

Back to Business

Playbook for reopening your business in the age of COVID-19



About the Playbook

As Kanawha Valley businesses adapt operations in response to COVID-19, we understand the need for a critical balance to sustain the valley's economy while protecting the community's health. The Back to Business playbook was designed for organizations of all types across the region to use as we re-open our workplaces and prioritize the public health needs of our workforce, stakeholders, customers and community.

How to Use

You should reference the Back to Business playbook in coordination with guidance from:

- State and local public health departments
- Your local municipality's recovery plan
- Centers for Disease Control (CDC) recommendations
- Occupational Safety and Health Administration (OSHA) guidelines
- Equal Employment Opportunity Commission (EEOC) rules and regulations
- Trade association guidance
- All other laws applicable to your workplace to reopen the community after Stay-at-Home and other social distancing orders have lifted.

When developing your workplace reopening plan, consider unique aspects of your organization, including type and size of the business, workforce, company culture, organizational structure, geographic location and any other special circumstances. The plan should be dynamic, allowing for flexibility as circumstances in your business and your community change. You can use this guide in its entirety or adopt elements to create a tailored reopening plan that best fits the needs of your organization.

Fundamentals

Things to consider when developing your workplace reopening plan:

1

LEARN

- Educate yourself on the most current public health policies and guidelines on national, state and local levels.
- Make sure the information included in your plan is up-to-date and adapting to new information.

2

LISTEN

- Actively seek employee and customer feedback about returning to work or reopening your business.
- Insight helps you understand how your employees and customers feel as well as reiterates that you care about their safety and well being.

3

COMMUNICATE

- Engage in active dialogue with your employees and customers to increase adherence to new policies and procedures and enable adaption as guidelines change.
- Provide an easy-to-locate copy of the most up-to-date playbook for staff at all times.

4

EVALUATE

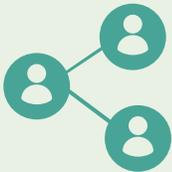
- Continue to review updates on national, state and local levels.
- Be prepared to review and adapt guidelines for employees and customers as situation evolves.

Keep your Workplace Safe

General Recommendations to Protect Employees and Customers



- Employees and customers should wear appropriate PPE when possible.



- Enforce reasonable social distancing in all areas of the workplace, including waiting areas.



- Implement employee screenings and direct any employees experiencing indicative symptoms of COVID-19 to leave work immediately and seek medical care and/or COVID-19 testing per CDC recommendations.



- Implement workplace cleaning and disinfection measures according to CDC guidelines.
- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.



- Encourage non-cash transactions.
- Sanitize point-of-sale machines frequently.

Guidance from the State

West Virginia Strong: The Comeback Plan

Governor Jim Justice unveiled "West Virginia Strong-The Comeback" in April 2020 as a road to recovery, laying out a comprehensive plan to reopen West Virginia's businesses and economy. The plan is a phased approach, which slowly reopens businesses on a week-to-week basis, so long as COVID-19 cases remain low.

Guidance for West Virginia Businesses Permitted to Open

Access guidelines outlined in the State's plan for your businesses by following the links below:

Week 2



Small Businesses with 10 or fewer employees



Restaurants with Takeout or Outdoor Dining



Barbershops, hair salons, nail salons, pet grooming and other professional services regulated by the WVBC



Religious Entities & Funeral Homes



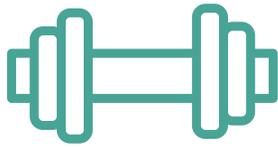
Wellness Centers Operated by or with West Virginia Licensed Health Care Providers



Drive-in Movie Theaters

Week 3

Access guidelines outlined in the State's plan for your businesses by following the links below:



Fitness Centers, gymnasiums and recreation centers



Indoor Dining at Restaurants



Large/Specialty Retail

Week 4



Outdoor Recreation Outfitters



Sports Training Facilities



Malls and Indoor Facilities



Tanning Businesses

Access guidelines outlined in the State's plan for your businesses by following the links below:

Week 5



[Bars](#)



[Spas and Massage Businesses](#)



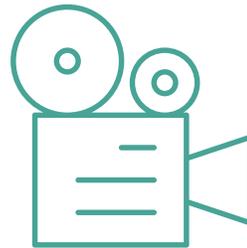
[Museums and Visitor Centers](#)



[Bingo Halls](#)



[Casinos](#)



[Movie Theaters](#)

Week 6

Week 7



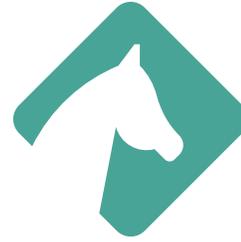
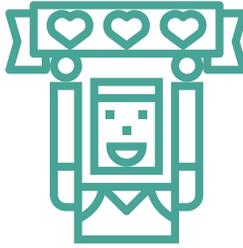
[Low Contact Youth Sports](#)



[Little League Practice](#)

Access guidelines outlined in the State's plan for your businesses by following the links below:

Week 9



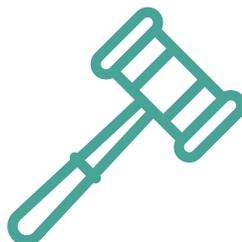
[Low Contact Sports](#)



[Fairs, Festivals, Amusement Parks and Rides](#)

Week 10

Additional Guidance



[Auctions](#)



[WVSSAC-sanctioned athletics programs and bands](#)

Contacts

Questions? We're here for you.

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304-348-8000

Kanawha-Charleston Health Department

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304-348-1088

Kanawha County Commission

Kanawha.us/county-commission
Info@kanawha.us
304-357-0101

References

- [State of West Virginia](#)
- [Centers for Disease Control and Prevention](#)

Disclaimer

The information contained in this document does not constitute legal or medical advice. All employers should consult with their legal counsel, medical, and health and safety advisors specific to their jurisdiction and industry to develop strategies applicable to their workplace. Public safety codes, building codes, and any applicable laws and security requirements should not be compromised when adjusting the workplace for your employees' return.