



OPEN &
SAFE
PLAYBOOK
Guidance to
Safely
Reopening



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.

Presented by:



The Chamber
OF CATAWBA COUNTY

Working for business

About the Open & Safe Commitment

Catawba Valley Business Community,

Thank you for your commitment to keeping the Catawba Valley healthy & our economy strong. The purpose of this playbook is to provide businesses with the best known guidance to protect your valuable employees and customers. As we enter into a phased reopening phase for our local economy, we strongly suggest you take precautions and other policy suggestions outlined in this guide to ensure we mitigate the spread of COVID-19, while also helping to regain consumer confidence to bolster local spending.

We know that you are seeking guidance on how to reopen safely in prioritizing the health & wellbeing of both their employees & your customers and additionally, you are seeking ways to reinforce the steps you are taking to your teams & your customers. In efforts to assist you, we've compiled these recommendations from the United States Centers for Disease Control and Prevention (CDC), the North Carolina Department of Health and Human Services (NCDHHS) and Catawba County Public Health. These recommendations are specific to businesses of all sectors to aid you in a safe, thoughtful reopening, to help our region contain the spread of COVID-19.

To recognize your commitment in taking the necessary steps to implement safe reopening best practices, we encourage your business to make the **"Open & Safe Commitment"** that can be found at www.catawbachamber.org/openandsafe, allowing us, and our great partners, to help publicize your efforts. To further reinforce this messaging to your employees and customers and to unite the Catawba Valley business community around this important effort, we've created branded materials & signage you can opt to purchase and display at your place of business.

This playbook, as well as, the *"Open & Safe Commitment"* campaign was created & is powered by **The Chamber of Catawba County** with the support and collaboration of great partners including, the **Burke County Chamber of Commerce**, the **Caldwell Chamber of Commerce**, the **Downtown Hickory Development Association**, the **Downtown Newton Development Association**, the **Catawba County Economic Development Corporation**, the **Hickory Metro Convention Center & Visitors Bureau**, the **Small Business Center at CVCC**, and the **Small Business Technology & Development Center**. *A special thank you to the Chamber of Commerce of West Alabama & the Greater Wilmington Chamber of Commerce for the inspiration.*

Working for Business,

Lindsay M. Keisler, IOM, CCEC
President/CEO
The Chamber of Catawba County
www.catawbachamber.org/openandsafe

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2

Table of Contents

02	• About the Open & Safe Commitment	34	• Financial Services
02	• Disclaimer	36	• Food Service
04	• The Open & Safe Commitment	39	• Manufacturing
05	• General Recommendations	41	• Medical Services
10	• Accomodations & Lodging	48	• Offices & Professional Services
12	• Agriculture	50	• Pharmacies
13	• Animal Services	52	• Real Estate
14	• Childcare Facilities	53	• Retail
18	• Close Contact Services	58	• My Re-Opening Plan
24	• Construction	69	• Sources
25	• Entertainment Venues		
32	• Exercise Facilities		



The Open & Safe Commitment



We are committed to keeping Catawba County healthy & our economy strong. To help in this effort, we hereby affirm our commitment to taking the steps necessary to implement safe reopening best practices as outlined in the “*Open & Safe Playbook*” in order to protect our valuable employees and/or customers.

The “*Open & Safe*” commitment was created & is powered by The Chamber of Catawba County with the support and collaboration of great partners including, the Burke County Chamber of Commerce, the Caldwell Chamber of Commerce, the Downtown Hickory Development Association, the Downtown Newton Development Association, the Catawba County Economic Development Corporation, the Hickory Metro Convention Center & Visitors Bureau, the Small Business Center at CVCC, and the Small Business Technology & Development Center.

We commit to protecting our employees by:

1. Checking on their well-being and health before every work shift by screening employees for illness or possible exposure or COVID-19 symptoms
2. Providing them with Personal Protective Equipment and training, as appropriate, including wash stations and soap, hand sanitizer, face masks, nitrile gloves, and face shields (all as appropriate)
3. Asking our customers to kindly observe proper hygiene etiquette when interacting with our employees

We commit to protecting our customers by:

1. Washing and/or sanitizing our hands on a regular basis
2. Monitoring social distancing within our places of business
3. Sanitizing frequently used surfaces such as doorknobs, handles, push plates, shopping carts, tables, chairs, restrooms, and fuel pump handles on a regular and frequent basis
4. Disinfecting items that come into contact with customers
5. Making hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to both employees and customers
6. Placing readily visible signage at the business to remind everyone of best hygiene practices

To sign the “Open & Safe Commitment” visit,
www.catawachamber.org/openandsafe

Please note: This document, nor this facilities’ adherence to the contents hereof should not be assumed in any way to guarantee the health and/or safety of its customers and/or employees. Businesses and all patrons hereof are expected to adhere to all rules, regulations, recommendations of industry professionals, the CDC, federal, state and local health officials, and their personal medical professionals. Employees and customers are expected to follow all applicable rules and laws as they may change from time to time.

General Recommendations



Cleaning & Disinfecting

- Provide a place to wash hands or alcohol-based hand rubs containing at least 70% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers will be required to use hand sanitizer upon entering the store.



Social Distancing

- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers should be at least six feet apart.
- Limit occupancy based on the state's requirements during the current reopening phase.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



Cash Handling

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.



Sick Employees

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



Face Masks

- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.

If You Leave Home,
Know Your W's –
Wear, Wait, Wash!



Wear

a cloth face covering if you will be with other people



Wait

6 feet apart.
Avoid close contact



Wash

your hands often with soap and water for at least 20 seconds or use hand sanitizer

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



WASH HANDS FREQUENTLY



SANITIZE HIGH TRAFFIC AREAS



COMMUNICATE YOUR PLAN



Communicating with Your Team



Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.

- Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.
- Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if 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.
- Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.
- Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive “emergency sick leave” policies.
- Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.
- The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of any mental health services your company might provide. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider.

Cleaning & Disinfecting After Opening

CLEAN

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

DISINFECT

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use **Water-diluted household bleach solutions may also be used if appropriate for the surface.**
- Per CDC, bleach solutions are effective for disinfection up to 24 hours. Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute. **Alcohol solutions with at least 70% alcohol may also be used.**

SOFT SURFACES

For soft surfaces such as carpeted floors, rugs, upholstery and drapes:

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.

- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.

ELECTRONICS

For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting.
 - If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

LAUNDRY

For clothing, towels, linens and other items:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires some contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Masks can be used for employees working in close proximity to other employees or customers.
- Eliminate or reduce in-person check-in or check-out with automated processes.
- Discourage employees from using other workers' phones, desks, offices or other equipment when possible.



SOCIAL DISTANCING

- Transition breakfasts to a grab-and-go format.
- Requests guest minimize direct contact with employees.
- Restrict room service to delivery at door only.
- Encourage social distancing in common areas.
- Remove or reduce customer service phones in common areas.

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING



DISINFECTING & CLEANING

- Promote frequent hand washing by employees and guests.
- Provide hand sanitizing and disinfecting wipes in public areas.
- Provide tissues and additional trash receptacles in public areas.
- Increase length of time between vacancy and cleaning rooms.
- Perform additional cleaning on all frequently touched areas, such as the front desk, coffee stations, doorknobs, etc.



CONTACTLESS TRANSACTIONS

- Point of sale equipment will be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Pens should be sanitized after use.



MORE RESOURCES

- **American Hotel & Lodging Association:** <https://www.ahla.com/covid-19-resource-center>
- **AHLA Reopening Guidelines:** <https://ncrla.help/wp-content/uploads/2020/04/Reopening-Guidelines-for-AHLA-Members.pdf>
- **North Carolina Restaurant and Lodging Association:** <https://ncrla.help/>

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Agriculture



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Masks can be used for employees working in close proximity.
- Smaller farms can participate in socially distant farmer's markets to safely provide products for customers.
- Use social distancing when preparing products for delivery/making deliveries.
- Social 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/>

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Animal Services

VETERINARY OFFICES | ANIMAL SHELTERS | GROOMERS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Masks can be used for employees working in close proximity.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- At veterinary offices and groomers, owners should drop off their pets curbside while they receive services. Owners will 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.
- Sanitize 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/>

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Childcare Facilities



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with children.



EMPLOYEE & CUSTOMER PROTECTION

- When feasible, staff members and older children should wear face coverings within the facility. **Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation.**
- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Persons who have a fever of 100.4°F (38.0°C) or above or other signs of illness should not be admitted to the facility. Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick. Screen children upon arrival, if possible.
- Encourage workers to report any safety and health concerns to the employer.



DROP OFF & PICK UP

- Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
- Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from COVID-19.
- Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter.

Childcare Facilities



CLEANING & DISINFECTING

- Facilities should develop a schedule for cleaning and disinfecting.
- Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include 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.
- Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective.
- If possible, provide EPA-registered disposable wipes to childcare providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use.
- All cleaning materials should be kept secure and out of reach of children.
- 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 sanitized 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.
- Do not share toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from one group to the other.
- Bedding that touches a child's skin should be cleaned weekly or before use by another child.

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 class rooms 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.
- 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



DIAPERING

- When diapering a child, wash your hands and wash the child’s hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing area. Steps include:
 - Prepare (includes putting on gloves)
 - Clean the child
 - Remove trash (soiled diaper and wipes)
 - Replace diaper
 - Wash child’s hands
 - Clean up diapering station
 - Wash hands
- After diapering, wash your hands (even if you were wearing gloves) and disinfect the diapering area with a fragrance-free bleach that is EPA-registered as a sanitizing or disinfecting solution. If other products are used for sanitizing or disinfecting, they should also be fragrance-free and EPA-registered. If the surface is dirty, it should be cleaned with detergent or soap and water prior to disinfection.

17



MORE CHILDCARE RESOURCES

- **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/>

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Close Contact Services

WAXING SALONS | TATTOO FACILITIES | MASSAGE THERAPY



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Use all disposable materials & supplies according to North Carolina Department of Health and Human Services
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees should wear a disposable lab-coat or protective gown.



APPOINTMENTS & HEALTH SCREENINGS

- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Add the following questions to your consent form: Have you been exposed? Have you traveled recently? Have you had a fever?

Close Contact Services

WAXING SALONS | TATTOO FACILITIES | MASSAGE THERAPY



DISINFECTING & CLEANING

- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Provide hand sanitizer/sanitization wipes to customers upon arrival.
- Employees should have temperature taken upon beginning each workday.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines will be provided to customers.



SOCIAL DISTANCING

- Only one person should be admitted to each service room at any time.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).



CONTACTLESS TRANSACTIONS

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



MORE CLOSE CONTACT RESOURCES

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

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Close Contact Services

BARBER SHOPS | HAIR SALONS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Use all disposable materials & supplies according to North Carolina Department of Health and Human Services
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.



APPOINTMENTS & HEALTH SCREENINGS

- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Services will be limited to haircuts and neck shaves only at barber shops



CONTACTLESS TRANSACTIONS

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

Close Contact Services

BARBER SHOPS | HAIR SALONS



DISINFECTING & CLEANING

- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers will be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms will provide services to clients.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines will be provided to customers.



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Stations will be separated by at least six feet from other stations.

Close Contact Services

NAIL SALONS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Use all disposable materials & supplies according to North Carolina Department of Health and Human Services
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.



APPOINTMENTS & HEALTH SCREENINGS

- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.

Close Contact Services

NAIL SALONS



DISINFECTING & CLEANING

- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers will be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms will provide services to clients.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines will be provided to customers.



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Stations will be separated by at least six feet from other stations.



CONTACTLESS TRANSACTIONS

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



MORE CLOSE CONTACT RESOURCES

- **North Carolina Board of Cosmetic Art Examiners:**
<http://www.nccosmeticarts.com/>

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Construction



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires face-to-face interactions and some work in close quarters.



EMPLOYEE & CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity.
- Field fever tests should be administered before employees allowed to enter an active construction site.



DISINFECTING & CLEANING

- All equipment, materials and tools will be sanitized at the beginning of the workday and upon delivery by a third party.
- Provide required hand-washing stations.



MORE CONSTRUCTION RESOURCES

- **Carolinas Association of General Contractors:** <https://www.cagc.org/>
- **North Carolina Homebuilders Association:** <https://www.nchba.org/wp/>

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Entertainment Venues

GAMING | ARCADES | BINGO HALLS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Staff should be trained on the appropriate use and disposal of personal protective equipment (PPE) and employers could consider providing appropriate PPE to employees when applicable.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- 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 social 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.

Entertainment Venues

GAMING | ARCADES | BINGO HALLS



DISINFECTING & CLEANING

- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service 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.
- Sanitize point of sale equipment after each use, including pens.



MORE CLOSE CONTACT RESOURCES

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

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Entertainment Venues

BOWLING ALLEYS | AXE THROWING VENUES | ESCAPE ROOMS AND MORE



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



EMPLOYEE & CUSTOMER PROTECTION

- Staff should be trained on the appropriate use and disposal of personal protective equipment (PPE) and employers could consider providing appropriate PPE to employees when applicable.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely handling point of sale interactions.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- Stagger machines/lanes at appropriate facilities to encourage social distancing.
- Customers will be barred entrance once the safe social 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. Discourage intermingling of unrelated parties.

Entertainment Venues

BOWLING ALLEYS | AXE THROWING VENUES | ESCAPE ROOMS AND MORE



DISINFECTING & CLEANING

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



CONTACTLESS TRANSACTIONS

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



MORE ENTERTAINMENT RESOURCES

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

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Entertainment Venues

MUSEUMS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- 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.



DISINFECTING & CLEANING

- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize 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.



CONTACTLESS TRANSACTIONS

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

Entertainment Venues

MOVIE THEATERS | OTHER LARGE THEATER VENUES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



EMPLOYEE & CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet.
- Direct customers to seats that separate them from other customers by 6 feet.

Entertainment Venues

MOVIE THEATERS | OTHER LARGE THEATER VENUES



DISINFECTING & CLEANING

- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Sanitize theater seats following each movie. If this isn't possible, in stall disposable material on seats and discard after each movie.



CONTACTLESS TRANSACTIONS

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



MORE ENTERTAINMENT RESOURCES

- **National Association of Theatre Owners:** <https://www.natooonline.org/>

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Exercise Facilities

GYMS | FITNESS CENTERS | STUDIOS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



EMPLOYEE & CUSTOMER PROTECTION

- Employees and customers can be encouraged to wear PPE where applicable. 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



SOCIAL 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 social distancing capacity has been reached.
- Maintain 6 feet of separation between customers in food service, retail, and/or check-in/registration areas. 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 sanitized after use.
- Sanitize 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.



CONTACTLESS TRANSACTIONS

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



MORE EXERCISE FACILITY RESOURCES

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

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Financial Services

BANKS | CREDIT UNIONS | FINANCIAL PLANNERS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires some contact with customers and cash handling.



EMPLOYEE & CUSTOMER PROTECTION

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



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- 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 sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.



CONTACTLESS TRANSACTIONS

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

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Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



PHASE II: REQUIREMENTS

- 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.
- Each group of people sitting at a counter should be separated by six (6) feet.
- Conduct daily symptom screening



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Employees can wear masks at their discretion based on the state's recommendation. However, the CDC and FDA recommends masks/face coverings for all employees.
- Gloves are already part of the supplies restaurants use on a daily basis. There should be no additional need for other supplies outside the normal course of business.



HEALTH SCREENINGS

- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- A sign should be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.



FREQUENT HAND WASHING

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 70% alcohol-based hand sanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



DISINFECTING & CLEANING

- Tables and seating will be sanitized after each guest.
- Bathrooms should be sanitized frequently.
- High customer contact areas (e.g. door entrances) should be cleaned every two hours.
- Menus, if laminated, should be cleaned after each usage, or paper menus shall be designed for single use.
- Condiments are not to be left on tables. Provide by request and sanitize after usage, or disposable packets should be used.
- Employees are encouraged to take ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.



SOCIAL DISTANCING

- Staff will limit the number of customers in the restaurant to those that can be adequately distanced 6 feet apart.
- Any indoor or outdoor waiting area must be marked so that social distancing standards are met. One member of a party may be allowed in waiting area while other members of their party wait in their car.
- Tables may need to be limited to a certain number of guests.



FOOD SAFETY

- Never touch Ready-to-Eat foods with bare hands.
- Use single service gloves, deli tissue, or suitable utensils.
- Wrap food containers to prevent cross contamination.
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill.



CONTACTLESS TRANSACTIONS

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

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



PICK UP AND DELIVERY SERVICE

- If offering delivery options:
 - Ensure coolers and transport containers are cleaned and sanitized
 - Maintain time and temperature controls
 - Avoid cross contamination; for example, wrap food before transport
- Encourage customers to use no-touch deliveries
- Notify customers as the delivery is arriving by text message or phone call
- Use signage to create designated pick-up zones for customers
- Offer curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks



CREATING BARRIERS

- You can practice social distancing in your bar/restaurant by moving tables to ensure they are six feet apart.
- If your establishment has booths, to maximize seating capacity, you may need to consider installing physical barriers between booths.



MORE FOOD SERVICE RESOURCES

- **Interim Guidance for Restaurants (May 22, 2020):** <https://ncrla.help/wp-content/uploads/2020/05/NC-DHHS-Interim-Guidance-for-Restaurants-5-19-20-Final.pdf>
- **National Restaurant Association:** <https://restaurant.org/Covid19>
- **FDA:** <https://www.fda.gov/>
- **CDC:** <https://www.cdc.gov/>
- **North Carolina Restaurant and Lodging Association:** <https://www.ncrla.org/>

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Manufacturing



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Staff should be trained on the appropriate use and disposal of personal protective equipment.
- Employees can be encouraged to wear PPE depending on their level of contact with co-workers and/or customers.



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.



SOCIAL DISTANCING

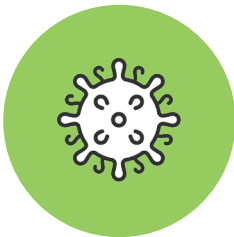
- Establish a social distancing strategy based on the layout and work flow of the facility, including break areas.
- Arrange staggered “day-of-return” meetings to discuss mitigation strategy.
- Limit face-to-face interaction with customers.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.

Manufacturing



DISINFECTING & CLEANING

- Establish an adequate supply of preventative material inventory (soap, sanitizer, thermometers, etc.).
- 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 sanitization practices.
- Expedited shipment may be sanitized (only by appropriately trained personnel) with a 10% bleach solution or a hospital grade disinfectant. Keep in mind, bleach solutions lose their effectiveness overtime. See page 9 for more details.
- When possible, allow incoming materials to remain untouched for 48 hours when received.



PANDEMIC RESPONSE TEAM

- 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.



MORE MANUFACTURING RESOURCES

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

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Medical Services

GENERAL CARE | DOCTOR OFFICES | URGENT CARE | PHYSICAL THERAPY



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Physicians, allied health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each encounter.



EMPLOYEE & CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear facemasks



HEALTH SCREENINGS

- All staff will be screened for symptoms of Covid-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility



DISINFECTING & CLEANING

- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

Medical Services

GENERAL CARE | DOCTOR OFFICES | URGENT CARE | PHYSICAL THERAPY



SOCIAL DISTANCING

- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/ guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- When possible, some encounters may be completed in the parking lot to avoid the patient entering the office building.
- High-risk patients will use a separate entrance and exit.



CONTACTLESS TRANSACTIONS

- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

Medical Services

DENTISTRY | MAXILLOFACIAL & ORAL SURGERY OFFICES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Physicians, allied health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each encounter.



EMPLOYEE & CUSTOMER PROTECTION

- Employees will wear masks, gloves, full face shields and/or protective eyewear, shoe covers and disposal gowns. One mask can be used per day. As N95 masks are again available to dentists commercially, they may be used as an option when high aerosolization is anticipated.
- Gloves, shoe covers, and gowns will be disposed of after each patient.
- Patients will be encouraged to wear facemasks



HEALTH SCREENINGS

- All staff will be screened for symptoms of Covid-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.



CONTACTLESS TRANSACTIONS

- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

Medical Services

DENTISTRY | MAXILLOFACIAL & ORAL SURGERY OFFICES



SOCIAL DISTANCING

- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/ guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- Services will be provided by appointment. If a walkup patient arrives, that patient will be evaluated in the same manner as an appointed patient, provided that the schedule allows for the extra patient.
- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.



DISINFECTING & CLEANING

- Office and exam rooms will be cleaned and disinfected between patients.
- All instruments will be either disposed or sterilized in an autoclave after each use. Each instrument is individually sterilized and packaged for each patient.
- Chairs, trays, capes and face shields will be cleaned and sanitized after each patient is treated.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Offices should utilize powered air-purifying respirators with high-efficiency particulate arrestance (HEPA) filters.

Medical Services

OPTOMETRY



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with patients.



EMPLOYEE & CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear facemasks.



HEALTH SCREENINGS

- All staff will be screened for symptoms of Covid-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.



DISINFECTING & CLEANING

- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

Medical Services

OPTOMETRY



SOCIAL DISTANCING

- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/ guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- Services will be provided by appointment only. No walk-in patients allowed.
- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.
- Optical stations will be separated by at least six (6) feet.
- Limit the number of people in the office to one person per doctor, technician, or optician.



CONTACTLESS TRANSACTIONS

- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

Medical Services

MENTAL HEALTH | BEHAVIORAL HEALTH



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Mental health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each encounter.



EMPLOYEE & CUSTOMER PROTECTION

- Provide therapy services to patients via phone call or video conference by appointment.
- Update patients on policies amid COVID-19.
- Allow staff to work from home.



EMERGENCIES

- If an emergency arises, the patient should call 911 or report to their nearest emergency room.



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/>

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Offices/Professional Services

NONPROFITS | LAW FIRMS | ACCOUNTING FIRMS | MARKETING AGENCIES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires some contact with others.



EMPLOYEE & CUSTOMER PROTECTION

- Masks can be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers and clients who are sick will not be permitted in the building.



CONTACTLESS TRANSACTIONS

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



SOCIAL DISTANCING

- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social 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/>

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Pharmacies



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Pharmacy personnel will wear protective facemasks and gloves as appropriate.
- If an employee is sick, he or she will be sent home or to a healthcare facility.
- 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.
- Sanitize 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 sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Close self-serve blood pressure units.



SOCIAL 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 social 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 social distancing.



MORE RESOURCES

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

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Real Estate



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires close contact with customer



EMPLOYEE & CUSTOMER PROTECTION

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



SOCIAL 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.
- Sanitize the home prior to and following showings.



MORE REAL ESTATE RESOURCES

- **NC REALTORS®:** <https://www.ncrealtors.org/>

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Retail

FURNITURE | CLOTHING | SPORTING GOODS | BOOK STORES | CRAFTS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Requires close interaction between staff and customers, but not direct physical contact.



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 may be allowed to wear facemasks or gloves.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.



SANITIZING & HAND WASHING

- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear facemasks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.

Retail

FURNITURE | CLOTHING | SPORTING GOODS | BOOK STORES | CRAFTS



APPOINTMENTS & HEALTH SCREENINGS

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the North Carolina Department of Health and Human Services.
- Encourage workers to report any safety and health concerns to the employer.



CONTACTLESS TRANSACTIONS

- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- 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 sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.

Retail

GROCERIES | GAS STATIONS | LIQUOR STORES | CONVENIENCE STORES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Requires close interaction between staff and customers, but not direct physical contact.



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 may be allowed to wear facemasks. Gloves should only be worn to handle food.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.



HEALTH SCREENINGS

HEALTH SCREENINGS

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the North Carolina Department of Health and Human Services.
- Encourage workers to report any safety and health concerns to the employer.

Retail

GROCERIES | GAS STATIONS | LIQUOR STORES | CONVENIENCE STORES



SOCIAL DISTANCING

- Limit occupancy based on the state's requirements during the current reopening phase.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in store.



EMPLOYEE & CUSTOMER PROTECTION

- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear facemasks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.
- Sanitize bathrooms often and limit bathroom occupancy.
- Sanitize shopping carts and baskets often. Encourage customers to wipe down carts before use.



CONTACTLESS TRANSACTIONS

- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- 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 sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.
- Encourage curbside pick-up options or consider offering these services.
- At gas stations, sanitize pumps and encourage patrons to use a secondary barrier when pumping gas (glove or paper towel).

Retail

JEWELRY RETAIL



AVERAGE LEVEL OF CUSTOMER INTERACTION

- General practice allows for consistent interaction with customers throughout operating hours.



DISINFECTING & SANITATION

- Showroom and common areas should be sanitized before opening and throughout the day.
- Gloves must be worn by employees to transfer all jewelry and equipment.
- Employees must wash hands before working.
- Stores use a combination of equipment that include a steamer, boiler, ultraviolet light, and alcohol or sanitizer to keep jewelry clean and germ free. Because metals and gemstones have individual characteristics and reactions, the jewelers must be allowed to determine the safest way to clean each item of jewelry. Jewelers **MUST** sanitize jewelry at intake.



EMPLOYEE & CUSTOMER PROTECTION

- All customers should be asked to clean their hands and put on gloves if necessary. Trying on rings is an exception, but customers should wash their hands before and after.
- Masks will be provided/offered to customers in close proximity situations.



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/>

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Sources

Interim Guidance for Restaurants (May 22, 2020):

[https://ncrla.help/wp-content/uploads/2020/05/
NC-DHHS-Interim-Guidance-for-Restaurants-5-19-20-Final.pdf](https://ncrla.help/wp-content/uploads/2020/05/NC-DHHS-Interim-Guidance-for-Restaurants-5-19-20-Final.pdf)

Centers for Disease Control and Prevention (CDC):

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

Food and Drug Administration (FDA):

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

North Carolina Department of Health and Human Services:

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

Catawba County Public Health:

<http://www.catawbacountync.gov/county-services/public-health/>



The Chamber OF CATAWBA COUNTY

Working for business

CONTACT US

1055 Southgate Corporate Park SW
Hickory, North Carolina 28602

(p) 828-328-6111

www.catawbachamber.org

(FB) /catawbachamber

(IG) @catawbachamber



www.catawbachamber.org/openandsafe

