**CLOSE CONTACT AND/OR SERVICE INDUSTRY EMPLOYERS**
**Re-opening Guidelines**

These guidelines are intended for application in non-health care related places of employment. The foundation guidelines for businesses and employers remains the Centers for Disease Control and Prevention (CDC)'s Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19).

**General Guidelines that Apply to All:**

Each employer is responsible for providing a safe and healthy workplace.  All employers must determine how best to minimize the spread of COVID-19 in the workplace.  In order to re-open and successfully remain open for business, everyone individually and collectively must actively participate in the following core recommendations:

1.  Self-isolation – if you are sick, stay home;
2.  Practice social distancing of at least six feet distance to the greatest extent possible;
3.  Wash hands frequently (20 seconds with soap and water or use of a sanitizer that contains at least 60% alcohol);
4.  Clean and disinfect frequently touched objects (e.g., keyboards, phones) and surfaces (e.g., handrails, workstations, sinks) and remove unnecessary frequently touched surfaces (e.g., trash can lids);
5.  Avoid touching of eyes, nose, and mouth with unwashed hands;
6.  Strongly consider wearing a cloth face covering when it is difficult to practice social distancing (do not use on children under two years old, people with difficulty breathing, or people who cannot remove the mask themselves);
7.  Cover mouth and nose when you cough or sneeze and throw used tissues away immediately after use;
8.  Avoid using other employees' phones, desks, offices or other work tools and equipment when possible, or disinfect them before and after use; and
9.  Minimize the use of soft surfaces like cloth covered chairs or area rugs that are more difficult to clean or disinfect.

**Guidelines Specifically for Close Contact and/or Service Industry Employers:**

In addition to the above safe-practices, the Close Contact and/or Service Industry recommends that compliance with the following additional guidelines will further minimize the potential for transmission and spread of COVID-19.

***Start with assessing the hazards in your workplace…*What can I CONTROL in this situation?**

**Engineering Controls (use of physical elements to control the space)**
- Install physical barriers to prevent spread:
    o Workstation barriers
    o Increase spacing to ensure workstations are six (6) feet apart.
    o Sneeze Guards

- Implement isolation of task
- Know and adjust for ventilation patterns and air change rates to lessen contamination

**Administrative Controls (use of policies or procedures to control the space)**
- Employees and clients who are sick will be expected to stay home
- Provide training, educational materials, and reinforcement on proper sanitation, hand-washing, cough and sneeze etiquette, using PPE, and other protective behaviors
- Be flexible with work schedules/hours to reduce the numbers of people (employees and clients) in the establishment at all times.
- Consider floor stickers and signage that provide guidance for social distancing of at least six feet.
- Thorough sanitation procedures must be in place.
- Use appropriate PPE for each service.

**Workplace Cleanliness**
- Develop, implement and maintain a cleaning and disinfecting schedule for all areas of the workplace.
- Provide an EPA approved disinfectant for disinfecting equipment and work areas.
- Train employees on the cleaning/disinfecting schedule, the difference between cleaning and disinfecting, proper PPE use and the hazards of the chemicals used. Add SDS to your Hazard Communication Program.
- Clean and disinfect ALL restroom surfaces including floors, sinks, and toilet bowls. Store paper products in a closed cabinet and provide antibacterial hand soap. Place trashcan by door.
- All common spaces including lobby area, bathrooms and frequently touched surfaces, doors, tools and equipment should be cleaned and disinfected prior to daily opening and between each customer.
- Workstations to include chairs and other surfaces should be disinfected after each customer.
- Employees should frequently wash their hands after using the phones, computer, cash register and/or credit card machine. Wipe these surfaces between each use.
- Consult CDC Information on Cleaning and Disinfection: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

**Personal Cleanliness**
- Ensure that all sinks in the workplace have antibacterial soap available and paper towels.
- Employees should frequently wash their hands or use hand sanitizer after using the phones, computer, cash register and/or credit card machine. Wipe these surfaces between each use.
- Post handwashing signs in the restrooms.
- Provide hand sanitizer, tissues, and single lined trash receptacles for employees and clients.

**Pre-Entry Guide**

- Establish procedures for building entry and occupant number.
- Have an employee, in proper PPE, set up at the outside entrance to the business.
- Limit the number of customers allowed in building depending on the square footage or occupancy guidelines.
- All customers should be screened prior to entrance into the building including temperature check and screening form.
- Customers should be required to wear a mask upon entry and when feasible while a service is being performed.
- Signs should be posted at all entrances clearly indicating that **no one** may enter if they have symptoms of respiratory illness or are COVID-19 positive. Services may be rescheduled.
- Post signs at the designated entry/access points addressing symptoms of respiratory illness.
- Post signs addressing protective gear such as masks to be worn by the customer.
- Stagger appointments to minimize and/or eliminate excessive customers in waiting areas.
- Utilize virtual booking to include reservations, check-in and check-out.
- Arrange service seating to allow for the recommended 6ft social distancing.

**Social Distancing and PPE**
- Maintaining 6-feet social distancing remains important to slowing the spread of the virus. Personal protective equipment (PPE) alone cannot be used by employers to comply with social distancing requirements.
- If modifications are not feasible to achieve the social distancing requirements and employees must work in close contact with customers in order to complete services, then PPE should be used to supplement, but not replace, the need for social distancing.
- All employers should conduct a PPE hazard assessment of the job tasks to determine what type of PPE is required. Various sizes of PPE will be provided for employees.
- All providers and customers will wear face masks or cloth face coverings to the extent possible.
- Other appropriate personal protective equipment (PPE), such as gowns, will be made available and worn when deemed necessary by the services being performed.
- All service providers should wear protective gloves and dispose of them between each client.
- Make sanitizing stations available through the establishment.
- Ensure that services are provided by appointment only; no walk-in customers.
- Customers should be required to sanitize their hands upon entering the building and also before each service.
- Payments for services are recommended to be non-cash only.

**Signs:**
- Create signage for employees and members of the public regarding your safety and hygiene practices. This serves as a good reminder for employees and instills confidence in the public.

**Training:**

- All employees should be trained on safety and hygiene practices including but not limited to:
    - Donning and doffing personal protective equipment (PPE).
    - Use of disinfecting and/or sanitizing agents to clean surfaces, devices and linens.
    - Any newly established workplace policy or procedure to minimize the spread of COVID-19
- Employers will provide COVID-19 policies both verbally and in writing.
- Upon completion of training, all employees will be required to sign a statement to acknowledge understanding and adherence of policy.

It is very important that all members of this industry understand that while these guidelines are voluntary, it is in everyone's best interest to diligently follow them as we move to re-open our economy and keep it open. All employers are responsible for providing a safe and healthy workplace.