

# GENERAL RECOMMENDATIONS

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' spread. Individuals' temperature standards as used in this report will be in accordance with directions from Dr. Nate Smith, Secretary of the Arkansas Department of 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 AND 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, or as otherwise noted.
- 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 must 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 Arkansas Department of 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 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 OFFICES



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 childcare closes.



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 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 or other mental health services in our community such as Ozark Guidance. 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).**

## DEEPCLEANING

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 + DISINFECTING AFTER OPENING

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.

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
- Consider providing disposable masks for customers needing one

## 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.

# APPLYING AND REMOVING PPE

## APPLYING PPE

1

### GOWN

Fully cover torso from neck to knees, arms to ends of wrists, and wrap around the back.

2

### SHOE COVERS

Sit in chair and apply sanitary shoe covers. For a hands-free application, use a shoe cover dispenser.

3

### MASK

Secure ties or elastic bands at middle of head and neck. Fit snug to face and below chin.

4

### GOGGLES

Place over face and eyes and adjust to fit.

5

### GLOVES

Extend to cover wrist of isolation gown.

## REMOVING PPE

1

### GLOVES

Grasp outside of glove with opposite gloved hand and remove. Hold removed glove in gloved hand. Slide fingers under remaining glove and peel off.

2

### GOGGLES

Handle by head band or ear pieces. Do not touch outside of goggles or face shield.

3

### GOWN

Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out and roll into a bundle.

4

### SHOE COVERS

Shoe covers are contaminated. For hands-free removal, use a shoe cover removal system.

5

### MASK

Do not touch front of mask. Grasp bottom, then top ties or bands and remove.

**REMEMBER: PPE IS ONLY EFFECTIVE IF WORN CORRECTLY. TRAIN YOUR EMPLOYEES CORRECT PPE USAGE.**

# HOW LONG COVID-19 LIVES ON SURFACES

<b>ALUMINUM</b> Examples: soda cans, tin foil <b>2-8 hours</b>	<b>CARDBOARD</b> Examples: shipping boxes <b>24 hours</b>	<b>CERAMICS</b> Examples: dishes, pottery, mugs <b>5 days</b>	<b>COPPER</b> Examples: pennies, tea kettles <b>4 hours</b>
<b>GLASS</b> Examples: glasses, mirrors, windows <b>5 days</b>	<b>METAL</b> Examples: jewelry, doorknobs, tools <b>5 days</b>	<b>PAPER</b> Examples: mail, magazines, money <b>Minutes-5 days</b>	<b>PLASTICS</b> Examples: bottles, buttons <b>2-3 days</b>
	<b>STAINLESS STEEL</b> Examples: sinks <b>2-3 days</b>	<b>WOOD</b> Examples: furniture, decking <b>4 days</b>	

## Food

Coronavirus doesn't seem to spread through exposure to food. Still, it's a good idea to wash fruits and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the supermarket. If you have a weakened immune system, you may consider buying frozen or canned produce.

## Water

Coronavirus hasn't been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

**TO REDUCE YOUR CHANCE OF CATCHING OR SPREADING CORONAVIRUS, CLEAN AND DISINFECT ALL SURFACES AND OBJECTS IN YOUR HOME AND OFFICE EVERY DAY.**