

# Reno County Economic Recovery Playbook: **Retail Business**

*\*Last updated May 4, 2020*

<b>Phase 1 Guidelines</b>	
<b>Timing:</b>	<b>To be determined by State and Reno County Authorities. These guidelines should be followed at a minimum; however, retail business may enforce stricter parameters, as they choose.</b>
<b>Operational Statement:</b>	<p>All businesses should consider posting a legal disclaimer recognizing the risk of working, operating, and entering:</p> <p>All employees and customers who choose to use _____ are doing so on a voluntary basis. All employees and customers recognize the risk in coming to _____ and interacting with others. No person with a fever of 100 or greater, or with symptoms of COVID-19 may enter the retail business. By entering, you acknowledge this place of business is not liable for the spread or transfer of any virus or illness as a result your visit. All who enter are expected to practice physical/social distancing, per CDC guidelines.</p>
<b>General principles:</b>	<ul style="list-style-type: none"> <li>• Several Essential and non-essential retail businesses will be allowed to open. Businesses with high risk of transmission<sup>1</sup> consult w/ RCHD about specific reopening plans. Businesses allowed to operate are subject to restrictions, depending on their specific risk profile. Those businesses not allowed to operate include:               <ul style="list-style-type: none"> <li>○ Bars and night clubs, excluding already operating curbside and carryout services.</li> <li>○ Casinos (non-tribal)</li> <li>○ Theaters, museums, and other indoor leisure spaces (trampoline parks, arcades, etc.)</li> <li>○ Fitness centers and gyms</li> <li>○ Nail salons, barber shops, hair salons, tanning salons, tattoo parlors and other personal service businesses where close contact cannot be avoided.</li> </ul> </li> <li>• Mass gathering must be limited to 10 people or less. Each group must maintain 6 ft distancing with infrequent or incidental moments of closer proximity.</li> <li>• Physical and social distancing should be practiced maintaining 6 feet of distance for employees and customers. It is also recommended to keep personal contact to 10 minutes or less to minimize exposure, when possible.</li> <li>• Teleworking is strongly encouraged for businesses that can implement this practice.</li> </ul>
<b>Main changes from previous phase:</b>	<ul style="list-style-type: none"> <li>• Stay-at-home order is lifted.</li> </ul>

<sup>1</sup> Refer to John Hopkins Bloomberg School of Public Health, Center for Health Security. *Public Health Principles for a Phased Reopening during COVID-19: Guidance for Governors.*



	<ul style="list-style-type: none"> <li>• Most businesses can resume their activities, with some restrictions and exceptions.</li> <li>• Church services, funerals, weddings are allowed with restrictions on the crowd size.</li> <li>• Small social gatherings are allowed.</li> </ul>
<p><b>Recommendations for Employers:</b></p>	<ul style="list-style-type: none"> <li>• Implement workplace controls to reduce transmission among employees, such as those described below that are included in CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19 (see final page).</li> <li>• Personal Protective Equipment (PPE) is optional. Employees are strongly encouraged to wear nonmedical masks or face coverings in businesses open to the public and follow CDC guidelines for hygiene.</li> <li>• Temperatures are recommended for all employee prior to clocking in for scheduled shifts. Anyone with a temperature of 100 degrees or greater, must be sent home immediately and directed to contact their health care provider. Employers must adhere to HIPPA guidelines.</li> <li>• All communal areas should be routinely cleaned and sanitized with an increased frequency for commonly touched areas and in between customer exchanges. For any multi-use essential business transaction amenities (i.e.- pens, credit card machines, etc.), the business should have sanitization gel and disinfectant wipes available.</li> <li>• Employees should be encouraged to practice healthy habits and physical social distancing. Establish a hand-washing rotation for employees to allow for an opportunity to wash hands. Frequent handwashing of employees and/or use of gloves. <i>Use of gloves does not take the place of good handwashing, and gloves must be changed frequently to be effective.</i></li> <li>• Promote physical distancing where customers may linger. Consider adding floor decals or signage, including registers, service counters, and waiting areas. Incorporate engineering controls such as physical barriers where possible, such as protective plexiglass screens at service or cashier counters. Provide signage at public entrances to inform all employees and customers of social distancing guidelines mandated within your business.</li> <li>• Create a plan for a potential outbreak or exposure in your community. If an employee tests positive for the virus, immediately contact your local health department and follow their instructions.</li> </ul>



	<ul style="list-style-type: none"> <li>Support and enable employees to remain at home if they are unwell or have been in close contact with someone who is sick.</li> </ul>
<b>Guidelines for Employees:</b>	<ul style="list-style-type: none"> <li>Employees with symptoms associated with COVID-19 are to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC’s “<i>What to do if you are sick with coronavirus disease 2019 (COVID-19).</i>” Consult with the local health department for additional guidance.</li> <li>If an employee is sick at work, send them home immediately. Clean and disinfect surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet for more than 10 minutes of exposure) of the employee during this time should be considered exposed.</li> <li>Instruct employees who are well but know they have been exposed to COVID-19 are to notify their supervisor and follow CDC-recommended precautions. Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.</li> </ul>
<b>Phase 2 Guidelines</b>	
<b>Timing:</b>	<p><b>Earliest possible date: May 18, 2020</b></p> <p><b>(To be determined by State and Reno County Authorities. These guidelines should be followed at a minimum; however, retail business may enforce stricter parameters, as they choose.)</b></p>
<b>Operational Note:</b>	<p>All businesses should consider posting a legal disclaimer recognizing the risk of working, operating, and entering:</p> <p>All employees and customers who choose to use _____ are doing so on a voluntary basis. All employees and customers recognize the risk in coming to _____ and interacting with others. No person with a fever of 100 or greater, or with symptoms of COVID-19 may enter the retail business. By entering, you acknowledge this place of business is not liable for the spread or transfer of any virus or illness as a result of your visit. All who enter are expected to practice physical/social distancing, per CDC guidelines.</p>
<b>General principles:</b>	<ul style="list-style-type: none"> <li>Essential and non-essential retail business will be allowed to open. This includes: Bars and nightclubs at 50% total occupancy and Casinos (non-tribal) if compliant with guidelines approved by the KDHE.</li> <li>Mass gathering must be limited to 30 people or less. Each group must maintain 6 ft distancing with infrequent or incidental moments of closer proximity.</li> <li>Physical and social distancing should be practiced maintaining 6 feet of distance for employees and customers. It is also recommended to keep personal contact to 10 minutes or less to minimize exposure, when possible.</li> </ul>



<p><b>Main changes from previous phase:</b></p>	<ul style="list-style-type: none"> <li>• Teleworking is encouraged for businesses, when feasible.</li> <li>• Most businesses can reopen (but some will have restrictions to their operations).</li> <li>• Mass gatherings up to 30 people are allowed</li> <li>• Capacity restrictions are still restricted</li> </ul>
<p><b>Recommendations for Employers:</b></p>	<ul style="list-style-type: none"> <li>• Implement workplace controls to reduce transmission among employees, such as those described below that are included in CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19 (see final page).</li> <li>• Personal Protective Equipment (PPE) is optional. Employees are strongly encouraged to wear nonmedical masks or face coverings in businesses open to the public and follow CDC guidelines for hygiene.</li> <li>• Temperatures are recommended for all employee prior to clocking in for scheduled shifts. Anyone with a temperature of 100 degrees or greater, must be sent home immediately and directed to contact their health care provider. Employers must adhere to HIPPA guidelines.</li> <li>• All communal areas should be routinely cleaned and sanitized with an increased frequency for commonly touched areas and in between customer exchanges. For any multi-use essential business transaction amenities (i.e.- pens, credit card machines, etc.), the business should have sanitization gel and disinfectant wipes available.</li> <li>• Employees should be encouraged to practice healthy habits and physical social distancing. Establish a hand-washing rotation for employees to allow for an opportunity to wash hands. Frequent handwashing of employees and/or use of gloves. <i>Use of gloves does not take the place of good handwashing, and gloves must be changed frequently to be effective.</i></li> <li>• Promote physical distancing where customers may linger. Consider adding floor decals or signage, including registers, service counters, and waiting areas. Incorporate engineering controls such as physical barriers where possible, such as protective plexiglass screens at service or cashier counters. Provide signage at public entrances to inform all employees and customers of social distancing guidelines mandated within your business.</li> <li>• Create a plan for a potential outbreak or exposure in your community. If an employee tests positive for the virus, immediately contact your local health department and follow their instructions.</li> </ul>



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<b>Guidelines for Employees:</b>	<ul style="list-style-type: none"> <li>Employees with symptoms associated with COVID-19 are to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC's "<i>What to do if you are sick with coronavirus disease 2019 (COVID-19).</i>" Consult with the local health department for additional guidance.</li> <li>If an employee is sick at work, send them home immediately. Clean and disinfect surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet for more than 10 minutes of exposure) of the employee during this time should be considered exposed.</li> <li>Instruct employees who are well but know they have been exposed to COVID-19 are to notify their supervisor and follow CDC-recommended precautions. Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.</li> </ul>

<b>Phase Three Guidelines</b>	
<b>Timing:</b>	<p><b>Earliest possible date: June 1, 2020</b></p> <p><b>(To be determined by State and Reno County Authorities. These guidelines should be followed at a minimum; however, retail business may enforce stricter parameters, as they choose.)</b></p>
<b>Operational Note:</b>	<p>All businesses should consider posting a legal disclaimer recognizing the risk of working, operating, and entering:</p> <p>All employees and customers who choose to use _____ are doing so on a voluntary basis. All employees and customers recognize the risk in coming to _____ and interacting with others. No person with a fever of 100 or greater, or with symptoms of COVID-19 may enter the retail business. By entering, you acknowledge this place of business is not liable for the spread or transfer of any virus or illness as a result your visit. All who enter are expected to practice physical/social distancing, per CDC guidelines</p>
<b>General principles:</b>	<ul style="list-style-type: none"> <li>Essential and non-essential retail business will be allowed to open.</li> <li>Restrictions on businesses with high risk of transmission can be reduced, but some are still necessary</li> <li>Mass gathering must be limited to 90 people or less. Each group must maintain 6 ft distancing with infrequent or incidental moments of closer proximity.</li> <li>Physical and social distancing should be practiced maintaining 6 feet of distance for employees and customers. It is also recommended to keep personal contact to 10 minutes or less to minimize exposure, when possible.</li> </ul>



<b>Main changes from previous phase:</b>	<ul style="list-style-type: none"> <li>• Most restrictions are lifted</li> <li>• The size of social gatherings allowed is increased (but still limited)</li> <li>• Teleworking is no longer recommended or encouraged</li> </ul>
<b>Restrictions for this phase:</b>	<ul style="list-style-type: none"> <li>• Mass gatherings up to 90 people are allowed.</li> </ul>
<b>Recommendations for Employers:</b>	<ul style="list-style-type: none"> <li>• Implement workplace controls to reduce transmission among employees, such as those described below that are included in CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19 (see final page).</li> <li>• Personal Protective Equipment (PPE) is optional. Employees are strongly encouraged to wear nonmedical masks or face coverings in businesses open to the public and follow CDC guidelines for hygiene.</li> <li>• Temperatures are recommended for all employee prior to clocking in for scheduled shifts. Anyone with a temperature of 100 degrees or greater, must be sent home immediately and directed to contact their health care provider. Employers must adhere to HIPPA guidelines.</li> <li>• All communal areas should be routinely cleaned and sanitized with an increased frequency for commonly touched areas and in between customer exchanges. For any multi-use essential business transaction amenities (i.e.- pens, credit card machines, etc.), the business should have sanitization gel and disinfectant wipes available.</li> <li>• Employees should be encouraged to practice healthy habits and physical social distancing. Establish a hand-washing rotation for employees to allow for an opportunity to wash hands. Frequent handwashing of employees and/or use of gloves. <i>Use of gloves does not take the place of good handwashing, and gloves must be changed frequently to be effective.</i></li> <li>• Promote physical distancing where customers may linger. Consider adding floor decals or signage, including registers, service counters, and waiting areas. Incorporate engineering controls such as physical barriers where possible, such as protective plexiglass screens at service or cashier counters. Provide signage at public entrances to inform all employees and customers of social distancing guidelines mandated within your business.</li> <li>• Create a plan for a potential outbreak or exposure in your community. If an employee tests positive for the virus, immediately contact your local health department and follow their instructions.</li> </ul>



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<p><b>Guidelines for Employees:</b></p>	<ul style="list-style-type: none"> <li>• Employees with symptoms associated with COVID-19 are to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC's "<i>What to do if you are sick with coronavirus disease 2019 (COVID-19).</i>" Consult with the local health department for additional guidance.</li> <li>• If an employee is sick at work, send them home immediately. Clean and disinfect surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet for more than 10 minutes of exposure) of the employee during this time should be considered exposed.</li> <li>• Instruct employees who are well but know they have been exposed to COVID-19 are to notify their supervisor and follow CDC-recommended precautions. Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.</li> </ul>





<b>Phase Out</b>	
<b>Timing:</b>	<b>Earliest possible date: June 15, 2020.</b> Duration unknown, but likely to be for several months
<b>Operational Statement:</b>	All businesses should consider posting a legal disclaimer recognizing the risk of working, operating, and entering:  All employees and customers who choose to use _____ are doing so on a voluntary basis. All employees and customers recognize the risk in coming to _____ and interacting with others. No person with a fever of 100 or greater, or with symptoms of COVID-19 may enter the retail business. By entering, you acknowledge this place of business is not liable for the spread or transfer of any virus or illness as a result your visit. All who enter are expected to practice physical/social distancing, per CDC guidelines.
<b>General principles:</b>	<ul style="list-style-type: none"> <li>• Most business return to normal</li> </ul>
<b>Main changes from previous phase:</b>	<ul style="list-style-type: none"> <li>• No ban on any activities is in place, but some restrictions for businesses with high risk of transmission may be imposed</li> <li>• Very large gatherings allowed on a case-by case basis, depending on specific risk and containment activities</li> </ul>
<b>Restrictions for this phase:</b>	<ul style="list-style-type: none"> <li>• Mass gatherings up to X people are allowed, however specific restrictions may be required depending on the nature of the event and the place from where attendees come</li> <li>• The organizers of mass gatherings with more than X people must provide a plan explaining how they will assure safe conditions</li> </ul>
<b>Specific situations:</b>	<ul style="list-style-type: none"> <li>• Some businesses with high risk of transmission may still have some restrictions yet to be defined.</li> </ul>
<b>Recommendations for Employers:</b>	<ul style="list-style-type: none"> <li>• Implement workplace controls to reduce transmission among employees, such as those described below that are included in CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19 (see final page).</li> <li>• Personal Protective Equipment (PPE) is optional. Employees are strongly encouraged to wear nonmedical masks or face coverings in businesses open to the public and follow CDC guidelines for hygiene.</li> <li>• Temperatures are recommended for all employees prior to clocking in for scheduled shifts. Anyone with a temperature of 100 degrees or greater, must be sent home immediately and directed to contact their health care provider. Employers must adhere to HIPPA guidelines.</li> <li>• All communal areas should be routinely cleaned and sanitized with an increased frequency for commonly touched areas and in between customer exchanges. For any multi-use essential business transaction amenities (i.e.- pens, credit card machines, etc.), the business should have sanitization gel and disinfectant wipes available.</li> </ul>





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<p><b>Guidelines for Employees:</b></p>	<ul style="list-style-type: none"> <li>• Employees with symptoms associated with COVID-19 are to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC’s “<i>What to do if you are sick with coronavirus disease 2019 (COVID-19).</i>” Consult with the local health department for additional guidance.</li> <li>• If an employee is sick at work, send them home immediately. Clean and disinfect surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet for more than 10 minutes of exposure) of the employee during this time should be considered exposed.</li> <li>• Instruct employees who are well but know they have been exposed to COVID-19 are to notify their supervisor and follow CDC-recommended precautions. Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.</li> </ul>

The following are Guidelines and Best Practice Recommendations made by the Federal Food & Drug Administration:

**Managing Employee Health (Including Contracted Workers):**

- Instruct employees with symptoms associated with COVID-19 to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC’s What to do if you are sick with coronavirus disease 2019 (COVID-19). Consult with the local health department for additional guidance.



- If an employee is sick at work, send them home immediately. Clean and disinfect surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet) of the employee during this time should be considered exposed.
- Instruct employees who are well but know they have been exposed to COVID-19, to notify their supervisor and follow CDC-recommended precautions (see below).
- Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.
- Implement workplace controls to reduce transmission among employees, such as those described below that are included in CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19.
  - Employers - Pre-screen (e.g., take temperature and assess symptoms prior to starting work).
  - Employers - Disinfect and clean workspaces and equipment and consider more frequent cleaning of high touch surfaces.
  - Employees - Regularly self-monitor (e.g., take temperature and assess symptoms of coronavirus).
  - Employees - Wear a mask or face covering.
  - Employees - Practice social distancing and stay at least 6 feet from other people whenever possible.
- For additional information when employees may have been exposed to COVID-19, refer to CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19.
- For returning previously sick employees to work, refer to CDC's Guidance for Discontinuation of Home Isolation for Persons with COVID-19.
- Follow CDC and FDA information on PPE (i.e., gloves, face masks/coverings, and protective gear).
- Frequently review CDC's Interim Guidance for Business and Employers to Plan and Respond to Coronavirus Disease 2019.
- Understand risk at the workplace — use OSHA's Guidance on Preparing Workplaces for COVID-19.

### **Personal Hygiene for Employees:**

- Emphasize effective hand hygiene including washing hands for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand sanitizer with at least 60% alcohol and avoid working with unwrapped or exposed foods.
- Avoid touching your eyes, nose, and mouth.
- Before preparing or eating food, always wash your hands with soap and water for 20 seconds for general food safety.



- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.

