BACK-TO BUSINESS Toolkit

Brought to you by
Madison County Chamber of Commerce
Dear Business Owner,

The purpose of this toolkit is to help business owners get the information they need in order to open, what steps should be taken to put you on the best path of success, and how to assess your business needs.

This year of COVID-19 is anything but business as usual and is truly uncharted territory for you, as well as your employees and your customers.

Reopening must be balanced with careful planning and diligent follow through to help protect those that depend on you for employment and those that rely on your goods and services.

Remember, we only have one shot at opening the right way, and each business could have a profound affect on whether everyone gets shut down again.

Things to consider:
- What inventory, supplies, equipment and other items do you have or need?
- What kinds of government assistance you might be able to access?
- What's the feedback from employees, customers, suppliers and creditors/investors?
- What's your business’s financial position?
- Have any of your key customers and/or suppliers been affected by the disaster, and if so, how will this impact your business?
- What will be your sanitation and disinfection process? Assessing the health and temperature of your employees? Social distancing measures? Training your employees on the process?
- What online updates and notifications do you need to do?
- Do you need to change the way you do business to reach your customers?
- How will you market and advertise your reopening?

Lastly, We have provided information directly from resources such as the Center for Disease Control (CDC), Iowa Department of Public Health (IDPH), Occupational Safety and Health Administration (OSHA) and others, but understand this guidance is advisory in nature and informational in content. It may or may not be a standard or a regulation, and it neither creates new legal obligations nor alters existing obligations.
Public Health COVID-19 Reopening Guidance
4/27/20

In addition to following all directives of the Governor as outlined in proclamations, entities considering reopening must adhere to the following public health guidance:

1. Follow CDC guidance related to Cleaning and Disinfection for Community Facilities, including frequent cleaning and disinfecting of all high touch surfaces.
2. Encourage and provide supplies to allow for frequent hand washing and hand sanitizing for employees and the public.
3. Provide reminders to employees and members of the public to stay at least 6 feet away from others when in the facility and mark six foot intervals when possible.
4. Post signage at the door indicating no one should enter the establishment if they currently have symptoms or have been around anyone with a confirmed COVID-19 diagnosis in the last 14 days.
5. If an employee or a member of the public becomes ill while at the facility, ask them to share that information with management, leave the facility and then call their health care provider.
6. Members of the public and employees should consider the use of cloth face coverings (when practical) if staying at least 6 feet away from others is not possible.
7. Anyone who is high risk for more severe COVID-19 illness should continue to stay home.
8. Businesses should continue to follow IDPH's business guidance related to preventing, detecting and reporting outbreaks.
9. Businesses should use messaging to remind employees of steps they should be taking to protect their own health while at work.

Other Resources
1. OHSA Guidance on Preparing Workplaces for COVID-19:
Guidance for Iowa Businesses Experiencing COVID-19 Outbreaks among Employees
04/24/2020

This document provides guidance for Iowa businesses experiencing greater than 10% of employees ill with COVID-19 symptoms (fever, cough, sore throat, difficulty breathing, or other respiratory symptoms). This guidance is not intended for healthcare or residential facilities, as that guidance is available at: https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus

Preventing Outbreaks

Businesses should implement measures to enable social distancing as much as possible.
- Encourage flexible work-from-home and leave policies.
- Consider staggering shifts to reduce worker population at any given time.
- Stagger breaks to reduce staff interactions.
- Review procedures to identify ways to increase the physical separation of staff.

Businesses should prioritize hand hygiene and respiratory etiquette among employees.
- Businesses should provide or allow employees to wear their own homemade cloth facemasks.
- Businesses should provide hand sanitizer or handwashing opportunities as frequently as possible.

Detecting Outbreaks

Screen all employees by taking their temperature and assessing for cough, sore throat, difficulty breathing or any other respiratory symptom at the beginning and end of each shift. For a screening algorithm visit: https://idph.iowa.gov/Portals/1/userfiles/7/bscreening%20algorithm%2003222020.pdf

Exclude all employees reporting fever or respiratory symptoms (these cases will be directed to stay home and isolate themselves from other people and animals in the home) until they:
- Have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) AND
- Other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
- At least 7 days have passed since your symptoms first appeared.

Exclusion criteria must be followed with all symptomatic employees, regardless of whether the testing is completed (even if the employee tests negative for COVID-19 infection).

Please report to the Iowa Department of Public Health when 10% or greater of your employees are reporting COVID-19 symptoms (including fever, cough, sore throat, difficulty breathing, or any other respiratory symptom). Report to public health by filling out the survey at this link: https://redcap.idph.state.ia.us/surveys/?s=NRJ4FDMDPN
Managing Outbreaks

Coordinate with your occupational health provider to define a pathway to test symptomatic employees.

- Public health will approve State Hygienic Laboratory testing for symptomatic employees during outbreaks.
- The occupational health provider or employees’ personal health providers will be responsible for collecting the nasopharyngeal swab for testing and following-up for medical care as needed.

When employees test positive for COVID-19 infection, public health and occupational health will work jointly to investigate cases and identify the following contacts:

- household contacts,
- rideshare partners, and
- co-workers with prolonged contact (within 6 feet of the case for at least 30 minutes).

All of these contacts will be directed to stay at home and isolate themselves from other people and animals in the home for 14 days after the last known exposure to a person with COVID-19.


Businesses should consider excluding high-risk employees when outbreaks are ongoing. High-risk employees would include:

- People aged 65 years and older
- People of all ages with underlying medical conditions, particularly if not well controlled, including:
  - People with chronic lung disease or moderate to severe asthma
  - People who have serious heart conditions
  - People who are immunocompromised
    - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
  - People with severe obesity (body mass index [BMI] ≥40)
  - People with diabetes
  - People with chronic kidney disease undergoing dialysis
  - People with liver disease
  - Pregnant women

Business decisions to close, should be based upon workforce availability and the ability to follow the recommended measures outlined above.
Iowa Restaurant Reopening Criteria/Operation Restrictions during COVID-19

Issued April 27, 2020

Iowa restaurants have a responsibility to take measures to prevent the further spread of COVID-19. The Governor’s Proclamation of Disaster Emergency issued on April 27, 2020, allows restaurants in all counties except the following to resume limited on-premises dining service effective 5 a.m. on May 1, 2020, until 11:59 p.m. on May 15, 2020: Allamakee, Benton, Black Hawk, Bremer, Dallas, Des Moines, Dubuque, Fayette, Henry, Iowa, Jasper, Johnson, Linn, Louisa, Marshall, Muscatine, Polk, Poweshiek, Scott, Tama, Washington, or Woodbury.

It is critical that restaurant personnel review, and restaurants must ensure the following mandatory requirements included in the governor’s proclamation are in place and enforced:

- Limit indoor and outdoor seating capacity to 50 percent of normal operating capacity.
- Limit group size to no more than six people.
- Arrange seating to provide a minimum of six feet between tables.
- Disallow customer self-service of food or beverages, including buffets and salad bars.
- Implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

Additionally, the Iowa Department of Inspections and Appeals and the Iowa Department of Public Health strongly recommend that all restaurants adhere to the following guidance:

- To the extent possible, eliminate seating at bars within restaurants.
- Eliminate entertainment operations or activities.
- Serve alcohol to a guest only if the guest is also ordering and consuming food items.
- Disinfect tables and chairs after each customer use.
- Clean and sanitize table condiments, reusable menus, digital ordering devices, check presenters, pens, napkin dispensers, salt and pepper shakers, and other commonly-touched items between each customer use.
- Use prewrapped silverware and eliminate table presets including table tents, menus, salt and pepper shakers, napkin dispensers, and condiments.
- Eliminate refilling customer beverages from common containers (i.e., pitchers).
- Discard single-use or paper articles, such as paper menus, after each use.
- Create and implement an enhanced cleaning/sanitizing schedule for all food contact surfaces, and cleaning/disinfecting of non-food contact surfaces.
- Disinfect commonly-touched surfaces throughout entire facility (both front and back-of-house) such as door handles, credit card machines, bathrooms, etc., at least once every hour.
• To the extent possible, on-premises dining should be by reservation only and customers should be screened upon reservation and arrival as to whether anyone in the party is positive, has any symptoms, is under quarantine, or has been exposed to COVID-19.

• Post signage on entrance door that no one with a fever or symptoms of COVID-19 will be permitted in the restaurant.

• Screen all employees each shift before entering the facility for symptoms (i.e., fever of 100°F or higher, cough, shortness of breath, runny or stuffy nose, sore throat, muscle aches, fatigue, diarrhea, or vomiting). Immediately exclude anyone with symptoms from entering.

• Where possible, workstations should be staggered to avoid employees standing directly opposite one another or next to each other, and maintain six feet of social distance.

• Require employees with direct customer contact to wear cloth or other mask that is laundered or replaced daily.

• Frequently monitor employee handwashing and ensure no bare hand contact with ready-to-eat foods.

• Notify customers by signage to report concerns of social distancing infractions to the restaurant manager.

• Use technological solutions where possible to reduce person-to-person interaction (e.g. mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, contactless payment options).

• Enhance employee safety training, emphasizing employee health, handwashing, and personal hygiene practices.

• Have hand sanitizer and sanitizing products readily available for employees and customers.

• Designate with signage, tape, or by other means appropriate social distancing spacing for employees and customers. Facilitate and designate social distancing for those waiting to enter your establishment.

• If possible, provide distinct walking lanes to minimize close contact as customers are being seated to conform to social distancing practices. For example, in a table/booth layout, central tables can be removed, and markings can be installed designating the path for seating.

• Assign an employee each shift to monitor social distancing, sanitation, and hygiene protocols.
COVID-19: Frequently-Asked Questions for May 1, 2020, Restaurant Reopening

Issued April 28, 2020

Iowa restaurants have a responsibility to take measures to prevent the further spread of COVID-19. The Governor’s Proclamation of Disaster Emergency issued on April 27, 2020, allows restaurants in all counties except the following to resume limited on-premises dining service effective 5 a.m. on May 1, 2020, until 11:59 p.m. on May 15, 2020: Allamakee, Benton, Black Hawk, Bremer, Dallas, Des Moines, Dubuque, Fayette, Henry, Iowa, Jasper, Johnson, Linn, Louisa, Marshall, Muscatine, Polk, Poweshiek, Scott, Tama, Washington, or Woodbury.

RQ1: Is a restaurant required to physically remove tables or booths?
A: If a facility is unable to remove tables or booths to ensure a minimum of six feet between guests, tables or booths which are not available for seating guests must be identified by signage.

RQ2: Is a restaurant required to take an employee’s temperature before allowing the employee to enter the facility?
A: This is strongly encouraged. Anyone with COVID-19 symptoms must be excluded from work. This is a reasonable public health measure that a restaurant can implement.

RQ3: What social distancing strategies should I use?
A: Do not allow guests to congregate in waiting or bar areas. Design a process to ensure guest separation while waiting to be seated. This can include adding floor markings, enforcing social distancing outside the restaurant, having customers wait in cars, etc. Consider also using a facility exit separate from the main entrance, in addition to the main entrance. Predetermine traffic paths to/from restrooms to limit proximity for guests and staff.

RQ4: Can a restaurant located in a mall or food court allow guests to utilize common seating in malls, food courts, or in other venues where there is normally common seating?
A: Common seating areas outside restaurant dining rooms remain closed. Restaurants that utilize only common seating (e.g., food courts) may continue to offer carry-out and delivery options only.

RQ5: Can restaurants refill customer beverages?
A: Refilling beverages at the table or from common containers (e.g., pitchers, carafes, decanters, bottles, kettles, etc.) is strongly discouraged. We recommend using clean glassware to provide customer refills.

RQ6: Can a bowling alley or other entertainment venue with a restaurant reopen for on-premise dining?
A: Bingo halls, bowling alleys, pool halls, arcades, and amusement parks remain closed to the public. The restaurant area of the facility may reopen for on-premises dining in accordance with the proclamation. However, non-dining activities must remain closed to the public, including but not limited to bowling, pool, darts, arcade games, amusement devices, and other games of skill or chance.

RQ7: Can a restaurant allow customers to use pool tables, dartboards, arcade games, amusement devices, and other games of skill or chance?
A: No, the use of these items by the public continues to be prohibited in the governor’s proclamation.
RQ8: Can a restaurant provide live music and dancing?
A: We strongly advise against this practice. The governor’s proclamation requires restaurants to implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

RQ9: Can a bar or brewery tap room partner with a mobile food unit or restaurant, or utilize restaurant delivery options to allow on-premises dining along with alcohol sales?
A: No, bars must remain closed to the public, except for carry-out and delivery only. For the purposes of this order, a bar is an establishment where a customer may purchase alcoholic beverages and in which the serving of food in incidental to the consumption of those beverages and is limited to the service of ice, snack foods, and the reheating of commercially prepared foods such as frozen pizza, pre-packaged sandwiches, or other prepackaged, ready-to-serve products.

RQ10: Can a restaurant within a golf course clubhouse reopen to on-premises dining?
A: Restaurants within golf course clubhouses and other social and fraternal clubs may reopen to the public for on-premise dining, provided clubhouse activities and other club activities remain closed and the restaurant operates in accordance with the governor’s proclamation.

RQ11: Since restaurants are not allowed to conduct self-service food or beverage operations, are grocery and convenience stores also prohibited from offering self-service food and beverage operations?
A: Grocery and convenience stores are not mandated to cease customer self-service operations. We advise that each operation assess self-service and consider discontinuing self-service beverages. We further advise selling food that has been wrapped or placed in individual containers only.

RQ12: The governor’s proclamation states restaurants must limit the number of customers present in indoor or outdoor spaces to 50 percent of its normal operating capacity to ensure adequate spacing of groups. How is “operating capacity” defined or interpreted?
A: Operating capacity means the maximum number of individuals able to be seated for use by restaurant patrons on the premises, which may include indoor and outdoor seating areas. Fifty percent operating capacity includes customers seated for on-premise dining service, as well as customers waiting within the indoor and/or outdoor seating areas for carry-out orders.

RQ13: How much distance do we need between restaurant tables?
A: The restaurant must ensure at least six feet of physical distance between each group or individual diner.

RQ14: What if my family group is larger than six members? Will we be permitted to be seated together in a group larger than six people?
A: No. Group seating is limited to six or fewer guests. Groups greater than six people could be divided into smaller groups consisting of six or less individuals. The groups should expect to maintain a social distance of at least six feet between groups while in the restaurant.
RQ15: If my racetrack/speedway includes a concession stand where food is prepared and served, may I open the concession stand to serve food even though I am not permitted to reopen the speedway or racetrack to permit spectators to attend an event in person.

A: Yes, the concession stand would be permitted to open for service to attending race drivers and race crew members providing appropriate social distancing measures and guidance are implemented. General public customers could be served as long as entry into the event is not required, and proper social distancing measures and guidance are followed. If practical, general public service may be limited to curbside carry-out at the speedway or race track location, or delivery.

RQ16: If I own or operate a licensed juice or health drink bar within a gymnasium, fitness center, or health spa, can I reopen this space to serve customers?

A: Yes, however, the juice/health drink bar area would be included within the proclamation, which limits the number of customers to 50 percent of the maximum legal occupancy capacity of the gym, fitness center, or health spa. Appropriate social distancing, hygiene, and public health measures must be implemented.

RQ17: May I offer preset tables, which may include tableware, utensils, cups/glasses, table tents, menus, salt/pepper shakers, napkin dispensers, condiments (e.g., ketchup, mustard, barbecue sauce), or other similar items?

A: We strongly discourage offering preset tables. As an alternative, you should consider offering pre-wrapped single-use tableware, single-service condiments (e.g., packets of salt, pepper, ketchup, mustard, mayo) or other single-use items (e.g., napkins) upon customer request or delivery of the meal to the dining table/booth. If offered for use, multiple-use tableware or glassware should be placed at the table/booth as guests are seated and must be cleaned and sanitized between each customer.

RQ18: Can a restaurant allow dining customers to remain on premises and order additional beverages, including alcoholic beverages, after the completion of their meal?

A: While it may be common practice for diners to socialize after the meal, we advise restaurants to closely monitor this practice, establish limits, and inform customers of limitations.

RQ19: Are restaurants allowed to serve customers that are only ordering alcoholic beverages?

A: The governor’s proclamation allows restaurants to resume on-premises dining. If customers are only ordering alcoholic beverages, they are not dining. We strongly advise restaurants to only service alcoholic beverages to customers who are ordering and consuming food.

RQ20: Can a restaurant utilize seating at the bar to serve customers food?

A: To the extent possible, seating at bars within restaurants should be eliminated. When determining if seating at the bar will be allowed, social distancing between customers and employees must be considered.

RQ21: Can a restaurant be open for on-premise dining during hours when food is not offered? For example, if the kitchen hours are from 4-9 p.m., can the restaurant be open to the public for beverage service until 11 p.m.?

A: No, once food can no longer be ordered or consumed on premise, a restaurant, for the purposes of the proclamation, meets the definition of a bar and must be closed to the public. They can continue to offer carry-out or delivery for beverages but are not allowed to be open to the public.
RQ22: What type of disinfectants can be used for tables, chairs, and other non-food contact surfaces following customer use?

A: Prior to disinfecting surfaces, these surfaces should first be cleaned (i.e., removal of germs, dirt, and impurities from surfaces). Cleaning does not kill germs, but removing them from surfaces lowers their numbers and the risk of spreading infection. An EPA-registered disinfectant effective for use against SARS-CoV-2 (the virus which causes COVID-19) is recommended. The EPA’s list of disinfectants for use against SARS-CoV-2 can be found online: Disinfectants for Use Against SARS-CoV-2. EPA-registered disinfectants must be appropriate for the surface to which it is being applied, and must be applied in accordance with the manufacturer’s instructions on the label.

RQ23: How frequently should I disinfect commonly touched surfaces in my facility used both by customers and employees (i.e. door handles, credit card machines, bathrooms, and etc.)?

A: The FDA and CDC both recommend cleaning frequently-touched surfaces as often as possible. The Iowa Department of Inspections and Appeals and Iowa Department of Public Health, to the extent practical, strongly recommend disinfecting commonly touched surfaces at a minimum of at least hourly; however, if practical, it may be necessary to disinfect such surfaces more frequently.

RQ24: If I need to post signage on the entrance of my food establishment restricting customer access due to a consumer customer exhibiting symptoms of COVID-19, are there specific requirements for the signage (i.e., the size of sign or text on sign, and information or content printed on the sign)?

A: There are no requirements regarding size, format, size of text, or content of signage; however, each establishment operator is strongly encouraged to consider the following when posting signage for customers: (1) Signage should be placed where it can be easily be seen by customers; (2) signage should be large enough for customers to identify and read the posted content (3) text should be appropriately sized and be legibly typed or printed for the customer to read; (4) signage in multiple languages should be considered, if necessary; and (5) signage should include information about particular COVID-19 symptoms. The CDC has identified the following symptoms to watch for on their website: fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell. Please check the CDC’s website for symptoms of coronavirus.

RQ25: Are my restaurant employees or customers required to wear masks?

A: No there are no issued mandates for employees and/or customers to wear protective face masks or other personal protective equipment (PPE). Each establishment operator should consider enforcing their own mitigation practices and/or strategies to protect their employees and customers from the spread of COVID-19. Such mitigation strategies may include the wearing of a protective face mask, face shield, or other applicable PPE. Employees with direct customer contact would be of greatest concern. Disposable mask are recommended. However, if cloth masks are worn they should be changed as frequently as necessary, or at least laundered and replaced daily. FDA has issued guidance related to employees in retail food and food production settings wearing face coverings to prevent exposure to COVID-19 (posted April 4, 2020). The FDA’s guidance regarding this practice can be accessed online: Food Safety and the Coronavirus Disease (COVID-19).
RQ26: Is my restaurant permitted to use reusable menus?
A: It is strongly recommended to discourage the use of reusable menus. If used, each reusable menu should be disinfected between each customer with an EPA-registered disinfectant effective against the COVID-19 virus. It is recommended instead to use single-use paper menus, and to discard them after each use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.

RQ27: Can individual packages of condiments such a ketchup, mustard, mayonnaise, relish, hot sauce, barbeque sauce, dipping sauces, salt, and pepper be served to a consumer be reused if they are unopened or unused?
A: It is strongly recommended once served to a customer, unopened or unused individual condiment packages not be served to new customers.
GET PREPARED - UPDATE YOUR POLICIES

HR Policies (Excerpts from the CDC website)

Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws.

Sick Leave

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

Physical Distancing Policies

- Discourage workers from using other workers’ phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Physical distancing should be implemented if recommended by state and local health authorities. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible workhours, staggering shifts, meeting requirements, and travel options where applicable.
A Reopening Plan should be posted in your business and here's the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:

- **Wearing Face Masks and proper usage.** *(Recommended, not required)* The Governor has mandated that essential businesses wear face masks during all 3 phases of COVID restrictions when working with the public until the executive order expires or is rescinded. *(We are still seeking clarification on this for non-essential)*

- **Taking Employee Body Temps.** *(Recommended, not required)* We recommend Employees take their before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. *(CDC considers 100.4°F a fever)*. Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures.

- **Symptom Monitoring.** Ask Employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. *(CDC considers 100.4°F a fever)*

- **Disinfecting Plan.** Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, and other work equipment.
  
  **Customer Contact Recommendations:**
  - Sanitize hands after physical interaction with a customer or any monetary exchange.
  - Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.

  **Disinfecting Solutions:**
  - To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
  - Alcohol solutions with at least 70% isopropyl alcohol may also be used
  - Any commercial disinfecting product labeled to kill coronavirus can be used
  - Read labels carefully and research before mixing chemicals.

- **Physical Distancing Plan.**
  - *(Recommended)* All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
  - *(Recommended)* Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
  - *(Recommended)* Order areas are separated from Pick up areas to prevent customers from gathering.
  - *(Recommended)* Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).

- **Crowd Control.** Plan on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase the county is in and cannot exceed your business maximum occupancy given physical distancing measures (think about if everyone was standing 6-feet apart, how many customers could there possibly be?). *(Stay tuned for County exemption request update to state)*

- **Employee Training & Test Runs.** *(Recommended)* Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.
A SAMPLE REOPENING PLAN

SAMPLE BUSINESS REOPENING PLAN - NOT A REAL BUSINESS - NOT GUIDELINES

EMPLOYEE SAFETY

- Employees are required to wear a face mask. The business will work on behalf of employees to obtain reusable face masks should they not be able to get their own. We will train every employee on proper usage and sanitation of their face masks and display posters on recommended procedures.

- Employees will wash hands when first entering the building, prior to taking their temperature.

- Taking Employee Body Temps. After washing their hands, employees will take their temperature and record it on a tracking sheet, sanitizing before and after use with alcohol. Any employees having temperatures of 100°F or higher will be sent home and instructed to isolate themselves and watch for symptoms.

- Symptom Monitoring. Employees will be asked to call in prior to their shift if they have any of the following symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms.

BUSINESS DISINFECTING PLAN

- Sanitizing Solutions. A bleach disinfection solution containing 5T of bleach per gallon, and an 70% alcohol disinfecting solution set will be at the check out counter and the customer assistance counter, as well as in the back office and restrooms. The bleach solution is meant to be sprayed on countertops and other non-porous areas, and the alcohol solution is meant for hand sanitizing and areas where bleach is not recommended. Employees will be trained on proper usage of each.

- Employee cleaning plan
  - Bathroom. Employees will be sanitizing the bathroom toilet handles, door knobs, faucets, and soap dispensers every hour, or when any employee uses the bathroom. A logbook will be kept in each bathroom and reminders set at each hour.
  - Office. Before we sit down in the office, we will sanitize keyboards, computer mouse, and desk area.
  - Public areas. Employees will be sanitizing entrance, any other door knobs, and any display case handles.
  - Customer Contact. Employees will sanitize their hands with alcohol after physical interaction with a customer or any monetary exchange, along with any areas that a customer has touched at a service counter before interacting with the next customer.

PHYSICAL DISTANCING PLAN

- There is only 1 office, 1 break room, & 1 check out counter and right now all are more than 6 feet apart.
- Markings have been installed on the floor every 6 feet at the check out counter.
- We have put up a see-through barrier at the check out counter.
- Employees and delivery people have been instructed to maintain their physical distance between each other. There is a plan to alternate breaks and lunch periods.

CROWD CONTROL

- Normally, our maximum occupancy is 50. Our public space is 900 square feet, so the maximum number when taking in physical distancing guidelines is 25. Realistically, even though it's an open space, people don't congregate that way, so based on typical usage we have amended the maximum to 15 people.
- In phase 1, we will only allow a maximum of 10 people at any one time, and will increase to 15 at phase 2, which we will hold until all restrictions are lifted or changed.
- There will be a sign placed on the front entrance stopping customers from entering when the maximum is reached. Employees will keep a count of people and activate the sign when at capacity.

COMMUNICATION AND MARKETING

- We have loaded this plan onto our website and Facebook pages, and will be doing a post to customers letting them know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business. An email will be sent to our existing customers letting them know opening details.
EMPLOYEE TEMPERATURE SHEET

Please Initial on the day that you took your temperature. Monitor hourly if you are at 99°F. If you reach 100°F, you should alert your supervisor and immediately go home and self-isolate yourself, monitoring for symptoms.

<table>
<thead>
<tr>
<th>EMPLOYEE</th>
<th>MON</th>
<th>TUE</th>
<th>WED</th>
<th>THU</th>
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- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
#BackToBusinessMadisonCounty

**Google your business** and make sure the sites listed on your front page results contain your current information (hours of operation, special instructions for customers, and so forth). This is the first page your customers will see when they Google information about you - make sure it’s correct!

**Update your business hours** on your "About" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process, if applicable, so your customers know what to expect. Pin this post to the top of your page so customers see it first.

If you have an email list, use MailChimp, Constant Contact, or a direct email (blind-copy all addresses) to **welcome your customers back, and include any new processes or procedures they can expect when visiting you**. This is a great time to give your email subscribers an exclusive, members-only discount or coupon to bring them back in!

**Nothing beats a personal call and talking directly to your customers and clients.** Spend some time each day to **call customers and let them know that you're back in business!**
Run a social media contest for a prize to reengage customers with your brand.

Broadcast "LIVE" on Facebook during your first week to give customers a virtual tour around your business, showcasing any physical distancing you've put in place.

**IMPROVE YOUR ONLINE PRESENCE**
This is the perfect time to start working on your online business presence. The ability to do business online gives you the flexibility to more easily pivot during a crisis.

If you don't have a merchant web site set up yet, consider working on this now so you are able to sell your merchandise or services online.

**Here to Help**
As you work your way through the reopening process, let us know what you're doing to engage customers so we can share your success with the community. Tell us what you need. We are here to help.
The next 4 pages are posters you can print off and display at your entrance, in your business, or in employee areas.

These are sized for 8.5 x 11 paper, but you can print for larger sizes.

All Toolkit Updates and links can also be found on the COVID-19 toolkit on the Madison County Chamber of Commerce website:

www.madisoncounty.com/covid-19-toolkit
COVID-19 NOTICE

Has a COVID-19 Business Plan in place

☐ Disinfection and Sanitation plan
☐ Physical distancing measures
☐ Protective gear (masks, gloves, barriers)
☐ Employee Training on COVID-19 plan
☐ Temperature & Symptom Checks on Employees

MAXIMUM OCCUPANCY: 

We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated. PLEASE ENTER AT YOUR OWN RISK.

DO YOUR PART, PLEASE:

- Do not enter if you feel sick
- A face mask is strongly recommended
- Maintain a distance of 6-feet between people
- Leave at risk people at home when possible
How to properly wear a face mask

1. Ensure the proper side of the mask faces outwards.
2. Secure the strings behind your head or over your ears.
3. Press the metallic strip to fit the shape of the nose.
4. Cover mouth and nose fully making sure there are no gaps.
5. Wear mask.
6. Do not touch the mask while using it, if you do wash your hands.
7. Remove the mask from behind by holding the strings with clean hands.

FACE COVERINGS

Guidance for effective use:

- Wash your cloth facemask routinely with your regular laundry.
- Try not to touch your face when putting on and taking off a facemask.
- Always wash your mask if you have been around sick people or when it becomes wet or visibly dirty.
- Wash your hands before putting on your mask and after taking it off.
MAXIMUM CAPACITY REACHED

PLEASE WAIT FOR SIGN TO BE TURNED OR SOMEONE TO EXIT
# Symptoms of Novel Coronavirus (COVID-19), a Cold, and the Flu

<table>
<thead>
<tr>
<th>Symptom</th>
<th>COVID-19: Symptoms range from mild to severe</th>
<th>COLD: Gradual onset of symptoms</th>
<th>FLU: Abrupt onset of symptoms</th>
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<tbody>
<tr>
<td>Fever</td>
<td>Common</td>
<td>Rare</td>
<td>Common</td>
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<tr>
<td>Cough</td>
<td>Common</td>
<td>Common</td>
<td>Common</td>
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<tr>
<td>Sore throat</td>
<td>Sometimes</td>
<td>Common</td>
<td>Common</td>
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<tr>
<td>Shortness of breath</td>
<td>Sometimes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Fatigue</td>
<td>Sometimes</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Aches and pains</td>
<td>Sometimes</td>
<td>No</td>
<td>Common</td>
</tr>
<tr>
<td>Headaches</td>
<td>Sometimes</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>Runny or stuffy nose</td>
<td>Sometimes</td>
<td>Common</td>
<td>Sometimes</td>
</tr>
<tr>
<td>Diarrhea</td>
<td>Rare</td>
<td>No</td>
<td>Sometimes especially for children</td>
</tr>
<tr>
<td>Sneezing</td>
<td>No</td>
<td>Common</td>
<td>No</td>
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**STATE & FEDERAL LINKS**

Iowa Department of Public Health: www.IDPH.iowa.gov


Dept of Labor - Coronavirus Resource: www.dol.gov/coronavirus

US Chamber of Commerce - COVID: www.uschamber.com/coronavirus


CDC Business Resources:

Filing Unemployment: www.IowaWorkforceDevelopment.gov

SBA (Small Business Association) - EIDL & PPP Loans: https://www.sba.gov/

**LOCAL RESOURCES**

Madison County Public Health Department: 515-462-9051

Madison County Development Group: 515-462-1891

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Executive Director
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Exec.Dir@MadisonCounty.com
www.MadisonCounty.com