

Playbook for Reopening Your Business in the Age of COVID-19

Adapted from the Playbook created by
the Chamber of Commerce of West Alabama



These unprecedented times have been challenging, to say the least. However, we're proud of you for helping our community succeed, from donating meals to essential employees, to sewing masks, to simply sharing resources on social media. We are truly #StrongerTogether.

As we move forward, we know you are anxious to reopen your doors. To ensure the safety of our community and to help you navigate the new normal, we present you with this Back to Work Playbook. This resource will act as a living document, which we will update as this fluid situation changes.

Though we know we wish to return to our regular lives, we must take necessary precautions during this time. The last thing we want is for the virus to grow during this phase. This playbook is a guideline to help you safely serve your customers and accommodate your employees.

Disclaimer

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other work place requirements in place prior to the age of COVID 19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

The Tacoma-Pierce County Chamber bears no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

General Recommendations to Protect Employees & Customers

This playbook provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus's spread. Individuals' temperature standards as used in this report will be in accordance with directions from Alabama State Health Officer, Dr. Scott Harris, and the Alabama Department of Public Health.

It is also important that businesses take responsibility to insure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15 day supply at all times.



Employee + Customer Protection

- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.
- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers must be at least six feet apart.
- The number of people inside the store will be limited to 50% of fire marshal capacity or 8 people per 1,000 square feet.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.
- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- A sign will be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Alabama Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer.
- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers will be required to use hand sanitizer upon entering the store.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.



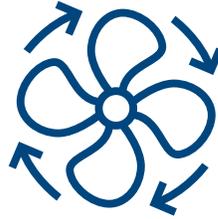
Keeping The Workplace Safe



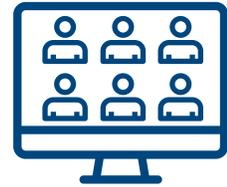
PRACTICE GOOD HYGIENE



STOP HANDSHAKING & AVOID TOUCHING FACE



INCREASE VENTILATION



USE VIDEOCONFERENCING



ADJUST/POSTPONE LARGE GATHERINGS



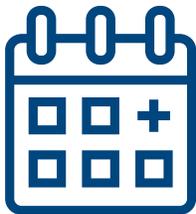
LIMIT BUSINESS TRAVEL



LIMIT FOOD SHARING



STAY HOME IF YOU ARE OR A FAMILY MEMBER IS SICK



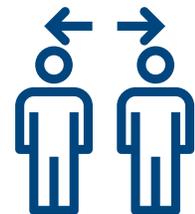
USE BOOKING SYSTEM TO STAGGER CUSTOMERS



LIMIT CASH HANDLING



USE ONLINE TRANSACTIONS



PRACTICE SOCIAL DISTANCING



HOLD MEETINGS IN OPEN SPACES



REMAND STAFF OF HAND WASHING



SANITIZE HIGH TRAFFIC AREAS



COMMUNICATE COVID-19 PLAN WITH STAFF

Communicating With Your Team

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.



Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.



Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.



Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.



Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.



Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.



Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider.

Preparing Your Space

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.



Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.



Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.



Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE DISINFECTION PROCESS).

DEEP CLEANING

COVID-19 “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:



- Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste

- Proper equipment and PPE to perform the task

- All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated

- Use of approved COVID-19 disinfectant chemicals to perform this activity



Cleaning and Disinfecting After Opening



Clean

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use. Water-diluted household bleach solutions may also be used if appropriate for the surface.
- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. *Never mix household bleach with ammonia or any other cleanser.*

Leave solution on the surface for at least 1 minute.

Alcohol solutions with at least 70% alcohol may also be used.



Soft Surfaces

For soft surfaces such as carpeted floors, rugs, upholstery and drapes:

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.



Electronics

For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting. If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.



Laundry

For clothing, towels, linens and other items:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

Personal Protection Equipment

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include masks, face shields and gloves.

WHO SHOULD WEAR MASKS?

- Medical and isolation team members
- Health screeners (i.e. a supervisor who takes employees' temperature)
- Disinfection team members
- Those with broad exposure to customers or employees.



WHO SHOULD WEAR FACE SHIELDS?

- Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. *They are not necessary unless you work in healthcare/manufacturing, but they can help.*



WHO SHOULD WEAR GLOVES?

- Employees in isolation
- Those performing disinfection of common surfaces
- Employees handling trash
- Employees handling food



NOTE: Gloves put employees at higher risk of exposure and are NOT RECOMMENDED for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, our employees are exposed to greater risk.