

SMART RESTART

WNC

This framework is meant to serve as a start to the conversation for returning more employees and businesses to work, rather than serving as a final, prescriptive set of answers or solutions.

Version 1.2 (May 23, 2020)



Introduction

In this time of uncertainty, it's helpful to have information and resources to use in planning and making decisions for your business.

This appendix was created to serve as a general guide for reopening or operating as our situation changes. It's divided by industry sector and presents basic information about operating during Phase II. At the end of each sector, you'll find links to professional organizations that can provide more detailed information about your line of business and accompanying recommendations.

It's our hope that this virtual tool kit, created by a collaboration of business organizations as well as governmental and educational organizations, will provide you with tools that will help get your business up and running again (when allowed for your industry and when you are ready) or help you continue adapting your business operations to the situation.

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PROTECTING EMPLOYEES AND CUSTOMERS

These guidelines outline specific measures to aid in a safe, thoughtful reopening and operating of businesses across categories. The specific recommendations in each category support the overall goal of opening/operating 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 the North Carolina Department of Health and Human Services.

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 coverings, etc. Companies should keep a minimum of a 15-day supply at all times. See the list of suppliers: https://www.ashevillechamber.org/wp-content/uploads/2020/05/COVID19_Reopening_Resources.pdf

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 guidance does not supersede or replace federal, state or local regulations on permitted and licensed facilities such as daycares, restaurants, etc. Those organizations should still consult with their regulating agency. This document does not attempt to address any health, safety and other workplace requirements in place prior to the COVID-19 pandemic. As COVID-19 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 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 Asheville Area Chamber of Commerce, Mountain Area Health Education Center (MAHEC) and partners** bear 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.

HOW DOES COVID-19 SPREAD?

- There is much that is still unknown about the virus that causes COVID-19.
- Current information points to the primary method of spread being person to person in respiratory droplets released when someone with the virus coughs, sneezes, talks, sings, and breathes, particularly when exercising or exerting oneself.
- Droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Spread is more likely when people are in close contact with one another (within about 6 feet) for prolonged periods of time (greater than 10 minutes).
- Research shows that the virus can live in the air for up to 3 hours. When you breathe air that has the virus floating in it, it can get into your lungs.
- It is now known that individuals that have no symptoms of COVID-19 (asymptomatic) can spread the virus.
- It is thought that, on average, every person who has COVID-19 will pass it on to 2 or 2.5 others. One study says that number is even higher, with one sick person infecting between 4.7 and 6.6 others.
- The risk of exposure to COVID-19 is increased for:
 - People in places where there is ongoing community spread of the virus, meaning the virus is spreading without being able to trace it to a specific point of contact.
 - Healthcare workers caring for patients with COVID-19.
 - Close contacts of persons with COVID-19.
 - Travelers returning from locations where high rates of community spread is occurring.
- Persons at higher risk for severe illness from COVID-19 are:
 - People 65 years and older
 - People who live in a nursing home or long-term care facility
 - People of all ages with serious underlying medical conditions
- Due to conditions created by historical oppression and structural racism, black, indigenous, and other people of color are disproportionately impacted by COVID-19.
- Practicing physical distancing and wearing a mask or face covering are key ways of preventing spread of and exposure to the virus.
- While the virus does live on surfaces and can theoretically be transmitted by someone touching a surface and then touching their eyes, nose or mouth; there have been no documented cases of individuals becoming infected with COVID-19 from this kind of transmission. Knowing that the virus is present on surfaces, it is still important to practice hand washing, hand sanitizing, cleaning and disinfection. This applies to handling of food containers, packaging and produce. When handling food follow basic food safety guidelines.
- While the virus can be present in the stool of people who are sick, it is not known that it is transmitted from contact with stool. Washing hands after going to the bathroom is a basic safety precaution that applies here as well.

Keeping the Workplace Safe



PRACTICE GOOD HYGIENE



STOP HANDSHAKING



AVOID TOUCHING YOUR FACE



MEET VIRTUALLY

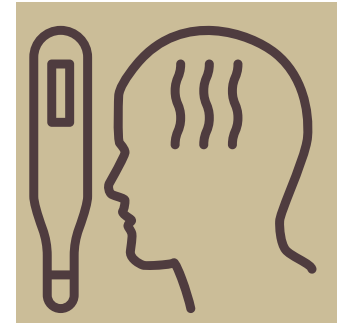


POSTPONE LARGE GATHERINGS

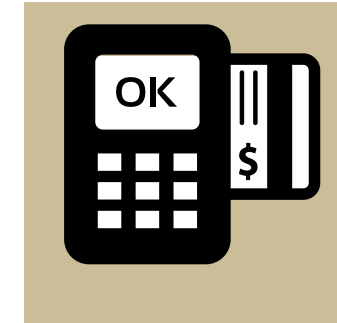


LIMIT BUSINESS TRAVEL

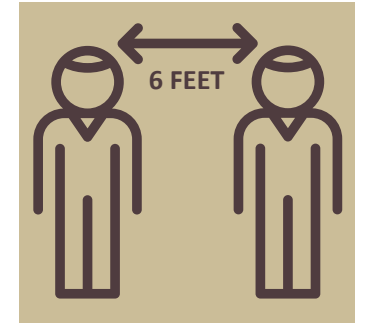
Keeping the Workplace Safe



STAY HOME IF YOU'RE SICK



LIMIT CASH HANDLING



PRACTICE SOCIAL DISTANCING



COVER COUGHS & SNEEZES



CLEAN AND DISINFECT HIGH TRAFFIC AREAS



COMMUNICATE YOUR PLAN

GENERAL RECOMMENDATIONS



Cleaning & Disinfecting

- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hand and cough hygiene practices.
- Clean and disinfect any high-traffic areas, and frequently-touched areas such as doorknobs, counters, etc.
- Customers should be required to use hand sanitizer upon entering the store.



Cash Handling

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment where possible. Pay by cash should remain an option to accommodate those without alternate payment methods. Be sure to provide hand sanitizer for customers and employees to use after handling cash and employees should limit touching their face after handling cash.
- Clean and disinfect point-of-sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.



Face Coverings

- Employees should wear PPE or cloth face covering (for non-medical) when possible.
- Customers should be advised to use a face covering while in public, particularly when 6 ft physical distance is hard to maintain.



Physical distancing

- Intentionally arrange the workspace so co-workers can maintain six feet distance from each other. Actively promote physical distancing among co-workers. Where physical distancing is not possible, extra precautions are needed, including all wearing face coverings.
- All persons in the store should be required to maintain a social distance of at least six feet between each other. Sales registers should be at least six feet apart.
- **As part of Governor Cooper's Phase 2 plan for reopening**, the number of people inside many businesses should be limited to 50% of fire marshal capacity. See specific industry information further in the document.
- Whenever possible, open all non-essential doors to reduce the need for direct contact.
- Provide access to hand sanitizer near doors that require opening.
- Stores with higher traffic should mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



Sick Employees

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms should not be allowed to work.
- A sign should be posted on all businesses that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth. If you touch your eyes, nose or mouth, wash your hands or use hand sanitizer. - Do NOT shake hands.
- Encourage workers to report any safety and health concerns to the employer.

Keep Your Distance to Slow the Spread



Limiting face-to-face contact with others is the best way to reduce the spread of coronavirus disease 2019 (COVID-19).

WHAT IS PHYSICAL DISTANCING?

Physical distancing, also called “social distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing: Stay at least 6 feet (about 2 arms’ length) from other people • Do not gather in groups • Stay out of crowded places and avoid mass gatherings.

PHYSICAL DISTANCING MEASURES

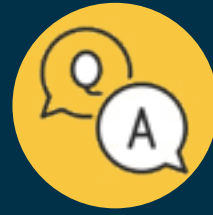
Alter your business environment to help workers and customers maintain social distancing and physically separate employees from each other and from customers, when possible. Here are some strategies that businesses can use:

- Continue to encourage telework as much as possible where feasible.
- Increase physical space between workers.
- Stagger work schedules to limit the number of employees in the workplace at the same time
- Decrease social contacts in the workplace (e.g., limit in-person meetings, meeting for lunch in a break room, etc.)
- Limit large work-related gatherings (e.g., staff meetings, after-work functions). Governor Cooper’s Phase 2 guidance limits mass gatherings to 10 indoors and 25 outdoors.
- Increase physical space between employees and customers (e.g., drive-through service, physical barriers such as partitions).
- Implement flexible meeting and travel options (e.g., postpone non-essential meetings or events in accordance with state and local regulations and guidance).
- Close or limit access to common areas where employees are likely to congregate and interact.
- Prohibit handshaking.
- Deliver services remotely (e.g., phone, video, or web).
- Adjust your business practices to reduce close contact with customers — for example, by providing drive-through service, click-and-collect online shopping, shop-by-phone, curbside pickup, and delivery options, where feasible.
- Move the electronic payment terminal/credit card reader farther away from the cashier, if possible, to increase the distance between the customer and the cashier.
- Shift primary stocking activities to off-peak or after hours, when possible, to reduce contact with customers.
- Where possible, have customers wait in their car until service is ready for them. Otherwise, have clearly defined waiting areas marked six feet apart.
- Anywhere customers might be waiting in line on the premises, mark out six foot increments. This can be done with floor graphics from local sign companies, tape, cones or other visible markers. Customers should also follow physical distancing guidelines when queuing in public space such as sidewalks.

Sources:

- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/community-mitigation-strategy.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

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, like fact sheets, posters and standard operating procedures, in an easy to understand format using appropriate language and literacy levels.
- Establish an internal pandemic response team who will design and implement a “return-to-work” plan. Assign a COVID-19 protocol coordinator and training strategy. If you have more than one business location, consider giving local managers the authority to take appropriate actions outlined in COVID-19 response plans based on local conditions.
- 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 remain closed.
- 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. Prepare for absenteeism and other impacts of COVID-19 infection on capacity to provide services.
- 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.

SUPPORT THE MENTAL HEALTH NEEDS OF YOUR EMPLOYEES

- Encourage employees to follow suggestions on the following page for coping with stress and anxiety.
- Make sure employees are aware of any mental health services your company might provide, such as an Employee Assistance Program.
- Encourage mindfulness, meditation and healthy activities for your team.
- If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and share the resources on the next page.

Managing Stress & Anxiety

From CDC: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>

OUTBREAKS CAN BE STRESSFUL

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. Find ways you and your family can reduce stress.

Stress during an infectious disease outbreak can include:

- Fear and worry about your own health and the health of your loved ones.
- Changes in sleep or eating patterns.
- Difficulty sleeping or concentrating.
- Worsening of chronic health problems.
- Worsening of mental health conditions.
- Increased use of alcohol, tobacco, or other drugs.

TAKE CARE OF YOURSELF AND YOUR COMMUNITY

Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger.

WAYS TO COPE WITH STRESS

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body.
 - o Take deep breaths, stretch, or meditate.
 - o Try to eat healthy, well-balanced meals.
 - o Exercise regularly, get plenty of sleep.
 - o Avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.

NEED HELP? KNOW SOMEONE WHO DOES?

If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others:

- Call 911.
- The Hope4NC Helpline (1-855-587-3463) connects North Carolinians to additional mental health and resilience supports that help them cope and build resilience during times of crisis. See additional resources at <https://covid19.ncdhhs.gov/about-covid-19/wellness-resources>
- Take a free online screening to see if you or someone you care about could benefit from connecting with a mental health professional <https://www.vayahealth.com/get-help/screening/>
- Need help finding a provider - <https://www.vayahealth.com/get-help/provider-search/>

How Long COVID-19 Lives on Surfaces

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

ALUMINUM

- *Examples: soda cans, tinfoil*
2 - 8 hours

CERAMICS

- *Examples: dishes, pottery, mugs*
5 days

GLASS

- *Examples: glasses, mirrors, windows*
5 days

PAPER

- *Examples: magazines, mail, money*
Minutes - 5 days

STAINLESS STEEL

- *Examples: refrigerators, pots, pans, sinks*
2 - 3 days

CARDBOARD

- *Examples: shipping boxes*
24 hours

COPPER

- *Examples: pennies, teakettles, cookware*
4 hours

OTHER METAL

- *Examples: doorknobs, jewelry, tools*
5 days

PLASTICS

- *Examples: bottles, buttons*
2 - 3 days

WOOD

- *Examples: furniture, decking*
4 days

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.

Source: <https://www.nejm.org/doi/10.1056/NEJMc2004973>

Note: Many of the studies we have indicating how long COVID lasts on surfaces are conducted in lab environments, so ultimately it's something we still need to learn more about. Follow the instructions on your cleaning supplies and ensure supplies are EPA-recommended disinfectants.

Preparing your Space



- Before reopening, clean and disinfect your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible. If your workplace, school, or business has been unoccupied for 7 days or more, it will only need normal routine cleaning to reopen the area. The virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.
- The temporary shutdown or reduced operation of a building and reductions in normal water use can create hazards for returning occupants, including potential for mold and Legionella (the cause of Legionnaires' disease). To mitigate, follow CDC Guidance for reopening buildings after prolonged shutdown or reduced operations. <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>
- Clean and disinfect 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.
- People performing cleaning and disinfection work are at increased risk of being exposed to the virus and to any toxic effects of the cleaning chemicals. These staff should wear appropriate PPE for cleaning and disinfecting. To protect your staff and to ensure that the products are used effectively, staff should be instructed on how to apply the disinfectants according to the label.

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 EPA-approved COVID-19 disinfectant chemicals to perform this activity

Cleaning & Disinfecting After Opening

Refer to [CDC Cleaning & Disinfection Guidelines](#)

CLEAN

Clean surface using soap and water to reduce the number of germs, then use a disinfectant to eliminate the germs. Practice routine cleaning of high touch surfaces based on level of use. High touch surfaces include: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks. Some items, such as shopping carts, point of sale keypads, will need to be cleaned before each use.

DISINFECT SURFACES

Use [EPA-registered disinfectants](#) and be sure to are following guidance for contact time for your 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 60% 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.
 - o If no guidance is available, use alcohol-based wipes or sprays containing at least 60% 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.
- 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.

Resources regarding proper handwashing:

<https://youtu.be/d914EnpU4Fo>
<https://www.cdc.gov/handwashing/materials.html>
https://www.cdc.gov/flu/pdf/protect/cdc_cough.pdf
<https://npin.cdc.gov/publication/cubrete-al-toser-detten-el-contagio-de-germenes-que-te-enferman-ti-y-otroscover-your-0>
<https://www.cdc.gov/handwashing/hand-sanitizer-use.html>

Personal Protective Equipment (PPE)

PPE are coverings, such as gowns, gloves, masks, and goggles, that protect the wearer's body from infection. PPE creates a barrier between the wearer and viruses. This reduces the spread of the virus from person to person. The level of risk of exposure to SARS-CoV-2 determines the specific PPE that should be worn by workers. Businesses can determine the type of PPE needed by considering where and how workers might be exposed to COVID-19 at work. (See information on page 5 about How COVID is Spread and industry specific information provided later in this document. You can also consult OSHA's "hazard assessment" <https://www.osha.gov/shpguidelines/hazard-identification.html>) NC EMS recommends that businesses keep a minimum quantity of 30-day supply of applicable PPE. Employers should provide PPE to employees at no cost and train their workers on its correct use. Wearing PPE should not replace the need for physical distancing and hand washing.



WHO SHOULD WEAR MASKS/FACE COVERINGS?

All non-medical individuals, employees and customers, should wear a cloth face covering while indoors, specifically in commercial and other public settings. In some cases, it may be recommended for employees to wear medical or surgical masks. See industry specific information provided later in this document.

It is recommended that employees and customers wear a face cloth covering when outdoors, particularly when consistently maintaining 6 ft physical distancing is not possible.

Cloth face coverings can be custom made, bandana, folded t-shirt, scarf, etc. as long as it covers the nose and mouth. FAQ on cloth face coverings from CDC, including how to wear, simple diy options and safe removal: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Masks and other PPE should be worn by workers with exposure to known or suspected sources of SARS-CoV-2, such as healthcare, and emergency response.

Medical (or surgical) masks should be worn by:

- Health care workers testing and treating patients for COVID-19 or under isolation precautions should wear a N95 respirator.
- Health care workers in patient areas but not working with COVID-19 patients may use a medical mask.
- Health screeners (i.e. a supervisor who takes employees' temperature)
- Health facility disinfection team members and environmental services personnel in healthcare settings.
- Patients with suspected COVID-19 infection and those with respiratory symptoms.

Personal Protective Equipment (PPE)



WHO SHOULD WEAR FACE PROTECTION?

Face protection may include goggles or faceshields which protect the eyes and/or mouth and nose. Face protection is worn in combination with face masks. They are used in healthcare settings to protect from splashes and sprays of infectious materials. 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 or certain manufacturing, but they can help.



WHO SHOULD WEAR GLOVES?

- Those providing care in healthcare settings or to individuals who are sick in their homes.
- Those cleaning and disinfecting.
- Employees handling trash
- Employees handling food
- People handling cash as part of a payment exchange do not necessarily need to wear gloves if they have access to hand sanitizer to use before and following each cash-based transaction.

Note: Improper use of gloves puts 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 PPE

Before applying, identify and gather appropriate PPE and perform hand hygiene.

1. **Gown** - Fully cover torso from neck to knees, arms to end 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 or Face Covering** - Secure ties or elastic bands over the ears or at the middle of head and neck. Fit snug to face and below chin.
4. **Goggles or Face Shields** - Place over face and eyes and adjust to fit.
5. **Gloves** - Extend to cover wrist of isolation gown.



REMOVING PPE

Perform hand hygiene prior to and after 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 or Face Shield** - Handle by head band or earpieces. 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 or Face Covering** - Do not touch front of mask. Grasp bottom, then top ties or bands and remove.

**Remember: PPE is only effective if it is worn correctly.
Train your employees in correct PPE usage.**

Instructional info:

<https://www.cdc.gov/hai/pdfs/ppe/PPE-Sequence.pdf>

https://www.cdc.gov/coronavirus/2019-ncov/downloads/A_FS_HCP_COVID19_PPE.pdf

<https://youtu.be/of73FN086>

Customer and Employee Health Screening



To reduce the transmission of illness in the workplace, businesses should conduct daily health checks to screen for sick employees (including independent contractors) or customers. This can be done each time an individual enters the facility.

The health screener should wear a medical mask and perform hand hygiene. Screeners may verbally ask the screening questions. Confidentiality during this process is important.

For temperatures, thermometers, such as forehead infrared or tympanic (ear) thermometers, are quick and easy to use. These thermometers can be purchased at local pharmacies and medical supply stores. The screener should be trained to accurately use the thermometers.

The individual will be requested to go home, stay away from others, and call their healthcare provider if they have a temperature of 100 F for healthcare workers or 100.4 F for all other persons AND/OR if they answer “yes” to any symptoms or recent contact with a person infected with COVID-19.

If a worker is diagnosed with COVID-19, the employer should notify any fellow co-workers that were in close contact with the infected individual. Those close contacts may need to quarantine at home or take extra safety precautions while at work. Work with your local health department to determine a course of action for close contacts. The workstation and tools used by the infected individual should be disinfected.

Employees who have symptoms of COVID-19 or have been diagnosed with COVID-19 may return to work under the following conditions:

- 10 days have passed since their symptoms first appeared AND at least 3 days have passed since the resolution of fever without the use of fever-reducing medication and improvement in reparatory symptoms.

If an employee tested positive for COVID-19 but did not have symptoms, they may return to work:

- At least 10 days since the date of their first positive COVID-19 diagnostic test assuming they have not subsequently developed symptoms.

The list of COVID-19 symptoms is continuing to change as new information about the disease comes to light. Please review the current COVID-19 symptom list available at <https://covid19.ncdhhs.gov/about-covid-19/symptoms> on a regular basis and add any new symptoms to the screening checklist.

Industry Guidance

The following pages give basic suggested practices for specific industries. Be sure to read the general guidance for all businesses on the preceding pages. Be sure to explore links for NC DHHS and other guidance for full, official recommendations.



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION - DEFINED

The duration and proximity of interaction between employees and customers are the primary elements contributing to the risk of exposure to COVID. All businesses are expected to implement 6ft physical distancing measures for employee – employee interactions. Throughout the following pages, we refer to the average level of employee-customer interaction for each industry using the following definitions:

- **Some:** brief exchange (i.e., purchasing an admission ticket)
- **Close:** within 6 feet, repeatedly or for up to 15 minutes (i.e., restaurant servers or hands-on sales)
- **Direct Physical:** hands on interaction (i.e., childcare, massage, medical)
- **Prolonged:** 15 minutes or more



“WE CARE” STAY SAFE PLEDGE

The health and safety of everyone who lives, works, and visits our community is a top concern as restrictions are lifted and WNC slowly reopens.

How do businesses communicate their compliance with public health recommendations to keep customers and guests safe? In return, what responsibility do customers and guests have in following safety precautions when they patronize a local business?

Businesses can communicate a shared commitment to safety by posting and sharing the “We Care” Stay Safe Pledge, developed by Explore Asheville in collaboration with local industry partners.

Access the Toolkit: <https://www.ashevillecvb.com/the-asheville-cares-safety-pledge/>

The “We Care” Stay Safe Pledge which can be used throughout WNC.

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING

The following suggested protocols were developed by a representative group of Buncombe County hotel owners and general managers, with employee and guest safety in mind. Each property will continue to review and adhere to Federal, State, and County declarations and integrate them into their plans, further considering OSHA and CDC recommendations.*



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



EMPLOYEE PROTECTION

- Face coverings should be worn by employees working in all public areas, in guest rooms, when preparing and serving food and beverages, and when working close to other employees or performing disinfection.
- Waterproof aprons should be worn for laundry and guest room cleaning and when handling trash or dirty linen.
- Employees should be screened at the start of each shift and a strict stay-home policy followed if any symptoms are present.
- Display safety posters in employee areas with reminders about handwashing, physical distancing, and other safety practices.
- Provide sanitizer in all back-of-house areas, with hospital-grade sanitizer used frequently in high-touch areas.
- Provide training on personal safety, sanitation, and guest interaction, using resources through American Hotel and Lodging Association, N.C. Restaurants & Lodging Association, and brand-specific guidelines.
- Require signed agreements from employees on safety protocols and enforce proper use of PPE.
- Do not permit entry into a room while the guest is present, including by engineering staff.

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING



CUSTOMER PROTECTION

- Install protective screens at check-in desks and at cashier stations elsewhere in the facility.
- Provide sanitizer stations in public areas, including at check-in with credit card machine.
- Develop an hourly sanitizing schedule for all areas and high-touch points.
- Clean and disinfect or take bell carts out of service after each use.
- Use a sanitizing box for cleaning guest room keys.
- Remove all brochures, collateral, newspapers, etc. from public areas and guest rooms.
- Reduce stayover requirements.



PHYSICAL DISTANCING

- Use signage and markings to encourage physical distancing.
- Remove furniture in common areas and discourage guests from congregating in these areas.
- Develop protocols for elevator usage to limit the number of riders per car.
- Close lobby access to anyone that is not an approved employee or guest with a valid reservation.
- Remove or distance tables in breakfast areas.
- Monitor traffic and safe practices.

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING



DISINFECTING & CLEANING

- Use only CDC-approved sanitizer on high-touch surfaces.
- Remove all brochures, collateral, newspapers, notepads, pens, and laundry slips from guest rooms. Install signage for guests to call to request such items. Disinfect “privacy” cards.
- Remove glassware, bath amenity trays, decorative pillows, and other décor on beds from guest rooms.
- Avoid shaking linens; place in a vinyl bag for transport to laundry.
- Remove all linen, whether used or not, after every checkout.
- If there is a guest room that presents a concern, take it out of service for three days before cleaning, with no entry allowed by any team member.
- After a guest room has been cleaned, prevent entrance by any other staff.
- Designate a “Champion of Employee/Guest Safety” to conduct special inspections, training, and to assist managers in monitoring all situations practiced by employees and guests.
- Equip each guest room with its own PPE.
- Use a step-in sanitizing box for employees to clean the bottoms of shoes each hour.



CONTACTLESS TRANSACTIONS

- Encourage mobile check-in with paperless check-in and check-out.
- Provide individually wrapped pens for check-in when mobile/paperless is not available.
- Use a sanitizing container for ink pens that have been handled.
- Encourage the use of mobile keys for guest rooms.

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING



FOOD & BEVERAGE SERVICES

- Assign an attendant to provide coffee/tea service, wearing gloves and a face covering. Refills must use a new cup.
- Offer only grab-and-go meals or via room service delivery outside the guest room door. Provide room service food in a sealed container.
- Enhance the sanitation schedule for food areas and require gloves for preparing to-go bags.
- Use only single-use, wrapped or rolled-up utensils, individually packaged condiments, and disposable paper menus.
- Avoid the use of linens or use only those wrapped in plastic containers prior to placing on tables.



MORE RESOURCES

- **American Hotel & Lodging Association:** <https://www.ahla.com/covid-19-resource-center>
- **North Carolina Restaurant and Lodging Association:** <https://ncrla.help/>

Agriculture



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



EMPLOYEE & CUSTOMER PROTECTION

- Face coverings should be worn by employees and customers when indoors.
- It is recommended that employees and customers wear face coverings when in close proximity (less than six feet) to others outside.
- Smaller farms can participate in socially distant farmer's markets to safely provide products for customers.
- Use physical distancing when preparing products for delivery/making deliveries.
- Physical distancing should be used at the farm for employees, too.



MORE AGRICULTURE RESOURCES

NC Farm Bureau of North Carolina: <https://www.ncfb.org/>
Golden Leaf Foundation: <https://www.goldenleaf.org/>
NC Growers Association: <https://www.ncgrowers.org/>
NC Pork Council: <https://www.ncpork.org/>
NC Poultry Federation: <https://www.ncpoultry.org/>

Animal Services

VETERINARY OFFICES | ANIMAL SHELTERS | GROOMERS



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Work requires contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Face coverings should be used for employees working in close proximity or interacting in close proximity with public/customers.
- At veterinary offices and groomers, owners should drop off their pets curbside while they receive services. Owners should wait for their pets in the car.
- Animal shelters should use virtual tours when possible and limit visits to appointment only. Only one customer should visit at a time.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Clean and disinfect point-of-sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.



MORE ANIMAL SERVICES RESOURCES

North Carolina Veterinary Medical Board: <https://www.ncvmb.org/>
National Dog Groomers Association of America: <https://nationaldoggroomers.com/>

Childcare Facilities

A summary of the NC Department of Health and Human Service's Interim Guidance for Child Care Settings as of May 22, 2020 is included in the below recommendations. Read the full guidance at <https://files.nc.gov/ncdhhs/documents/files/covid-19/NC-Interim-Guidance-for-Child-Care-Settings.pdf>



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

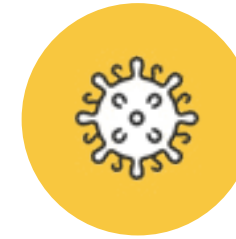
- Direct physical, prolonged
NC recognizes that Early Child Care educators are essential workers.



DROP OFF & PICK UP

- Before Arrival: Ask parents to be on the alert for any symptoms of COVID-19 and to keep the child(ren) home if showing any signs of illness. Keep in mind that children may have milder symptoms than adults. See the [NC DHHS guidance](#) for list of symptoms.
- Consider staggering arrival and drop off times and/or plan to limit direct contact with parents as much as possible.
- Have a staff member greet children outside as they arrive.
 - Designate a staff person to walk children to their classroom, and at the end of the day, walk them back to their cars. Walk with older children and transport infants in an infant carrier.
 - The staff person greeting children should not be a person at higher risk for severe illness from COVID-19.
 - Staff should monitor and discourage congregation at arrival and drop-off.
- If possible, the same parent or designated person should drop off and pick up the child every day. Avoid designating those considered at high risk such as elderly grandparents who are over 65 years of age.
- Hand hygiene stations should be set up at the entrance of the facility, so that staff and children can clean their hands before they enter. If a sink with soap and water is not available, provide hand sanitizer with at least 60 percent alcohol. Keep hand sanitizer out of children's reach and supervise use.

Childcare Facilities



PREVENT VIRUS FROM ENTERING THE BUILDING

- Post this [door sign](#) at all entrances to the facility (also available in [Spanish](#)).
- Only allow children and staff who are required for daily operations and ratio inside the building and classrooms.
- Restrict teachers to one classroom with one group of children. To reduce the number of people coming in and out of classrooms, limit the use of "floater" teachers to one per classroom to provide coverage for staff at meal time and breaks.
- (Requirement) Conduct a daily health screening on all individuals who are entering the building (see screening details and log in the [NC DHHS guidance](#)).
- Exclude children and staff who share a home (including siblings) or who have been in close contact with anyone in the four categories above.
- Support staff to stay at home as appropriate with flexible sick leave and paid leave policies.

PREVENT SPREAD IN THE CLASSROOM

- If possible, child care classes should include the same children in the group each day and the same child care providers. Limit the mixing of children (e.g., staggering playground times, keeping groups separate for activities).
- Keep each group of children in their assigned rooms throughout the day including at naptime and for meals.
- If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart.
- When feasible, staff members should wear cloth face coverings when in the child care facility and when unable to maintain at least six feet distance outdoors. Consider cloth face coverings for children over the age of 2 if it is determined they can reliably wear, remove, and handle masks following CDC guidance throughout the day.
- Water play and sensory play such as rice, beans, sand, or playdough activities are prohibited.

Childcare Facilities



WASHING & CONTAMINATION

- It is important to comfort crying, sad, and/or anxious infants and toddlers, and they often need to be held. To the extent possible, when washing, feeding, or holding very young children: Childcare providers can protect themselves by wearing an over-large button-down, long sleeved shirt and by wearing long hair up off the collar in a ponytail or other updo.
- Childcare providers should wash their hands, neck, and anywhere touched by a child's secretions.
- Childcare providers should change the child's clothes if secretions are on the child's clothes. They should change the button-down shirt, if there are secretions on it, and wash their hands again.
- Contaminated clothes should be placed in a plastic bag or washed in a washing machine.
- Childcare providers should wash their hands before and after handling infant bottles prepared at home or prepared in the facility. Bottles, bottle caps, nipples, and other equipment used for bottle-feeding should be thoroughly cleaned after each use by washing in a dishwasher or by washing with a bottlebrush, soap, and water.



FOOD PREPARATION & SERVICE

- If a cafeteria or group dining room is typically used, serve meals in classrooms instead. If meals are typically served family-style, plate each child's meal to serve it so that multiple children are not using the same serving utensils.
- Disposable cups, plates and eating utensils could/should be used.
- If possible, food preparation should not be done by the same staff who diaper children.
- Sinks used for food preparation should not be used for any other purposes.
- Caregivers should ensure children wash hands prior to and immediately after eating.
- Caregivers should wash their hands before preparing food and after helping children to eat.

Childcare Facilities



CLEANING & DISINFECTING

- Routinely clean, clean, and disinfect surfaces and objects that are frequently touched, especially toys and games. Including cleaning objects/surfaces not ordinarily cleaned daily such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility.
- All cleaning materials should be kept secure and out of reach of children. Most all cleaning materials are to be locked. Refer to NC sanitation rules. 15A NCAC 18A .2820 STORAGE
- Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.
- Toys that cannot be cleaned and disinfected should not be used.
- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
- Bedding that touches a child's skin should be cleaned weekly or before use by another child.
- Keep a designated bin for separating mouthed toys and maintain awareness of children's behaviors. When a child is finished with a mouthedtoy, remove it, place it in a toy bin that is inaccessible to other children, and wash hands. Clean and sanitize toys before returning to children's area.
- Hand sanitizing products with 60 percent alcohol Cannot be used for diapering or eating, preparing, or serving food.



MORE CHILDCARE RESOURCES

Child Care Resources: <http://healthychildcare.unc.edu/>
National Resource Center For Health and Safety In Child Care and Early Education: <https://nrckids.org/>
Child Care Aware: <https://www.childcareaware.org/>
NCDHHS Division of Child Development and Early Education: <https://ncchildcare.ncdhhs.gov/>

Close Contact Services

TATTOO FACILITIES

The NC Department of Health and Human Service's Interim Guidance for Tattoo Facilities as of May 22, 2020 is summarized below. Read the full guidance at <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Tattoo-Businesses-Phase-2>.



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Direct physical, prolonged



PHYSICAL DISTANCING AND MINIMIZING EXPOSURE

Tattoo businesses are required to:

- Limit occupancy to no more than 50 percent of the stated fire capacity or 12 per 1,000 square feet if there is not a fire code number readily available AND ensure sufficient social distancing with at least 6-foot separation between patrons.
- Post the reduced "Emergency Maximum Capacity" in a noticeable place. Sign templates are available in English and Spanish on NC DHHS COVID-19 response site.
- Arrange or use seating so that customers are separated from one another by six feet.
- Mark six feet of spacing in lines at point of sale and in other high-traffic areas for customers, such as at cash registers.
- Employees and customers should wear face coverings.

It is recommended that tattoo businesses:

- Post signage at the main entrance that reminds people to use face coverings and wash hands. Know Your W's sign templates are available in English and Spanish on the NC DHHS COVID-19 response site.

Close Contact Services

TATTOO FACILITIES

- Space areas where services will be provided at least 6 feet apart. Designate which chairs are to be used, and which may not be used, if chairs are less than 6 feet apart.
- Close your waiting room, all common seating areas, and lounge areas.
- Consider requiring appointment for customers.
- Provide alternate notification procedures for customers where they can wait in the car or outside until their appointment.
- Consider staggering appointment times so that physical distancing is achievable, especially if limited resources are available.



DISINFECTING & CLEANING

- NC DHHS requires companies to perform ongoing and routine environmental cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails, faucet handles, toilet handles) with an EPA-approved and increase frequency of disinfection during peak times or high customer density times and disinfect all shared objects (e.g., payment terminals, tables) between use.
- NC DHHS requires all equipment, chairs, and tables used in services areas to be disinfected between customers.
- Provide hand sanitizer/disinfection wipes to customers upon arrival.
- No books/magazines should be provided to customers.
- Employees should wash hands immediately before and after each appointment.



PROTECTING VULNERABLE POPULATIONS

- It is recommended that tattoo facilities designate specific appointment times for individuals who are high risk to receive service.



CONTACTLESS TRANSACTIONS

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Disinfect point-of-sale equipment after each use, including pens.

Close Contact Services

BARBER SHOPS | HAIR SALONS | NAIL SALONS | MASSAGE | PERSONAL CARE

The NC Department of Health and Human Service's Interim Guidance for Salons, Massage and Personal Care Businesses as of May 22, 2020 is summarized below. Read the full guidance at <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Salons-Personal-Care-Businesses-Phase-2.pdf>



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Direct physical, prolonged



PHYSICAL DISTANCING AND MINIMIZING EXPOSURE

Personal care businesses are required to:

- Limit occupancy to no more than 50 percent of the stated fire capacity or 12 per 1,000 square feet if there is not a fire code number readily available AND ensure sufficient social distancing with at least 6-foot separation between patrons
- Post the reduced "Emergency Maximum Capacity" in a noticeable place. Sign templates are available in English and Spanish on the NC DHHS COVID-19 response site.
- Arrange or use seating so that customers are separated from one another by six (6) feet.
- Mark six (6) feet of spacing in lines at point of sale and in other high-traffic areas for customers, such as at cash registers.
- Employees and customers should wear cloth face coverings.

It is recommended that personal care businesses:

- Post signage at the main entrance that reminds people to use face coverings and wash hands. Know Your W's sign templates are available in English and Spanish on the NC DHHS COVID-19 response site.
- Direct customers to stay at least six feet apart from one another.
- Provide marks on the floors of restrooms and locker rooms to indicate proper social distancing. When sinks are not 6 feet apart, consider limiting use to every other sink. If possible, designate entrance and exit doors for restrooms and locker rooms so occupants do not come face to face.

Close Contact Services

BARBER SHOPS | HAIR SALONS | NAIL SALONS | MASSAGE | PERSONAL CARE

- Provide social distancing floor markings for customers in check-out area.
- Space areas where services will be provided such as salon chairs at least 6 feet apart. Designate which chairs are to be used, and which may not be used, if chairs are less than 6 feet apart.
- Close your waiting room, all common seating areas, and lounge areas. Consider requiring appointment for customers. Provide alternate notification procedures for customers where they can wait in the car or outside until their appointment.
- Encourage the use of plexi-glass or a similar barrier between customer and employee during face-to-face services that cannot be completed without close contact, such as a manicure.
- Keep closed all areas where social distancing cannot be maintained, such as saunas, steam rooms, and whirlpools.
- Limit use of shared areas such as shampooing areas or other common areas so that social distancing can be maintained.
- Consider staggering appointment times so that physical distancing is achievable, especially if limited resources are available.
- Consider limiting services to those that do not require close facial contact for extended periods of time. (ie. not offering facial tattoo, permanent make-up, etc.)



DISINFECTING & CLEANING

- NC DHHS requires companies to perform ongoing and routine environmental cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails, faucet handles, toilet handles) with an EPA-approved and increase frequency of disinfection during peak times or high customer density times and disinfect all shared objects (e.g., payment terminals, tables) between use.
- NC DHHS requires equipment and furniture in service areas, such as chairs, capes, and shampooing chairs, to be disinfected between customers.
- Provide hand sanitizer/disinfection wipes to customers upon arrival.
- No books/magazines should be provided to customers.
- Employees should wash hands immediately before and after each appointment.
- If towel service is provided, soiled towels must be kept in closed containers, handled minimally by employees, and employees must wash hands immediately after handling soiled linens. Towels should be washed and dried on high heat.

Close Contact Services

BARBER SHOPS | HAIR SALONS | NAIL SALONS | MASSAGE | PERSONAL CARE



CONTACTLESS TRANSACTIONS

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Disinfect point-of-sale equipment after each use, including pens.



PROTECTING VULNERABLE POPULATIONS

- It is recommended that businesses designate specific times for people at higher risk to access the venue without the general population (such as early morning or later afternoon.)



MORE CLOSE CONTACT RESOURCES

North Carolina Board of Cosmetic Art Examiners:

<http://www.nccosmeticarts.com/>

North Carolina Board of Massage Therapy: <http://bmbt.org>

Federation of State Massage Therapy Boards: <https://www.fsmtb.org/media/2319/fsmtb20200519guidelinesforpracticecovid-19.pdf>

Construction



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



GENERAL JOB SITE SAFETY GUIDELINES

- In addition to regular PPE for workers engaged in various tasks (fall protection, hard hats, hearing protection), employers should also provide:
 - o Gloves: Gloves should be worn at all times while on-site. The type of glove worn should be appropriate to the task. If gloves are not typically required for the task, then any type of glove is acceptable, including latex gloves. Gloves should not be shared if at all possible.
 - o Eye protection: Eye protection should be worn at all times while on-site.
- Wear face covering (cloth, bandana, etc.) or mask over nose and mouth to prevent spread of virus. If N95 respirator masks are not available, minimize dust and airborne contaminants by using engineering and work practice controls.
- Reduce the size of any group at any one time to 10 people or fewer or LIMIT all in-person meetings.
- Minimize ride-sharing. While in vehicle, employees must ensure adequate ventilation.
- Consider shiftwork and limiting the amount of workers inside and outside on your job-site. Stagger breaks and lunches.

Download the Builders Mutual/ WCFHBA COVID-19 Job-Site Safety Poster (English & Spanish) at

<https://www.buildersmutual.com/downloads/covid-job-site-flyer.pdf>

Construction



DISINFECTING & CLEANING

- Clean and disinfect frequently used tools and equipment on a regular basis. This includes other elements of the jobsite where possible. Employees should regularly do the same in their assigned work areas.
- Clean shared spaces such as trailers and break/lunchrooms at least once per day.
- Disinfect shared surfaces (door handles, machinery controls, etc.) on a regular basis.
- Avoid sharing tools with co-workers. If sharing is needed, disinfect before and after each use.
- Arrange for any portable job site toilets be cleaned by the leasing company at least twice per week and disinfected on the inside.
- Trash collected from the jobsite must be changed frequently by someone wearing gloves.
- Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection with EPA-approved products.



MORE CONSTRUCTION RESOURCES

National Association of Home Builders: <http://www.nahb.org>
Carolinas Association of General Contractors: <https://www.cagc.org/>
North Carolina Homebuilders Association: <https://www.nchba.org/wp/>
Construction Industry Safety Coalition (CISC): <http://www.buildingsafely.org>

Entertainment Venues

GAMING | ARCADES | BINGO HALLS

Entertainment Venues have not been permitted to reopen under Governor Cooper's Phase Two plan. Business owners may want to consider and plan for the following changes to their operations when they are permitted to reopen:



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



EMPLOYEE & CUSTOMER PROTECTION

- Gloves and face coverings may be required, and usage could vary based on the level of interaction with customers. (See PPE section for guidance)



DISINFECTING & CLEANING

- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be cleaned and disinfected after use.
- Clean and disinfect any high-traffic areas, such as doorknobs, counters, etc. frequently.
- Follow restaurant guidelines for food service areas. See page 43.

Entertainment Venues

GAMING | ARCADES | BINGO HALLS



PHYSICAL DISTANCING

- Limit the number of customers in the venue to promote effective physical distancing. More specific guidance on fire marshall capacity may be included in Phase 3 of NC's plan for reopening.
- Stagger machines (i.e. turning off every other machine in order to keep a 6-foot distance between patrons).
- Customers will be barred entrance once the safe physical distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas.



CONTACTLESS TRANSACTIONS

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Clean and disinfect point-of-sale equipment after each use, including



MORE CLOSE CONTACT RESOURCES

American Gaming Association: <https://www.americangaming.org/>
American Amusement Machine Association: <https://coin-op.org/>

Entertainment Venues

BOWLING ALLEYS | AXE THROWING VENUES | ESCAPE ROOMS AND MORE

Entertainment Venues have not been permitted to reopen under Governor Cooper's Phase Two plan. Business owners may want to consider and plan for the following changes to their operations when they are permitted to reopen:



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



EMPLOYEE & CUSTOMER PROTECTION

- Gloves and face coverings may be required, and usage could vary based on the level of interaction with customers. (See PPE section for guidance.)



DISINFECTING & CLEANING

- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used, including bowling balls, will be cleaned and disinfected after each use.
- Bathrooms should be cleaned and disinfected after use.
- Clean and disinfect any high-traffic areas, such as doorknobs, counters, etc. frequently.
- Follow restaurant guidelines for food service areas.
- Bowling shoes must be carefully handled by employees and disinfected.

Entertainment Venues

BOWLING ALLEYS | AXE THROWING VENUES | ESCAPE ROOMS AND MORE



PHYSICAL DISTANCING

- Limit the number of customers in the venue to promote effective physical distancing. More specific guidance on fire marshall capacity may be included in Phase 3 of NC's plan for reopening.
- Stagger machines/lanes at appropriate facilities to encourage physical distancing.
- Customers will be barred entrance once the safe physical distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at food service areas or between lanes, if possible.
- Families or those who have quarantined together may play together. Groups cannot intermingle.



CONTACTLESS TRANSACTIONS

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Clean and disinfect point-of-sale equipment after each use, including pens.



MORE ENTERTAINMENT RESOURCES

The Bowling Proprietors' Association of America: <https://bpaa.com/>
International Association of Escape Games: <http://www.iaescapegames.com/>

Entertainment Venues

MUSEUMS

Museums have not been permitted to reopen under Governor Cooper's Phase Two plan. Museums may want to consider and plan for the following changes to their operations when they are permitted to reopen:



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



PHYSICAL DISTANCING

- Limit the number of customers in the venue to better utilize best practices for physical distancing. More specific guidance on fire marshall capacity may be included in Phase 3 of NC's plan for reopening.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe physical distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, should be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.



DISINFECTING & CLEANING

- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be cleaned and disinfected after use.
- Clean and disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Interactive exhibits (touch and feel exhibits, play areas) may be closed or modified to help maintain best practices for health and safety.



ADDITIONAL RESOURCES

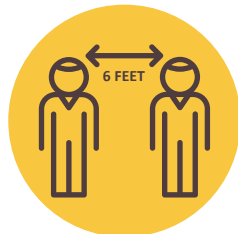
American Alliance of Museums: <https://www.aam-us.org/programs/about-museums/preparing-to-reopen/>

Entertainment Venues

THEATERS | SPORTING ARENAS | OTHER LARGE VENUES

Mass gathering limits in Phase 2 will be no more than 10 people indoors or 25 people outdoors in most circumstances. These limits apply to the following: event venues; conference centers; stadiums and sports arenas; amphitheaters; and groups at parks or beaches. The following remain closed: Venues for Receptions or Parties • Bars • Night Clubs, Dance Halls, or Music Halls where patrons are not seated.

The NC Department of Health and Human Service's Interim Guidance for Theaters, Sporting Arenas and Other Large Venues as of May 22, 2020 is summarized below. Read the full guidance at <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Large-Venues-Phase-2.pdf>



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



PHYSICAL DISTANCING AND MINIMIZING EXPOSURE

- Limit occupancy of all operating establishments to no more than Mass Gathering Limits (stated above) AND ensure sufficient social distancing with at least 6-foot separation between patrons.
- Post signage reminding attendees and staff about social distancing (staying at least 6 feet away from others). Know Your W's sign templates are available in English and Spanish on the NC DHHS COVID-19 response site
- More specific guidance on fire marshall capacity for indoor venues may be included in Phase 3 of NC's plan for reopening. This would likely apply per movie screen, too. For example, a theater may be at reduced capacity overall, but if all attendees are in the same theater room, physical distancing isn't in order.
- Provide floor markings to help customers stay 6 feet apart in concession lines and other areas where people gather, including if they are waiting outdoors due to limits on indoor capacity.
- Customers will be barred entrance once the safe physical distancing capacity has been reached.
- Direct customers to seats that separate them from other customers by 6 feet.
- Employees and customers should wear cloth face coverings.

Entertainment Venues

MOVIE THEATERS | OTHER LARGE THEATER VENUES



DISINFECTING & CLEANING

- NC DHHS requires venues to perform ongoing and routine environmental cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails) with an EPA-approved disinfectant and increase disinfection during peak times or high customer density times.
- Systematically and frequently check and refill hand sanitizers throughout the day or event and assure soap and hand drying materials are available at all sinks.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be cleaned and disinfected after use.
- Clean and disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Consider disinfecting theater seats between customers. If this isn't possible, consider installing disposable material on seats and discard after use.



CONTACTLESS TRANSACTIONS

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Clean and disinfect point-of-sale equipment after each use, including pens.



MORE ENTERTAINMENT RESOURCES

NCDHHS Interim Guidance for Large Venue Settings (May 22, 2020): <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Large-Venues-Phase-2.pdf>
National Association of Theatre Owners: <https://www.natoonline.org/>
Performing Arts Center Consortium Guide to Reopening Theatrical Venues: <https://artsnc.org/docs/PACC-Reopening-Advisory.pdf>
NC Arts Guide to Reopen the Arts: https://files.nc.gov/ncarts/guide_to_reopen_the_arts.pdf
Event Safety Alliance: <https://www.eventsafetyalliance.org/esa-reopening-guide>

Exercise Facilities

GYMS | FITNESS CENTERS | STUDIOS

Indoor Exercise Facilities have not been permitted to reopen under Governor Cooper's Phase Two plan. Business owners may want to consider and plan for the following changes to their operations when they are permitted to reopen. Outdoor fitness classes are permitted provided you can maintain physical distancing and hygiene guidance. You are required to observe any and all park/space closures. Check with municipalities to ensure your permit to operate in public spaces is current and valid.



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some, prolonged



EMPLOYEE & CUSTOMER PROTECTION

- Employees and customers should wear face coverings. Do not use PPE if it affects breathing while exercising.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



PHYSICAL DISTANCING

- Some locations may require barriers to separate customers and/or employees.
- Stagger/spread equipment to maintain a distance of 6 feet between machines.
- Customers will be barred entrance once the safe physical distancing capacity has been reached. Where possible, encourage registration in advance, make space for waiting or system for alerts.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.

Exercise Facilities

GYMS | FITNESS CENTERS | STUDIOS



DISINFECTING & CLEANING

- Additional hand sanitizing stations will be available to patrons and employees.
- Employees should perform regular cleaning and encourage customer assistance with cleaning equipment after each use.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- No food products consumed on premise by employees or customers.
- Customers and employees should bring their own water or other drinks.
- No towels should be offered by the gym. Customers should bring their own towels.
- Disinfect all equipment after use.
- Where possible, have students bring their own equipment for harder to clean items.



CONTACTLESS TRANSACTIONS

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Disinfect point-of-sale equipment after each use, including pens.



MORE EXERCISE FACILITY RESOURCES

Association of Fitness Studios: <https://member.afsfitness.com/>

Financial Services

BANKS | CREDIT UNIONS | FINANCIAL PLANNERS



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some, potentially prolonged



EMPLOYEE & CUSTOMER PROTECTION

- Face coverings should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.



PHYSICAL DISTANCING

- Limit the number of individuals inside the lobby/public areas in banks/credit unions to 50% of fire capacity occupancy.
- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.

Financial Services

BANKS | CREDIT UNIONS | FINANCIAL PLANNERS



DISINFECTING & CLEANING

- Additional hand sanitizing stations will be available to patrons and employees.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.



CONTACTLESS TRANSACTIONS

- Point-of-sale equipment will be frequently cleaned and disinfected.
- Protective screens may be installed at the discretion of each institution.
- Teller windows must be at least 6 feet apart.
- Pens should be disinfected after use.



MORE RESOURCES

North Carolina Bankers Association: <https://www.ncbankers.org/>
Credit Union National Association: <https://www.cuna.org/>
Financial Planning Association: <https://www.onefpa.org/>

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES

The NC Department of Health and Human Service's Interim Guidance for Restaurants as of May 22, 2020 is summarized below:



PHYSICAL DISTANCING AND MINIMIZING EXPOSURE

Restaurants are required to:

- Arrange tables and seating to achieve at least 6-foot separation between parties for indoor and outdoor dining. Each group of people sitting at a counter should be separated by six (6) feet.
- Permit no more than 50% of maximum occupancy as stated in fire capacity. Restaurants may permit up to 12 people per 1,000 feet if there is not a fire code number available.
- Post the reduced "Emergency Maximum Capacity" in conspicuous place. Sign templates are available in English and Spanish: <https://covid19.ncdhhs.gov/guidance#phase-1-easing-of-restrictions>
- Post signage reminding people about physical distancing (staying at least 6 feet away from others). Know Your W's sign templates are available in English and Spanish: <https://covid19.ncdhhs.gov/materials-resources/know-your-ws-wear-wait-wash>
- Mark six (6) feet of spacing in lines at high-traffic areas for customers, such as any cash register or any place where customers wait to be seated.

It is recommended that restaurants:

- Allow no more than 6 people at a table, unless they are a family from the same household. You do not need to ask whether groups are a family.
- Don't use shared tables among multiple parties unless the seats can be arranged to maintain physical distancing between parties.
- Require patrons to wait outside, with markings to ensure 6 feet apart, with floor markings and instructions for physical distancing.
- Provide hand sanitizer (with at least 60% alcohol) at the entrance when available.
- Install physical barriers, such as sneeze guards and partitions at cash registers, or other food pickup areas where maintaining physical separation of 6 feet is difficult

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



PHYSICAL DISTANCING AND MINIMIZING EXPOSURE

Recommendations, Cont'd:

- Advise all waitstaff to stay 6 feet away from customers to the extent possible.
- Advise all employees to stay 6 feet away from each other to the extent possible.
- Stagger seating times to the extent possible by using reservation systems or other methods; rotate or stagger shifts to limit the number of employees in the workplace at the same time.
- Consider alternative options to gathering lots of people in a small area, such as having people wait in their cars and alerting them by phone when their table is ready.
- Staff meetings should be held virtually or provided by written notes instead of congregating.
- Reduce condiments and other items on the table for use between customers; provide condiments by request only; or provide disposable condiment packs.
- Continue to provide take-out, curbside pickup, and delivery options.
- Use rolled utensils and discontinue preset table settings.
- Continue to offer contactless payment options, curbside pickup, and delivery; if possible, use phone app technology to alert patrons when their table is ready to avoid use of pagers or buzzers.
- Use touchless payment options as much as possible. Ask customers and employees to exchange cash or card payments by placing on a receipt tray or on the counter rather than by hand. Wipe any pens, counters, or trays between use and between customers with a disinfecting wipe.
- Designate an ordering area at bars when wait staff are not available to visit each table. The ordering area should be at least 6 feet from other patrons seated at bar.



CLOTH FACE COVERINGS

- It is strongly recommended that all employees and customers wear a cloth or disposable face covering when they may be near (less than 6 feet from) other people in the restaurant. A FAQ about face coverings is available in [English](#) and [Spanish](#).
- Businesses are encouraged to provide face coverings for employees and customers. If provided, they must be single use or properly laundered using hot water and a high heat dryer between uses.

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



CLEANING AND HYGIENE

Restaurants are required to:

- Perform ongoing and routine cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails) with an [EPA approved disinfectant for SARS-CoV-2](#). Increase disinfection during peak times or high customer density times and all shared objects (e.g., payment terminals, tables, countertops/bars, receipt trays, condiment holders) between use.
- Disinfect dining tables and booths, including condiment containers and reusable menus, between each use, allowing the disinfectant to sit for the necessary contact time recommended by the manufacturer.
- Promote frequent use of hand washing and hand sanitizer for wait/food service staff upon reporting to work and frequently throughout shift. Hand washing is required to at least meet the requirements as specified in the [North Carolina Food Code Manual](#), Sections 2-301.12, 2-301.14, and 2-301.15.

It is recommended that restaurants:

- Systematically and frequently check and refill hand sanitizers (at least 60% alcohol) and assure soap and hand drying materials are available at sinks.
- Use disposable menus, a menu display board, or mobile options, between customers/groups.
- Use single use/disposable linens when possible. If using disposable linens is not possible, clean and disinfect cloth linens after each customer.
- Provide, whenever available, hand sanitizer (with at least 60% alcohol) at the entrance and other areas.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stands.
- If self-serve is used:
 - Provide an attendant at buffet areas to monitor physical distancing and remove any contaminated food or utensils.
 - Change, clean, and disinfect serving utensils (e.g., tongs, bulk food dispenser spoons) every 30 minutes.
 - Have employees plate food for customers or provide increased monitoring of self-service areas.
 - Encourage handwashing and hand sanitizer use among customers before using self-service area. Provide hand sanitizer at the beginning of each service line and post signage requesting use before handling utensils.

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



MONITORING FOR SYMPTOMS

Encourage employees to self-monitor for symptoms such as fever, cough, or shortness of breath.

If they develop symptoms, they should notify their supervisor and stay home. More information on [how to monitor for symptoms](#) is available from the CDC.

Restaurants are required to:

- Conduct daily [symptom screening](#) (use this standard interview questionnaire – [English](#) | [Spanish](#)) of employees at entrance with immediately sending symptomatic workers home to [isolate](#).
- Post signage at the main entrance requesting that people who have been symptomatic with fever and/or cough not enter, such as [Know Your Ws/Stop if You Have Symptoms flyers](#) (available in English and Spanish).
- Employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.

It is recommended that restaurants:

- Have a plan in place for immediately removing employees from work if symptoms develop.
- Establish and enforce sick leave policies to prevent the spread of disease, including: enforcing employees staying home if sick, encouraging liberal use of sick leave policy, expanding paid leave policies to allow employees to stay home when sick.

PROTECTING VULNERABLE POPULATIONS

Information on who is at higher risk for severe disease is available from the [CDC](#) and [NC DHHS](#).

It is recommended that restaurants:

- Designate a specific time for persons at higher risk to access the restaurant without the general population (such as early morning, or late afternoon).
- Enable employees to self-identify as high risk for severe disease and reassign work to minimize face-to-face contact and to allow them to maintain a distance of six feet from others, or to telework if possible.

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES

WATER AND VENTILATION SYSTEMS

Reduced use of water and ventilations systems can pose their own health hazards. There is increased risk for Legionella and other from stagnant or standing water.

Before reopening, it is recommended that restaurants:

- Follow the [CDC's Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation](#) to minimize the risk of diseases associated with water.
- Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods. Do not open windows and doors if they pose a safety or health risk to people using the facility.



MORE FOOD SERVICE RESOURCES

NC DHHS Interim Guidance for Restaurants (May 22, 2020): <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Restaurants-Phase-2.pdf>

FDA: Food Safety and the Coronavirus Disease 2019 (COVID-19): <https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

North Carolina Restaurant and Lodging Association: <https://www.ncrla.org/>

National Restaurant Association: <https://restaurant.org/Covid19>

North Carolina Craft Brewers Guild: Signage breweries can post in tasting rooms - NC Beer Brewery Pledge: https://www.ncbeer.org/docs/Brewery_-_NCBeer_Pledge_1.pdf

Consumer Pledge: https://www.ncbeer.org/docs/Customer_-_NCBeer_Pledge_1.pdf

Count On Me NC: Guidance and Training <https://countonmenc.org/business-training/>

Businesses principally engaged in the business of selling alcoholic beverages for onsite consumption (Bars) have not been permitted to reopen under Governor Cooper's Phase Two plan. (Takeout, drive thru and devliery allowed) Business owners may want to consider and plan for changes to their operations when they are permitted to reopen as noted in this section. Actual phase 3 guidance may differ. See guidance here for clarification on Exec. Order 141: <https://files.nc.gov/covid/documents/guidance/EO-141-Guidance-on-Bars.pdf>

Manufacturing



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



EMPLOYEE & CUSTOMER PROTECTION

- Establish an adequate supply of PPE (30-day supply recommended), where required:
 - o Disposable surgical masks (1 per employee/day).
 - o Washable cloth face coverings should be used for employees working in close proximity to other employees or to customers/clients.
 - o Nitrile gloves (2 pairs per employee/day).
 - o Glasses/face-shields (1 per employee).



HEALTH SCREENINGS

- Establish on-site health screening strategy.
- Establish on-site screening checkpoints upon entrance to facility.
- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.

See recommendations in Employee Screening section.



PHYSICAL DISTANCING

- Establish a physical distancing strategy based on the layout and work flow of the facility, including break areas.
- Consider managing traffic flow by having one way in, one way out. Remember all doors must remain accessible in case of emergency.
- Zoning the building can limit cross exposure throughout the facility. (People assigned to a zone would stay in that area and use bathrooms and common areas in that zone only.)
- Limit face-to-face interaction with customers.
- Barriers or screens may be installed in areas where workflow prohibits adherence to physical distancing protocol.

Manufacturing



DISINFECTING & CLEANING

- Establish an adequate supply of preventative material inventory (soap, sanitizer, thermometers, etc.). (30-day supply recommended)
- Establish a disinfection team to clean/disinfect entire facility and create a recurring disinfection schedule.
- Establish an inbound parts/materials/packages disinfection strategy.
- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal disinfection practices.
- Expedited shipment may be disinfected (only by appropriately trained personnel) with a 10% bleach solution or a hospital grade disinfectant.
- When possible, allow incoming materials to remain untouched for 48 hours when received.



MORE MANUFACTURING RESOURCES

North Carolina Manufacturing Alliance: <https://www.myncma.org/>

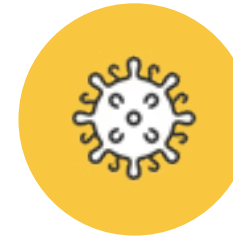
Medical Services

MENTAL HEALTH | BEHAVIORAL HEALTH



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Mental Health & Behavioral Health: Close, prolonged
- Medical Services (Including Doctor Offices, Dentistry, Optometry, Physical Therapy, Etc.) Direct physical, prolonged



SUPPORT FOR WNC PROVIDERS

The Regional Response Team at UNC Health Sciences at MAHEC wants to ensure Western North Carolina healthcare providers are well-equipped to manage COVID-19 and other community health needs. We are currently working with regional partners to

- Identify primary care needs including those related to PPE, COVID-19 testing, training, staffing, financial assistance, and telehealth
- Provide up-to-date guidance on best practices for the screening, diagnosis, and management of patients with COVID-19
- Help healthcare providers use telemedicine services effectively to support patient needs
- Facilitate connection to resources including training and practice support

Access MAHEC Resources:

<https://mahec.net/helping-wnc-providers-respond-to-covid-19>



MORE MEDICAL RESOURCES

North Carolina Department of Health and Human Services:

<https://www.ncdhhs.gov/>

American Medical Association: <https://www.ama-assn.org/>

American Dental Association: <https://www.ada.org/>

American Optometric Association: <https://www.aoa.org/>

American Physical Therapy Association: <https://www.apta.org/>

American Chiropractic Association: <https://www.acatoday.org/>

American Nurses Association: <https://www.nursingworld.org/>

Association for Behavioral and Cognitive Therapies: <http://www.abct.org/>

Offices/Professional Services

NONPROFITS | LAW FIRMS | ACCOUNTING FIRMS | MARKETING AGENCIES



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some, prolonged



EMPLOYEE & CUSTOMER PROTECTION

- Face coverings should be used for employees working in close proximity (less than six feet) to other employees or customers/clients.



CONTACTLESS TRANSACTIONS

- Point-of-sale equipment (if applicable) will be frequently cleaned and disinfected.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, PayPal, etc.
- Pens should be disinfected after use by client/customer.

Offices/Professional Services

NONPROFITS | LAW FIRMS | ACCOUNTING FIRMS | MARKETING AGENCIES



DISINFECTING & CLEANING

- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be disinfected after each use.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee's phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phone, etc. daily.



PHYSICAL DISTANCING

- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use physical distancing.
- Encourage clients/customers to connect via phone call or video conference.



MORE RESOURCES

North Carolina State Bar: <https://www.ncbar.gov/>

North Carolina Society of Certified Public Accountants:
<https://www.ncacpa.org/>

North Carolina Center for Nonprofits: <https://www.ncnonprofits.org/>

Pharmacies



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some



EMPLOYEE & CUSTOMER PROTECTION

- Pharmacy personnel will wear protective face masks and gloves as appropriate.
- Utilize plastic shields/screens at check-out and other counters.



CONTACTLESS TRANSACTIONS

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Disinfect point-of-sale equipment after each use, including pens.
- Promote the use of self-serve checkout registers and clean them frequently.
- Provide hand sanitizer and disinfectant wipes at register locations.

Pharmacies



DISINFECTING & CLEANING

- Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff.
- Increase cleaning measures and supplies for the pharmacy area.
- Bathrooms should be disinfected after use.
- Disinfect any high-traffic areas, such as doorknobs, counters, etc.
- Close self-serve blood pressure units.



PHYSICAL DISTANCING

- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
- Drive-through and curbside service should be used for prescription pick up.
- Deliver pharmacy items to patients' homes where possible.
- Utilize plastic shields/screens at check-out and other counters.
- Widen check-out counters for physical distancing.
- Strategies to limit direct contact with customers include:
 - Packaged medication can be placed on a counter for the patient to retrieve.
 - Avoid handling insurance or benefit cards.
 - Avoid touching objects that have been handled by patients.
- Add markings and signs where appropriate to encourage physical distancing.



MORE RESOURCES

North Carolina Association of Pharmacists: <https://www.ncpharmacists.org/>
North Carolina Board of Pharmacy: <http://www.ncbop.org/>

Real Estate



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- Some, prolonged



EMPLOYEE & CUSTOMER PROTECTION

- Clients and agents should wear face coverings and gloves for showings, closings and other face-to-face interactions.
- Clients and agents should wear shoe covers when entering a home.



PHYSICAL DISTANCING

- Encourage virtual tours and open houses.
- Use digital notary seal and remote signings.
- Use electronic closing on home loans.
- Limit number of people in office at one time.
- Only the decision maker(s) should attend showings. No children should attend. Sick individuals should not attend showings.



DISINFECTING & CLEANING

- Provide sanitizing station in home, including soap, paper towels, garbage can and hand sanitizer.
- Only REALTOR® or sellers turn lights on, open doors, cabinets, closets etc.
- Clients may not open cabinets to minimize germ spread.
- Clean and disinfect the home prior to and following showings.



MORE REAL ESTATE RESOURCES

NC REALTORS®: <https://www.ncrealtors.org/>
Cushman & Wakefield Recovery Readiness:
<https://www.cushmanwakefield.com/en/insights/covid-19/recovery-readiness-a-how-to-guide-for-reopening-your-workplace>

Retail

A summary of the NC Department of Health and Human Service's Interim Guidance for Retail Businesses as of May 22, 2020 is included in the below suggestions. Read the full guidance at <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Retail-Businesses-Phase-2.pdf>



AVERAGE LEVEL OF EMPLOYEE-CUSTOMER INTERACTION

- For most retail establishments: Some
- For Jewelers: Close



EMPLOYEE & CUSTOMER PROTECTION

- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees and customers should wear face coverings in order to prevent spreading the virus.
- Stores may wish to discourage customers from handling merchandise, such as limiting sampling or trying on clothing.



PHYSICAL DISTANCING

- NC DHHS requires retail businesses to:
 - Limit occupancy of all operating establishments to no more than 50 percent of the stated fire capacity or 12 per 1,000 square feet if there is not a fire code number readily available.
 - Post the reduced "Emergency Maximum Capacity" in conspicuous place. Sign templates are available in English and Spanish: <https://covid19.ncdhhs.gov/guidance#phase-1-easing-of-restrictions>
 - Post signage reminding people about physical distancing (staying at least 6 feet away from others). Know Your W's sign templates are available in English and Spanish: <https://covid19.ncdhhs.gov/materials-resources/know-your-ws-wear-wait-wash>
 - Mark off spacing in lines at point of sale and in other high-traffic areas for customers, such as at deli counters and near high-demand products.

Retail



ADDITIONAL PHYSICAL DISTANCING RECOMMENDATIONS

- NC DHHS recommends retail businesses:
 - Clearly mark designated entry and exit points; if a building has only one entry/exit point, try to stagger entry and exit times if possible.
 - Clearly mark 6 feet of spacing in a designated area outside the establishment where people congregate due to limits on indoor capacity.
- Avoid displays that lead to crowding.



CONTACTLESS TRANSACTIONS RECOMMENDATIONS

- NC DHHS recommends retail businesses develop and use systems that allow for online, email, or telephone transactions. Point-of-sale equipment will be frequently cleaned and disinfected.
- The stores will encourage customers to make non-cash payments. Cash based payment should still be an option for customers who don't have access to electronic payment. In these cases, be sure that hand sanitizer is available and its use promoted by both the employee and customer handling cash.
- Protective screens may be installed at the discretion of each store.
- Sales registers must be at least 6 feet apart.
- Salesperson will encourage customers; either to insert payment card or to provide their own pen or disinfect store's pen before and after use to sign the receipt. Receipt should be left on counter.

Retail



CLEANING & DISINFECTING

- NC DHHS requires retail stores to perform ongoing and routine environmental cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails, tables, chairs) with an EPA approved disinfectant for SARS-CoV-2 (the virus that causes COVID-19), and increase disinfection during peak times or high customer density times.
- NC DHHS recommends retail stores provide, whenever available, hand sanitizer (with at least 60% alcohol) at the entrance and other areas. Systematically and frequently check and refill hand sanitizers and assure soap and hand drying materials are available at all sinks. Encourage customers to use hand sanitizer upon entering the store.
- Clean and disinfect entrance/exit doors frequently.
- Stores may choose to disinfect incoming stock and merchandise.
- Stores that choose to allow customers to try on clothing may wish to clean and disinfect dressing rooms after each use and to clean and disinfect clothing (inside and out).



PROTECTING VULNERABLE POPULATIONS

- It is recommended that retail stores designate specific times for persons at higher risk to shop without the general population (such as early morning, or late afternoon).



MORE RETAIL RESOURCES

North Carolina Retail Merchants Association: <https://www.ncrma.org/>
National Retail Federation: <https://nrf.com/>
National Association of Convenience Stores: <https://www.convenience.org/>
NCDHHS Interim Guidance for Retail Businesses (May 22, 2020): <https://files.nc.gov/covid/documents/guidance/NCDHHS-Interim-Guidance-for-Retail-Businesses-Phase-2.pdf>

Tours & Attractions

TOURS BY VEHICLE & ON FOOT | INDOOR & OUTDOOR ATTRACTIONS

In alignment with industry best practices, national standards established by the U.S. Travel Association, and guidance from the CDC, local and state governments, the following suggested protocols were developed by a representative group of the Attractions Partners Collaborative in Asheville. These guidelines can be adapted to individual tour and attraction businesses as appropriate, with employee, resident, and guest safety in mind.*



EMPLOYEE & CUSTOMER PROTECTION

- Personal Protective Equipment. In customer-facing positions, particularly when physical distancing is challenging, the use of PPE and physical barriers may be required for all or part of the experience such as:
 - Face coverings
 - Gloves
 - Face shields
 - Plexiglass barriers
- Implement Health Screening Measures.
 - Screen all employees, using a health department screening tool or by creating the business's own similar screening tool that adheres to current requirements in place.
 - Review policies to more easily enable employees to stay home when sick or when possibly exposed to the coronavirus.
 - Adopt health screening procedures aligned with governmental mandates, CDC recommendations, and industry standards that require all employees to:
 - Monitor their health.
 - Not report to work if they are ill and/or showing any symptoms.
 - Self-isolate if showing symptoms of COVID-19, if awaiting test results, or if diagnosed with COVID-19.
 - Communicate expectations with guests and implement guest screening procedures.
 - Provide information as appropriate and possible to aid in contact tracing efforts.
- Follow Food & Beverage Service Guidance.
 - For tours and attractions that offer food and beverage service, follow best practices as established by government regulation and industry standards to promote the health of employees and guests.

Tours & Attractions

PHYSICAL DISTANCING



- Support physical distancing wherever possible with measures that may include:
 - Instructions through signage.
 - Updated guest communications.
 - Reconfigured public spaces.
 - Limits on group sizes as established by County and State declarations.
 - The development of alternative routes to avoid high density areas, particularly for guided tours in public spaces.

DISINFECTING & CLEANING



- In a sector as diverse as tours and attractions, specific practices will vary from one business to another. Each tour and attraction business should continue to tailor procedures to its own operating environment.
- Sanitation procedures should align with leading public health authority guidelines and may include the following:
 - Clean high-touch areas and equipment more frequently.
 - Make hand sanitizer readily available in public areas.
 - Consider, if modified business hours are needed, adequate time to thoroughly clean.
 - Promote frequent hand washing.

CONTACTLESS TRANSACTION



- Promote touchless or low-touch solutions for ticketing, check-in, payment, etc.

CUSTOMER RESPONSIBILITIES

- Tours and attraction partners should communicate expectations and responsibilities to guests, based on government and industry guidance, to help protect themselves and others:
 - Customers should communicate clearly with their attraction or tour regarding any health concerns they may have.
 - If customers feel ill, have COVID-19 related symptoms, or have recently cared for someone with COVID-19, stay home.
 - Customers should follow the recommendations or rules in place at each attraction or tour to protect employees, other customers, themselves, and the business.
 - Customers are asked to be patient with, understanding, and supportive of new procedures in place.

Sources & Additional Info

Centers for Disease Control and Prevention (CDC):

- <https://www.cdc.gov/>
- **Interim Guidance for Businesses and Employers:** <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- **Cleaning and Disinfecting Your Facility:** <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- **Reopening Guidance:** <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

Food and Drug Administration (FDA): <https://www.fda.gov/>

Occupational Safety and Health Administration (OSHA): <https://www.osha.gov/>

U.S. Chamber of Commerce: <https://www.uschamber.com/>

North Carolina Department of Health and Human Services:

- <https://www.ncdhhs.gov/>
- <https://covid19.ncdhhs.gov/guidance>
- <https://covid19.ncdhhs.gov/information/individuals-families-communities/individuals-and-families>
- **Individuals at higher risk:** <https://covid19.ncdhhs.gov/information/individuals-families-communities/individuals-higher-risk>

EPA: Disinfectants for Use Against SARS-CoV-2: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

HHS/OSHA: Guidance on Preparing Workplaces for COVID-19: <https://www.osha.gov/Publications/OSHA3990.pdf>

NC Chamber Coronavirus Resource Guide: <https://ncchamber.com/coronavirus-resource-guide-nc-business/>

DHS: Guidance on the Essential Critical Infrastructure Workforce: <https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19>

Adapted from West Alabama Chamber of Commerce and Wilmington Chamber of Commerce by the Asheville Area Chamber of Commerce, with input from Mountain Area Health Education Center (MAHEC) and partners.

For the latest version, please visit www.ashevillechamber.org/toolkit

For questions related to guidance for businesses, contact:



Phone



Email

