Safer At Home Re-Open Best Practices

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State of Colorado Timeline

Through April 26: Stay at Home	Starting April 27 (Monday): Safer at Home	Starting May 1 (Friday): Safer at Home	Starting May 4 (Monday): Safer at Home
Stay at Home Order Ends	**Safer at Home Begins:** • Real Estate Showings (No Open Houses) • Retail Curbside Deliver	**Safer at Home Continues and these additional businesses can open if implementing best practices:** • Personal Services Limited Opening • Non-Essential Medical Limited Opening • Retail & Non-Essential Limited Opening	**Safer at Home Continues and these additional businesses can open if implementing best practices:** • Commercial Office Limited Opening

- **What we know:**
  - The Governor's Office has provided guidance regarding the Safer at Home phase.
  - Governor Polis indicated that personal services (hair salons, tattoo parlors, pet groomers) and those that provide non-essential medical services and procedures may reopen with limited capacity on now May 1st.
  - April 27th, real estate agents may begin showings, but no open houses. These businesses must follow strict safety guidelines in order to minimize the risk of COVID-19 for their employees and clients.
  - On April 27th, retail businesses may reopen for curbside delivery. This includes non-essential retail stores. These businesses must follow strict guidelines and phase in the public opening of retail spaces in order to minimize the risk of COVID-19 for their employees and customers.
  - On May 4th, commercial offices may reopen with limited capacity, including 50% reduced capacity and maximizing telecommuting. These businesses must follow strict guidelines in order to minimize the risk of COVID-19 for their employees and customers.
  - Governor Polis has stated that on May 11th he will announce when gyms may reopen. They must remain closed at this time.
  - There is no date determined for the reopening of bars and restaurants for dine-in services.

- **Things for you to know:**
  - o Many of the agencies licensed by the [Colorado Department of Regulatory Agencies](#) will have their own restrictions. Those need to be followed and override any guidance local public health agencies release.
  - o Enforcement will be handled on a complaint basis. If an inspector enters your facility, you will need to show that employees are wearing face coverings, understand the sick employee policy, have the sick employee policy posted, show that 6 feet of social distance is being maintained and share cleaning protocols with them and show that businesses are requiring face covering for clients/customers to be able to enter the facility. If any of this is not being followed, your business can be closed.
  - o **There will be separate guidance for restaurants, bars, spas, schools, places of worship, childcare, K-12, gatherings, special events, camps, recreational activities, theaters, libraries, gymnasiums, swimming pools.**
  - o We encourage businesses to innovate and find creative new ways to do business during this time, and to keep in mind that the COVID-19 pandemic is ongoing. We also encourage business to plan and execute reopening well. Take time to do it right and to do it safely.

Things to Think Through

What	Things to Think About	Specific Guidelines & Resources	Other Questions to Ask/Best Practices?
Facility	- Signage: steps taken to safety, expectations, behavior reminders, policies - Physical Barriers: Doors, Shields - Spacing - Markings - Furniture: spacing and surfaces - Washing/Antiseptic Stations - Elevators – most elevators do not allow for the 6-foot distance, consider alternative plans and recommendations	- Larimer County Businesses Must complete the COVID-19 business/facility re-opening checklist and post in their facility. - Signage must be posted at each public entrance to inform all employees and customers must include: - o Avoid entering if they have a cough or fever - o 6-foot physical distancing - o Less than 10 people in the facility/business at any given time	- Test various service options to maximize the best opportunity for less physical contact between employees and customers. - When available, entrance to building – push capabilities to prevent door handling/exposure – hands free door openers – footpull option for restrooms - Consider one-way aisle/traffic floor markings and waiting positions to maintain 6-foot distance - Single use sanitation packet availability in high-contact areas - Hand sanitation/washing sanitation stations at entrance

		• Follow additional guidance for Personal Services	
Cleaning	• Surfaces • Products • Plans	• Must abide by Occupational Safety and Health Administration (OSHA) environmental hygiene standards related to COVID-19	• Frequent, regular handwashing, cough hygiene by employees. • Increased regular cleaning is recommended. • Have a cleaning plan in place. • Consider wiping high-contact equipment and surfaces every 30 minutes.

Policies	• Stay Home if Ill
	• Hand washing
	• Temperature Measures
	• Leave Policies
	• Returning people to work
	• Masks for employees, clients
		• Families First Coronavirus Response Act
		• Family and Medical Leave Act (FMLA)
		• Must maintain 6 feet social distancing at all times between employees and clients.
		
		Larimer County
		• Employees and clients/customers must wear face covers when in the business.
		• Must have a written sick employee policy shared with employees and available upon request.
		• Businesses are only open for limited people (no more than 10 people, including employees and clients/customers at a time
		• Employees who can telework should be teleworking.
			• Consider connecting with your HR professional or attorney to review all policies
			• Employees should continue to wear non-medical cloth face coverings while at work.
			• The following videos are expert recommendations for proper use and safety of personal protection equipment and should be shown to employees:
			  ○ World Health Organization (WHO) Handwashing Technique video
			  ○ Proper Glove removal video
			  ○ Proper Mask removal video

Symptom Monitoring	• Temperatures • Check list	• Symptom checks are being conducted BEFORE employees may enter the workspace	• All employees experiencing any flu-like symptoms should not come into work. • Conduct daily temperature checks and monitor symptoms in employees. • Refer symptomatic employees to the Larimer County Symptom Tracker. • Service-based employers, including restaurants are required to provide a small amount of paid sick leave to employees with flu-like symptoms who are being tested for COVID-19, or to employees under instructions from a health care provider to quarantine or isolate due to a risk of having COVID-19. (reference CARES vs text)
Behavior	• Distancing training • Mask training • Handwash Training	• [Colorado Department of Public Health and Environment](#) (CDPHE)	• Similar to soft openings, invest the first few weeks on retraining and re-immersion for staff • Continued training on proper PPE usage and removal • Continue to train on potential symptoms, including those of COVID-19 • Recommend thermometers be available to check employee temperatures before entering workplace • Develop plans for those employees who the [CDC has identified as higher risk](#) for severe illness from COVID-19.

			• **Make sure to talk with a Human Resource Professional and/or Legal Counsel.** • Work collaboratively to manage each unique situation
Curbside Best Practices	• No touch/contact-less delivery models • Payment collection – pay ahead; contact-less payment models	• Contact-less services (curbside pick-up, no contact payment, appointment/reservation system recommended) • Limit exchange of cash (if this cannot be avoided, consider single-use gloves during transaction)	• Invest in digital/mobile menus to limit contact and encourage order-ahead • Invest in single-use menus that can be recycled • Consider a sandwich-board style product/menu if applicable • Offer to take food out to car when ready, ask for customer's model and color of vehicle ahead of time. • Communication is key
Supplies/PPE	• Tissues • Trash containers • Gloves • Masks • Cleaning Products	• Occupational Safety and Health Administration (OSHA) - PPE • Environmental Protection Agency (EPA) Disinfectants for Use Against COVID-19	• Review sanitation/environmental cleaning practices • Identify potential supply chain challenges and alternatives
Communication	• Internal • External	• Utilize pre-existing employee and customer communications platform. Have a uniform method to rely information such as safety standards and other important updates to employees. • Use signage templates provided by Larimer County	• Work on building a greater social media presence. • Research community campaigns that are promoting local businesses such as NoCoRecovers.com. • Managers/owners should be easily accessible by employees.
Finance	• Bridge funding • Making opening work	• For up-to-date information, check out nocorecovers.com	• Connect with your CPA and banker

	• Longer term funding		• Questions to think about:
			   o Does it make sense to open?
			   o Review alternative product/menu and reduce the offerings based on your P&L – this will help reduce lag time inside business and maximize profit capabilities for your business.
			• Know your typical busy hours, then establish new hours of operation to what is viable for your business.

Staffing	• Remote • Allowed for spacing • Allowed for limits • Shift work • Training	• Employees who can telework SHOULD be teleworking.	• What staffing needs/changes are necessary to stand-up identified services? • At least 50% reduced on-site staff (non-essential businesses). • Consider using employees for other tasks based on skills, such as maintaining social media, marketing, photography, delivery drivers, and curbside attendants.
Customer Service	• Updates to customers • Resources available electronically • Contact information online • Transparent Signage re: safety		• Keep customers informed about when the reopening will be available on social media. • Keep an updated product/menu on your website or social media pages. • Ensure contact information is easily available to consumers online.

			• Alleviate fears of customers by having transparent communications/signage about safety practices that are being implemented. • What other triggers change your level of service?

Questions? https://covid19.colorado.gov/ and https://www.larimer.org/health Larimer County is also taking questions online with this form.

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