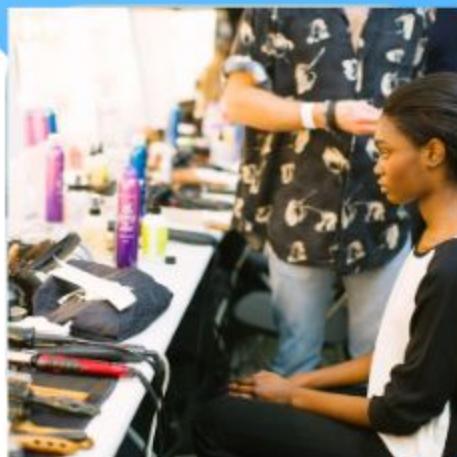


# REOPENING TOOLKIT



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# Introduction

The COVID-19 outbreak has businesses across Michigan, reexamining our health and safety measures. As locals and visitors express the desire to get out of their homes and back into your business, it's important to be prepared to welcome them safely and to ensure you, your employees, and your customers are safe.

The three things that have consistently been drilled into our heads and will continue to be important are the following practices;

- Hand washing
- Social (or Physical) Distancing
- Personal Protective Equipment

Each business will need to address how it will meet the needs of their customers and incorporate these practices. How will you incorporate these practices when you reopen? Please give careful thought to how you reopen and what measures you put in place to keep yourself, your staff, customers, and visitors safe when they return to your business.

For example, each of the following kinds of businesses will be different:

- Restaurants, how will you space tables to avoid crowding?
- Entertainment venues, how many guests can you allow in your establishment at a time?
- Hotels, how will you reassure guests their rooms are clean and safe?
- Retail, how will you allow customers to interact with your products?
- Services, how will you work with clients to give them the help they need while maintaining a safe and healthy distance?
- Salons, how will you keep your staff safe when working closely with clients?

These are questions you will have to ask yourself as you are faced with the task of reopening. Understand the way in which you interact with clients may be forever changed. Our number one priority is to make sure staff, customers, and the public is safe as we look to reopen in the near future.

# Planning to Reopen: Best Practices

Here are ways you can help minimize your risks:

- **Develop a Written Plan**

- Writing a plan can show that you have thought through risks in advance. A plan can also convey that you care about your customers, staff, and others.
- A written plan is also a great reference for staff if they are feeling overwhelmed by the new changes and guidelines.
- If possible post your written plan in your business where staff can easily access it and the public can see.
- Having a written plan displayed gives your customers the comfort and confidence they may need when reconnecting with your business.

- **Follow Your Plan**

- Plans that sit on a shelf and don't get followed are worthless. Make sure you're following your plan. It's one thing to say you don't want your employees to come to work if they are sick. It's another thing to follow through with it.
- This may mean coming into work earlier and asking staff to stay later to make sure new cleaning routines are accomplished, but it is critical to follow through. When your team understands the importance of the new guidelines, you can have faith that they will communicate this with customers.
- If you're finding implementation difficult amongst staff, take time to go through each new procedure and explain the rationale behind it.

- **Communicate the plan to your employees**

- Meet with your staff and talk about the new procedures
- Explain the importance of the new procedures
- Allow staff to ask questions to make sure they understand it fully
- Take time out of your schedule to rehearse proper cleaning techniques with staff members. Do not assume all your staff have the same cleaning habits you do.

- Training staff in cleaning procedures is vitally important, as they are the ones your customers will be interacting with. It's important that they are complying with your written plan as it is intended.
- **Communicate what you're doing to prepare for reopening to customers. This can go a long way in reassuring them that it is safe to return.**
  - Use your social media or email newsletters to show what you're doing (videos of you or staff cleaning; show photos of staff wearing Personal Protective Equipment
  - Develop signage to reinforce the new rules – this will remind customers as well as employees
  - It may seem out of your comfort zone to post a video about how you and your staff are complying to new safety guidelines, but normalizing the new way of doing business will help people feel safe and confident when patronizing your business.

# Staff Returning to Work

This toolkit provides specific measures for business categories to aid in a safe, thoughtful reopening. This helps prevent the virus's spread. It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Businesses are recommended to keep a minimum of a 15 day supply at all times.

## **Some options to screen employees prior to entering facility could include:**

- Verbal screening of employee to determine if employee has felt feverish in past 24 hours, coughing, had chills, or difficulty breathing.
- Temperature check of employee prior to start of shift. - Ensure screeners are trained to use temperature monitors. - Wear appropriate Personal Protection Equipment (PPE).
- Signs should be posted that individuals who have a fever, cough or any sign of sickness should not enter.

## **If a worker is suspected of having COVID-19:**

- Encourage workers to self-isolate and contact a healthcare provider.
- Provide information to the employee on return-to-work policy.
- Inform HR and employee's supervisor, document process.

## **If a worker is confirmed to have COVID-19:**

- Employer should instruct employees to follow CDC Guidelines.
- Employers should inform anyone they have come into contact with of their possible exposure in the workplace but should maintain confidentiality as required by the Americans with Disabilities Act (ADA).

Reintegration (bringing back) of exposed, asymptomatic employees to onsite operations should follow CDC Guidelines.

Reintegration of workers with COVID-19 (positive) to onsite operations should follow CDC Guidelines.

# General Recommendations to Protect Employees and Customers

- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.
- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store should maintain a social distance of at least six feet between each other. Sales registers should be at least six feet apart.
- Consider downsizing operations or limiting store capacity.
- When possible, open all doors to reduce the need for direct contact.
- Stores with higher traffic could mark spaces 6 feet apart at the sales registers and outside the entrance to the store.
- Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from others and sent home.
- A sign may be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control.
- Encourage workers to report any safety and health concerns to the employer.
- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers could be asked to use hand sanitizer upon entering the store.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

# 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 close.

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 mental health services your company provides. 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 and/or call the Disaster Distress Helpline: 1-800-985-5990.

## Preparing Your Space

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible

Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

**YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE  
RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE  
DISINFECTION PROCESS).**

## **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 of approved COVID-19 disinfectant chemicals to perform this activity

## **Cleaning and 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.
    - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
    - Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
    - Leave solution on the surface for at least 1 minute.

**Alcohol solutions with at least 70% alcohol may also be used.**

- Soft Surfaces
  - For soft surfaces such as carpeted floors, rugs, upholstery and drapes: • Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
  - Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
  - Disinfect with an EPA-registered household disinfectant if laundry isn't possible.
- Electronics
  - For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:
  - Consider putting a wipeable cover on electronics.
  - Follow manufacturer's instruction for cleaning and disinfecting. - If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol.
  - Dry surface thoroughly.
- Laundry
  - For clothing, towels, linens and other items:
  - Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
  - Wear disposable gloves when handling dirty laundry from a person who is sick.
  - Dirty laundry from a person who is sick can be washed with other people's items.
  - Do not shake dirty laundry.
  - Clean and disinfect clothes hampers according to guidance above for surfaces.
  - Remove gloves, and wash hands right away.

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

# Animal Services

This includes veterinary offices, animal shelters and groomers. \*According to the CDC, it appears that in some rare situations, human to animal transmission can occur.

## Average Level of Customer Interaction

Work requires some contact with customers.

## Employee and Customer Protection

- Masks should be used for employees working in close proximity.
- If a customer or employee is sick, he or she should be sent home or to a healthcare facility
- At veterinary offices and groomers, a staff person should ask if the pet has had any exposure to a person with suspected or confirmed COVID-19 before appointments or upon arrival.
- 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.

# Childcare Facilities

This section includes family child care programs, also known as home-based child care, Pre-K (Pre-kindergarten) programs at private and public schools, Head Start and Early Head Start programs. This also includes private child care centers, temporary child care centers operated by municipalities for the children of essential service providers, such as first responders, healthcare workers, transit workers, and other industries where a parent cannot stay home and child care centers that partner with healthcare facilities to support healthcare workers in need of child care.

## Average Level of Customer Interaction

Work requires direct physical contact with children.

## Employee and 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 should 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.
- 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 child care 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.
- 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.
- If possible, child care classes should include the same group each day, and the same child care providers should remain with the same group each day.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Limit the mixing of children, staggering playground times and keeping groups separate for special activities such as art, music, and exercising.
- If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
- If possible, arrange for administrative staff to telework from their homes.
- Classes should be limited to 11 children per room, as per CDC recommendations.
- 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: Child care 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.

- Child care providers should wash their hands, neck, and anywhere touched by a child's secretions.
- Child care 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.
- Child care 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.
- 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.
- 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.
- 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 areas.
- 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.

# Close Contact Services: Waxing, Tattooing, Massage

## Average Level of Customer Interaction

Work requires direct physical contact with customer

## Employee and Customer Protection

- Use all disposable materials & supplies according to Michigan Department of Public Health rules.
- All employees should 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.
- Services should be provided by appointment only-- no walk-in customers.
- No one should be allowed to wait in the store; customers should 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?
- 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 should be provided to customers.
- 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).
- 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 and Salons**

## **Average Level of Customer Interaction**

Work requires direct physical contact with customer

## **Employee and Customer Protection**

- Use all disposable materials & supplies according to Michigan Department of Public Health rules.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Services should be provided by appointment only-- no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.
- Leave at least 15 minutes between clients for sanitation and disinfection protocols.
- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers should be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms should 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 should be provided to customers.
- The number of clients in a salon at a time should be limited to three or 50% of normal capacity.
- 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 should be separated by at least six feet from other stations.
- 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 Service: Nail Salons

## Average Level of Customer Interaction

Work requires direct physical contact with customer

## Employee and Customer Protection

- Any tools designed for one-time use will be discarded after use.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- No technician who has a fever or exhibits symptoms of COVID-19 should provide services to customers. The temperature of each technician should be checked before the technician meets with the first customer of the day.
- Services should be provided by appointment only-- no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.
- Leave at least 15 minutes between clients for sanitation and disinfection protocols.
- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers should be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms should provide services to clients.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines should be provided to customers.
- The number of clients in a salon at a time should be limited to three or 50% of normal capacity.
- 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 should be separated by at least six feet from other stations.
- 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: Tanning

## Average Level of Customer Interaction

Very minimal customer interaction

## Employee and Customer Protection

- Avoid using other employees' phones, desks, keyboards, etc. and disinfect them before and after use.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees who display symptoms of COVID-19 should be sent home.
- Services should be provided by appointment only-- no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.
- Retrain employees in proper hygiene practices.
- Recommend alcohol and gel-based hand sanitizers in salons for employees.
- No employees with COVID-19 symptoms should provide services to clients.
- Provide workers and customers with tissues and trash receptacles.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines should be provided to customers.
- Sanitize all tanning equipment and client contact surfaces with our EPA-hospital-grade disinfectant.
- Use laundry machines according to the manufacturer's instructions. Use warmest appropriate water settings and dry items completely.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Clearly mark six feet distances in lines at cash registers and in other high-traffic areas.
- 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: Bowling Alleys and Others

This section includes bowling alleys, axe throwing venues, escape rooms and other activity-based entertainment. This does not include exercise/fitness or other sports.

## Average Level of Customer Interaction

Work requires limited customer interaction.

## Employee and Customer Protection

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- 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 should be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing .
- Stagger machines/lanes at appropriate facilities to encourage social distancing.
- Customers should 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. Groups should not intermingle.
- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment, including bowling balls, used should 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 should be carefully handled by employees and sanitized.
- 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: Museums

## Average Level of Customer Interaction

Work requires limited customer interaction.

## Employee and Customer Protection

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should 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 should be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing.
- Stagger payment areas and tables in food service areas.
- Customers should 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, should be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.
- 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 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.
- 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 and Music Venues

This section includes movie theaters. Other theaters hosting concerts, performers, etc. can also follow these guidelines, but may prefer to open when events can be filled at capacity

## Average Level of Customer Interaction

Work requires limited customer interaction.

## Employee and Customer Protection

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should 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 should be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing.
- Stagger payment areas and tables in food service areas.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Direct customers to seats that separate them from other customers by 6 feet.
- 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 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, install disposable material on seats and discard after each movie.
- 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.

# Exercise Facilities

## Average Level of Customer Interaction

Work requires limited customer interaction.

## Employee and Customer Protection

- Employees and customers should 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 should be sent home or to a healthcare facility.
- Some locations may require barriers to separate customers and/or employees.
- Stagger/spread equipment to maintain a distance of 6 feet between machines.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Additional hand sanitizing stations should 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.
- 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.

# Financial Services

## Average Level of Customer Interaction

Work requires some contact with customers and cash handling.

## Employee and Customer Protection

- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.
- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.
- Additional hand sanitizing stations should be available to patrons and employees.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Point of sale equipment should be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Teller windows should be at least 6 feet apart.
- Pens should be sanitized after use.

# FoodService: Bars, Restaurants, Cafes, Catering

## Average Level of Customer Interaction

Work requires some contact with customers.

## Employee and 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.
- Staff should limit the number of customers in the restaurant to those that can be adequately distanced 6 feet apart.
- Any indoor or outdoor waiting area may be marked so that social distancing standards are met. One member of a party may be allowed in the waiting area while other members of their party wait in their car.
- Tables should be limited to no more than 6 guests per table.
- Tables/booths may alternatively be separated by a physical barrier.
- Tables and seating should 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 should 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.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Employees who have a fever or other symptoms of COVID-19 should 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.
- 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.



# Medical Services: General

This section includes medical doctor's offices, urgent care facilities, chiropractic clinics and physical therapy 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 and Customer Protection

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- All employees should 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.
- 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 should 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.
- Patients may be required to wait in their vehicles and may be notified via cell phone when an exam room is available. They could be escorted directly to the exam room.
- Persons accompanying patients may 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 may be done via telemedicine or the patient portal.
- When possible, non-emergent conditions should 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 should use a separate entrance and exit.
- Office and exam rooms should be cleaned and disinfected between patients.
- Any equipment used should be cleaned and disinfected after each use.
- No books/magazines should be provided to patients.

- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Staff at checkout should be required to wear gloves.
- Credit card receipts may be emailed or mailed to the patient; no exchange of paper between staff and patient may 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

This section includes maxillofacial & oral surgery offices and dentist offices.

## Average Level of Customer Interaction

Doctors, hygienists and support staff have close physical contact with patients.

## Employee and Customer Protection

- Employees should 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 should be disposed of after each patient.
- All staff should 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 should be immediately sent home or referred to the appropriate health care facility.
- Patients should be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.
- Patients may be required to wait in their vehicles and may be notified via cell phone when an exam room is available. They could be escorted directly to the exam room.
- Persons accompanying patients may be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregiveres for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results may be done via telemedicine or the patient portal.
- When possible, non-emergent conditions should be handled via telemedicine.
- Services should be provided by appointment. If a walkup patient arrives, that patient should be evaluated in the same manner as an appointed patient, provided that the schedule allows for the extra patient.
- High-risk patients should use a separate entrance and exit. Patients should be separated from each other at all times by at least 6 feet.
- Office and exam rooms should be cleaned and disinfected between patients.

- All instruments should be either disposed or sterilized in an autoclave after each use. Each instrument should be individually sterilized and packaged for each patient.
- Chairs, trays, capes and face shields should be cleaned and sanitized after each patient is treated.
- No books/magazines should 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-effeciency particulate arrestance (HEPA) filters.
- Staff at checkout should be required to wear gloves.
- Credit card receipts may be emailed or mailed to the patient; no exchange of paper between staff and patient may 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: Optometry

This section includes optometry and ophthalmology offices.

## Average Level of Customer Interaction

Work requires direct physical contact with patients

## Employee and Customer Protection

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients should be encouraged to wear facemasks.
- All staff should 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 should be immediately sent home or referred to the appropriate health care facility.
- Patients should be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 should be referred to the appropriate healthcare facility.
- Patients may be required to wait in their vehicles and may be notified via cell phone when an exam room is available. They may be escorted directly to the exam room.
- Persons accompanying patients may 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 may be done via telemedicine or the patient portal.
- When possible, non-emergent conditions should be handled via telemedicine.
- Services may be provided by appointment only. No walk-in patients allowed.
- High-risk patients should use a separate entrance and exit. Patients should be separated from each other at all times by at least 6 feet.
- Optical stations should be separated by at least six (6) feet.
- Limit the number of people in the office to one person per doctor, technician, or optician.
- Office and exam rooms should be cleaned and disinfected between patients.
- Any equipment used should be cleaned and disinfected after each use.

- No books/magazines should be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Staff at checkout should be required to wear gloves.
- Credit card receipts may 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.

# **Offices/Professional Services**

This includes offices not otherwise mentioned in this booklet, such as nonprofit agencies, law firms, accounting firms, consulting firms and other offices that interact with the public.

## **Average Level of Customer Interaction**

Work requires some contact with others.

### **Employee and Customer Protection**

- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick should not be permitted in the building.
- 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.
- Hand sanitizing stations should be available to customers and employees.
- Any equipment used should 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.
- Point of sale equipment (if applicable) should 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.

# Real Estate

## Average Level of Customer Interaction

Work requires some contact with others.

## Employee and 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.
- 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.
- Provide sanitizing station in home, including soap, paper towels, garbage can and hand sanitizer.
- Only realtor or sellers should turn lights on, open doors, cabinets, closets etc.
- Clients should not open cabinets to minimize germ spread.
- Sanitize the home prior to and following showings.

# Retail: General

This section includes furniture & home furnishings, clothing, shoe stores, clothing accessories, luggage stores, leather goods, department stores, sporting goods stores, book stores, craft stores, music stores and other mercantile stores

## Average Level of Customer Interaction

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

### Employee and 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 should be encouraged to wear facemasks in order prevent spreading of the virus.
- Consider downsizing operations or limiting store capacity.
- 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 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 should have access to hand sanitizer or a place to wash their hands.
- Workers and customers should be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.
- Point of sale equipment should be frequently cleaned and sanitized.
- Stores should encourage customers to make non-cash payments.
- Protective screens may be installed at the discretion of each store.
- Sales registers should be at least 6 feet apart.
- Salesperson should encourage customers to 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.
- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms should not be allowed to work.

- Employees should be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the Michigan Departments of Public Health.
- Encourage workers to report any safety and health concerns to the employer. Consider using a hotline for employees to voice concerns anonymously.

# Retail: Jewelry

## Average Level of Customer Interaction

General practice (non-COVID) allows for consistent interaction with customers throughout operating hours.

## Employee and Customer Protection

- Showroom and common areas should be sanitized before opening and throughout the day.
- Gloves should be worn by employees to transfer all jewelry and equipment.
- Employees should wash hands before working.
- Stores should 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 should be allowed to determine the safest way to clean each item of jewelry. Jewelers should sanitize jewelry at intake.
- 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 should be provided/offered to customers in close proximity situations

# Reopening Checklist

## Right Now:

- Create a business plan working with and without the confinements of COVID 19
- Refresh your sales process
- Build out automated campaigns for future use
- Update your staff handbook
- Review your annual goals
- Take inventory
- Deep clean and make updates to your space
- Create a written guide on how you will address COVID 19 now and in the future
- Accommodate any state and local laws regarding social distancing

## Two Weeks Before:

- Update your website
- Update any online profiles your business has
- Plan (and schedule out) social media posts that work with your campaigns
- Reevaluate times when you may come in physical contact with customers, such as check out
- Reengage your staff

## One Week Before:

- Hold a staff meeting
- Provide staff training on the new
- Use social media or newsletters to show changes implemented
- Send a welcome back email
- Stock up on essentials
- Find a way to make your reopening special

## The Week Of:

- Welcome your community back
- Encourage staff to talk about the getting-back-to-work process

## The Day Before:

- Update any automatic email responses or voicemail messages
- Post on your social media

- Send a reminder email to customers, feature new procedures
- Clean your business--again

**One to Two Weeks After:**

- Hold a staff meeting to understand concerns from your staff about new procedures and their personal safety
- Check in with regular customers who you haven't seen
- Compliment another business on how they've handled reopening--ask them to do the same for you
- Check state and local guidelines and regulations to ensure you and your staff are still compliant

**One Month After:**

- Check to see how you're doing compared to the goals you set for yourself
- Evaluate customer and staff comfort
- Make edits and adjustments to written plan

# **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 document does not attempt to address any health, safety and other workplace requirements in place prior to the age of COVID 19. As COVID 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 all 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. Each business should make its own decisions based on its review of the applicable laws and in consultation with its advisors.