

Larimer County Level Up Program

Introduction

Since the onset of the COVID-19 pandemic, Larimer County has been a statewide leader in virus management and community compliance with local and statewide public health guidance. As positive cases in Larimer County have ebbed and flowed, Larimer County has been committed to data-informed community-minded solutions that ensure public health and promote economic opportunity. Many of the ideas implemented earlier in the year helped to flatten the curve of cases while affording businesses an ability to remain open in a safe manner. At every step of the way Larimer County has strived to be nimble, and the county continues to look for and implement proven and promising strategies from around the state and the country to curb the spread of COVID-19, while allowing those businesses that are compliant with public health measures to remain safely open. The Level Up Program represents a creative grass-roots effort to keep Larimer County residents safe and businesses functioning during the ongoing pandemic. This is a collaborative effort that has had robust participation from the business community-spanning a diverse set of industry sectors- the local chambers of commerce, economic development professionals and public health officials. Enlisting the help of the business community creates more cooperation and engagement resulting in a higher level of compliance. Ultimately, the Level Up Program is focused on suppressing the virus and mitigating economic damage to the business community.

The Level Up Program will have participating businesses apply a layered approach of proven strategies to reduce the transmission of COVID-19. Participation will be based on the ability to apply current best practices and to prove compliance with implementing those protocols. This program couples a robust messaging and education campaign to the business community and the general public to increase compliance with current public health guidance, particularly in the importance of limiting gatherings to members of a single household.

In adherence with the core elements of the state framework, the program was developed and will be operated by an Administrative Committee made up of members of the Loveland, Estes Park and Fort Collins Chambers of Commerce, Fort Collins and Larimer County Economic and Workforce Development, Larimer Recovery Collaborative, and the Larimer County Department of Health and Environment.

Current COVID Situation

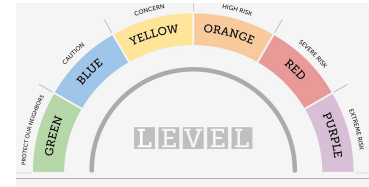
It is estimated that the county is seeing 50% of virus spread through community transmission, making it difficult to identify specific sources where the virus is being contracted. There is strong evidence that gatherings including members of more than one household¹ are playing a key part in the virus spread in our community. Recognizing that regardless of the location of the

¹ Household is defined as where one individual or a group of people live together at one address and share living space.

gatherings, whether at home or at a business, multiple households gathering is of great importance in controlling transmission in Larimer County. This has driven the necessity to have a strong community messaging program about avoiding gatherings among multiple households. This also underscores the possibility that businesses can operate safely and limit the transmission of the virus if measures are implemented to ensure single households or individuals are the primary or exclusive customer base.

Program Overview

The Larimer County Level Up Program allows participating businesses who demonstrate compliance with public health guidelines and safety precautions to prevent the spread of COVID-19 in our community to operate with capacity restrictions one level above Larimer County’s position in the Statewide dial. **As**



Larimer County’s position moves in the dial, participants in the program will continue to operate at the capacities one level above the overall county position.

Example: If Larimer County is in Level Red

Business Type	Dial Level Red Capacities	Level Up Capacities
Restaurants	Indoor-Dining Closed Outdoor-Dining with members Household Only	Indoor-25% Capacity, 50 max Outdoor-Open with 6 feet between parties
Gyms	10% Capacity, or 10 per room	25% Capacity, or 25 per room
Indoor Events	Prohibited	25% Capacity, 50 max

Example: If Larimer County is in Level Orange

Business Type	Dial Level Orange Capacities	Level Up Capacities
Restaurants	Indoor-25% Capacity, 50 max Outdoor-Open with 6 feet between parties	Indoor-50% Capacity, 100 max Outdoor-Open with 6 feet between parties
Gyms	25% Capacity, or 25 per room	25% Capacity, or 50 per room
Indoor Events	25% Capacity, 50 max	50% Capacity, 100 max

Businesses who receive this certification have committed to providing their customers or clients a safe experience while in their establishments, and have completed the necessary requirements of the program.

Core elements of the Level Up Program include physical distancing, mask usage by staff and customers, enhanced contact tracing, and limiting groups to those from a single household;

Physical Distancing	<ul style="list-style-type: none"> • Capacity reductions and increase of distancing measures in indoor settings. • Workplace controls to limit close contact among employees.
Contact Tracing	<ul style="list-style-type: none"> • Participating businesses will collect contact tracing information from customers and clients in a standard format that will be sent to LCDHE. • This contact information will be compared to positive case data to identify areas where transmission is occurring and used to focus compliance efforts.
Mask Usage	<ul style="list-style-type: none"> • Strict compliance of mask usage by employees and customers. • Alternatives provided for those who cannot wear a mask inside the establishment. • Policies are communicated to customers and enforced by employees.
Household Groups	<ul style="list-style-type: none"> • Indoor gatherings at restaurants or other group activities will be limited to members of a single household. • Communication efforts will focus on the importance of only gathering with one's own household

The Level Up Program is voluntary and is applicable to all business types. Businesses may choose to participate by completing a request for review of their plans to ensure compliance with public health guidelines. **Any business that has been previously cited for noncompliance with public health orders or not following current state guidance and protocols is ineligible to be certified unless considered and approved by the Administrative Committee.**

Community Outreach, Education and Communication

Larimer County Public Health Officials have identified gatherings that include more than one household as a major contributor to the rise in COVID-19 case numbers. Implementing a single household approach to gatherings relies heavily on the actions of individuals and trust in the general public, as this can be challenging for businesses to enforce. Communications focused on single household gatherings will be promoted as part of the Level Up Program to assist businesses in the successful implementation of this strategy to reduce transmission. Where applicable, businesses will need to inquire if their customers are from the same household, and respond accordingly. Larimer County Department of Health and Environment, the Cities of Loveland and Fort Collins, the Loveland and Fort Collins Area Chambers of Commerce, the Town of Estes Park, and Larimer County Economic and Workforce Development partnered in launching the “Keep NoCO Open” campaign, and this campaign’s success will be leveraged to include messaging for the Level Up Program.

This campaign aligns communication efforts and clearly articulates the actions Larimer County residents can take to support small local businesses, support each other and reduce the spread of COVID-19. Communication will focus on key messages:

- Wear a Mask

- Socially distance
- Single household gatherings
- Wash your hands
- Know before you go (what are the expectations of the business I plan to visit?)
- Be Kind, be patient
- Support local businesses

The “Keep NoCO Open” campaign materials are available to all businesses and organizations in Larimer County so they can easily access and share the messages. The materials are available at <https://nocorecovers.com/keep-noco-open/>

As stated above, clear and coordinated communication with Larimer County residents is a key aspect of containing the spread of COVID-19 and for this purpose the Keep NoCo Open campaign is being expanded in the following ways:

- Produce and distribute business support materials that include floor and window clings, signage, masks, etc.
- Produce additional campaign images and social media posts.
 - For example, “Hang With Only Your Household” messaging was created and distributed.
- Purchase advertisements on television, internet, radio, social media, signs, etc.
- Produce campaign videos.
 - Demonstrate key messages.
 - Recognize the positive efforts of businesses and community members.

Based on recent national research from de Beaumont (<https://www.debeaumont.org/changing-the-COVID-conversation/>) and Harvard School of Public Health (<https://www.hsph.harvard.edu/ecpe/public-health-communication-strategies-COVID-19/>) community communication and education efforts will focus on the following:

- Public health and the economy cannot be separated. Emphasize that doing the right thing now means a faster economic recovery.
 - Example language: “We understand that people are tired, but public health measures are not the enemy — they are the roadmap for a faster and more sustainable recovery.”
- Emphasize that the science of how to reduce the spread of COVID-19 is settled.
 - Example language: “The science is clear. There is no doubt that mask wearing, hand washing, and social distancing reduce the spread of COVID-19 and saves lives.”
- People most trust scientists and public health officials to deliver factual information.
 - Current action: Weekly business question and answer sessions with the Larimer County Department of Health and Environment.
- Focus on what individuals can do to slow the spread of COVID-19.
 - Current action: Keep NoCO Open campaign.

In addition to the steps highlighted above, the Administrative Committee will continue to create and implement a plan for regular updates and educational opportunities to keep the business community informed and arm them with accurate and trustworthy information. Moreover, the

Local Ambassador component, referenced below, focuses on peer to peer education and supporting the business community through their own professional networks.

Additional Support and Engagement Activities

In addition to the Keep NoCo Open Campaign, entities in Larimer County are exploring other ways to support the business community through a comprehensive approach. Activities include:

- Local loan and grant programs
- Cost sharing for 3rd party food delivery services to support local restaurants while encouraging dining at home.
- Messaging that encourages options beyond in-person experiences: delivery, to-go and curbside pickup options
- Bilingual marketing materials
- Business “Pivot Program” and targeted business mentoring
- Workforce training programs
- Larimer County Reservation/Check-in System
- Promotion of “Level Up” businesses in the community to build consumer confidence

The aforementioned programs and initiatives are part of a holistic approach to business support in Larimer County. The Level Up Program is intended to be part of the suite of offerings that help businesses through these challenging times, knowing that a one-size fits all approach does not work in our current situation.

Local Ambassadors

Peer to peer interaction and support has been a key component of the Keep NoCo Open campaign. The Level Up Program will rely heavily on peer to peer messaging and education within the business community to enhance compliance and signal to the community that businesses are working together to ensure a safe experience for their patrons. This program will leverage the existing Ambassadors from local chambers of commerce to promote the program within the business community and advocate for strict adherence to the Level Up framework. This approach is intended to create a network of Level Up participants, and create an informal accountability structure within the business community- in addition to the formal accountability structure that is required by the Public Health Department. The Ambassador program will be opened up to include a broad range of participants from a diverse set of industries. A training program will be implemented, that includes a focus on education and best practices.

Additionally, businesses have been asked to respond to an online form if they are interested in, have questions or want to express concerns about the proposed Level up Program. Responses to this form will help identify ambassadors as well as guide outreach and education efforts. [Link: https://form.jotform.com/203294354882158?utm_source=Larimer+County+Economic+and+Workforce+Development&utm_campaign=65be7c035f-EMAIL_CAMPAIGN_2020_11_25_07_35&utm_medium=email&utm_term=0_917fc61a36-65be7c035f-405133346](https://form.jotform.com/203294354882158?utm_source=Larimer+County+Economic+and+Workforce+Development&utm_campaign=65be7c035f-EMAIL_CAMPAIGN_2020_11_25_07_35&utm_medium=email&utm_term=0_917fc61a36-65be7c035f-405133346)

Program Participation

Businesses applying for the Level Up Program must complete the steps listed below. Once accepted, participants are not required to re-apply each time Larimer County's position on the statewide dial is moved;

1. Eligible Business Submits Plans
2. Plans Reviewed
3. Preliminary Approval
4. Site Inspection
5. Program Acceptance

Plan Review & Preliminary Approval

Applications will be reviewed by the Larimer County Department of Health and Environment (LCDHE) Outreach and Compliance Teams. Applications will include industry specific guidelines and requirements that businesses must implement to be considered for acceptance. The forms will be opened and applications will begin to be reviewed immediately upon program approval.

Applications will require the business to demonstrate in detail the requirements of the Level Up Program for their industry sector. Photos, seating diagrams, and specifics on forms used for employee health screenings and outbreak reporting must all be submitted in advance to aid in evaluating the plan and increase the efficiency of site inspections.

Site Inspection & Program Acceptance

Site inspections will be conducted by members of the Compliance Team and will be scheduled and begin as soon as the case rates, percent positivity and hospitalizations allow for businesses to be certified while in Level Red, or upon Larimer County being moved to Level Orange. This team is currently made up of 8 full-time employees whose primary roles are in compliance and enforcement and can be increased to 20 full time employees by including additional staff from our communication and outreach teams as well as temporarily reassigning environmental health staff to complete inspections in the early stages of program implementation.

If necessary, staffing for surge workloads in the preliminary stages of program implementation will utilize members of the Administrative Committee, and volunteers from other partner organizations trained by and working cooperatively with LCDHE Compliance Team staff.

If the site inspection is approved a business must agree to the conditions of the program and will receive an acceptance letter and approval to operate at the capacities one level above Larimer County's current status on the dial.

Compliance and Enforcement

Businesses participating in the Level Up Program agree to coordinate with public health staff and the program's Administrative Committee in the event of COVID-19 cases associated with the business, or complaints related to non-compliance. A business may choose to discontinue their participation at any time and return to the capacities for their industry sector based on Larimer County's current position on the statewide dial.

Complaints received related to non-compliance with the current public health orders will be reviewed and investigated by LCDHE. A robust complaint reporting, outreach, and compliance system is in place and has had over 7,000 complaints reported since April. Complaints are reviewed daily and outreach will be made to investigate the complaint and whether further follow-up or a site inspection is necessary.

Participating businesses found in non-compliance with the requirements of the Level Up Program after investigation by LCDHE will have a written notification issued during the site inspection and be referred to the Administrative Committee for removal from the program.

The Administrative Committee or their designee will make final determination on a business's ability to remain in the program and whether a warning or removal from the Program is warranted. A participating business may only receive one warning, further non-compliance will result in removal from the Level Up Program.



Administrative Committee

The Administrative Committee is currently made up of 28 members from the community. It includes representatives from:

- Larimer County Department of Health and Environment
- The local business community, representing a diverse set of industries and geographic mix
- Chambers of Commerce
- Local economic development professionals

A sub-committee of the Administrative Committee, with required participation from the LCDHE and the business community, will convene weekly to review case numbers, contact tracing numbers, hospital capacity and other key indicators to ensure that the program is accomplishing the goal of reducing the transmission of COVID-19 while also supporting impacted businesses. Additionally, the subcommittee will endeavor to capture economic data that shows the effectiveness of the program on individual firms and the broader economy.

Timeframe for Beginning the Level Up Program

The Level Up Program proposes a start date as soon as Larimer County meets the eligibility metrics for counties in Level Red, or if Larimer County moves to Level Orange. The program will initially operate for three months while data on the program is being collected and reviewed. If public safety and or economic benefit is not being realized, as determined by the Administrative Committee, the program will be evaluated for continuation.

Suspension of the Program

The goal of the program is to balance the needs of our community from a health standpoint in reducing the transmission of COVID-19, as well as the economic impacts that closures or reduced capacities can have to businesses. Just as there are indicators for when the program can begin and safely attempt to maintain that balance, there will be indicators to monitor in order to suspend the program.

If Larimer County observes a two week sustained increase in incidence, percent positivity, and hospitalizations or if the county reaches more than 90% ICU utilization, the program will be suspended and all certified businesses must return to operating at the capacities that are in effect for Larimer County. These indicators will be closely monitored at weekly meetings of the Administrative Committee and communicated to certified businesses if they begin to show signs of sustained increase.

APPENDICES:

Appendix A: Level Up Program Acceptance Agreement

Appendix B: Level Up Program Compliance Inspection

Appendix C: Compliance Workflow and Process

Appendix D: Business Prevention Plan - Overview and Rationale Document



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LEVEL UP PROGRAM ACCEPTANCE AGREEMENT

Business Name: _____

Physical Address: _____

The business ("business entity") operating at the address listed above has voluntarily elected to participate in the Larimer County Level Up Program ("Program") offered by the Level Up Administrative Committee ("Committee") and the Larimer County Department of Health and Environment ("LCDHE"), and has satisfactorily completed all requirements to be accepted as a participant per the program guidelines.

As a result, the Committee agrees to allow this business entity to operate at capacity restrictions one level less restrictive than the level Larimer County is currently assigned. In agreeing to participate in this Program the business entity also agrees to the following;

1. The business entity agrees to monitor conditions and Public Health Orders in effect for Larimer County and to meet all requirements in the Dial Level assigned to it by being a participant accepted in the Program. This may mean increased or decreased restrictions depending on Larimer County's status on the Dial, and the business entity agrees to make changes as necessary to adjust to Dial Level changes.
2. Participation in the Program may be suspended or revoked by the Committee after providing notice of suspension or revocation to the business entity for any of the following;
 - a. The business entity fails to achieve compliance on future inspections made by LCDHE as a result of complaints or to verify continued compliance with requirements of the Program; or
 - b. The business entity fails to cooperate with LCDHE in investigation of possible cases of COVID-19 associated with customers, guests, or employees; or
 - c. The Committee determines that laws, regulations, or public health orders require termination or modifications to the Program.
3. If acceptance in the Program is revoked, the business entity agrees to comply with the applicable public health orders and restrictions in effect in Larimer County for all businesses not participating in the Program.
4. The Business Entity may voluntarily withdraw their participation in the program upon notifying the Committee.

The applicant named below for the business entity agrees to the conditions of participation in the Program;

Signature on behalf of Business Entity: _____

Printed Name and Title: _____

Date: _____

Appendix B



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LEVEL UP PROGRAM COMPLIANCE INSPECTION

Business Name	Address	Date

The following items are required to be approved for acceptance or continued participation in the Level Up Program. Any items found out of compliance must be corrected on-site or reevaluated during a follow-up inspection.

Implementation of General Mitigation Strategies	IN	OUT	Description
Written plans are reviewed with the person in charge during inspection, and written plans are approved.			
6 foot distancing. Signs, floor decals, or other methods to ensure people from different households remain 6 feet apart.			
Mask wearing protocols for staff and customers.			
Methods for enforcement of mask wearing & accommodating those not wearing masks.			
Daily symptom checks performed for staff, procedures to exclude staff who are ill.			
Regular sanitation and cleaning of high touch surfaces.			
Customer name and contact information is recorded for contact tracing in a format that can be used in cross referencing with positive cases.			
Plans for exposure notifications to staff and customers and outbreak reporting to LCDHE in event of positive cases.			

Sufficient Ventilation - Filters upgraded, continuous operation of HVAC systems, limit recirculation. Maximize outdoor air supply through open doors and windows when possible.			
Information posted for customers to submit a complaint of non-compliance.			
Special hours or accommodations offered for at risk populations.			
Previous non-compliance with public health orders? Businesses previously cited with noncompliance are ineligible and must be approved by the Administrative Committee.			

Industry Specific Requirements - Required in Addition to General Mitigation Strategies

Restaurants	IN	OUT	Description
Tables are spaced a minimum of 10 feet table to table (Level Red), or in a way that ensures guests are >6 feet apart.			
Signage or other measures are taken to inform customers that seating is limited to a single household (Level Red) including signage and to promote the exposure notification app.			
Reservations are used. Alternative methods to keep separate household groups greater than 6 feet apart may be used. Contact tracing data includes seating location in establishment.			
Continue to offer outdoor dining, if available, and take-out or delivery options.			

Gyms	IN	OUT	Description
Reservation systems are used to aid in reducing the number of patrons in the facility at any one time.			
Diagrams submitted to show room layouts and capacities planned for each room. At time of inspection, maximum capacity is:_____			

Personal Services	IN	OUT	Description
Reservation systems are used to aid in reducing the number of patrons in the facility at any one time.			

Diagrams submitted to show room layouts and capacities planned for each room. At time of inspection, maximum capacity is:_____			
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Indoor Events	IN	OUT	Description
Measures are taken to inform customers that seating is limited to a single household			
Diagrams submitted to show room layouts and capacities planned for each room. At time of inspection, maximum capacity is:_____			

Approval Recommendation: Approved Not Approved Needs Follow-Up

Inspected By: _____

Notes/Items Required at Follow-up:

Appendix C



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Compliance Task Force - Complaint Workflow and Process

A. Prioritization of Complaints

1. Complaints will be prioritized based on the criteria in the following table. The table is intended to provide guidance in how to prioritize complaints, but a complaints priority level is at the discretion of the staff reviewing to upgrade or downgrade as they see necessary.
2. Staff will assign calls or site visits as they are received and according to priority.

Priority Level	Criteria	Follow-Up Actions
High Priority	<ul style="list-style-type: none"> • Complaint related to organized group gatherings or businesses with high risk. • Event venues, gyms, indoor sports facilities, bars, etc. • Businesses actively circumventing or willfully defiant of the local/state orders. 	Compliance Call AND Site Visit within 48 hours
Medium Priority	<ul style="list-style-type: none"> • 2 or more unique complaints of staff or 3 or more of customers not wearing masks in a 7 day period in businesses or facilities with moderate risk. • Restaurants, large retailers, medical or healthcare based offices 	Compliance Call AND Site Visit within 72 hours
Low Priority	<ul style="list-style-type: none"> • Complaints in businesses with low risk • Small retailers, liquor stores, auto shops, hardware stores, convenience stores 	Compliance Call AND/OR Site Visit within 5 days
No Action	<ul style="list-style-type: none"> • Mask complaints in non-specific outdoor community spaces (i.e., joggers not wearing a mask on the trail) • Small groups (<10) gathered in outdoor community spaces • Complaints on private residences 	Document and Monitor for additional related complaints. Action is only necessary if there are repeated complaints and a way to enforce the PHO

B. Site Visits

1. Site visits will be assigned by the compliance team lead or designated staff monitoring the incoming complaints.
2. Compliance team members will complete site visits per the priority listings and per the timetables for each level.

C. Notice of Violation - A Notice of Violation may be issued in any circumstance in consultation with the compliance team lead, however the preferred steps are;

1. Initial Site Visit - Based on priority criteria a site visit may be conducted in response to a complaint. If staff completing the site visit observe violations of the public health orders, the areas in violation should be corrected while on-site if possible (signs not posted on door, tables spaced closer than 6 feet, staff not wearing face coverings, etc) and communicated with the person in charge.
2. For Level Up certified businesses, complaints verified at the initial site visit will also be forwarded to the Administrative Committee for review and possible removal from the program.
3. Second Site Visit - If additional complaints are received, or if necessary as a follow-up a second site visit may be completed. If the same violations are observed during the second site visit a Notice of Violation should be issued after approval of Compliance Team Lead or other designated staff.
4. The Notice of Violation will be completed in the field and left with the person in charge. Businesses receiving a Notice of Violation will be updated to the LCDHE website weekly.
5. The compliance team lead will be responsible for tracking issued notices of violation and maintaining the [issued notices log](#) that populates the website.

Appendix D



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Level Up Program - Business Prevention Plan

Businesses must prepare and submit a prevention plan to begin the approval process. Representatives from the Administrative Committee will review the plans and upon approval notify the applicant of any required changes prior to a site inspection being scheduled. The application and prevention plan may be submitted at any time, however no site inspections or certifications will be given until Larimer County meets the eligibility requirements to begin the Level Up Program. Updated information on the current eligibility can be found [\[Link to CDPHE Report Card?\]](#).

A site inspection will be completed with the establishment to review the submitted plans and evaluate the businesses ability to meet the program requirements.

The following are required as part the prevention plan. Additional information is provided following each question to assist in creating the plan. All items are requirements of a business that is certified through the Level Up Program.

General Mitigation Strategies

1. What methods are used to increase the social distancing of customers or clients in the facility?

COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs.

Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19. Since people can spread the virus before they know they are sick, it is important to stay at least 6 feet away from others when possible, even if you—or they—do not have any symptoms. Social distancing is especially important for [people who are at higher risk](#) for severe illness from COVID-19.

Masks also help when used in conjunction with social distancing because the risk of droplets becoming airborne when someone is wearing a mask is reduced.

Examples: Use of floor markings or decals at check-out areas or entry doors to crowding among different groups, limiting numbers of people in the facility at one time, signs or floor stands in aisles or high traffic areas as reminders.

2. How will the requirements that all people entering the facility wear a mask be communicated?

People age 2 and older should wear masks in public settings and when around people who don't live in their household. Masks offer some protection to you, but are also meant to protect those around you, in case you are unknowingly infected with the virus that causes COVID-19. Masks should still be worn in addition to staying at least 6 feet apart and are a key layer in the levels of protection a business can provide to its employees and its customers.

3. What methods will be used to ensure compliance with requirements that all customers wear masks while inside the facility?

A multi-level approach is effective at enforcing this message. Often people forget or be unaware they need to wear a mask. The use of signs, visual images of mask requirements, and messaging before they reach the door helps to set the expectation that all patrons must be wearing masks to enter. Websites should be updated to communicate the requirements, and signs placed prior to the front door are effective reminders.

Having masks available for people who forget, and offering car or curb side service to those who attempt to enter the building can diffuse tensions around mask wearing and set the tone that the requirements are being strictly enforced, but accommodations will be made.

4. How are daily symptom checks and screening for employees completed?

Screening of employees is a way to prevent the transmission of the virus in the workplace. Keeping employees safe and healthy is critical to preventing interruptions in operations of a business. Daily employee screenings may be done in-person or virtually. An example employee screening form is available [here](#). Temperature checks are required for employee symptom and exposure checks.

5. How will customers be screened for symptoms and have contact tracing information collected?

Contact tracing information is a valuable tool in the ability to track, identify, and prevent the spread of COVID-19. Collected information can be used with positive case data to determine areas where transmission is occurring and focus increased prevention strategies.

The best practice for a symptom and screening check is to use the CDPHE screening [form](#) to ask if a patron has any symptoms, or was recently exposed to somebody known to have COVID-19. It is recommended that a temperature is taken as part of this process, but it is acceptable to verbally ask if the person has a temperature if necessary.

6. How is quality ventilation being provided?

Improving ventilation can aid in reducing the transmission of COVID-19 by filtering out the virus particles or lowering the concentration of indoor air contaminants by increasing natural ventilation and outside air into the space.

If there is an HVAC system it should be:

- *Equipped with the highest-rated filter available for the system.*
- *Set to run continuously when people are present (DCV disabled).*
- *Operated at the highest optimized settings for the space.*
- *Serviced by an HVAC technician at least twice per year.*

If there is no commercial HVAC system, or an HVAC system that does not meet above requirements, then ventilation must be improved by:

- *Incorporating portable air purifiers (preferably with HEPA filters) appropriate for space size, and/or*
- *Increasing natural ventilation through opening doors and windows to allow cross-ventilation and installing fans that operate to increase airflow in a unidirectional (non-recirculating) manner.*

All businesses are encouraged to consult the [Ventilation and COVID-19 Guide](#) for a more thorough reference of tips and suggestions for ensuring sufficient ventilation.

7. What method will be used to promote use of the exposure notification service to employees and customers?

The exposure notification service is Colorado's official state COVID-19 exposure alert system. Built in partnership with Apple and Google, this service will quickly notify you if you've likely been exposed to COVID-19, allowing you to reduce the risk for your loved ones, seek timely medical advice, and slow the spread in your community. Promotional materials used to support the use of the service can be found [here](#).

8. Have steps been taken to create special hours or accommodations for at risk populations?

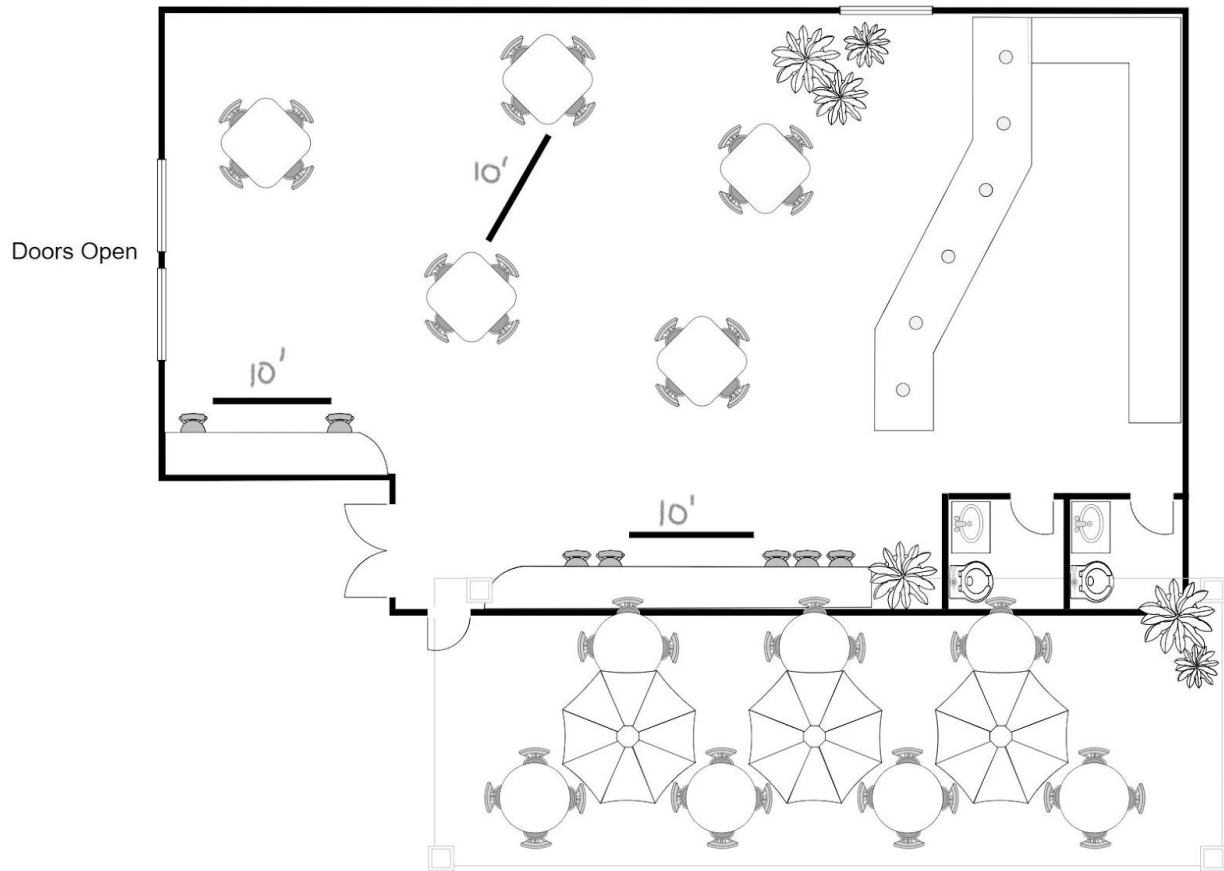
Using dedicated hours or special services for at risk populations allows those who may be most impacted by COVID-19 an opportunity to continue to utilize the businesses in our community. Other options may be to dedicate rooms at gyms or fitness studios, or provide special reservation times to at-risk individuals at salons or other personal services.

9. Have you been previously cited for non-compliance?

Businesses that have been previously cited for non-compliance are not eligible for certification unless reviewed and accepted by the Administrative Committee. A citation of non-compliance is either a state or local citation for a business that despite warnings and educational efforts, willfully violated the public health orders.

10. Floor plan. Submit a floor plan of your facility (hand drawn is ok) showing how tables will be spaced or areas will be defined, depending on industry type.

Example:



11. Submit any photos (door signage, floor markings, etc.) or other plan documentation you feel will be helpful in reviewing the plan.

Industry Specific Requirements

Restaurants/Bars/Breweries

- 1. Tables are spaced a minimum of 10 feet table to table (Level Red), or in a way that ensures guests are >6 feet apart.**

While Larimer County is in Level Red, all tables must be spaced a minimum of 10 feet apart. Increasing this table to table distance to 10 feet ensures that guests seated at the tables are spaced more than 6 feet apart. Regardless of Level, arranging seating to maintain a minimum of 6 feet of distance between guests is important in limiting transmission in a restaurant, bar, or brewery especially since guests will not be wearing masks.

- 2. Signage or other measures are taken to inform customers that seating is limited to a single household (Level Red) including signage and to promote the exposure notification app.**

Limiting the number of people you are in close contact with outside of your own household is critical to reducing the spread of the virus. This is particularly important in indoor settings, and in settings where people are not wearing masks.

- 3. Reservations are used. Alternative methods to keep separate household groups greater than 6 feet apart may be used. Contact tracing data includes seating location in the establishment.**

Reservations help to alleviate crowds arriving at the same time, especially in levels where seating capacities are limited. If reservations are not used other systems must be used to prevent crowding into waiting areas, entries, or bar areas. Having customers wait for a text or notification when a table is ready, placing signage where individual parties should stand should be used to prevent crowding.

Gym & Fitness

- 1. Reservation systems are used to aid in reducing the number of patrons in the facility at any one time.**

Reservation systems must be used to prevent overcrowding of the facility and to maintain correct capacities for each room that has been designated within the facility.

- 2. Diagrams submitted to show room layouts and capacities planned for each room.**

A room is a separate area of an establishment where people in one space do not interact with occupants of another, or move among the separate spaces.

- Rooms do not need separate entrances/exits or restrooms, but having these is preferred.
- Examples;
 - A rec center with a lap pool and a gym can treat these as two separate 'rooms' if people utilizing the lap pool and the gym do not interact or switch areas.
 - A facility (gym, church) with seating/activities on multiple floors where the two do not interact.

Personal Services

- 1. Reservation systems are used to aid in reducing the number of patrons in the facility at any one time.**

Reservation systems must be used to prevent overcrowding of the facility and to maintain correct capacities for each room that has been designated within the facility.

- 2. Diagrams submitted to show room layouts and capacities planned for each room.**

Each area designated as a room within the facility must be separated from others and not require guests to move between rooms or interact.

Indoor Events

1. Measures are taken to inform customers that seating is limited to a single household.

Limiting the number of people you are in close contact with outside of your own household is critical to reducing the spread of the virus. This is particularly important in indoor settings, and in settings where people are not wearing masks.

2. Diagrams submitted to show room layouts and capacities planned for each room.

A room is a separate area of an establishment where people in one space do not interact with occupants of another, or move among the separate spaces.

- Rooms do not need separate entrances/exits or restrooms, but having these is preferred.
- Examples;
 - A facility (gym, church) with seating/activities on multiple floors where the two do not interact.
 - An event center with two separate venue sites or rooms where guests of one venue do not interact with occupants of the other venue.