BEST PRACTICES

for

REOPENING AFTER COVID-19 SHUTDOWN

Guidelines by Industry for safe reopening

Cumberland County Improvement Authority

May, 2020
BEST PRACTICES FOR BUSINESS REOPENING

In the chart contained in this section, best practices from gradual re-openings from across the country have been compiled to serve as a guideline for businesses in various sectors. These are suggested protocols that would be the next step – not a full or unrestricted reopening, but the next stage of increasing the amount of commerce and interaction that can safely occur.

Please refer to State and Local regulations and mandates for the Actual Reopening Dates for your specific Business. The State of NJ’s COVID Information page is: www.covid19.nj.gov

REOPENINGS APPROVED BY GOVERNOR MURPHY ON MAY 13, 2020

EXECUTIVE ORDER 142

Non-essential Construction- Restart May 18, 6am, subject to social distancing and mitigation protocols

Non-essential Retail- Beginning May 18 6 am: Curbside pick-up via vehicle or on foot

Vehicle gatherings: Beginning May 14, drive-in or drive thru events, including movie theatres, church worship services, and farms

NOTE ON MEDICAL FACILITIES:

This document does not provide guidance for health care facilities, including hospitals, general medical facilities, dental offices, vision care centers and elder care facilities, among others. These institutions should follow guidance from their regulatory bodies, professional associations, and the state and federal governments. When applicable, institutions should also follow the Centers for Medicare and Medicaid Services (CMS) Recommendations for Re-opening Facilities to Provide Non-emergent NonCOVID-19 Healthcare (At the time of release of this document, only Phase I guidance is available – CMS guidance follows the White House’s “Opening Up America Again” phases).
BEST PRACTICES FOR THE NEXT LEVEL OF BUSINESS RE-OPENINGS- acquired from research from across the nation and based on FDA, OSHA, CDC and Professional Associations

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>REOPENING CRITERIA</th>
<th>RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>RETAIL- Small Businesses</td>
<td>CURBSIDE PICK UP PERMITTED AT PRESENT (5/18/20 BY GOVERNOR)</td>
<td>OSHA, NY State Guidance, National Federation of Retailers-Operation</td>
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<tr>
<td></td>
<td>Follow Core Principles</td>
<td>Open Doors Check List, National Main Street; Tampa Lift up Local Program</td>
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<tr>
<td></td>
<td>Follow General Guidelines, Pgs. 6-8</td>
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<tr>
<td></td>
<td>6’ physical distancing</td>
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<td></td>
<td>Face covering when distance can’t be maintained</td>
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<td>Sanitize surfaces, shared items between uses</td>
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<td></td>
<td>Hand sanitizer stations</td>
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<td></td>
<td>Treat customers as if they are potentially infectious</td>
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<td>Distancing floor markers, one-way aisle markers</td>
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<td>Encourage telework as much as possible</td>
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<td>Plexiglass barriers/separation if possible</td>
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<td>Contactless deliveries and payment options</td>
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<tr>
<td></td>
<td>Limit # customer at one time-50% of occupancy as long as can meet 6’ standard</td>
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<td>System limiting entry and tracking occupancy</td>
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<td></td>
<td>Staggered shifts</td>
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<tr>
<td></td>
<td>Use outdoor spaces</td>
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<tr>
<td>RESTAURANTS/</td>
<td>Signage on walls and floor</td>
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<tr>
<td>BARS</td>
<td>Employee facemasks, gloves</td>
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<tr>
<td></td>
<td>Limit to 50% seating capacity</td>
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<td></td>
<td>Allow 6’ distance between groups of patrons/table space</td>
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<td></td>
<td>Use outdoor space at same ratio</td>
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<td></td>
<td>Max. 8 people per table</td>
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<tr>
<td></td>
<td>Physical distancing of at least 6’ maintained in both the kitchen and dining room</td>
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<td>Diners wait outside</td>
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<tr>
<td></td>
<td>Follow Core Principles</td>
<td>National Restaurant Association, FDA</td>
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<tr>
<td></td>
<td>Follow General Guidelines, Pgs. 6-8</td>
<td>Food Safety Checklist</td>
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<td>Signage on walls and floor</td>
<td>NJ Hospitality and Restaurant Assoc, Ohio Dept. of Health Restart</td>
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| OFFICE | Follow Core Principles  
| Follow General Guidelines, Pgs. 6-8  
| Signage on walls and floor  
| Employee facemasks for interactions  
| 6’ distance between work stations  
| 50% workers in office at one time  
| Use digital files to extent possible  
| Use digital meeting platforms if possible  
| Minimize employee contact  
| Increase ventilation  
| Sanitize common areas  
| Hand sanitizer stations | State of KY Healthy at work standards |

| SALONS, SPAS, TATOO PARLORS, BARBER SHOPS, NAIL SALONS, PERSONAL CARE INDUSTRIES | Follow Core Principles  
| Follow General Guidelines, Pgs. 6-8  
| Signage on walls and floor  
| When 6’ distancing cannot be maintained wear face coverings  
| Sanitize surfaces and items between users  
| Deep disinfecting before reopening  
| Treat every patron and employee as if they are potentially infectious  
| Open by appointment only with seating 6’ apart in service areas  
| Patrons wait outside  
| Increase ventilation if possible (windows open)  
| Discard magazines, reading materials  
| Screen Patrons and employees/providers for exposure and illness prior to service (questionnaires, temperature)  
| Client and employee must wear face covering if within 6’ distance  
| When practical, add plexiglass protective barriers to stations to reduce contact  
<p>| Encourage touchless pay methods | NJ Cosmetology &amp; Barber Guidelines, Professional Beauty Association- <a href="http://www.probeauty.org">www.probeauty.org</a> , TN Regulations for Close Contact Businesses |</p>
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<th>WINERIES</th>
<th>SHOPPING MALLS</th>
<th>HOTELS</th>
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</table>
| Sanitize and deep clean daily high touch areas  
No non-customer companions | Follow Core Principles  
Follow General Guidelines pgs. 6-8  
Wine tasting at 50% capacity  
Signage on walls and floor  
No bar seating  
6’ distancing of tables and patrons  
Parties no greater than 6  
Tasting by appointment preferred  
Flights poured at one time  
Single use menus or menu board  
Plastic glasses  
Contactless payment  
Screen employees  
Increase ventilation  
Wear cloth facial coverings/gloves  
Partitions/Plexiglass at registers  
Hand sanitizer on tables | Garden State Wine Growers Association; Wine Institute: CA Winery Tasting Room Protocols, OR, WA state reopening guidelines |
| Follow Core Principles  
Follow General Guidelines Pgs. 6-8  
Clear signage  
Limit hours; special hours, for seniors  
Limit entrances  
Limit capacity to 50% or 12/1,000 sf  
6’ distancing  
Face coverings required  
Daily screening of employees  
Partitions/Plexiglass at register  
Touch free interactions limit  
Food courts, play areas closed  
Frequent deep cleaning  
Hand sanitizing stations’ | NC State reopening regs, OSHA |
| Follow Core Principles  
Follow General Guidelines Pgs. 6-8  
Clear signage front and back of house  
Employee screening  
Physical distancing between groups, in lobbies, throughout property  
Hand sanitizer dispensers reception, lobby, meetings places, elevators, pools  
Sanitize common areas, elevator once/hr  
No more than 2-4 guests on elevator  
Upgraded guest room cleaning | NJ Hospitality and Restaurant Assoc. |
| **OUTDOOR RECREATION** | Limit or suspend daily room service  
Shared tools & equip sanitized before, during and after each shift  
Quarantine any room with Covid guest  
Use every other workstation in bus. Center  
Limit guests in pool and gym areas, use 6’ distancing for seating | NJ Hospitality and Restaurant Assoc.; NJ Parks and Recreation Assoc. |
|-----------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| **OUTDOOR RECREATION** | Signage, floor and seat markings  
Reduce capacity to meet social distancing guidelines in park and parking lot areas  
Frequent handwashing stations  
Hand sanitizing stations  
Face mask for all employees  
Employee screening  
Plexiglass barriers  
Contactless payment  
Cleaning all machines, rides, handrails hourly  
Advance purchase tickets if possible  
Monitor restroom capacity and distancing; disinfect high touch surfaces frequently  
Rotate employee shifts  
No sharing of equipment  
Alternate queuing methods to manage capacity | Rutgers Extension Service |
| **FARM STANDS** | DRIVE THROUGH/PICK UP PERMITTED PRESENTLY 5-14-20 BY GOVERNOR  
Follow Core Principles  
Follow General Guidelines Pgs. 6-8  
Clear signage  
No sampling  
Maintain 6’ social distance  
Vendors practice hand hygiene, use gloves and masks  
Screen all vendors  
Handwashing and sanitizing station at entrances  
Disinfect all surfaces on regular basis  
Use non-porous plastic tables for easy disinfection  
Contactless payment options | CDC, FEMA exercise starter kit |
| **COMMUNITY ORGANIZATIONS** | Follow Core Principles  
Follow General Guidelines Pgs. 6-8  
Clear signage |  |
<table>
<thead>
<tr>
<th>Activity</th>
<th>Guidelines</th>
<th>Agency/Source</th>
</tr>
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</table>
| **CONSTRUCTION**         | Social distancing of 6’  
                          Restrict onsite personnel to low as possible  
                          Limit face to face meeting  
                          Separate work crews  
                          Restrict access to common areas  
                          Wear facial coverings  
                          Signage  
                          Hand sanitizing stations  
                          Sanitation of equipment, tools, vehicles  
                          Disinfect toilets, operating controls, machinery  
                          No sharing of tools | OSHA, CDC                  |
| **MANUFACTURING AND DISTRIBUTION** | Follow Core Principles  
                          Follow General Guidelines Pgs. 6-8  
                          Clear signage  
                          Daily Screening employees  
                          Maintain 6’ distance for entire shift- social distancing at all times  
                          Physical barriers  
                          Air filters/ventilation  
                          Staggered shifts, schedules  
                          Alternate to time clock system or sanitize  
                          Reduce traffic and congregating  
                          One person in vehicle if possible  
                          Sanitizing frequently touched equipment, tools, surfaces  
                          Reoccurring deep cleaning production floor  
                          Facial coverings | National Assoc Manufacturing, OSHA |
| **THEATRES, GALLERIES, MUSEUMS, ATTRACTIONS** | Follow Core Principles  
                          Follow General Guidelines Pgs. 6-8  
                          Clear signage- walls and floors  
                          Allow 5 persons/1,000 sf  
                          Monitor employees and patrons  
                          Facial coverings  
                          Sanitizing stations  
                          Physical barrier for cashiers at gift shops  
                          Regularly clean counter tops and high touch areas  
                          Touchless, no contact audio displays rather than kiosks  
                          Control access points and entry  
                          Pre-packaged food only | American Alliance of Museums |
| Advance ticket sales  
| No large groups or group sales  
| No festivals or mass gatherings |
|---|---|
| **FUNERAL HOMES** | Follow Core Principles  
| Follow General Guidelines Pgs. 6-8  
| Clear signage  
| Daily screening employees, attendees  
| 33% capacity while maintaining social distance of 6’  
| Facial coverings  
| One person at time in restrooms  
| No communal beverages or food  
| Restrict access to common areas  
| Seating arranged with 6’ distancing  
| Hand sanitizer stations  
| Disinfect frequently touched surfaces |
| State of KY Healthy at Work standards |
| **GYMS, FITNESS STUDIOS** | Follow Core Principles  
| Follow General Guidelines Pgs. 6-8  
| Clear signage  
| Daily screening employees and patrons  
| Facial coverings  
| Sanitizing of machines after each use  
| Spacing machines 10’ apart  
| 100’ per patron or 50% capacity  
| Contactless payments – use of app.  
| Touchless check-in  
| Facial coverings  
| 24 hr. gyms institute closings for deep cleaning |
| Planet Fitness Covid 19 response; Gold’s Gym, |
| **LIBRARIES** | Follow Core Principles  
| Follow General Guidelines Pgs. 6-8  
| Clear signage  
| Specialized hours for pick up  
| Curbside pick-up for holds  
| Self check-out stations  
| Plexiglass barriers for checkout/reference  
| 50% capacity with 6’ distancing  
| Tables, computers and meeting space separated by 6’  
| Disinfecting computers after each use  
| Sanitizing stations |
| Institute of Museum and Library Services; NJ State Library; |
| COMMUNITY CENTERS | Follow Core Principles  
|                  | Follow General Guidelines Pgs. 6-8  
|                  | Clear signage  
|                  | Daily screening  
| WORSHIP CENTER   | VEHICLE GATHERINGS PERMITTED WITH SOCIAL DISTANCING BY GOVERNOR BEGINNING MAY 14  
|                  | Follow Core Principles  
|                  | Follow General Guidelines Pgs. 6-8  
|                  | Clear signage  
|                  | Daily screening employees & worshipers  
|                  | Social distancing 6’ with max. of 50 people in one group  
|                  | All wear gloves and masks  
|                  | Sit together in family units  
|                  | No choir  
|                  | No communal food  
|                  | No handshaking, handholding  
|                  | Hand sanitizing stations  
|                  | Sanitize seats after each service  
|                  | Alternative means for traditional practices such as offering – leave in one area for less common contact  

First Liberty
APPENDICES

Appendix 1: Covid-19 Resources


CDC: What You Need to Know  [https://www.cdc.gov/handwashing/index.html]


US Chamber- Guide for Employers to Plan a Response to the Corona Virus PDF  
[https://www.uschamber.com/sites/default/files/guidance_for_employers_to_plan_and_respond_to_the_coronavirus_031620.pdf]

OSHA: Guidance on Preparing Workplaces for COVID-19  
[www.osha.gov/Publication/OSHA3880.pdf]

Federal Food and Drug Administration (FDA) Food Safety Checklist  
[https://www.fda.gov/media/137867/download]


National Federation of Retailers – Operation Open Checklist  

NJ Hospitality and Restaurant Assoc: Safe Play Guidelines  

Stay Safe Hotel Guidelines  

Safe Dining Reopening Plan  

State of NC Guidance for Malls and Shopping Centers
Appendix Two: Suggestions from Kroger’s Blueprint for Business

Phase One Situations

RETAIL:

1. Promote Healthy Work Habits
   - Ongoing Employee, Vendor and Customer Education – signage, in-store messaging, floor decals
   - Handwashing posters, breaks
   - Monitor employee temperatures
   - Encourage sick employees to stay at home

2. Enhanced Sanitation
   - Daily sanitation practices including wipe downs of registers, hand-held devices, credit card terminals, door handles, restrooms, shelves
   - Allow frequent frontend breaks for handwashing
   - Wipe down carts
   - Clean and stock bathrooms more frequently
   - Self-bagging
   - Reusable bags

3. Encourage Physical Distancing
   - Protective plexiglass screens at service counters
   - Display signage, floor decals
• Close fitting rooms, bar areas
• Close self-serve bars
• No sampling

4. Adjust Operations
• Stagger shifts to avoid overcrowding
• Increase pick up hours to serve more online customers
• Increased breaks for hand washing
• Contactless payments
• Early hours for seniors/vulnerable

5. Establish Vendor Guidelines
• Contactless signatures for deliveries
• Require PPE

6. Encourage PPE
• Facial coverings, masks, gloves
• Safe disposal

MANUFACTURING:

1. Enhance Safety procedures
• Signage
• Regular communication and messaging
• PPE

2. Enhanced Sanitation
• Enhanced daily practices
• Frequent handwashing rotations
• Sanitizer available throughout plant
• 3rd party deep cleaning
• Wipe down equipment
• Clean and stock bathrooms more frequently

3. Monitor Employee Health
• Temperature checks each shift
• Emergency leave guidelines
• Encourage Sick employees to stay home
• Protocols for leave, employee exposure
• Stagger shifts to avoid crowds

4. Visitor and Vendor Guidelines/Operations
• Wear PPE
• Suspend non-employee deliveries
• Suspend business travel
• Employees that can work remotely
• Contactless signatures for deliveries
• Expand hours offer delivery to prevent overcrowding

5. Physical Distancing
• Install plexiglass screens @ counters
• Close community breakrooms, patios
• Stagger shifts; adjust hours  discontinue cafeteria self-serve bars
BEST PRACTICES
FOR RETAIL FOOD STORES,
RESTAURANTS & FOOD/PICK-UP
DELIVERY SERVICES
DURING THE
COVID-19 PANDEMIC

BE HEALTHY, BE CLEAN
- Employees - Stay home or quarantine if sick, consult doctor if sick, and contact instructor.
- Employees - Inform sick employees to stay home and send home immediately if sick.
- Employees - Proactively employee 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 masks/face covering per local L&L.
- Never touch ready-to-eat foods with bare hands.
- Use single service gloves, towel tissues, 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, per CDC and FDA.
- Never use cleaning products and sanitizers.
- 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 use store personnel to conduct cleaning/sanitizing.

SOCIAL DISTANCE
- Help educate employees and customers the 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.
- Continuous self-serve buffets and salad bars, discourage employee gatherings.
- Use floor markings and signs to encourage social distancing.
- Shorten customer time in store by encouraging them for:
- Low shopping times.
- 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 delivery containers are cleaned and sanitized.
  Maintain time and temperature controls.
  Avoid cross contamination; for example, wrap food.
  Encourage customers to use "no touch" deliveries.
  Notify customers, the delivery is serving 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.