each use (e.g., toys, keyboards, desks, remote controls) or at least twice a day

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 restaurants, gyms, fitness centers, or large event 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
- Centers for Disease Control and Prevention
 - OSHA Guidance on Preparing Workplaces for COVID-19
 - Utah Department of Health

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 disinfectant 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
- Tables with guests must be at least 10 feet⁸ apart, from edge to edge. 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 symptoms⁹ 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 individuals¹⁰ 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

- No self-serve food service or buffet options unless food is pre-packaged
- 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

⁸*10-foot distance is required to ensure a 6-foot distance is maintained when pulling out chairs, moving between tables, and to ensure the safety of restaurant patrons during periods of prolonged exposure to one space*

⁹*Symptoms include fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, shortness of breath*

¹⁰*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))*