



PHASE 1 OPERATING REQUIREMENTS

Sector: Non-Critical, Public-Facing

Business Type: Non-Critical Businesses that interact with the public or have storefronts.

Description: Designed for businesses that are neither Retail nor Non-Critical, Non-Public Facing (professional services), e.g. service-focused businesses that also have a retail style storefront such as bait shops, carpet/tile stores, print shops, etc.

RECOMMENDED SAFETY MEASURES

- Continue to prioritize entryway, curbside, and home delivery.
- Prioritize telephone and online ordering for contactless pickup and delivery.
- Implement cashless and receiptless transactions.
- Utilize teleconference and/or videoconference for staff meetings to minimize physical interaction.
- Utilize different entry and exit points using one-way traffic, where possible.
- Reserved hours for operations limited to high-risk populations.
- High-risk population encouraged to stay home.
- Individual businesses may choose to be more restrictive.

REQUIRED SAFETY MEASURES

GENERAL

- Employees and customers must adhere to 6-foot physical distancing protocols.
- Employees and customers shall wear face coverings.
 - Businesses should post signage notifying customers of the requirement to wear face coverings at entrance(s).
- Frequent hand washing by employees, and adequate supply of soap, disinfectant, hand sanitizer, and paper towels available onsite.
 - Employees must follow Centers for Disease Control (CDC) guidance for COVID-19 hand hygiene.
- Develop COVID-19 Mitigation Plan that contains, at a minimum, the Operating Requirements in this document and other protocols to minimize direct contact between employees and customers, increase physical distancing, and protect staff and the public.

OPERATIONS

- Entryway signage notifying the public of its COVID-19 Mitigation Plan and stating that any customer who has symptoms of COVID-19 must not enter the premises.

- Hand sanitizer publicly available for customers.
- Hourly touch-point sanitization (workstations, equipment, screens, doorknobs, restrooms, shopping carts, credit card terminals, etc.)
 - Cleaning and disinfecting must be conducted in compliance with CDC protocols.
- Hard copy of written safety, sanitization, and physical distancing protocols (specific to COVID-19) on the business premises.

CAPACITY

- Visitors by appointment only. Walk-in prohibited.
 - Business should post the above notice on entrance(s).
 - This signage should also state that any customer who has symptoms of COVID-19 must not enter the premises and notifying the public of the COVID-19 Mitigation Plan for the business.
- Maximum capacity is 20 customers or 25% of the approved occupancy based on fire and building codes.
 - Business must determine maximum capacity based on the above criteria, post publicly, and enforce the capacity limits.

STAFF

- Provide training for employees on COVID-19 and the COVID-19 Mitigation Plan for the business.
- Conduct pre-shift screening and maintain staff screening log.
 - No employee displaying symptoms of COVID-19 will be permitted to be in the facility.
 - An employee who becomes sick while at work should be immediately sent home.
 - No person may work within 72 hours of exhibiting fever.
- Symptomatic or ill employees may not report to work.
- Employer must establish a plan for an Occurrence of COVID-19 in the workplace and include it in the COVID-19 Mitigation Plan.

IN THE EVENT OF OCCURRENCE

- When an active employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting must be performed as soon after the confirmation of a positive test as practical. In lieu of performing CDC cleaning and disinfecting, retail businesses may shut down for a period of at least 72 consecutive hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
 - CDC protocols for Cleaning and Disinfection can be found [here](#) and [here](#).