



PHASE 1 RE-OPENING GUIDELINES

Sector: Non-Critical, Non-Public

Business Type: Professional Services

Description: These are businesses that are Non-Critical and Non-Public Facing, such as marketing companies, law offices, consulting services, etc.

RECOMMENDED SAFETY MEASURES

- Encourage staff to work from home to the greatest extent possible if doing so does not compromise business operations.
 - Utilize teleconference and/or videoconference for staff meetings to minimize physical interaction.
 - Prioritize utilizing teleconference and/or videoconference to work with clients/customers.
- Encourage staff at [high-risk for severe illness from COVID-19](#) to stay home.
- Utilize electronic signature and deliverable capabilities to mitigate in-person contact.
- 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.

CAPACITY

- Work spaces must be 6-feet apart or greater.
- 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.
- Eliminate in-person meetings or other gatherings to the greatest extent possible.
 - If required in order to conduct business, no in-person meetings or gatherings greater than 6 people.

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.
- Hard copy of written safety, sanitization, and physical distancing protocols (specific to COVID-19) on the business premises.
- Hand sanitizer publicly available for customers.
- Regularly sanitize all touchpoints and shared surfaces, such as counters, doors, shared workstations or equipment, screens, restrooms, etc.)
 - Cleaning and disinfecting must be conducted in compliance with CDC protocols weekly or, in lieu of performing the CDC cleaning and disinfecting, the business may shut down for a period of at least 72 consecutive hours per week to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.

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](#).