

BACK-TO-BUSINESS Toolkit



BURKECHAMBER

Growing Business. Building Community.



Dear Business Owner,

About this Guide The purpose of this document is to provide businesses with the best-known guidance to ensure consumer confidence and promote community health in the age of COVID-19. As North Carolina businesses prepare to open and resume operations, precautions and policy suggestions outlined in this guide should be taken to protect employees and customers.

This guide was drafted by the Burke County Chamber of Commerce in partnership with surrounding chambers, Business Alliance, Economic Development, NC Works Career Center, Visitors Bureau, and Small Business Technology Development Center. These recommendations come from the United States Centers for Disease Control and Prevention (CDC) and the North Carolina Department of Health and Human Services (NCDHHS), with additional guidance from local public and environmental health professionals. There are specific measures businesses of all types can take to aid in a safe, thoughtful reopening. The recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the spread of the virus.

Things to consider:

- It is important for businesses to take responsibility to ensure they have adequate supplies for their employees and customers, such as soap, disinfectant, hand sanitizer, paper towels, tissues, face masks, etc.
- 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?

Disclaimer Some or all the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address health, safety, and other workplace requirements in place prior to COVID-19.

As circumstances and understanding of COVID-19 evolve, so will public health and safety recommendations and requirements. As a result, this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability, and potential efficacy of this information in your place of business and to determine what, if any, other recommendations or requirements may apply to your business.

The organizations producing this document bear no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.



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What's new in **Phase One**?

On **Friday, May 8 at 5pm**, North Carolina will move into Phase One. The **Stay at Home order** remains in place with some modifications. Here's what Phase One means for our state:

	Through May 8	Phase One
Commercial activity	People should only leave home for essential purposes (food, medicine, etc)	People can leave home for commercial activity and more businesses are open
Retail	20% capacity allowed	50% capacity allowed with cleaning and social distancing
Gatherings	10 person limit	10 person limit-gathering outdoors with friends allowed
Childcare	Childcare centers open for essential workers only	Childcare centers open for working parents or those looking for work
Teleworking	Encouraged	Encouraged
Bars and Restaurants	Take-out and delivery	Take-out and delivery
Barbers/Salons/Massage	Closed	Closed
Theaters, Music Venues, Bowling Alleys	Closed	Closed
Gyms	Closed	Closed
Playgrounds	Closed	Closed
Visitation at Longterm Care Centers	Not allowed	Not allowed
Worship Services	Outdoor services allowed	Outdoor services allowed
State Parks and Trails	Local discretion	Opening encouraged
Face Coverings	Encouraged	Encouraged

The Way Forward:

DISTINGUISHING NORTH CAROLINA

How to Move Forward

North Carolinians are facing a daunting COVID-19 challenge, one that is testing our lives and livelihood. Yet we've always met and overcome challenges in this state. As we have always done, we will adapt to a less-than-perfect situation and manage risk more granularly. In this battle with an invisible coronavirus, accommodations must also be made to protect those most vulnerable and ensure that our hospitals and medical providers have both the capacity and resources needed to care for all patients, including those with COVID-19.

The time to act is now. The curve on coronavirus is flattened. According to a [Main Street America poll](#) conducted in March, 80% of small businesses reported closing, at least temporarily. Moreover, 30% anticipate closing permanently if the shutdown persists more than two months. Almost 1 million North Carolinians, more than 20% of our workforce, have recently filed for unemployment relief. And each week, states which have not confronted COVID-19 as effectively as ours are reopening their economies with more expedient phasing and greater regional flexibility than North Carolina.

North Carolinians deserve clear, cogent, and objective communications and data to better understand when and how they can more normally function. Businesses deserve meaningful metrics and guidelines to know when and how they can reasonably operate. Equally important, employees deserve to be able to provide for themselves and their families, as well as contribute more fully to society.

Our Guiding Principles and Needs

To move forward wisely and effectively, the business community is committed to focusing on the following principles and needs:

- Establish a formalized process for business leaders to collaborate, at least weekly, with public sector representatives, including the Governor and the Secretary of Health and Human Services (DHHS) and Secretary of Commerce, respectively.
- Manage risk effectively and adapt to an environment with a virus that currently has no known cure or vaccine.
- Attain increasing degrees of business certainty through responsible and measurable metrics that are both impactful and reasonably achievable. The immediate primary measures are:
 1. Hospital system capacity; and
 2. Consistent leveling of the number of COVID-19 cases.
- Rely on public health to identify, isolate, and respond to potential hotspots – either geographically or otherwise.
- Prioritize clear government policies supporting and enabling both employees and businesses, including:
 1. Reasonable, responsible and pragmatic liability protections;
 2. Department of Labor (OSHA) and CDC-based guidance on employer responsibilities;
 3. Sector-based approach for business to meet recommendations instead of a one-size-fits-all mandate; and
 4. Real-time data transparency regarding cases, hospital capacity, and related demographics.
- Establishing guidelines as recommended best practices that are neither codified into law, rule, regulation or statute, nor incorporated into future Executive Orders.

How it Works:

PEOPLE | OPPORTUNITY | FUTURE

Protect People

People are the top priority. The health and safety of people, employees, customers, vendors, communities, and broader stakeholders remains a lodestar for North Carolina employers. Public health efforts are vital. Everyone must have access to timely, transparent, accurate, and relevant information in order to best plan their activities, operations, and lives. History, data, and [current efforts](#) inform us that business will then do their part to keep themselves, their employees, customers, and other stakeholders safe.

Public Sector Responsibilities

- The state must be capable of testing those exhibiting symptoms and providing rapid and accurate results. Public-private partnerships for accelerated testing/kits may offer near-, medium-, or long-term solutions.
- The state must identify “hotspots” in a timely fashion and isolate growing infection outbreaks with thoughtful agility.
- “Testing, Tracking, and Tracing” across North Carolina is a critical governmental responsibility requiring sufficient supplies and capacity.

Guidelines for Employers and Individuals

- Businesses should provide access to and follow guidelines for infection prevention as recommended by [OSHA](#) and [CDC](#), as well as the soon-to-be released DHHS guidelines for social distancing, screening, and hygiene.
- Businesses in higher exposure risk categories should employ recommended personal protective equipment (PPE) and other more rigorous controls, such as temperature checks and others.
- Businesses, depending on their relative size, should consider appointing a response team (and associated leader) to champion and monitor newly implemented safety protocols.
- Individuals should remain vigilant and adhere to CDC-recommended hygiene guidelines.

Planning for a Potential Rise in COVID-19 Cases

An increase in COVID-19 cases is likely as restrictions are relaxed and testing increases. The number of cases leading to hospitalization, rather than increased cases, is a key metric in both determining impact on hospital capacity as well as detecting potential geographic hotspots. The NC Chamber and the North Carolina Healthcare Association (NCHA) will partner together to publish weekly updates, at least initially, on hospital capacity and COVID-19 admissions so that appropriate measures can be taken to understand and responsibly address specific situations or areas.

How it Works:

PEOPLE | OPPORTUNITY | FUTURE

Provide Opportunity

Employers and business owners are willing and equipped to provide the safe opportunity for people to meet the needs of their families and communities. North Carolina businesses can and must be trusted to immediately and meaningfully begin re-engaging with their customers and broader stakeholders. A phased reopening, as recommended by the White House [guidelines](#), allows for ongoing capacity assessment of the health care system to ensure their sufficient and sustainable operation consistent with our Guiding Principles.

PHASE 1

Except where otherwise noted, all employers and businesses should follow OSHA and CDC recommended guidelines for sanitization, social distancing, and PPE, including times between customer engagement. Employers can and must develop safe workplace guidelines based on recommended best practices.

- Employers create plans for employees to return to work in stages and allow for teleworking where possible.
- Employers provide reasonable accommodations for vulnerable populations.
- Medical practices reopen and hospitals perform elective procedures.
- Places of worship may reopen with social distancing protocols in place.
- Grocery stores and pharmacies operate with safe guidelines.
- Retail stores and other places of business operate with safe workplace guidelines.
- Restaurants reopen following social distancing guidelines, employing face coverings and other PPE where appropriate. Bars remain closed.
- Personal care businesses, such as hair salons, barbershops, spas, nail salons, and pet groomers reopen for appointments with safe workplace guidelines.
- State parks and outdoor recreation reopen.

PHASE 2

- Employers continue to allow for accommodations for vulnerable populations.
- Common areas are regularly sanitized and social distancing protocols remain.
- Bars may reopen with 50% capacity and social distancing protocols in place.
- Restrictions and special emphasis and support for long-term care facilities, jails, and prisons are maintained.

PHASE 3

- Employers may resume more routine operations with sanitization protocols still in place.
- Employers are encouraged to continue accommodating employees in vulnerable populations.
- Consider adjustments to restrictions on long-term care facilities, jails, and prisons.



How it Works:

PEOPLE | OPPORTUNITY | FUTURE

Promise for the Future

As North Carolina begins the road forward, policy changes must be continually reviewed and made to bolster our economy and provide reasonable certainty to business and, in turn, to the lives of North Carolinians. The most urgent include, but are not limited to:

- Liability Protections providing businesses with reasonable assurances that their safe reopening and Good Samaritan efforts will not be unduly penalized. The National Association of Manufacturers (NAM) recommends [Pandemic Liability Protection Policies](#), which offers an excellent overview of businesses' relevant needs.
- Protection from over-reaching and speculative workers' compensation claims due to coronavirus. The Workers' Compensation Act currently provides a fair opportunity for an employee diagnosed with COVID-19 to make a claim and an employer to either pay or defend the claim.

All North Carolinians have a role to play to help keep one another safe. We are all ready and willing to reopen our economy responsibly and safely. This unprecedented situation calls for both science-based and commonsense measures, flexibility and a willingness to adapt – all areas in which North Carolina has shown a propensity to excel.

We can both protect the health of our fellow citizens while ensuring that people have the opportunity to care for themselves and others. Together, North Carolina will re-emerge as a stronger and more resilient people and economy.

Going forward, the business community will work to bring proactive clarity to this process through research and recommendations, as well as bolstered relationships and coordination with the N.C. Association of County Commissioners and the N.C. League of Municipalities.

The business community will also urge state government to establish a government-maintained “one stop shop” for citizens and businesses to view all orders in effect across North Carolina. This missing capability has helped create an atmosphere of uncertainty around enforcement of directives.

Elevate the Role of the Business Community

Whether our state is faced with a natural, public health, or security crisis, the strength of North Carolina’s economy is an essential piece of its recovery. There must be a formal process for the business community to offer input that is taken seriously.

This process should allow for review of the designation of businesses as “essential” vs. “non-essential.” Currently, there is broad consensus among the business community that such a divisive practice is unnecessary, given the symbiotic nature of our economy.

As North Carolina businesses prepare to reengage the economy, this improved process would allow the business community to ask for clarification on guidance from the government as needed.

Sharpen a Coordinated Communications Strategy

The business community must be more purposeful and nimble in coordinating and communicating its key messages. Though our response as a business community has steadily improved throughout the COVID-19 crisis, at the outset, there was not a coordinated public-facing communications strategy to show solidarity. The vacuum did not instill confidence that business had the proper plans in place to protect the health and safety of both employees and customers, which was simply not the case.

Following a crisis, consumers will lack confidence, even when government provides the “all clear.” The business community must work

collaboratively with the public sector to return some of that confidence.

Businesses also play an important role in providing a balanced measure of accountability of our elected officials in times of crisis. As employers, we have a pulse on what is happening in local communities and can better advocate for a more urgent path forward.

Address Challenges in the Supply Chain

Testing must remain a priority, and North Carolina must build its testing capability for future crises. Our supply chains for testing and treatment inputs, including PPE and other medical supplies, need to be reformulated so that North Carolinians are not beholden to international supply lines over which they have little control.

While pandemic planning has been undertaken by public health officials for years, the COVID-19 response has been “just-in-time,” rather than being able to rely on planning exercises to guide the deployment of public and private resources. It will be important to establish clear processes for a more collaborative, proactive response in the future.

A key component of planning should include assessment of funding allocation to ensure equity across the research/medical community.

Improve the Introduction of Assistance Programs

There has been tremendous confusion surrounding small businesses’ efforts to access federal and state assistance. Business owners may not have fully understood the “loan” nature of some federal assistance. The collaboration across industry sectors to provide more detailed guidance and expertise is certainly a best practice for future crises.

Continuing the Dialogue

Business Continuity: 2020 and Beyond is not a focus that ends with this document. The NC Chamber, on behalf of the statewide business community, will continue to engage and advocate for policies and best practices that will be instrumental in preparing for and recovering from our state’s next unexpected natural, public health, or security crisis. We must work together as a state to build resiliency beyond 2020.

Business Continuity:

2020 AND BEYOND

Establishing Long-Term Plans for Success

The COVID-19 pandemic has provided the opportunity for valuable learnings. In the midst of this challenge, the business community has implemented policies and best practices that will be instrumental in preparing for and recovering from our state's next unexpected natural, public health, or security crisis. It is imperative that we use the insights from this crisis to determine how we, as a business community, can help our state build resiliency beyond 2020.

Establishing a Framework for the Future

Achieve Consensus and Transparency in Data

The business community has a history of using generally agreed upon "market indicators" as benchmarks for decision making. Reviewing certain markers and continually measuring our trajectory to determine where we need to go is standard operating procedure. Similar practices must apply to any future recovery process. There must be transparency and consensus regarding the correct data, datasets, and inputs needed to guide our state's response to a crisis; determining what data to track should be a collaborative process. Any predictive modeling should be vetted and found to rest on a sound conceptual framework.

In the case of a future crisis, there must be broad agreement – among leaders in both the public and private sectors – on what the right data points are. Any changes on those points should be paired with clear communication and input on why the measurement has shifted. Businesses and other entities share a common focus on the quality, quantity, reliability, and consistency of data being used to guide decisions in a crisis; therefore, the goal posts set with regards to data must remain consistent.

Secure Statewide Uniformity

A lack of uniformity leads to an inconsistent statewide response, creating an environment of uncertainty for all – including businesses, local governments and private citizens. The Governor's authority over counties and municipalities should be clear in a crisis, and the power to preempt the patchwork of local orders should be equally established.

Guiding Principles

In determining best practices when preparing for and recovering from an unexpected natural, public health or security crisis in the future, the business community is focused on the following guiding principles:

- Collaboration between the public and private sector. North Carolina is made stronger by cooperation and shared power, to develop agreement on direction, and to take action based on risks.
- Participation in the process so that any plan implemented includes business review, input, and acceptance, maximizing its effectiveness.
- Legal research to provide better clarity on the scope of authority and the distinctions between legal mandates and guidance.



COVID-19 Resources For Businesses Preparing to Reopen

North Carolina employers are closely following the governor's direction on how and when it is appropriate to reopen for business. But it won't be business as usual for some time, as companies implement new measures to protect their workers and the public from spread of the virus. Companies are turning to a number of resources to help prepare for and manage reopening. The Economic Development Partnership of North Carolina lists some of those resources below, emphasizing that businesses always need to follow protocols set by the governor and local and state health officials.

For general questions, call Business Link North Carolina (BLNC) at 800.228.8443. BLNC staff are available Monday through Friday, 8:30 a.m. – 4. p.m., to connect your business to the appropriate organization for assistance. All inquiries will receive a confidential response from a business counselor within three business days. “Se Habla Español.”

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- **The Governor's Three-Phase Plan.** This [May 5 press release](#) updates the governor's stay-at-home order, including allowing North Carolina to move into Phase 1 of easing certain coronavirus restrictions.
 - **N.C. Department of Health and Human Services.** Business can find the latest information on COVID-19 in N.C. by visiting the [North Carolina Department of Health and Human Services](#) website. The site includes links to specialized advice for specific industries including [meat and poultry processing](#) and others.
 - **Protecting Your Business from COVID-19.** This [guide from the National Institute of Standards and Technology](#) can help businesses prepare for the impacts of COVID-19 and protect their facility and employees from exposure.
 - **CDC Posters and Flyers for Your Business.** This [link provides free downloadable materials](#) you can print and display in your workplace. They were developed by the U.S. Centers for Disease Control and Prevention (CDC) to support COVID-19 safety recommendations and are available in multiple languages.



- **EPA Information on Disinfectants for Use Against COVID-19.** The [U.S. Environmental Protection Agency website](#) provides helpful information that includes a list of disinfectants that meet EPA standards for use against the virus.
- **Responding to a COVID-19 Exposure at Your Business.** Businesses [can download this checklist](#) of what to do if they suspect a COVID-19 exposure has occurred at their facility. The advice is based on CDC recommendations. Business should be sure to refer to North Carolina state recommendations as well.
- **OSHA Guidance for Preparing Workplaces for COVID-19.** The U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) has developed the 35-page "Guidance for Preparing Workplaces for COVID-19," which [can be downloaded here](#).
- **OSHA Record-Keeping Requirements for COVID-19.** [This link highlights](#) OSHA standards and directives (instructions for compliance officers) that may apply to worker exposure to COVID-19.
- **CDC's "Plan, Prepare, and Respond" Site for Businesses:** This [CDC website](#) offers many helpful links, including [updated guidance to help prevent workplace exposure](#), a page [answering common questions](#) from businesses, and more.
- **Guidance for Restaurants.** The NC Restaurant and Lodging Association has [provided this guide](#) on best practices and procedures for restaurants preparing to reopen.
- **Operation Open Doors Checklist for Retailers.** The National Retail Federation [has issued a checklist](#) for reopening, encouraging restaurants to work with their legal and financial advisers to adapt recommendations to their specific circumstances.
- **NC Retail Merchants Association Website.** This [website updates regularly](#) to provide industry-specific information for North Carolina retailers managing operations during COVID-19, including webinars, signage to display, details on requirements vs. recommendations and more.
- **U.S. Food and Drug Administration Food Safety Website.** The FDA's [Food Safety and Coronavirus Disease website](#) has a wealth of information regarding food safety for consumers as well as businesses and workers in farming and in food production, processing, and retail settings.



- **U.S Department of Agriculture Website.** The [USDA website](#) has a list of frequently asked questions related to COVID-19, operations of the USDA's Animal, Plant and Health Inspection Service and more.

Maintain a Healthy Work Environment

Good, reliable, and transparent communication during times of high stress is critical to maintaining a healthy workplace environment and morale. Some employees, or members of their households, may be at higher risk for severe illness. The COVID-19 outbreak is rapidly changing, and everyone is looking to those they trust for accurate information and reassurance. Your team is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.

1. **Actively encourage sick employees to stay home.** Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.
2. **Have conversations with employees about their concerns.** Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Fear and anxiety can cause strong emotions in adults and children. Make sure employees are aware of mental health services available to them.

The Disaster Distress Helpline, 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.

Hope4NC is providing mental health support for North Carolinians, available 24/7. Get help building resilience and coping during COVID-19. Call **855-581-3463** to speak to a live person.

3. **Develop other flexible policies for scheduling and telework and create leave policies** to allow employees to stay home to care for sick family members or care for children if schools and child care facilities are closed.
4. **Develop policies for addressing health concerns of any employee identified as being positive for COVID-19.** These policies should include protocol for conducting contact tracing in the workplace and [return to work requirements](#).

Consider including face covering requirements for all employees in order to reduce the need to quarantine employees at home for 14 days.

5. **Talk with companies that provide your business with contract or temporary employees about their plans.** Discuss the importance of sick employees staying home and encourage them to develop non-punitive “emergency sick leave” policies.
6. **Promote etiquette for coughing, sneezing and handwashing.** Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.
7. **Plan to implement practices to minimize face-to-face contact between employees in accordance with social distancing.** Actively encourage flexible work arrangements such as teleworking or staggered shifts.
8. **Perform routine environmental cleaning.** Routinely clean and disinfect all frequently touched surfaces such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.
9. **Consider the need for travel and explore alternatives.** Check CDC’s [Travelers’ Health](#) for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings when possible.
10. **Provide education and training materials,** like [fact sheets and posters](#), in a simple format and in the appropriate language and literacy level for all employees.
11. **If an employee becomes sick while at work,** they should be separated from other employees, customers, and visitors and sent home immediately. Follow [CDC guidelines for cleaning and disinfecting](#) areas the sick employee visited.

General Recommendations for Businesses & Employers

North Carolina is using a phased approach to ease COVID-19 restrictions and to help revive the economy while protecting public health. Through [Executive Order 138](#), North Carolina will enter **Phase One** at 5 p.m. May 8, 2020. [Guidance on Phase 1 — Easing of Restrictions](#) is included in this document and can be found on the NCDHHS website.

Social Distancing

- Practice social distancing by avoiding large gatherings and maintaining distance (approximately 6 feet) from others when possible.
- Adjust or postpone large gatherings in accordance with limitations established by North Carolina executive orders.
- Avoid using other employees' phones, desks, offices, or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use.
- Place tables and chairs at least 6 feet apart, and organize your workflow to restrict crowding and grouping.
- Limit the number of patrons and employees in a space at any given time.
- Limit business travel.
- Hold meetings in open spaces and use video conferencing when possible.

Sick & Symptomatic Employees

- Encourage sick employees to stay at home.
- Employees who appear to have symptoms of COVID-19 (i.e. fever, chills, shortness of breath or difficulty breathing, new cough, or new loss of taste or smell) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home to isolate.
 - [Symptom Screening](#) (English)
 - [Symptom Screening](#) (Spanish)

Cleaning and Sanitizing

- [Clean and disinfect](#) high traffic areas and frequently touched surfaces such as workstations, keyboards, telephones, handrails, and doorknobs.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfecting.

- Most common [EPA-registered household disinfectants](#) should be effective for disinfection. Follow the manufacturer's instructions for all cleaning and disinfection products.
- Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods. Do not open windows and doors if they pose a safety or health risk to people using the facility.

Transactions

- Limit cash handling.
- Use online transactions.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.
- Use a booking system to stagger customers.

Hygiene

- Practice good hygiene.
- Stop handshaking.
- Encourage employees and customers to wash hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands.
- Provide tissues and touchless, lined trash receptacles.

How to Clean and Disinfect

Before reopening, you must [clean and disinfect your business](#) to limit the spread of the virus. Keep this process limited to as few people as possible, and maintain a routine after you reopen.

Clean

- Wear disposable gloves to clean and disinfect.
- Clean surfaces using soap and water.
- Practice routine cleaning of frequently touched surfaces. High touch surfaces include tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

- Clean an area or item with soap and water or another detergent if it is dirty.
- Use an [EPA-registered household disinfectant](#). Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:
 - Keeping the surface wet for a period of time (see product label).
 - Taking precautions such as wearing gloves and making sure you have good ventilation while using the product.
- Diluted household bleach solutions may also be used if appropriate for the surface.
 - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening, may not be suitable for disinfection.
 - Unexpired household bleach is effective against coronaviruses when properly diluted.
 - Follow manufacturer's instructions for application and proper ventilation.
 - Never mix household bleach with ammonia or any other cleanser.
 - Leave solution on the surface for at least 1 minute.
 - To make a bleach solution, mix:
 - 5 tablespoons (one-third cup) bleach per gallon of water
 - OR
 - 4 teaspoons bleach per quart of water
- Alcohol solutions with at least 70% alcohol may also be used.
- [Complete Disinfection Guidance from the CDC](#)

Soft Surfaces

For soft surfaces such as carpeted floors, rugs, and drapes:

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
 - Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- OR
- Disinfect with an [EPA-registered household disinfectant](#).

Electronics

For electronics such as tablets, touch screens, keyboards, and remote controls:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting.
 - If there is no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

Laundry

For clothing, towels, linens, and other items:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- After handling dirty laundry from a sick person, remove gloves and wash hands immediately.

Clean Hands Often

- Wash your hands often with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with a person who is sick.
- Hand sanitizer: If soap and water are not readily available and hands are not visibly dirty, use a hand sanitizer that contains at least 60% alcohol. However, if hands are visibly dirty, always wash hands with soap and water.
- Additional key times to clean hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food

- After contact with animals or pets
- Before and after providing routine care for another person who needs assistance (e.g. a child)
- Avoid touching your eyes, nose, and mouth.

How Long the Virus Lives on Surfaces

According to a study published in the *New England Journal of Medicine*, SARS-CoV-2, the virus that causes COVID-19, can live in the air and on surfaces between several hours and several days. The study found that the virus is viable for up to 72 hours on plastics, 48 hours on stainless steel, 24 hours on cardboard, and 4 hours on copper. It is also detectable in the air for three hours.

As always, clean your hands with an alcohol-based hand sanitizer or wash them with soap and water. Avoid touching your eyes, mouth, or nose.

Flushing Water Lines

Water held unused in building pipes becomes stagnant while businesses or activities are shut down or have unused sections. Conditions may develop in the building piping, increasing the risk for the growth and spread of waterborne bacteria, such as *Legionella* or biofilm-associated bacteria. Disinfectants in the water, such as chlorine, will likely dissipate or become undetectable. Actions are necessary to ensure the water in the building is safe as well as taste- and odor-free before resumption of normal water use.

The CDC has an [eight-step guide on reactivating plumbing systems](#) after dormant conditions. If you have concerns about your water during pre-opening, contact the appropriate municipality providing your water and sewer service:

Personal Protective Equipment

What It Is

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. Businesses should keep a minimum quantity of a 15-day supply of PPE. PPE can include masks, face shields, and gloves.

Who Should Wear PPE

Who Should Wear Face Coverings?

- Cloth face coverings are recommended for everyone who leaves their home or may be near other people who are not family or household members
- Medical and isolation/COVID-19 response team members
- Health screeners (e.g., a supervisor who takes employees' temperatures)
- Disinfection team members
- Those with broad exposure to customers or employees

Who Should Wear Face Shields?

- Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within 3 feet of another person due to their job requirements. They are not necessary unless you work in healthcare/manufacturing, but they can help prevent the spread of the virus.

Who Should Wear Gloves?

- Those performing disinfection of common surfaces
- Employees handling trash
- Employees handling food

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection. Also, touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves.

- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk. Handwashing is the top defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, employees are exposed to greater risk.

How to Wear PPE

The CDC has a poster in English and Spanish for [donning and doffing PPE](#).

Applying (Donning) PPE

1. **Gown:** Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back. Fasten in the back of the neck and waist.
2. **Mask or respirator:** Secure ties or elastic bands at middle of head and neck. Fit flexible band to nose bridge. Fit snug to face and below chin. Fit-check respirator.
3. **Goggles:** Place over face and eyes and adjust to fit.
4. **Gloves:** Extend to cover wrist of isolation gown.
5. **Shoe covers:** Sit in a chair and apply sanitary shoe covers. For a hands-free application, use a shoe cover dispenser.

Removing (Doffing) PPE

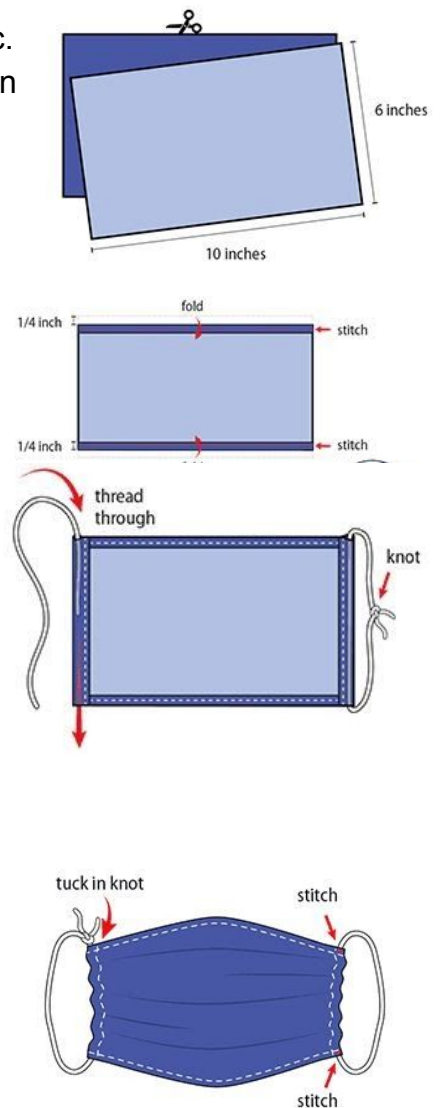
1. **Gown:** The gown front and sleeves are contaminated. Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out and roll into a bundle. Discard.
2. **Mask or respirator:** Do not touch the front of the mask — it is contaminated. Grasp the bottom, then top ties or bands and remove. Discard.
3. **Goggles:** The outside of the goggles or face shield is contaminated. Handle by the headband or ear pieces. Place in designated receptacle for reprocessing in a waste container.
4. **Gloves:** The outside of the gloves is contaminated. Grasp outside of glove with opposite gloved hand and peel off. Hold removed glove in gloved hand. Slide fingers under the remaining glove at wrist and peel off over the first glove. Discard.
5. **Shoe covers:** Shoe covers are contaminated. For hands-free removal, use a shoe cover removal system.

DIY Masks

The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

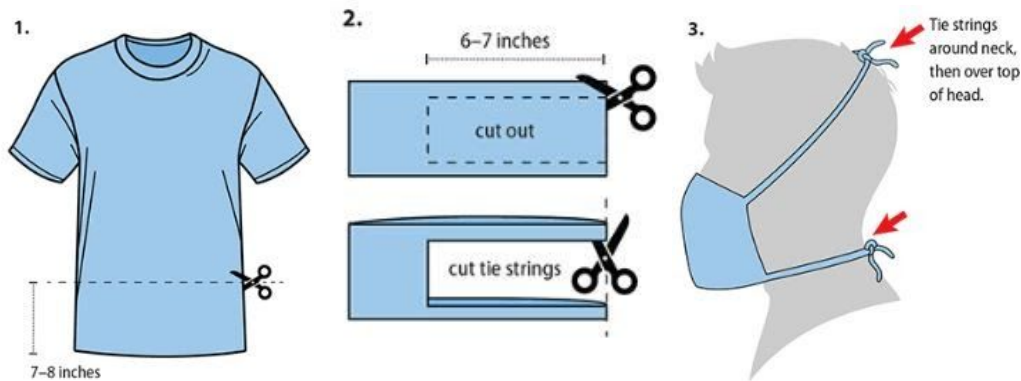
Sewn Cloth Face Covering

- Materials:
 - Two 10-inch-by-6-inch rectangles of cotton fabric
 - Two 6-inch pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
 - Needle and thread (or bobby pin)
 - Scissors
 - Sewing machine
- 1. Cut out two 10-inch-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.
- 2. Fold over the long sides $\frac{1}{4}$ inch and hem. Then fold the double layer of fabric over $\frac{1}{2}$ inch along the short sides and stitch down.
- 3. Run a 6-inch length of $\frac{1}{8}$ -inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight. Don't have elastic? Use hair ties or elastic headbands. If you only have string, you can make the ties longer and tie the mask behind your head.
- 4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.



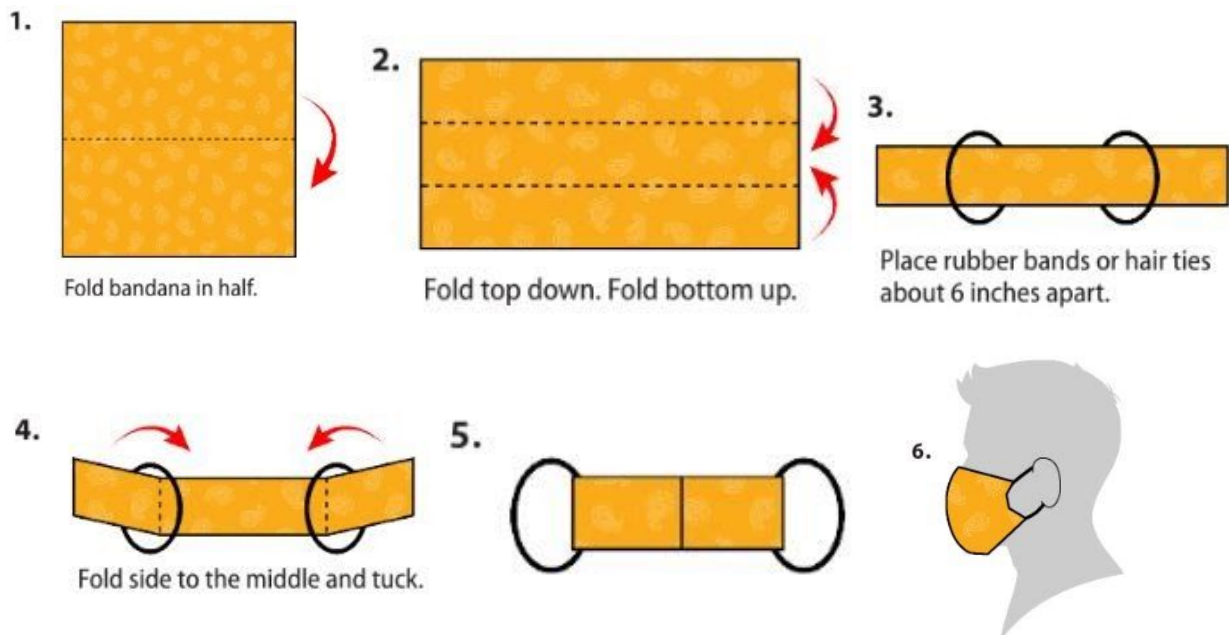
Quick Cut T-shirt Face Covering (no sew method)

- Materials
 - T-shirt
 - Scissors



Bandana Face Covering (no sew method)

- Materials
 - Bandana (or square cotton cloth approximately 20 inches by 20 inches)
 - Rubber bands or hair ties
 - Scissors (if you are cutting your own cloth)



How to Wear a Cloth Face Covering

Cloth face coverings should:

- Fit snugly but comfortably against the side of the face.
- Be secured with ties or ear loops.
- Include multiple layers of fabric.
- Allow for breathing without restriction.
- Be able to be laundered and machine dried without damage or change to shape.

Additional PPE Resources

- CDC: [Strategies for Optimizing the Supply of PPE](#)
- CDC: [Using Personal Protective Equipment \(PPE\)](#)
- CDC: [Use Cloth Face Coverings to Help Slow Spread](#)

Hiring Resources

Hiring during these unprecedented times can present new challenges, and many businesses need access to workers quickly to meet increased demands. NCWorks can assist businesses in recruiting and training employees.

NCWorks Online

NCWorks Online is a portal that allows businesses to immediately access the résumés of thousands of skilled individuals and find ideal candidates. Register as an employer and post your job at <https://www.ncworks.gov/>.

Posting COVID-19 Related Jobs

If you have a current NCWorks Online Employer account, you can log in and post job openings. Include "COVID-19" in the description so that it will show up in the search.

If you are an employer who has an immediate hiring need and want to post a job opening and don't have an NCWorks Employer account, NCWorks has a [request form](#) to get started.

More Hiring Resources

- [NCWorks Business Resource List](#)
- Indeed, Glassdoor, and ZipRecruiter are a few online recruiting platforms.

Legal Implications for Rehiring

You are not legally required to rehire laid off workers, but there are advantages to rehiring your former employees:

- Your former employees already know the job: You have already invested in their training, ensuring they have the required skills. You are familiar with how they work and how they fit into your company's culture.
- It's good for the overall morale of your company: Staff members have formed relationships, which are broken when they lose a colleague. The team is made whole again when a worker is rehired.
- It can save you money: Don't forget to take advantage of the HIRE Act, which gives you tax benefits for hiring a worker who is on unemployment.

While rehiring former employees can save time and money, there are also legal implications and potential liabilities to consider:

Discrimination Considerations

Ideally, your business will be able to reopen with the full staff you had prior to COVID-19. In this case, hiring will be straightforward; but realistically, companies will not be able to reopen at full capacity for some time. As a result, employers need to be cautious that they have a legitimate, non-discriminatory reason(s) for choosing which employees are to report back to work. Reasons could include seniority or operational needs. Be sure to document your process before rehiring any former staff. Exercise caution if you choose to rehire based on prior performance. The former employee's performance should be well documented in the employee's personnel file. Take extra care that your rehiring practices are not based on apparent higher risk of COVID-19 complications.

Form I-9

If you rehire your employee within three years of the date that a previous Form I-9 was completed, you may complete Section 3 of the previously completed Form I-9. For information on how to complete Section 3, visit the [U.S. Citizenship and Immigration Services website](#).

COBRA Coverage

Congressional Omnibus Budget Reconciliation Act of 1985, more commonly known as COBRA, provides employees with certain benefit options if they undergo a qualifying event. Termination of employment is a COBRA qualifying event. Employees must be given an election period of at least 60 days (starting on the later of the date you are furnished the election notice or the date you would lose coverage) to choose whether to elect continuation coverage. If an employee is eligible for COBRA, an employer must follow COBRA requirements, including sending election notices and allowing grace periods.

If employees choose COBRA, they can be invoiced for their portion of the premium; however, the employees must be:

- Informed of their coverage
- Told what they owe
- Given payment options

One concern for employers is whether employees will be able to afford COBRA while not working during a public health emergency. An employer does have options in regards to offering COBRA payment assistance to employees.

COBRA sets the premium limit at 102% of the cost of coverage; however, an employer is not required to charge the full 102%. An employer can set a COBRA rate to reflect the amount an active employee pays for benefits, and the employer can continue to pay their portion. Employers should consider applicable nondiscrimination requirements when deciding whether to change the contribution for all COBRA participants or just those who have a reduction in hours due to a public health emergency. Another consideration for rehired employees is whether they will be required to complete a new waiting period if they are rehired beyond 13 weeks. You can choose to waive the waiting period for rehired employees, but you will need to speak to your carrier for approval to amend your plan.

An employer may subsidize all or a portion of the COBRA premium while employees are laid off or on furlough. An employer could also set up a repayment plan, where employees repay an employer for a portion of the COBRA premium when they return to work. Employers may wish to have employees agree to repayment terms and a schedule before providing subsidized COBRA. Employers should consult with benefits counsel when drafting a repayment agreement.

Accommodations & Lodging

This section includes hotels, bed & breakfast inns, and all overnight lodging facilities.

Customer Interactions

- Eliminate or reduce in-person check-in or check-out with automated processes.
- Transition meals to a grab-and-go format.
- Request guests minimize direct contact with employees.
- Restrict room service to delivery at door only.
- Encourage social distancing in common areas.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Promote frequent hand washing by employees and guests.
- Provide hand sanitizer and disinfecting wipes in public areas.
- Provide tissues and additional trash receptacles in public areas.
- Discourage employees from using other workers' phones, desks, offices or other equipment when possible.
- Encourage the use of face coverings by employees and customers.
- Remove or reduce customer service phones in common areas.
- Increase length of time between vacancies to allow more time to clean and disinfect rooms.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.

More Accommodation & Lodging Resources

- [American Hotel & Lodging Association](#) (AHLA)
- [AHLA Reopening Guidelines](#)
- [North Carolina Restaurant and Lodging Association](#) (NCRLA)

Agriculture

This section includes dairy farms, farmers' markets, cattle farms, and crop farms.

Customer Interactions

- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.
- Encourage social distancing and disinfect tables/booths at markets.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Masks should be used for employees working in close proximity.
- Smaller farms can participate in socially-distant farmers' markets to safely provide products to customers.
- Practice social distancing when preparing products for delivery and making deliveries.
- Agricultural employees should also practice social distancing among themselves.

More Agriculture Resources

- [North Carolina State Extension](#)
- [North Carolina Farm Bureau](#)
- [North Carolina Cattlemen's Association](#)

Animal Services

This section includes veterinary offices, animal shelters, and animal grooming.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Masks should be used for employees working in close proximity.
- Limit visits to appointment only.
- For veterinary and grooming services, owners should drop off their pets curbside to receive services. Owners should wait in their car.
- Animal shelters should use virtual tours when possible. Only one customer should visit at a time.

More Animal Services Resources

- [American Veterinary Medical Association](#)
- [North Carolina Veterinary Medical Board](#)
- [National Dog Groomers Association of America](#)

Barber Shops and Hair Salons

This section includes barber shops, hair salons, and estheticians.

These businesses are currently closed per Executive Order 120. There is no specific time or guidance assigned for reopening. Please seek additional guidance from your local health department.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Services should be provided by appointment only, with no walk-in customers.
- All employees and customers should be encouraged to wear face coverings.
- Customers should wait in their vehicles until the service provider is ready.
- All equipment, chairs, and tables used by an employee should be disinfected between clients.
- Customers should wash their hands upon entering the building and also before each treatment.
- Post signage at the main entrances to remind people about recommendations to promote social distancing and reduce transmission and to request people not enter if they are or have recently been symptomatic.
- Do not provide books or magazines to customers.
- Limit the number of people in the building (only allow service providers and those receiving service in the building).
- Stations will be at least 6 feet from other stations.

More Barber Shop and Hair Salon Resources

- [North Carolina Board of Cosmetic Art Examiners](#)
- [North Carolina Board of Barber Examiners](#)

Child Care Facilities

This section includes family child care programs, also known as home-based child care, Pre-K (pre-kindergarten) programs at private and public schools, day camps, Head Start and Early Head Start programs.

Customer Interactions

- Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
- Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children; they are more at risk for severe illness from COVID-19.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- When feasible, staff members and older children should wear face coverings within the facility. Cloth face coverings should NOT be put on babies and children under age 2 because of the danger of suffocation.
- [Post this coronavirus information sign at the front door of the facility.](#)
- Conduct a standard Daily Health Check on every child, every day.
- Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick.
- Encourage workers to report any safety and health concerns.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19. This should also include cleaning surfaces not ordinarily cleaned daily such as doorknobs, light switches, sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures.
- If possible, provide EPA-registered disposable wipes to child care providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use.
- All cleaning materials should be kept secure and out of reach of children.
- Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.
- Toys that cannot be cleaned and disinfected should not be used.

- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
- Do not share toys with other groups of infants or toddlers, unless they are washed and disinfected before being moved from one group to the other.
- Bedding that touches a child's skin should be cleaned weekly or before use by another child.
- Hand hygiene stations should be set up at the entrance of the facility, so children can clean their hands before they enter.
- If possible, child care classes should include the same group each day, and the same child care providers should remain with the same group each day.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Limit interaction among groups of children by staggering playground times and keeping groups separate for special activities such as art, music, and exercise.
- If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
- If possible, arrange for administrative staff to telework from their homes.
- Limit classes to 11 children per room, per CDC recommendations.
- It is important to comfort crying, sad, and/or anxious infants and toddlers, and the children often need to be held. When washing, feeding, or holding very young children, child care providers can protect themselves to the extent possible by wearing an oversized button-down, long sleeved shirt and by wearing long hair up off the collar in a ponytail or other updo.
- Child care providers should wash their hands, neck, and anywhere touched by a child's secretions.
- Child care providers should change the child's clothes if secretions are on the child's clothes. If there are secretions on the provider's button-down shirt, it should be changed.
- Contaminated clothes should be placed in a plastic bag or washed in a washing machine.
- Child care providers should wash their hands before and after handling infant bottles prepared at home or prepared in the facility. Bottles, bottle caps, nipples, and other equipment used for bottle-feeding should be thoroughly cleaned after each use by washing in a dishwasher or by washing with a bottlebrush, soap, and water.

- If a cafeteria or group dining room is typically used, serve meals in classrooms instead. If meals are typically served family-style, plate each child's meal so that multiple children are not using the same serving utensils.
- Food preparation should not be done by the same staff who diaper children.
- Sinks used for food preparation should not be used for any other purposes.
- Caregivers should ensure children wash hands prior to and immediately after eating.
- Caregivers should wash their hands before preparing food and after helping children eat.
- Before diapering a child, caregivers should wash their hands and the child's hands before beginning, and the caregivers should put on gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas. Steps include:
 - Prepare (includes putting on gloves)
 - Clean the child
 - Remove trash (soiled diaper and wipes)
 - Replace diaper
 - Wash child's hands
 - Clean up diapering station
 - Wash hands
- After diapering, wash hands (even if the caregiver wore gloves) and disinfect the diapering area with a fragrance-free bleach that is EPA-registered as a sanitizing or disinfecting solution. If other products are used for sanitizing or disinfecting, they should also be fragrance-free and EPA-registered. If the surface is dirty, it should be cleaned with detergent or soap and water prior to disinfection.

More Child Care Resources

- CDC: [Guidance for Child Care Programs that Remain Open](#)
- NCDHHS: [Division of Child Development and Early Education](#)
- [National Resource Center For Health and Safety In Child Care and Early Education](#)
- [Child Care Aware](#)

Construction

This section includes residential, commercial, and industrial construction, as well as construction trades.

Customer Interactions

- Conduct symptom screening of third-party vendors, contractors, and visitors before allowing entry to an active construction site.
- Keep a list of contact information for every worker who enters the jobsite every day in the event that another worker tests positive for COVID-19.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Provide one handwashing station with soap or hand sanitizer for every 15 workers on site.
- Do not allow shared water coolers.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas — including portable jobsite toilets — with an EPA-approved disinfectant for COVID-19.
- Advise workers to avoid physical contact with others and to increase personal space to at least 6 feet where possible.
- When workers cannot maintain a 6 foot distance from one another, cloth face coverings should be worn.
- Where work trailers are used, only necessary employees should enter the trailer and all employees should maintain social distancing while inside.
- Disinfect equipment, materials, and tools after each use. Limit the use of coworkers' tools and equipment.
- Stagger breaks and lunches to reduce the size of groups.
- Post signage in English and Spanish to remind people about recommendations to promote social distancing and reduce transmission.

More Construction Resources

- [National Association of Home Builders](#)
- [Carolinas AGC](#)
- [North Carolina Home Builders Association](#)

Entertainment & Attractions

This is a broad category and includes, but is not limited to, movie theaters, bowling alleys, bingo parlors, trampoline parks, escape rooms, arcades, golf courses, social rooms, and indoor and outdoor pools and leisure spaces (excluding public parks).

Many of these businesses are currently closed per Executive Order 120. There is no specific time or guidance assigned for reopening. Please seek additional guidance from your local health department.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Staff should be educated and trained on the appropriate use and disposal of PPE and have access to appropriate PPE.
- Encourage customers to use face masks.
- Consider installing acrylic or plastic shields at cash registers.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Make hand sanitizer available to employees and customers.
- Routinely disinfect bathrooms.
- Disinfect high-traffic areas and surfaces, such as counters, door knobs, etc.

More Entertainment Venue Resources

- CDC: [Gatherings and Community Events | COVID-19](#)

Financial Services

For banks and credit unions, see the [Retail](#) guidelines. For financial planners, see [Offices and Professional Services](#).

North Carolina Executive Order 138 describes the Phase 1 requirements for retail — which includes banks — to limit the risk of community transmission of COVID-19.

Fitness Centers

This section includes exercise facilities (e.g., gyms, yoga studios, martial arts facilities, indoor trampoline, and rock climbing facilities), health clubs and spas.

These businesses are currently closed per Executive Order 120. There is no specific time or guidance assigned for reopening. Please seek additional guidance from your local health department.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Employees and customers should be encouraged to wear PPE when applicable. Do not use PPE if it affects breathing while exercising.
- Stagger equipment to maintain a distance of 6 feet between machines.
- Additional hand sanitizing stations should be made available to patrons and employees.
- Employees should regularly clean and disinfect high-touch surfaces and encourage customer assistance with cleaning equipment after each use.
- Bathrooms and locker rooms should be disinfected routinely.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Discourage consumption of food products on premises by employees or customers.
- Customers and employees should bring their own water or other drinks.

More Fitness Center Resources

- [Association of Fitness Studios](#)

Food Services, Bars, Coffee Shops

This section includes restaurants, bars, coffee shops, tasting rooms and catering companies.

These businesses are limited in operations per Executive Order 118. There is no specific time or guidance assigned for reopening dining rooms. Please seek additional guidance from your local health department.

Customer Interactions

- 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 before transport.
- Encourage customers to use no-touch deliveries.
- Notify customers as the delivery is arriving by text message or phone call.
- Offer curbside pickup and establish designated pickup zones for customers.
- Practice social distancing by offering to place orders in vehicle trunks.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Staff should be educated and trained on the appropriate use and disposal of PPE and have access to appropriate PPE.
- Any waiting area should be set up so that social distancing standards are met with markers indicating where patrons should be waiting.
- Check with your municipality on setting up waiting and seating areas on sidewalks and in the right of way.
- Monitor outdoor waiting areas and remind customers of social distancing standards.
- Bathrooms should be disinfected regularly.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Menus, if laminated, should be cleaned after each use, or use single-use paper menus.
- Condiments should be provided by request and sanitized after each use, or disposable packets should be used.

- Employees are encouraged to take the ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.
- 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 four steps to food safety: Clean, Separate, Cook, and Chill.

More Food Service, Bar and Coffee Shop Resources

- FDA: [Food Safety and the Coronavirus Disease](#)
- [NC Restaurant & Lodging Association](#)
- [US Foods COVID-19 Resources](#)

Manufacturing

This section includes manufacturing and industrial-type businesses.

Customer Interactions

- Limit face-to-face interaction with customers and access to the facility by vendors and visitors.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Establish an on-site health screening strategy and screening checkpoints upon entrance to the facility.
- Establish an internal pandemic response team who will design and implement a “return-to-work” plan.
- Assign a COVID-19 protocol coordinator and training strategy.
- Establish a social distancing strategy based on the layout and workflow of the facility, including break areas.
- Arrange staggered “day-of-return” meetings to discuss mitigation strategy.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.
- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.
- Establish an adequate supply of preventative material inventory (soap, sanitizer, thermometers, etc.).
- Establish a disinfection team to clean and disinfect the entire facility and create a recurring disinfection schedule.
- Establish an inbound parts/materials/packages disinfection strategy.
- Expedited shipments (transit time less than 48 hours) should be handled using PPE and personal sanitization practices and may be disinfected by appropriately trained personnel with a bleach solution or an EPA-approved disinfectant.
- When possible, allow incoming materials to remain untouched for 48 hours after they’ve been received.

More Manufacturing Resources

- [NC State Industrial Expansion Solutions](#)

Updated 5/7/2020

- [National Association of Manufacturers](#)
- [Economic Development Partnership of North Carolina](#)

Massage Therapy, Tattoo Facilities & Hair Removal Centers

This section includes close-contact services like massage therapy, tattoo facilities, and hair removal centers.

These businesses are currently closed per Executive Order 120. There is no specific time or guidance assigned for reopening. Please seek additional guidance from your local health department.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- All employees should wear face masks and gloves. Gloves should be disposed of and changed after each client.
- Discourage walk-in customers by using appointments only.
- If social distancing is not possible in a waiting area, customers should wait in their vehicles and be notified via cell phone for service. Alternatively, schedule appointments with time between customers to minimize contact in waiting rooms.
- All equipment, chairs, and tables should be disinfected between clients.
- Encourage customers to wash their hands upon entering the building.
- Do not provide books or magazines to customers.
- Limit the number of people in the building (only allow service providers and those receiving service in the building).

More Massage Therapy Resources

- [North Carolina Board of Massage and Bodywork Therapy](#)

Medical Services: General

This section includes medical offices, urgent care facilities, chiropractic clinics, and physical therapy offices.

Customer Interactions

- Protective shields can be installed at point of sale areas for added safety.
- Disinfect point of sale equipment after each use, including pens.
- Mail or email receipts to avoid the exchange of paper between patients and staff.
- Handle routine follow-ups for stable and non-emergent conditions via telemedicine and patient portals.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Staff should be educated and trained on the appropriate use and disposal of PPE and have access to appropriate PPE.
- All employees should wear face masks and gloves. Gloves will be disposed of and changed after each client.
- Patients should be encouraged to wear face masks.
- Patients will be screened upon arrival, and those who are ill or have possible symptoms of COVID-19 will be referred to the appropriate healthcare facility.
- If social distancing is not possible in a waiting area, patients should wait in their vehicles and be notified via cell phone when an exam room is available. Alternatively, schedule appointments far enough apart to minimize contact with other patients in the waiting room.
- When possible, some encounters may be completed in the parking lot to avoid the patient entering the office building.
- Office and exam rooms should be cleaned and disinfected between patients.
- Any equipment should be cleaned and disinfected after each use.
- Do not provide books or magazines to clients.
- Bathrooms should be disinfected regularly.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.

More General Medical Service Resources

- [American Medical Association](#)

Medical Services: Dentistry

This section includes dentist and orthodontist offices and maxillofacial and oral surgery offices.

Customer Interactions

- Protective shields can be installed at point of sale areas for added safety.
- Sanitize point of sale equipment after each use, including pens.
- Mail or email receipts to avoid the exchange of paper between patients and staff.
- Handle routine follow-ups on stable conditions and non-emergent conditions via telemedicine and patient portals.

Employee and Customer Protection

- Staff should be screened for symptoms of COVID-19 including having their temperatures taken each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- If social distancing is not possible in a waiting area, patients should wait in their vehicles and be notified via cell phone when an exam room is available. Alternatively, schedule appointments far enough apart to minimize contact with other patients in the waiting room.
- Patients should be screened upon arrival, and those who are ill or have possible symptoms of COVID-19 will be referred to the appropriate healthcare facility.
- Employees should wear masks, gloves, full face shields and/or protective eyewear, shoe covers, and disposable gowns.
- Gloves, shoe covers, and gowns will be disposed of after each patient.
- Remove reading materials, magazines, toys, and other objects that may be touched by others.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.

More Dentistry Resources

- [American Dental Association](#)
- [ADA Interim Guidance](#)

Medical Services: Optometry

This section includes optometry and ophthalmology offices.

Customer Interactions

- Protective shields can be installed at point of sale areas for added safety.
- Disinfect point of sale equipment after each use, including pens.
- Mail or email receipts to avoid the exchange of paper between patients and staff.
- Handle routine follow-ups on stable conditions and non-emergent conditions via telemedicine and patient portals.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Staff should be educated and trained on the appropriate use and disposal of PPE and have access to appropriate PPE.
- All employees should wear face masks and gloves. Gloves will be disposed of and changed after each client.
- Patients should be encouraged to wear face masks.
- Patients should be screened upon arrival, and those who are ill or have possible symptoms of COVID-19 will be referred to the appropriate healthcare facility.
- If social distancing is not possible in a waiting area, patients should wait in their vehicles and be notified via cell phone when an exam room is available. Alternatively, schedule appointments far enough apart to minimize contact with other patients in the waiting room.
- Limit the number of people in the building to only service providers and those receiving services.
- Optical stations should be separated by at least 6 feet.
- Office and exam rooms should be cleaned and disinfected between patients.
- Any equipment used should be cleaned and disinfected after each use.
- Do not provide books or magazines to clients.
- Bathrooms should be disinfected routinely.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.

More Optometry Resources

- [North Carolina Optometric Society](#)

Medical Services: Mental Health

This section includes mental health and behavioral therapy offices.

Customer Interactions

- Provide therapy services to patients via phone call or video conference by appointment.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Update patients on policies amid COVID-19.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Allow staff to work from home.

More Mental Health Medical Services Resources

- [Association for Behavioral and Cognitive Therapies](#)
- [North Carolina Counseling Association](#)

Nail Salons

This section includes nail salons, manicurists, and nail technicians.

These businesses are currently closed per Executive Order 120. There is no specific time or guidance assigned for reopening. Please seek additional guidance from your local health department.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Tools designed for one-time use will be discarded after use.
- All employees should wear face masks and gloves. Gloves should be disposed of and changed after each client.
- Services should be provided by appointment only.
- Customers should wait in their vehicles until the service provider is ready.
- All equipment, chairs, and tables used by an employee or customer should be disinfected between clients.
- Encourage customers to wash their hands upon entering the building.
- Post signage at the main entrances to remind people about recommendations to promote social distancing and reduce transmission and to request people not enter if they are or have recently been symptomatic.
- Do not provide books or magazines to customers.
- Limit the number of people in the building to service providers and those receiving service.
- Stations should be separated by at least six feet from other stations.

More Nail Salon Resources

- [North Carolina Board of Cosmetic Art Examiners](#)

Offices and Professional Services

This section includes offices not otherwise mentioned in this booklet, such as nonprofit agencies, law firms, accounting firms, consulting firms and other offices that interact with the public.

Customer Interactions

- Point of sale equipment (if applicable) should be frequently disinfected.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Pens should be disinfected after use by client/customer.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Employees working in close proximity to other employees or customers/clients should wear masks.
- Consider using plastic shields/screens at checkout and other counters.
- Post signage at the main entrances to remind people about recommendations to promote social distancing and reduce transmission and to request people not enter if they are or have recently been symptomatic.
- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit the number of individuals in the building and use social distancing.
- Encourage clients and customers to connect via phone call or video conference.
- Hand sanitizing stations will be available to customers and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be disinfected regularly.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Do not use another employee's phone, keyboard, computer, etc.
- Disinfect keyboards, screens, phones, etc. regularly.

More Office and Professional Services Resources

- [North Carolina State Bar](#)
- [North Carolina Society of Accountants](#)
- [North Carolina Center for Nonprofits](#)

Pharmacies

This section includes pharmacies and drug stores. See also [Retail](#).

North Carolina Executive Order 138 describes the Phase 1 requirements for retail to limit the risk of community transmission of COVID-19.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.
- Promote the use of self-serve checkout registers and clean them frequently.
- Provide hand sanitizer and disinfectant wipes at register locations.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Occupancy is limited to an “Emergency Maximum Occupancy,” which is no more than 20% of the stated fire capacity OR five customers for every 1,000 square feet of the retail location’s total square footage, including non-customer-facing portions. **This changes to 50% capacity OR 12 customers for every 1,000 square feet of the pharmacy location’s total square footage with frequent cleaning and social distancing at 5 p.m. May 8.** The Emergency Maximum Occupancy limit should be posted in a conspicuous place.
- If a retail establishment has reached its Emergency Maximum Occupancy or expects to, it must post sufficient staff at store entrances and exits to enforce the limit.
- All establishments must clearly mark 6 feet of space in lines at cash registers and in other high-traffic areas for customers.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Post signage at the main entrances to remind people about recommendations to promote social distancing and reduce transmission, to request people not enter if they are or have recently been symptomatic, and to notify customers of the reduced store capacity.
- Pharmacy personnel should wear protective face masks and gloves as appropriate.

- Use plastic shields/screens at checkout and other counters.
- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
- Drive-through and curbside service should be used for prescription pickup.
- Deliver pharmacy items to patients' homes where possible.
- Strategies to limit direct contact with customers include:
 - Packaged medication can be placed on a counter for the patient to retrieve.
 - Avoid handling insurance or benefit cards.
 - Avoid touching objects that have been handled by patients.
- Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff.
- Bathrooms should be disinfected regularly.

More Pharmacy Resources

- [North Carolina Board of Pharmacy](#)
- [North Carolina Association of Pharmacists](#)

Real Estate

This section includes activities by real estate brokers. See [Offices and Professional Services](#) for operating offices.

Customer Interactions

- Clients and brokers should wear masks and gloves for showings, closings, and other face-to-face interactions.
- Brokers should refrain from driving clients and should arrange to meet clients at the properties.
- Encourage virtual tours and open houses with video chat.
- Use digital notary, electronic closing, and settlement when possible.

Employee and Customer Protection

- Everyone should wash their hands with soap and warm water or use hand sanitizer before entering the property and after exiting.
- Designate one person to turn lights on, open doors, cabinets, closets, etc.
- Disinfect surfaces, such as door knobs and light switches, prior to and following showings with an EPA-approved disinfectant for COVID-19.
- Practice social distancing during the showing by keeping at least 6 feet away from each other at all times.
- Limit the number of people allowed in the house at any one time so that social distancing guidelines can be followed.

More Real Estate Resources

- [North Carolina Association of REALTORS](#)
- [North Carolina Real Estate Commission](#)

Retail

This section includes, but is not limited to, grocery stores, convenience stores, large-format retail stores, pharmacies, banks, ABC stores, hardware stores and vehicle dealerships.

[North Carolina Executive Order 138](#) describes the Phase 1 requirements for retail to limit the risk of community transmission of COVID-19. The distinction between essential and non-essential businesses will be lifted at 5 p.m. May 8.

Customer Interactions

- Point of sale equipment should be frequently cleaned and disinfected.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Add clear shields at the point of transaction to aid in distancing.
- Sales registers must be at least 6 feet apart.
- Consider offering curbside pickup options.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Occupancy is limited to an “Emergency Maximum Occupancy,” which is no more than 20% of the stated fire capacity OR five customers for every 1,000 square feet of the retail location’s total square footage, including non-customer-facing portions. **This changes to 50% capacity OR 12 customers for every 1,000 square feet of the retail location’s total square footage with frequent cleaning and social distancing at 5 p.m. Friday, May 8.** The Emergency Maximum Occupancy limit should be posted in a conspicuous place.
- If a retail establishment has reached its Emergency Maximum Occupancy or expects to, it must post sufficient staff at store entrances and exits to enforce the limit.
- All establishments must clearly mark 6 feet of space in lines at cash registers and in other high-traffic areas for customers.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Post signage at the main entrances to remind people about recommendations to promote social distancing and reduce transmission, to request people not enter if

they are or have recently been symptomatic, and to notify customers of the reduced store capacity.

- Encourage minimum social distancing recommended by the CDC by marking high-traffic areas within staff-only portions of the premises.
- Encourage hand cleaning by placing hand sanitizer prominently at entry and exit points.
- Have disinfecting wipes or sprays available for shopping carts and baskets.
- Employees should wash hands or use hand sanitizer between interactions with customers and other employees.
- Consider developing systems to allow online ordering, curbside pickup, and no-contact check out.
- Post signage to remind customers about social distancing requirements.
- Consider designating exclusive shopping times for seniors and other at-risk groups as defined by the CDC.
- Consider installing acrylic or plastic shields at cash registers.
- Consider implementing one-way aisles or routes in the store.
- Staff should be educated and trained on the appropriate use and disposal of PPE and have access to appropriate PPE.
- Customers should be encouraged to wear face masks to prevent the spread of the virus.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in store.
- Disinfect bathrooms regularly.
- Encourage workers to report any safety and health concerns to the employer.

More Retail Resources

- [North Carolina Retail Merchants Association](#)
- [National Retail Federation](#)
- [National Association of Convenience Stores](#)
- [Carolinas Food Industry Council](#)
- CDC: [Interim Guidance for Businesses and Employers](#)

Tanning Salons

This section includes tanning salons and other businesses that may offer tanning beds.

These businesses are currently closed per Executive Order 120. There is no specific time or guidance assigned for reopening. Please seek additional guidance from your local health department.

Customer Interactions

- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Disinfect point of sale equipment after each use, including pens.

Employee and Customer Protection

- Conduct daily symptom screening of employees before they enter the workplace and immediately send symptomatic workers home. Instruct employees to stay home if they are sick.
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19.
- Avoid using other employees' phones, desks, keyboards, etc., and disinfect them before and after use.
- All employees should wear face masks and gloves. Gloves should be disposed of and changed after each client.
- Services should be provided by appointment only.
- Customers should wait in their vehicles until the service provider is ready.
- Retrain employees in proper hygiene practices.
- Have hand sanitizer available for employees and customers.
- Post signage at the main entrances to remind people about recommendations to promote social distancing and reduce transmission and to request people not enter if they are or have recently been symptomatic.
- Do not provide books or magazines to customers.
- Disinfect all tanning equipment and surfaces after each use.
- Use laundry machines according to the manufacturer's instructions. Use warmest appropriate water settings and dry items completely.
- Limit the number of people in the building.

More Tanning Salon Resources

- [DHHS Division of Health Service Regulation, Radiation Protection](#)

Additional Resources and References

- CDC: [Interim Guidance for Businesses and Employers](#)
- CDC: [Cleaning and Disinfecting Your Facility](#)
- CDC: [Print Resources](#)
- [North Carolina Department of Health and Human Services](#) (NCDHHS)
- North Carolina [Executive Orders](#)
- OSHA: [Guidance on Preparing Workplaces for COVID-19](#)
- [U.S. Food and Drug Administration](#) (FDA)
- [U.S. Environmental Protection Agency](#)

YOUR ONLINE CHECKUP - HELP YOUR CUSTOMERS DO BUSINESS WITH YOU

#Burkebusiness #burkecountystrong

GOOGLE



GOOGLE YOUR BUSINESS

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!

SOCIAL



UPDATE SOCIAL MEDIA

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.

EMAIL



EMAIL BLAST

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!

CALL



CALL CUSTOMERS

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!**

ONLINE CHECKUP – OTHER IDEAS



Run a social media contest for a prize to reengage customers with your brand.



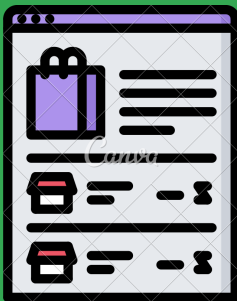
Check your social media platform's guidelines for contest rules.



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



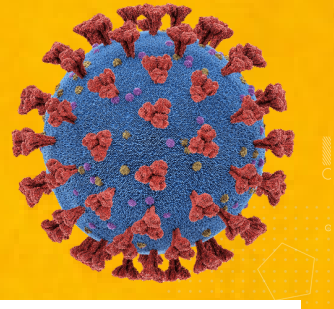
This is the perfect time to start working on your online business presence. The ability to do business online gives you the flexibility to more easily pivot during a crisis.

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.

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:

- Limit Groups
- 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

- 

ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS
- 

SECURE THE STRINGS BEHIND YOUR HEAD OR OVER YOUR EARS
- 

PRESS THE METALLIC STRIP TO FIT THE SHAPE OF THE NOSE
- 

COVER MOUTH AND NOSE FULLY MAKING SURE THERE ARE NO GAPS
- 

WEAR MASK
- 

DO NOT TOUCH THE MASK WHILE USING IT, IF YOU DO WASH YOUR HANDS
- 

REMOVE THE MASK FROM BEHIND BY HOLDING THE STRINGS WITH CLEAN HANDS

FACTS.
OVER FEAR

COVID-19

FACE COVERINGS

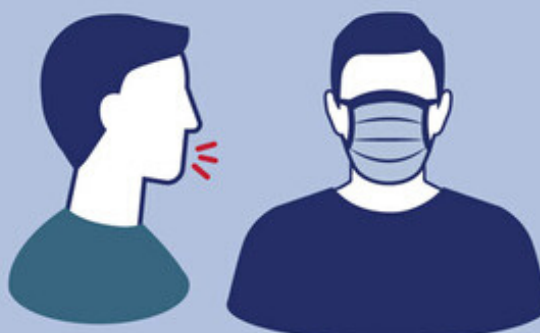


GUIDANCE FOR EFFECTIVE USE



TRY NOT TO TOUCH YOUR FACE WHEN PUTTING ON AND TAKING OFF A FACEMASK

WASH YOUR CLOTH FACEMASK ROUTINELY WITH YOUR REGULAR LAUNDRY.



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



SYMPTOMS	COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
 Fever	Common	Rare	Common
 Cough	Common	Common	Common
 Sore throat	Sometimes	Common	Common
 Shortness of breath	Sometimes	No	No
 Fatigue	Sometimes	Sometimes	Common
 Aches and pains	Sometimes	No	Common
 Headaches	Sometimes	Common	Common
 Runny or stuffy nose	Sometimes	Common	Sometimes
 Diarrhea	Rare	No	Sometimes especially for children
 Sneezing	No	Common	No

Staying apart brings us together. Protect your family and neighbors.

Stay home if:

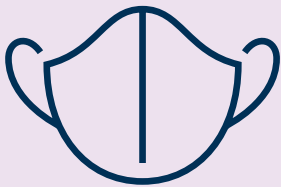


You are sick.



You are at higher risk of serious illness from COVID-19.

If you leave home, know your Ws!



WEAR

a cloth face covering.



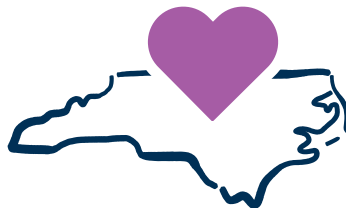
WAIT

6 feet apart. Avoid close contact.



WASH

hands often or use hand sanitizer.



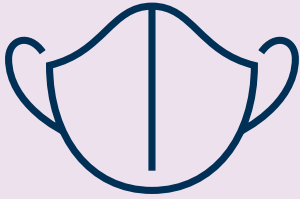
#StayStrongNC

Learn more at
nc.gov/covid19.



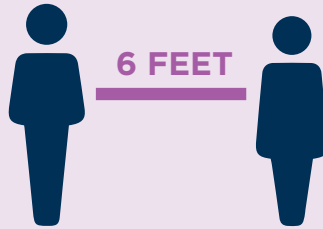
NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Know Your Ws



WEAR

a cloth
face covering.



WAIT

6 feet apart.
Avoid close
contact.



WASH

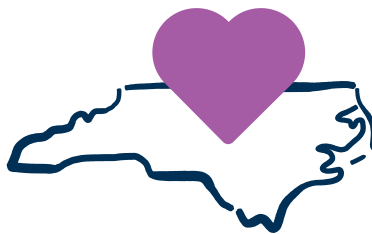
your hands
often or use
hand sanitizer.

STOP!

Do not enter if you
have these symptoms
of COVID-19

- Cough
- Shortness of breath
- Fever
- Chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell

**Staying apart brings us together.
Protect your family and neighbors.**



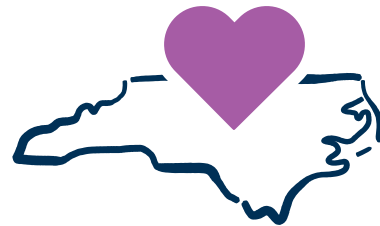
#StayStrongNC

Learn more at
nc.gov/covid19.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

EMERGENCY MAXIMUM OCCUPANCY FOR THIS BUSINESS IS



#StayStrongNC

**Office of the Governor
by Executive Order**

nc.gov/covid19



**NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES**

YOUR HEALTH IS OUR #1 PRIORITY

If you're worried about the Coronavirus (COVID-19), please be reassured that we are following the health and safety guidance as prescribed by the Centers for Disease Control and Prevention (CDC), as well as the local public health department.

Here are the actions we are taking

Keeping People Safe



We train our employees on health and safety standards.
We screen the health of our suppliers, employees, products, and customers.
We actively encourage sick employees to stay home.

Securing a Healthy Environment



We are deep cleaning and disinfecting our business including high-touch surfaces.
We are taking measures to avoid crowding and encouraging people to use online services.

Creating a Flexible Workplace



We are accommodating employees who become sick or have a sick family member.



BURKECHAMBER
Burke County Chamber of Commerce

If you have any
questions or
concerns, please
ask for the

You can customize your
personal business flyer for
free, add logo, print and save
as a PDF. [**CLICK HERE**](#)



NC Government Response

For specific questions or concerns related to COVID-19, dial 211 or 888-892-1162. In the event of an emergency, please call 911.

- [NC Governor Roy Cooper Updates |Executive Orders](#)
- [Phase I](#)
- [Business & Employer Resources](#)
- [Executive Orders](#)
- [Family & Community Resources](#)
- [Higher Education Resources](#)
- [K-12 Education Resources](#)
- [News Releases](#)
- [Staying Ahead of the Curve](#)
- [Updates](#)
- [Travel Resources](#)
- [Unemployment Information](#)
- [Case Count Dashboard](#)
- [Health Care Workers Needed](#)
- [Help for Small Businesses](#)
- [N.C. Is Buying Critical Supplies](#)
- [Child Care Help](#)
- [N.C. Health & Human Services](#)

Local Health Updates

- [Atrium HealthCare | Stay Informed and Find Care](#)
- [Burke County | Public Service Announcement](#)

NC Chamber

- [Relaunching NC | Business Community Plan](#)
- [Preparing Your Business for the Road Forward](#)
- [Continue to Engage in Open Communication](#)
- [Establish Clear Rules of Engagement](#)
- [Identify Who is Leading Your Response](#)
- [Determine Your Process for Protecting and Screening Health](#)
- [Provide the Appropriate Personal Protective Equipment](#)

- [Stay Competitive – Benefits and Compensation](#)
- [Look to Existing Plans to Get Started](#)
- [Coronavirus Resource Guide](#)
- [Small Business Resources](#)
- [Funding | Grant Programs](#)
- [Federal Updates | Assistance](#)
- [NC Business Reopening Resources](#)
- [Download Resource Guide for Businesses Preparing to Reopen](#)
- [Sign Up for COVID-19 Updates for Business](#)

U.S. Chamber of Commerce

- [State-by-State Business Reopening Guidance](#)
- [Coronavirus \(COVID-19\) Workplace Tips for Employees](#)
- [Guidance for Employers to Plan and Respond To Coronavirus](#)
- [Customizable Workplace Flyer Builder](#)
- [Coronavirus Communication Toolkit](#)
- [Global Dashboard on COVID-19 Government Policy](#)
- [State-by-State Essential Workforce Tracker](#)
- [Guide to Temporary Paid Leave and Family Medical Leave](#)
- [Guide to Employee Retention Tax Credit \(ERTC\)](#)
- [CARES Act Relief for Independent Contractors](#)
- [Main Street Lending Program Guide](#)
- [Guide to Small Business Economic Injury Disaster Loans \(EIDL\)](#)
- [Guide to Small Business Emergency Loans \(PPP\)](#)
- [PPP Loan Guide specifically for nonprofits](#)
- [Backgrounder on Alternative Health Coverage Options](#)
- [Backgrounder on Unemployment Insurance Programs](#)
- [Resources and Webinars](#)

Centers for Disease Control & Prevention

- [Cases, Data & Surveillance](#)
- [Guidance for Where You Live, Work, Learn, Pray, and Play](#)
- [Businesses and workplaces](#)
- [Gatherings and community events](#)
- [Community and faith-based organizations](#)



- [Parks and recreational facilities](#)
- [K-12 schools and childcare programs](#)
- [Colleges and universities](#)
- [Shared and congregate housing](#)
- [Homeless populations](#)
- [Retirement communities](#)
- [Correctional and detention facilities](#)
- [First responders and law enforcement](#)
- [Transportation and delivery](#)
- [Disinfecting your facility](#)
- [Disinfecting your vehicle](#)
- [Implementing safety practices](#)
- [Materials to help you communicate](#)
- [Protect Yourself](#)
- [What to Do If You Are Sick](#)

NCWorks

Many North Carolinians have become unemployed or had their hours reduced as a result of COVID-19 (the coronavirus pandemic). At the same time, certain businesses across North Carolina need to find new employees quickly because of increased demand. Learn more about who is hiring and get connected to new job opportunities.

- [COVID-19 Job Postings on NCWorks Online](#)
- [Featured Jobs in North Carolina](#)
- [Labor Market Information on NCWorks Jobs](#)
- [Instructions for Posting a COVID-19 Job on NCWorks Online](#)
- [NCWorks Career Centers Status](#)
- [COVID-19 Unemployment Insurance Information](#)

NC Commerce

- [COVID-19: NC Unemployment Insurance Information](#)
- [COVID-19 Information](#)
- [COVID-19 Information for Employers](#)
- [COVID-19 Information for Individuals](#)
- [Online Account Help for Employers](#)
- [Online Account Help for Individuals](#)
- [Unemployment Claims Data](#)

Occupational Safety and Health Administration

- [COVID-19 Home Page](#)
- [Guidance on Preparing Workplaces for COVID-19](#)
- [Guidance for Specific Industries](#)

American Industrial Hygiene Association

- [Recovering from COVID-19 Building Closures](#)

WPCC Small Business Center

- [Disaster Response Checklist for Small Business](#)
- [Small Business Administration \(SBA\) Disaster Assistance Loan](#)
- [SBA Economic Injury Disaster Loans Now Open to NC Applicants](#)
- [Download and Print SBA Economic Injury Disaster Loans Paperwork BEFORE starting Online Application](#)
- [Apply for SBA Economic Injury Disaster Loan Online](#)
- [SBA Economic Injury Disaster Loan Information Fact Sheet](#)
- [Golden Leaf Announces NC COVID-19 Rapid Recovery Loan Program for Small Businesses](#)

EMPLOYMENT SECURITY

[NC Division of Employment Security](#) Governor Cooper lifted restrictions on unemployment. Employers can find info regarding unemployment insurance from the [NC Department of Commerce, Division of Employment Security](#). Contact the [DES Employer Call Center](#) with any questions or concerns: [866.278.3822](tel:866.278.3822). Individuals who want to apply for Unemployment can contact: <https://des.nc.gov/apply-unemployment> or [888.737.0259](tel:888.737.0259).

- NCWorks Phone Number: [1-919-602-7139](tel:1-919-602-7139)
- [Employment Opportunities](#)