

*Cumberland
County*
**IMPROVEMENT
AUTHORITY**



BEST PRACTICES
for
REOPENING AFTER COVID-19 SHUTDOWN

Guidelines by Industry for safe reopening

Cumberland County Improvement Authority
May, 2020

BEST PRACTICES FOR BUSINESS REOPENING

In the chart contained in this section, best practices from gradual re-openings from across the country have been compiled to serve as a guideline for businesses in various sectors. These are suggested protocols that would be the next step – not a full or unrestricted reopening, but the next stage of increasing the amount of commerce and interaction that can safely occur.

+++++

Please refer to State and Local regulations and mandates for the Actual Reopening Dates for your specific Business. The State of NJ’s COVID

Information page is: www.covid19.nj.gov

REOPENINGS APPROVED BY GOVERNOR MURPHY ON MAY 13, 2020

EXECUTIVE ORDER 142

Non-essential Construction- Restart May 18, 6am, subject to social distancing and mitigation protocols

Non-essential Retail- Beginning May 18 6 am: Curbside pick-up via vehicle or on foot

Vehicle gatherings: Beginning May 14, drive-in or drive thru events, including movie theatres, church worship services, and farms

NOTE ON MEDICAL FACILITIES:

This document does not provide guidance for health care facilities, including hospitals, general medical facilities, dental offices, vision care centers and elder care facilities, among others. These institutions should follow guidance from their regulatory bodies, professional associations, and the state and federal governments. When applicable, institutions should also follow the Centers for Medicare and Medicaid Services (CMS) Recommendations for Re-opening Facilities to Provide Non-emergent NonCOVID-19 Healthcare (At the time of release of this document, only Phase I guidance is available – CMS guidance follows the White House’s “Opening Up America Again” phases).

BEST PRACTICES FOR THE NEXT LEVEL OF BUSINESS RE-OPENINGS- acquired from research from across the nation and based on FDA, OSHA, CDC and Professional Associations

CATEGORY	REOPENING CRITERIA	RESOURCES
<p>RETAIL- Small Businesses</p>	<p>CURBSIDE PICK UP PERMITTED AT PRESENT (5/18/20 BY GOVERNOR</p> <p>Follow Core Principles Follow General Guidelines , Pgs. 6-8 6 ‘ physical distancing Face covering when distance can’t be maintained Sanitize surfaces, shared items between uses Hand sanitizer stations Treat customers as if they are potentially infectious Distancing floor markers, one way aisle markers Encourage telework as much as possible Plexiglass barriers/separation if possible Contactless deliveries and payment options Limit # customer at one time-50% of occupancy as long as can meet 6’ standard System limiting entry and tracking occupancy Staggered shifts Use outdoor spaces Curbside pick up/delivery No samplings of products Manage fitting rooms 1 customer/time; clean after each use Telework for those employees who can perform their duties in this manner</p>	<p>OSHA, NY State Guidance, National Federation of Retailers-Operation Open Doors Check List, National Main Street; Tampa Lift up Local Program</p>
<p>RESTAURANTS/ BARS</p>	<p>Follow Core Principles Follow General Guidelines, Pgs. 6-8 Signage on walls and floor Employee facemasks, gloves Limit to 50% seating capacity Allow 6’ distance between groups of patrons/table space Use outdoor space at same ratio Max. 8 people per table Physical distancing of at least 6’ maintained in both the kitchen and dining room Diners wait outside</p>	<p>National Restaurant Association, FDA Food Safety Checklist NJ Hospitality and Restaurant Assoc, Ohio Dept. of Health Restart</p>

	Partitions/Plexiglass at register No self-service\ Contactless payment and ordering Condiments and utensils single-serve Menu board, single use menus Bar not opened for seating Hand sanitizer on tables Common areas, high touch sanitized once per hour	
OFFICE	Follow Core Principles Follow General Guidelines, Pgs. 6-8 Signage on walls and floor Employee facemasks for interactions 6’ distance between work stations 50% workers in office at one time Use digital files to extent possible Use digital meeting platforms if possible Minimize employee contact Increase ventilation Sanitize common areas Hand sanitizer stations	State of KY Healthy at work standards
SALONS, SPAS, TATOO PARLORS, BARBER SHOPS, NAIL SALONS, PERSONAL CARE INDUSTRIES	Follow Core Principles Follow General Guidelines, Pgs. 6-8 Signage on walls and floor When 6’ distancing can not be maintained wear face coverings Sanitize surfaces and items between users Deep disinfecting before reopening Treat every patron and employee as if they are potentially infectious Open by appointment only with seating 6’ apart in service areas Patrons wait outside Increase ventilation if possible (windows open) Discard magazines, reading materials Screen Patrons and employees/providers for exposure and illness prior to service (questionnaires, temperature) Client and employee must wear face covering if within 6’ distance When practical, add plexiglass protective barriers to stations to reduce contact Encourage touchless pay methods	NJ Cosmetology & Barber Guidelines, Professional Beauty Association- www.probeauty.org , TN Regulations for Close Contact Businesses

	Sanitize and deep clean daily high touch areas No non-customer companions	
WINERIES	Follow Core Principles Follow General Guidelines pgs. 6-8 Wine tasting at 50% capacity Signage on walls and floor No bar seating 6' distancing of tables and patrons Parties no greater than 6 Tasting by appointment preferred Flights poured at one time Single use menus or menu board Plastic glasses Contactless payment Screen employees Increase ventilation Wear cloth facial coverings/gloves Partitions/Plexiglass at registers Hand sanitizer on tables	Garden State Wine Growers Association; Wine Institute: CA Winery Tasting Room Protocols, OR, WA state reopening guidelines
SHOPPING MALLS	Follow Core Principles Follow General Guidelines Pgs. 6-8 Clear signage Limit hours ; special hrs, for seniors Limit entrances Limit capacity to 50% or 12/1,000 sf 6' distancing Face coverings required Daily screening of employees Partitions/Plexiglass at register Touch free interactions limit Food courts, play areas closed Frequent deep cleaning Hand sanitizing stations`	NC State reopening regs, OSHA
HOTELS	Follow Core Principles Follow General Guidelines Pgs. 6-8 Clear signage front and back of house Employee screening Physical distancing between groups, in lobbies, throughout property Hand sanitizer dispensers reception, lobby, meetings places, elevators, pools Sanitize common areas, elevator once/hr No more than 2-4 guests on elevator Upgraded guest room cleaning	NJ Hospitality and Restaurant Assoc.

	<p>Limit or suspend daily room service</p> <p>Shared tools & equip sanitized before, during and after each shift</p> <p>Quarantine any room with Covid guest</p> <p>Use every other workstation in bus. Center</p> <p>Limit guests in pool and gym areas, use 6' distancing for seating</p>	
OUTDOOR RECREATION	<p>Signage, floor and seat markings</p> <p>Reduce capacity to meet social distancing guidelines in park and parking lot areas</p> <p>Frequent handwashing stations</p> <p>Hand sanitizing stations</p> <p>Face mask for all employees</p> <p>Employee screening</p> <p>Plexiglass barriers</p> <p>Contactless payment</p> <p>Cleaning all machines, rides, handrails hourly</p> <p>Advance purchase tickets if possible</p> <p>Monitor restroom capacity and distancing; disinfect high touch surfaces frequently</p> <p>Rotate employee shifts</p> <p>No sharing of equipment</p> <p>Alternate queuing methods to manage capacity</p>	<p>NJ Hospitality and Restaurant Assoc.;</p> <p>NJ Parks and Recreation Assoc.</p>
FARM STANDS	<p>DRIVE THROUGH/PICK UP PERMITTED PRESENTLY 5-14-20 BY GOVERNOR</p> <p>Follow Core Principles</p> <p>Follow General Guidelines Pgs. 6-8</p> <p>Clear signage</p> <p>No sampling</p> <p>Maintain 6' social distance</p> <p>Vendors practice hand hygiene,, use gloves and masks</p> <p>Screen all vendors</p> <p>Handwashing and sanitizing station at entrances</p> <p>Disinfect all surfaces on regular basis</p> <p>Use non-porous plastic tables for easy disinfection</p> <p>Contactless payment options</p>	<p>Rutgers Extension Service</p>
COMMUNITY ORGANIZATIONS	<p>Follow Core Principles</p> <p>Follow General Guidelines Pgs. 6-8</p> <p>Clear signage</p>	<p>CDC, FEMA exercise starter kit</p>

	Follow guidelines for offices	
CONSTRUCTION	<p>Social distancing of 6’</p> <p>Restrict onsite personnel to low as possible</p> <p>Limit face to face meeting</p> <p>Separate work crews</p> <p>Restrict access to common areas</p> <p>Wear facial coverings</p> <p>Signage</p> <p>Hand sanitizing stations</p> <p>Sanitation of equipment, tools, vehicles</p> <p>Disinfect toilets, operating controls, machinery</p> <p>No sharing of tools</p>	OSHA, CDC
MANUFACTURING AND DISTRIBUTION	<p>Follow Core Principles</p> <p>Follow General Guidelines Pgs. 6-8</p> <p>Clear signage</p> <p>Daily Screening employees</p> <p>Maintain 6’ distance for entire shift- social distancing at all times</p> <p>Physical barriers</p> <p>Air filters/ventilation</p> <p>Staggered shifts, schedules</p> <p>Alternate to time clock system or sanitize</p> <p>Reduce traffic and congregating</p> <p>One person in vehicle if possible</p> <p>Sanitizing frequently touched equipment, tools, surfaces</p> <p>Reoccurring deep cleaning production floor</p> <p>Facial coverings</p>	National Assoc Manufacturing, OSHA
THEATRES, GALLERIES, MUSEUMS, ATTRACTIONS	<p>Follow Core Principles</p> <p>Follow General Guidelines Pgs. 6-8</p> <p>Clear signage- walls and floors</p> <p>Allow 5 persons/1,000 sf</p> <p>Monitor employees and patrons</p> <p>Facial coverings</p> <p>Sanitizing stations</p> <p>Physical barrier for cashiers at gift shops</p> <p>Regularly clean counter tops and high touch areas</p> <p>Touchless, no contact audio displays rather than kiosks</p> <p>Control access points and entry</p> <p>Pre-packaged food only</p>	American Alliance of Museums

	<p>Advance ticket sales No large groups or group sales No festivals or mass gatherings</p>	
FUNERAL HOMES	<p>Follow Core Principles Follow General Guidelines Pgs. 6-8 Clear signage Daily screening employees, attendees 33% capacity while maintaining social distance of 6' Facial coverings One person at time in restrooms No communal beverages or food Restrict access to common areas Seating arranged with 6' distancing Hand sanitizer stations Disinfect frequently touched surfaces</p>	<p>State of KY Healthy at Work standards</p>
GYMS, FITNESS STUDIOS	<p>Follow Core Principles Follow General Guidelines Pgs. 6-8 Clear signage Daily screening employees and patrons Facial coverings Sanitizing of machines after each use Spacing machines 10' apart 100' per patron or 50% capacity Contactless payments – use of app. Touchless checkin Facial coverings 24 hr. gyms institute closings for deep cleaning</p>	<p>Planet Fitness Covid 19 response; Gold's Gym,</p>
LIBRARIES	<p>Follow Core Principles Follow General Guidelines Pgs. 6-8 Clear signage Specialized hours for pick up Curbside pick up for holds Self check out stations Plexiglass barriers for checkout/reference 50% capacity with 6' distancing Tables, computers and meeting space separated by 6' Disinfecting computers after each use Sanitizing stations</p>	<p>Institute of Museum and Library Services; NJ State Library;</p>

	Reserve pick up by appointment Remote work if possible Increase virtual program offerings Bookmobile usage Patron and employee screening Quarantine returned books, CDs, other items	
COMMUNITY CENTERS	Follow Core Principles Follow General Guidelines Pgs. 6-8 Clear signage Daily screening	
WORSHIP CENTER	<p>VEHICLE GATHERINGS PERMITTED WITH SOCIAL DISTANCING BY GOVERNOR BEGINNING MAY 14</p> Follow Core Principles Follow General Guidelines Pgs. 6-8 Clear signage Daily screening employees & worshipers Social distancing 6' with max. of 50 people in one group All wear gloves and masks Sit together in family units No choir No communal food No handshaking, handholding Hand sanitizing stations Sanitize seats after each service Alternative means for traditional practices such as offering – leave in one area for less common contact	First Liberty

APPENDICES

Appendix 1: Covid-19 Resources

CDC: Stop the Spread of Germs <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>

CDC: What You Need to Know <https://www.cdc.gov/handwashing/index.html>

CDC: Interim Guide for Businesses and Employers Response to Coronavirus Disease 2019, May 2020 <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

CDC: Reopening Guidance for Cleaning and Disinfecting https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

US Chamber- Guide for Employers to Plan a Response to the Corona Virus PDF

https://www.uschamber.com/sites/default/files/guidance_for_employers_to_plan_and_respond_to_the_coronavirus_031620.pdf

OSHA: Guidance on Preparing Workplaces for COVID-19 www.osha.gov/Publication/OSHA3880.pdf

Federal Food and Drug Administration (FDA) Food Safety Checklist <https://www.fda.gov/media/137867/download>

John Hopkins Center for Health Security: Public Health Principles for a Phased Reopening During COVID-19: Guidance for Governors <https://www.centerforhealthsecurity.org/our-work/publications/public-health-principles-for-a-phased-reopening-during-covid-19-guidance-for-governors>

American Enterprise Foundation : National Corona Virus Response: A Road Map to Reopening. <https://www.aei.org/research-products/report/national-coronavirus-response-a-road-map-to-reopening/> American Enterprise Foundation : National Corona Virus Response: A Road Map to Reopening. <https://www.aei.org/research-products/report/national-coronavirus-response-a-road-map-to-reopening/>

National Federation of Retailers – Operation Open Checklist <https://cdn.nrf.com/sites/default/files/2020-04/NRF%20-%20Operation%20Open%20Doors%20-%20Checklist.pdf>

NJ Hospitality and Restaurant Assoc: Safe Play Guidelines https://www.njrha.org/uploads/1/1/3/8/113818341/njrha_safe_play_final.pdf

Stay Safe Hotel Guidelines https://www.njrha.org/uploads/1/1/3/8/113818341/njrha_safe_stay_reopening_nj_hotels.pdf

Safe Dining Reopening Plan https://www.njrha.org/uploads/1/1/3/8/113818341/safe_dine.pdf

State of NC Guidance for Malls and Shopping Centers

<https://files.nc.gov/ncdhhs/documents/files/covid-19/NC-Interim-Guidance-for-Malls-and-Shopping-Centers-3-14-20.pdf>

Kroger: Sharing What We've Learned: A blueprint for Business www.thekroger.com/blueprint

Destinations International: Coronavirus Travel Industry Resource Page

National Main Street: How We Can Help

www.mainstreet.org/howwecanhelp/resourcecenter/covid19resources

State of NJ COVID page: www.covid19.nj.gov

Cumberland County Health Dept. : www.ccdoh.org

City of Vineland Health Dept.: www.vldhealth.org

CCIA webpage: www.ccia-net.com

Free printable corona virus signs: www.signs.com

Appendix Two: Suggestions from Kroger's Blueprint for Business

Phase One Situations

RETAIL:

1. Promote Healthy Work Habits
 - Ongoing Employee, Vendor and Customer Education – signage, in-store messaging, floor decals
 - Handwashing posters, breaks
 - Monitor employee temperatures
 - Encourage sick employees to stay at home

2. Enhanced Sanitation
 - Daily sanitation practices including wipe downs of registers, hand-held devices, credit card terminals, door handles, restrooms, shelves
 - Allow frequent frontend breaks for handwashing
 - Wipe down carts
 - Clean and stock bathrooms more frequently
 - Self-bagging
 - Reusable bags

3. Encourage Physical Distancing

- Protective plexiglass screens at service counters
 - Display signage, floor decals
 - Close fitting rooms, bar areas
 - Close self-serve bars
 - No sampling
 -
4. Adjust Operations
 - Stagger shifts to avoid overcrowding
 - Increase pick up hours to serve more online customers
 - Increased breaks for hand washing
 - Contactless payments
 - Early hours for seniors/vulnerable
 5. Establish Vender Guidelines
 - Contactless signatures for deliveries
 - Require PPE
 6. Encourage PPE
 - Facial coverings, masks, gloves
 - Safe disposal

MANUFACTURING:

1. Enhance Safety procedures
 - Signage
 - Regular communication and messaging
 - PPE
2. Enhanced Sanitation
 - Enhanced daily practices
 - Frequent handwashing rotations
 - Sanitizer available throughout plant
 - 3rd party deep cleaning
 - Wipe down equipment
 - Clean and stock bathrooms more frequently
3. Monitor Employee Health
 - Temperature checks each shift
 - Emergency leave guidelines
 - Encourage Sick employees to stay home
 - Protocols for leave, employee exposure
 - Stagger shifts to avoid crowds

4. Visitor and Vendor Guidelines/Operations

- Wear PPE
- Suspend non-employee deliveries
- Suspend business travel
- Employees that can work remotely
- Contactless signatures for deliveries
- Expand hours offer delivery to prevent overcrowding

5. Physical Distancing

- Install plexiglass screens @ counters
- Close community breakrooms, patios
- Stagger shifts; adjust hours discontinue cafeteria self-serve bars

BEST PRACTICES

FOR RETAIL FOOD STORES, RESTAURANTS & FOOD/PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- 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
- Wear mask/face covering per [CDC & FDA](#)



- 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](#)

CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
 - Signs
 - Audio messages
 - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
 - Use shopping lists
 - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

PICK-UP & DELIVERY



- If offering delivery options:
 - Ensure coolers and transport containers are cleaned and sanitized
 - Maintain time and temperature controls
 - Avoid cross contamination; for example, wrap food



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks

Best Practices by Industry Sector

Visit njbja.org/recovery to see a complete list of Best Practice documents by industry sector. Guidelines provided by:

- Allied Golf Association of New Jersey
- Atlantic County
- BioNJ
- Building Owners & Managers Association
- Cape May County Board of Chosen Freeholders
- International Health, Racquet and Sportsclub Association
- Marine Trades Association
- Recreational Fishing Alliance
- New Jersey Automobile Dealers Association
- Marine Retailers Association of America
- New Jersey Childcare Association
- Construction Industry Safety Coalition
- New Jersey Dental Association
- New Jersey Association of Mental Health & Addiction Agencies
- New Jersey Attractions Association
- New Jersey Campground Owners Association
- New Jersey Council of County Colleges
- New Jersey Manufacturing Extension Program, Inc.
- New Jersey Restaurant & Hospitality Association
- New Jersey Salon & Spa Coalition
- Chamber of Commerce of Southern New Jersey



Condensed from NJBIA Recovery Toolkit

Njbja.org/recovery