



SMART RESTART — MATTHEWS

Start planning today for the safe return of
employees and customers to your workplace.

www.MatthewsChamber.org



Introduction

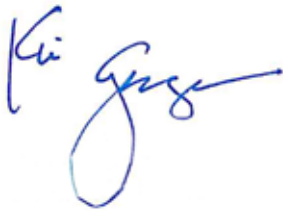
Dear Matthews Business Leader,

COVID-19 has tested every citizen and every business in our area. It has been inspiring to see the Matthews community stand united to comfort those who are grieving, feed those who are hungry, encourage those who are afraid, and adopt new tools to keep each other safe. We are #MatthewsStrong. We are all eager – and anxious – to reopen our doors.

To ensure the safety of our community and to help you navigate this New Business Normal, we have adopted this playbook, created originally by the Wilmington Chamber of Commerce and shared statewide through the auspices of the Carolinas Association of Chamber of Commerce Executives. This comprehensive guide includes recommendations from OSHA, the CDC, and other federal, state, and local agencies. Consider it a living document, as our public health experts will continue for many months to learn and teach us how the Coronavirus works.

We must take necessary safety precautions as we lift Stay-at-Home restrictions. We must do everything we can to avoid new spikes in infections that could trigger new Stay-at-Home orders. This playbook offers guidance to help you safely serve your customers and accommodate your employees. Call the Matthews Chamber of Commerce with your questions, and we will seek out answers for you and the rest of our community.

Together we can restore confidence and restart our local economy. Let's begin here.



Kimberly A. Gossage
2020 Board Chair
Matthews Chamber of Commerce
Partner, Garrity & Gossage



Lisa V. Gray
Interim Executive Director
Matthews Chamber of Commerce

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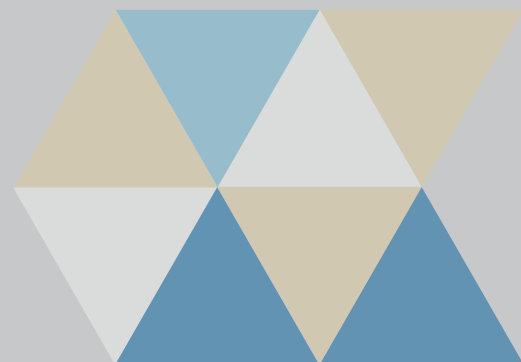
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PROTECT EMPLOYEES AND CUSTOMERS

These guidelines outline specific measures to aid in a safe, thoughtful reopening of businesses across categories. The specific recommendations in each category support the overall goal of re-opening in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus' spread. Individuals' temperature standards as used in this report will be in accordance with the North Carolina Department of Health and Human Services.

It is important that businesses have adequate supplies for their employees and customers, such as soap, disinfectant, hand sanitizer, paper towels, tissue, and facemasks. Companies should keep a minimum 15-day supply at all times.

DISCLAIMER

Please be advised that some or all of 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 the age of COVID-19. As COVID circumstances continue to evolve, so will the 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. Determine which recommendations or requirements apply to your business. The Matthews Chamber of Commerce bears 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.

GENERAL RECOMMENDATIONS



Cleaning & Disinfecting

- Provide a place to wash hands or apply hand rubs containing at least 60% alcohol.
- Train workers in proper workplace hygiene practices.
- Sanitize high-traffic areas and objects, such as doorknobs and counters.
- Require customers to apply hand sanitizer upon entering the store.



Cash Handling

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



Facemasks

- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.



Social Distancing

- Practice social distancing, maintaining six feet between co-workers.
- Customers should maintain a social distance of at least six feet. Sales registers should be at least six feet apart.
- Limit the number of people inside the store to 20% of fire-marshall capacity or 5 people per 1,000 square feet.
- When possible, open all non-essential doors to reduce the need for direct contact.
- At sales registers, mark spaces 6 feet apart for customer spacing. Also consider marking spaces 6 feet apart for those waiting outside the store.



Sick Employees

- Employees who have a fever or other COVID-19 symptoms will not be allowed to work.
- Post a sign asking individuals who have a fever, cough, or any sign of sickness to not enter.
- Employees should avoid touching their eyes, nose and mouth. Do not shake hands.
- Encourage workers to report any safety and health concerns to the employer.

Keep the Workplace Safe



PRACTICE GOOD
HYGIENE



STOP
HANDSHAKING



AVOID TOUCHING
YOUR FACE



MEET VIRTUALLY



POSTPONE LARGE
GATHERINGS



LIMIT BUSINESS
TRAVEL

Keep the Workplace Safe



STAY HOME IF
YOU'RE SICK



LIMIT CASH
HANDLING



PRACTICE SOCIAL
DISTANCING



WASH HANDS
FREQUENTLY



SANITIZE HIGH-
TRAFFIC AREAS



COMMUNICATE
YOUR PLAN

Communicate with Your Team



Team communication is more important than ever. Be available to your employees now. Hear and address their concerns. Some employees, such as older adults and those with chronic medical conditions, may be at higher risk for severe illness. Your team's health and confidence are of the upmost importance to your success, so involve employees in your re-opening strategy.

- Provide education and training materials, like fact sheets and posters, in an easy-to-understand format and in the appropriate language and literacy level for all.
- Develop 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 childcare remain closed.
- Develop policies that encourage sick employees to stay home without fear of reprisal, and ensure employees are aware of these policies.
- Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection, and provide training to all cleaning staff.
- Share your plans with the partner companies that provide your business with contract or temporary employees. Discuss the importance of sick employees staying home, and encourage them to develop non-punitive "emergency sick leave" policies.
- Minimize face-to-face contact between employees. Actively encourage flexible work arrangements such as teleworking or staggered shifts.
- The outbreak of COVID-19 may be stressful for many. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Encourage employees to take breaks from watching, reading, or listening to news stories. Make sure employees are aware of any mental-health services your company provides. Encourage mindfulness, meditation, and other healthy activities for your team. If an employee asks for help regarding mental health, reach out to a health-care provider.

Prepare your Space



Your business should be 100% disinfected prior to anyone returning to work (other than those assisting with the disinfection process).

- Before re-opening, you must sanitize your business to limit the spread of germs to your employees and customers. Limit this work to the fewest possible people.
- Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers, and other electronics.
- Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.
- Strictly control who enters and exits the site during the cleaning shutdown.

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DEEP CLEANING

COVID-19 “deep cleaning” is triggered when an active employee is identified by testing as being COVID-19 positive. Employers may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company to carry out the deep-cleaning activity. This company must have:

- Trained personnel to execute the process of cleaning, disinfection, and disposal of hazardous waste;
- Proper equipment and PPE to perform the task;
- All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated;
- Approved COVID-19 disinfectant chemicals to perform this activity.

Cleaning & Disinfecting

After Opening

CLEAN

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, and sinks.

DISINFECT

Use **EPA-registered household disinfectant**. Follow the instructions on the label to ensure safe and effective use. Many products recommend:

- Keeping surface wet for a period of time;
- Wearing gloves and assuring good ventilation during use.
- **Water-diluted household bleach solutions may also be used if appropriate for surfaces.** 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 re: application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.
- **Alcohol solutions with at least 60% alcohol may also be used.**

SOFT SURFACES

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

- Clean the surface using soap and water or 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.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.

ELECTRONICS

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

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

LAUNDRY

For clothing, towels, linens, and other textiles:

- 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 sick person.
- Dirty laundry from a sick person can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away after handling laundry.

Personal Protective Equipment (PPE)

Personal protective equipment is clothing, helmets, goggles, or other garments or equipment designed to protect the body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemical, biohazard, and airborne particulate matter. Businesses should keep a minimum 15-day supply of PPE, including masks, face shields, and gloves.



WHO SHOULD WEAR MASKS?

- Medical and isolation team members
- Health screeners (i.e. a supervisor who takes employees' temperature)
- 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 three feet of another person. They are not necessary unless you work in healthcare/manufacturing, but they can help.



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:

- COVID-19 does not harm your hands, so gloves provide no protection. Touching the 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
- wearing gloves are more likely to touch contaminated surfaces, because they feel they are protected. In reality, they are not.
- When wearing gloves, people are less inclined to wash their hands. This is counterproductive and puts others at higher risk. **Hand-washing is the #1 defense against any virus.**
- Proper removal of gloves takes training. If contaminated gloves are not removed properly, employees are exposed to greater risk.



APPLYING PPE

1. Gown

Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back.

2. Shoe Covers

Sit in chair, and apply sanitary shoe covers. For a hands-free application, use a shoe-cover dispenser.

3. Mask

Secure ties or elastic bands at the middle of head and neck. Fit snug to face and below chin.

4. Goggles

Place over face and eyes, and adjust to fit.

5. Gloves

Extend to cover wrist of isolation gown.



REMOVING PPE

1. Gloves

Grasp outside of glove with opposite gloved hand and remove. Hold removed glove in gloved hand. Slide fingers under remaining glove and peel off.

2. Goggles

Handle by head band or earpieces. Do not touch outside of goggles or face shield.

3. Gown

Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out, and roll into a bundle.

4. Shoe Covers

Shoe covers are contaminated. For hands-free removal, use a shoe-cover removal system.

5. Mask

Do not touch front of mask. Grasp bottom, then top ties or bands and remove.

**Remember: PPE is only effective if it is worn correctly.
Train employees in correct PPE usage.**

How Long Does COVID-19 Live on Surfaces?

**TO REDUCE YOUR CHANCE OF CATCHING OR SPREADING COVID-19,
CLEAN AND DISINFECT ALL SURFACES AND OBJECTS
IN YOUR HOME AND OFFICE EVERY DAY.**

ALUMINUM

- Examples: soda cans, tinfoil
2 - 8 hours

CARDBOARD

- Examples: shipping boxes
24 hours

CERAMICS

- Examples: dishes, pottery, mugs
5 days

COPPER

- Examples: pennies, teakettles, cookware
4 hours

GLASS

- Examples: glasses, mirrors, windows
5 days

METAL

- Examples: doorknobs, jewelry, tools
5 days

PAPER

- Examples: magazines, mail, money
Minutes - 5 days

PLASTICS

- Examples: bottles, buttons
2 - 3 days

STAINLESS STEEL

- Examples: refrigerators, pots, pans, sinks
2 - 3 days

WOOD

- Examples: furniture, decking
4 days

Food

Coronavirus doesn't seem to spread through exposure to food. Still, it's a good idea to wash fruits and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the super-market. If you have a weakened immune system, you may consider buying frozen or canned produce.

Water

Coronavirus hasn't been found in drinking water. If it does get into the water supply, our local water treatment plant filters and disinfects the water, which should kill any germs.

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires some contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity to others.
- Eliminate or reduce in-person check-in or check-out with automated processes.
- Discourage employees from using other workers' phones, desks, offices, or other equipment when possible.



SOCIAL DISTANCING

- Transition breakfast 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.
- Remove or reduce phones in common areas.

Accommodations & Lodging

HOTELS | MOTELS | OTHER OVERNIGHT LODGING



DISINFECTING & CLEANING

- 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.
- Increase length of time between vacancy and room cleaning.
- Perform additional cleaning on all frequently-touched areas, such as the front desk, coffee stations, and doorknobs.



CONTACTLESS TRANSACTIONS

- Frequently clean and sanitize point-of-sale equipment.
- Install protective screens, if feasible.
- Sanitize pens after each use.



MORE RESOURCES

- **American Hotel & Lodging Association:**
<https://www.ahla.com/COVID-19-resource-center>
- **AHLA Re-opening Guidelines:**
<https://ncrla.help/wp-content/uploads/2020/04/Reopening-Guidelines-for-AHLA-Members.pdf>
- **North Carolina Restaurant and Lodging Association:** <https://ncrla.help/>

Agriculture



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Employees working in close proximity should wear masks.
- Smaller farms can participate in socially-distant farmer's markets to safely provide products for customers.
- Use social distancing when preparing products for delivery and when making deliveries.
- Farm employees should use social distancing.



MORE AGRICULTURE RESOURCES

NC Farm Bureau of North Carolina: <https://www.ncfb.org/>
Golden Leaf Foundation: <https://www.goldenleaf.org/>
NC Growers Association: <https://www.ncgrowers.org/>
NC Pork Council: <https://www.ncpork.org/>
NC Poultry Federation: <https://www.ncpoultry.org/>

Animal Services

VETERINARY OFFICES | ANIMAL SHELTERS | GROOMERS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Employees working in close proximity should wear masks.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- At veterinary offices and groomers, owners should drop-off their pets curbside to receive services. Owners can wait in the car for their pets.
- Animal shelters should use virtual tours when possible and limit visits to appointment-only. One customer should visit at a time.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-less payment.
- Sanitize point-of-sale equipment, including pens, after each use.
- Provide hand sanitizer and disinfectant wipes at register locations.



MORE ANIMAL SERVICES RESOURCES

North Carolina Veterinary Medical Board: <https://www.ncvmb.org/>
National Dog Groomers Association of America:
<https://nationaldoggroomers.com/>

Childcare Facilities



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with children.



EMPLOYEE & CUSTOMER PROTECTION

- 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 two because of the danger of suffocation.**
- Employees who have a fever or otherwise exhibit COVID-19 symptoms must not be allowed to work.
- Persons who have a fever higher than 100.4°F (38.0°C) or show other signs of illness should not be admitted to the facility. Encourage parents to be on the alert for signs of illness in their children and to keep them home when sick. Screen children upon arrival, if possible.
- Encourage workers to report any safety and health concerns to the employer.



DROP-OFF & PICK-UP

- Consider staggering arrival and drop-off times, and plan to limit, as much as possible, direct contact with parents.
- Ideally, the same parent or designated person should drop-off and pick-up the child every day. If possible, older people should not pick-up children, since they are more at-risk for severe illness from COVID-19.
- Set-up hand-hygiene stations at the entrance of the facility, and direct children to clean their hands before they enter.

Childcare Facilities



CLEANING & DISINFECTING

- Develop a schedule for cleaning and disinfecting.
- Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily such as door-knobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility.
- Toys that cannot be cleaned and sanitized should not be used.
- Use all cleaning products according to the directions on the label.
- For disinfection, most common EPA-registered, fragrance-free household disinfectants are effective.
- If possible, provide EPA-registered disposable wipes to childcare 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 there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.
- 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 sanitized 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.

Childcare Facilities



WASHING & CONTAMINATION

- It is important to comfort crying, sad, or anxious infants and toddlers. They often need to be held. To the extent possible, when washing, feeding, or holding very young children, childcare providers can protect themselves by wearing an over-large button-down, long sleeved shirt and by wearing long hair up off the collar in a ponytail or other updo.
- Childcare providers should wash their hands, neck, and anywhere touched by a child's secretions.
- Childcare providers should change the child's clothes if secretions are on the child's clothes. They should change the button-down shirt, if there are secretions on it, and wash their hands again.
- Contaminated clothes should be placed in a plastic bag or washed in a washing machine.
- Childcare 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.



FOOD PREPARATION & SERVICE

- 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.

Childcare Facilities



DIAPERING

- Follow safe diaper-changing procedures. Post procedures in all diaper changing areas. Steps include:
 - o Prepare (includes putting on gloves)
 - o Clean the child
 - o Remove trash (soiled diaper and wipes)
 - o Replace diaper
 - o Wash child's hands
 - o Clean up diapering station
 - o Wash hands
- After diapering, wash your hands (even if you were wearing 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 CHILDCARE RESOURCES

National Resource Center For Health and Safety In Child Care and Early Education: <https://nrckids.org/>
Child Care Aware: <https://www.childcareaware.org/>
NCDHHS Division of Child Development and Early Education: <https://ncchildcare.ncdhhs.gov/>

Close Contact Services

WAXING SALONS | TATTOO FACILITIES | MASSAGE THERAPY



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Use all disposable materials & supplies according to North Carolina Department of Health and Human Services.
- All employees will wear facemasks and gloves. One facemask can be used per day. Change and dispose of gloves after each client.
- Employees should wear a disposable lab-coat or protective gown.



APPOINTMENTS & HEALTH SCREENINGS

- Provide services by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Add the following questions to your consent form: Have you been exposed? Have you traveled recently? Have you had a fever?

Close Contact Services

WAXING SALONS | TATTOO FACILITIES | MASSAGE THERAPY



DISINFECTING & CLEANING

- Sanitize all equipment, chairs, and tables between clients.
- Provide hand sanitizer or sanitization wipes to customers upon arrival.
- Employees should have temperature taken at the beginning of each workday.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule the appointment.
- Provide no books or magazines to customers.



SOCIAL DISTANCING

- Only one person should be admitted to each service room at any time.
- Only one client per service provider.
- Limit the number of people in the building to those receiving service and service providers.



CONTACTLESS TRANSACTIONS

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



MORE CLOSE CONTACT RESOURCES

North Carolina Board of Massage Therapy: <http://bmbt.org>

Close Contact Services

BARBER SHOPS | HAIR SALONS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Use all disposable materials & supplies according to North Carolina Department of Health and Human Services guidelines.
- All employees will wear facemasks and gloves. One facemask can be used per day. Change and dispose of gloves after each client.



APPOINTMENTS & HEALTH SCREENINGS

- Provide services by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Services will be limited to haircuts and neck shaves at barber shops.



CONTACTLESS TRANSACTIONS

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

Close Contact Services

BARBER SHOPS | HAIR SALONS



DISINFECTING & CLEANING

- Sanitize all equipment, chairs, and tables between clients.
- Customers will be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms will provide services to clients.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule the appointment.
- Provide no books or magazines to customers.



SOCIAL DISTANCING

- Limit the number of clients in a salon to three at a time or 50% of normal capacity.
- Only one client per service provider.
- Limit the number of people in the building to those receiving service and service providers.
- Barber shops and salons with three or fewer employees may resume operations so long as social distancing and other measures described herein are maintained. Barber shops and salons with four or more employees must stagger the work schedules so that no more than 50% of the normal number of employees are in the building at a time.
- Separate stations by at least six feet.



MORE CLOSE CONTACT RESOURCES

North Carolina Board of Cosmetic Art Examiners:
<http://www.nccosmeticarts.com/>

Close Contact Services

NAIL SALONS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Use all disposable materials & supplies according to North Carolina Department of Health and Human Services guidelines.
- All employees will wear facemasks and gloves. One facemask can be used per day. Change and dispose of gloves after each client.



APPOINTMENTS & HEALTH SCREENINGS

- Provide services by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store. Customers will wait in their vehicles until the service provider is ready.

Close Contact Services

NAIL SALONS



DISINFECTING & CLEANING

- Sanitize all equipment, chairs, and tables between clients.
- Customers will be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms will provide services to clients.
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- Provide no books or magazines to customers.



SOCIAL DISTANCING

- Limit the number of clients in a salon to three at a time or 50% of normal capacity.
- Only one client per service provider.
- Limit the number of people in the building to those receiving service and service providers.
- Salons with three or fewer employees may resume operations so long as social distancing and other measures described herein are maintained. Salons with four or more employees must stagger the work schedules so that no more than 50% of the normal number of employees are in the building at a time.
- Separate stations by at least six feet.



CONTACTLESS TRANSACTIONS

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

Construction



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires face-to-face interactions and some work in close quarters.



EMPLOYEE & CUSTOMER PROTECTION

- Employees working in close proximity should wear masks.
- Field fever tests should be administered before employees are allowed to enter an active construction site.



DISINFECTING & CLEANING

- Sanitize all equipment, materials, and tools at the beginning of the workday and upon delivery by a third party.
- Provide required hand-washing stations.



MORE CONSTRUCTION RESOURCES

Carolinas Association of General Contractors: <https://www.cagc.org/>
North Carolina Homebuilders Association: <https://www.nchba.org/wp/>

Entertainment Venues

GAMING | ARCADES | BINGO HALLS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Train staff on the appropriate use and disposal of personal protective equipment (PPE). Have appropriate PPE available at all times.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



SOCIAL DISTANCING

- Limit the number of customers in the venue to better utilize best practices for social distancing (35% of posted occupancy by Fire Marshal).
- Stagger machines (i.e. turning off every other machine) in order to keep a 6-foot distance between patrons.
- Bar entrance to additional customers once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to provide 6-foot distance between patrons.
- Barriers may be needed in some areas.

Entertainment Venues

GAMING | ARCADES | BINGO HALLS



DISINFECTING & CLEANING

- Make additional hand sanitizing stations available to patrons and employees.
- Clean and disinfect all equipment after each use.
- Sanitize bathrooms after use.
- Sanitize high-traffic areas or objects, such as doorknobs or counters.
- Follow restaurant guidelines for food-service areas.



CONTACTLESS TRANSACTIONS

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



MORE CLOSE CONTACT RESOURCES

American Gaming Association: <https://www.americangaming.org/>
American Amusement Machine Association: <https://coin-op.org/>

Entertainment Venues

BOWLING ALLEYS | AXE-THROWING VENUES | ESCAPE ROOMS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



EMPLOYEE & CUSTOMER PROTECTION

- Train staff on the appropriate use and disposal of personal protective equipment (PPE). Make appropriate PPE available to employees.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, including point-of-sale interactions.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



SOCIAL DISTANCING

- Limit the number of customers in the venue to better utilize best practices for social distancing (35% of posted occupancy by Fire Marshal).
- Stagger machines/lanes to encourage social distancing.
- Bar entrance to additional customers once the safe social distancing capacity has been reached.
- Limit capacity for food-service seating to provide 6-foot distance between patrons.
- Barriers may be needed at food-service areas or between lanes, if possible.
- Families or those who have quarantined together may play together. Groups cannot intermingle.

Entertainment Venues

BOWLING ALLEYS | AXE THROWING VENUES | ESCAPE ROOMS



DISINFECTING & CLEANING

- Make additional hand-sanitizing stations available to patrons and employees.
- Clean and disinfect all equipment, including bowling balls, after each use.
- Sanitize bathrooms after use.
- Sanitize high-traffic areas, such as doorknobs and counters.
- Follow restaurant guidelines for food-service areas.
- Sanitize bowling shoes.



CONTACTLESS TRANSACTIONS

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



MORE ENTERTAINMENT RESOURCES

The Bowling Proprietors' Association of America: <https://bpaa.com/>
International Association of Escape Games:
<http://www.iaescapegames.com/>

Entertainment Venues

MUSEUMS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



SOCIAL DISTANCING

- Limit the number of visitors in the venue to better utilize best practices for social distancing (35% of posted occupancy by Fire Marshal).
- Stagger payment areas and tables in food-service areas.
- Bar entrance to additional visitors once the safe social distancing capacity has been reached.
- Provide the recommended 6 feet of space between visitors in food-service and retail areas, as well as at the ticket booth and high-traffic exhibits.



DISINFECTING & CLEANING

- Make additional hand-sanitizing stations available to patrons and employees.
- Clean and disinfect all equipment after each use.
- Sanitize bathrooms after use.
- Sanitize high-traffic areas and surfaces, such as doorknobs, and counters.
- Follow restaurant guidelines for food service areas.
- Interactive exhibits may be closed or modified to adhere to best practices for health and safety.



CONTACTLESS TRANSACTIONS

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

Entertainment Venues

MOVIE THEATERS | OTHER LARGE THEATER VENUES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



EMPLOYEE & CUSTOMER PROTECTION

- Train staff on the appropriate use and disposal of personal protective equipment (PPE). Make appropriate PPE available to employees.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, including point-of-sale interactions.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



SOCIAL DISTANCING

- Limit the number of customers in the venue to better utilize best practices for social distancing (35% of posted occupancy by Fire Marshal). This rule applies per movie screen, too.
- Stagger payment areas and tables in food-service areas.
- Bar entrance to additional customers once the safe social distancing capacity has been reached.
- Limit capacity for food-service seating to provide 6-foot distance between patrons.
- Direct customers to seats that separate them from others by 6 feet.

Entertainment Venues

MOVIE THEATERS | OTHER LARGE THEATER VENUES



DISINFECTING & CLEANING

- Make additional hand-sanitizing stations available to patrons and employees.
- Clean and disinfect all equipment after each use.
- Sanitize bathrooms after use.
- Sanitize high-traffic areas, such as doorknobs and counters.
- Follow restaurant guidelines for food-service areas.
- Sanitize theater seats following each movie. If this isn't possible, install disposable material on seats and discard after each movie.



CONTACTLESS TRANSACTIONS

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



MORE ENTERTAINMENT RESOURCES

National Association of Theatre Owners: <https://www.natooline.org/>

Exercise Facilities

GYMS | FITNESS CENTERS | STUDIOS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires limited customer interaction.



EMPLOYEE & CUSTOMER PROTECTION

- Train staff on the appropriate use and disposal of personal protective equipment (PPE). Make appropriate PPE available to employees.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



SOCIAL DISTANCING

- Some locations may require barriers to separate customers and/or employees.
- Stagger/spread equipment to maintain a distance of 6 feet between machines.
- Bar entrance to additional customers once the safe social distancing capacity has been reached.
- Limit capacity in food-service and retail areas to provide 6-foot distance between patrons. It may also be necessary to set the same distance requirement in high-traffic gathering areas.

Exercise Facilities

GYMS | FITNESS CENTERS | STUDIOS



DISINFECTING & CLEANING

- Make additional hand-sanitizing stations available to patrons and employees.
- Clean and disinfect all equipment after each use.
- Sanitize bathrooms and locker-rooms after use.
- Sanitize high-traffic surfaces, such as doorknobs and counters.
- Prohibit food consumption on the premises.
- Encourage customers and employees to bring their own beverages.
- Offer no towels. Encourage customers to bring their own towels.



CONTACTLESS TRANSACTIONS

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



MORE EXERCISE FACILITY RESOURCES

Association of Fitness Studios: <https://member.afsfitness.com/>

Financial Services

BANKS | CREDIT UNIONS | FINANCIAL PLANNERS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires some contact with customers and cash handling.



EMPLOYEE & CUSTOMER PROTECTION

- Employees working in close proximity to other employees or customers should wear masks.
- Employees handling cash should wear gloves.



SOCIAL DISTANCING

- Limit the number of individuals inside the lobby and public areas to 20% of fire-capacity occupancy or 5 customers per 1,000 square feet.
- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.

Financial Services

BANKS | CREDIT UNIONS | FINANCIAL PLANNERS



DISINFECTING & CLEANING

- Make additional hand-sanitizing stations available to patrons and employees.
- Sanitize bathrooms after use.
- Sanitize high-traffic surfaces, such as doorknobs and counters.



CONTACTLESS TRANSACTIONS

- Clean and sanitize point-of-sale equipment, including pens, after each use.
- Install protective screens, where feasible.
- Arrange staff so that teller windows allow for at least 6 feet of social distancing space.



MORE RESOURCES

North Carolina Bankers Association: <https://www.ncbankers.org/>
Credit Union National Association: <https://www.cuna.org/>
Financial Planning Association: <https://www.onefpa.org/>

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- The CDC and FDA recommend masks or face coverings for all employees.
- Restaurants already use gloves in daily operations. There should be no additional requirements for gloves.



HEALTH SCREENINGS

- Employees who have a fever or other COVID-19 symptoms will not be allowed to work.
- Post a sign at the door/window that individuals who have a fever, cough, or any sign of sickness should not enter.



FREQUENT HAND WASHING

- Employees must wash hands often with soap and water, for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based hand sanitizer, per CDC guidance.
- Avoid touching eyes, nose, and mouth with unwashed hands.

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



DISINFECTING & CLEANING

- Sanitize tables and seating after each guest-use.
- Sanitize bathrooms frequently.
- Every two hours, clean high-contact customer areas, including door entrances and counters.
- Clean laminated menus after each guest-use. Discard paper menus after single use.
- Do not leave condiments on tables. Provide condiments by request, and sanitize after each guest-use. Offer disposable condiment packets, if possible.
- Encourage employees to complete ServSafe Food Handler class to learn more about COVID-19 food safety.



SOCIAL DISTANCING

- Limit the number of customers to those who can be adequately distanced 6 feet apart.
- Mark any indoor or outdoor waiting area to reinforce social distancing standards.
- One member of a party may be allowed in waiting area while other members of the party wait in their cars.
- Limit 6 guests per table.
- Consider separating tables and booths with physical barriers.



FOOD SAFETY

- Never touch Ready-to-Eat food with bare hands.
- Use single-service gloves, deli tissue, or suitable utensils.
- Wrap food containers to prevent cross contamination.
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill.



CONTACTLESS TRANSACTIONS

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

Food Service

RESTAURANTS | BARS | COFFEE SHOPS | CATERING COMPANIES



PICK-UP AND DELIVERY SERVICE

- 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 delivery.
- As delivery is arriving, notify customers by text message or phone call.
- Use signage to designate customer pick-up zones.
- Offer curb-side pick-up.
- Practice social distancing when delivering curbside.



CREATING BARRIERS

- Reconfigure tables to ensure 6 feet of social distance.
- Install a 24-inch-tall barrier between booths to maintain social distancing. The barrier can be made of plastic or plexiglass, etc. - as long as it's solid.



MORE FOOD SERVICE RESOURCES

National Restaurant Association: <https://restaurant.org/Covid19>

FDA: <https://www.fda.gov/>

CDC: <https://www.cdc.gov/>

North Carolina Restaurant and Lodging Association:
<https://www.ncrla.org/>

Manufacturing



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Maintain adequate supplies of PPE. This includes:
 - o Disposable surgical masks (1 per employee/day)
 - o Nitrile gloves (2 pairs per employee/day)
 - o Glasses or face-shields (1 per employee)



HEALTH SCREENINGS

- Establish an on-site health screening strategy.
- Establish on-site screening checkpoints at entrances to facility.
- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.



SOCIAL DISTANCING

- Establish a social-distancing strategy based on the layout and workflow of the facility. Include break areas.
- Arrange staggered “day-of-return” meetings to discuss mitigation strategy.
- Limit face-to-face interaction with customers.
- Consider installing barriers or screens where workflow prohibits adherence to social distancing protocol.

Manufacturing



DISINFECTING & CLEANING

- Maintain an adequate supply of preventative material inventory (soap, sanitizer, thermometers, etc.).
- Establish a disinfection team to clean/disinfect the entire facility. Create a recurring disinfection schedule.
- Establish an inbound parts/materials/packages disinfection strategy.
- Handle expedited shipments (transit time less than 48 hours) with PPE and personal sanitization practices.
- Consider sanitizing expedited shipments (only by appropriately trained personnel) with a 10% bleach solution or a hospital-grade disinfectant.
- When possible, allow incoming materials to remain untouched for 48 hours after receipt.



PANDEMIC RESPONSE TEAM

- Establish an internal pandemic response team to design and implement a “return-to-work” plan.
- Assign a COVID-19 protocol coordinator and training strategy.



MORES MANUFACTURING RESOURCES

North Carolina Manufacturing Alliance: <https://www.myncma.org/>

Medical Services

GENERAL CARE | DOCTOR OFFICES | URGENT CARE | PHYSICAL THERAPY



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Physicians, allied health professionals, and staff members interact with multiple patients each day, and patients interact with multiple staff members during each visit.



EMPLOYEE & CUSTOMER PROTECTION

- Train staff on the appropriate use and disposal of personal protective equipment (PPE). Have appropriate PPE available at all times.
- All employees must wear facemasks and gloves. One facemask can be used per day. Change and dispose of gloves after each patient.
- Encourage patients to wear facemasks.



HEALTH SCREENINGS

- Screen all staff for COVID-19 symptoms. Take temperatures each day upon arrival at the facility. If staff show any signs or symptoms of COVID-19, immediately send home or refer to the appropriate healthcare facility.
- Screen patients upon arrival. If patients show symptoms of COVID-19, immediately refer to the appropriate healthcare facility.



DISINFECTING & CLEANING

- Clean and disinfect office and exam rooms between patients.
- Clean and disinfect equipment after each use.
- Provide no books or magazines to patients.
- Sanitize bathrooms after use.
- Sanitize high-traffic surfaces, such as doorknobs and counters.

Medical Services

GENERAL CARE | DOCTOR OFFICES | URGENT CARE | PHYSICAL THERAPY



SOCIAL DISTANCING

- Require patients to wait in their vehicles. Notify patients via cell phone when an exam room is available. Escort patients directly to the exam room.
- Require anyone accompanying a patient to wait in the car. Exceptions include a parent/guardian, when a child is the patient, and caregivers for elderly patients or patients with disabilities.
- Use telemedicine or patient portal to report routine follow-up information on stable conditions.
- When possible, address non-emergent conditions via telemedicine.
- When possible, conduct patient visits in the parking lot to avoid the patient entering the facility.
- Assign a separate entrance and exit for high-risk patients.



CONTACTLESS TRANSACTIONS

- Require staff at checkout to wear gloves.
- Email or mail credit-card receipts to the patient. Do not exchange paper between staff and patient.
- Sanitize point-of-sale equipment, including pens, after each use.
- Consider installing protective shields at checkout areas for added safety.

Medical Services

DENTISTRY | MAXILLOFACIAL & ORAL SURGERY OFFICES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Physicians, allied health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each visit.



EMPLOYEE & CUSTOMER PROTECTION

- Employees will wear masks, gloves, full face shields and/or protective eyewear, shoe covers and disposal gowns. One mask can be used per day. As N95 masks are again available to dentists commercially, they may be used as an option when high aerosolization is anticipated.
- Dispose of gloves, shoe covers, and gowns after each patient.
- Encourage patients to wear facemasks.



HEALTH SCREENINGS

- All staff will be screened for symptoms of COVID-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate healthcare facility.
- Patients will be screened upon arrival and those who are ill or with symptoms of COVID-19 will be referred to the appropriate healthcare facility.



CONTACTLESS TRANSACTIONS

- Require staff at checkout to wear gloves.
- Email or mail credit-card receipts to the patient; no exchange of paper between staff and patient.
- Sanitize point-of-sale equipment, including pens, after each use.
- Consider installing protective shields in checkout areas for added safety.

Medical Services

DENTISTRY | MAXILLOFACIAL & ORAL SURGERY OFFICES



SOCIAL DISTANCING

- Require patients to wait in their vehicles. Notify patients via cell phone when an exam room is available. Escort patients directly to the exam room.
- Require anyone accompanying a patient to wait in the car. Exceptions include a parent/guardian, when a child is the patient, and caregivers for elderly patients or patients with disabilities.
- Use telemedicine or patient portal to report routine follow-up information on stable conditions.
- When possible, address non-emergent conditions via telemedicine.
- Provide services by appointment. If a walkup patient arrives, evaluate in the same manner as an appointment patient, provided that the schedule and protocols allows for the extra patient.
- Assign a separate entrance and exit for high-risk patients. Maintain 6 feet of social distance between patients at all times.



DISINFECTING & CLEANING

- Clean and disinfect office and exam rooms between each patient.
- Sterilize and individually package each instrument for each patient. Dispose of or sterilize in an autoclave all instruments after each use.
- Clean and sanitize chairs, trays, capes, and face shields after each patient.
- Provide no books or magazines to patients.
- Sanitize bathrooms after use.
- Sanitize high-traffic surfaces, such as doorknobs and counters.
- Consider using powered air-purifying respirators with high-efficiency particulate arrestance (HEPA) filters in all offices.

Medical Services

OPTOMETRY



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with patients.



EMPLOYEE & CUSTOMER PROTECTION

- Train staff on the appropriate use and disposal of personal protective equipment (PPE). Have appropriate PPE available at all times.
- All employees will wear facemasks and gloves. One facemask can be used per day. Change and dispose of gloves after each patient.
- Encourage patients to wear facemasks.



HEALTH SCREENINGS

- All staff will be screened for symptoms of COVID-19, including the taking of temperatures, each day upon arrival at the facility. Any staff with signs or symptoms will be immediately sent home or referred to the appropriate healthcare facility.
- Patients will be screened upon arrival and those who are ill or with COVID-19 symptoms will be referred to the appropriate healthcare facility.



DISINFECTING & CLEANING

- Clean and disinfect office and exam rooms between each patient.
- Clean and disinfect any equipment after each use.
- Provide no books or magazines to patients.
- Sanitize bathrooms after use.
- Sanitize high-traffic surfaces, such as doorknobs and counters.

Medical Services

OPTOMETRY



SOCIAL DISTANCING

- Require patients to wait in their vehicles. Notify patients via cell phone when an exam room is available. Escort patients directly to the exam room.
- Require anyone accompanying a patient to wait in the car. Exceptions include a parent/guardian, when a child is the patient, and caregivers for elderly patients or patients with disabilities.
- Use telemedicine or patient portal to report routine follow-up information on stable conditions.
- When possible, address non-emergent conditions via telemedicine.
- Provide services by appointment only. No walk-in patients.
- Assign a separate entrance and exit for high-risk patients. Maintain 6 feet of social distance between patients at all times.
- Separate optical stations by at least 6 feet.
- Limit the number of people in the office to one person per doctor, technician, or optician.



CONTACTLESS TRANSACTIONS

- Require staff at checkout to wear gloves.
- Email or mail credit-card receipts to the patient; no exchange of paper between staff and patient.
- Sanitize point-of-sale equipment, including pens, after each use.
- Consider installing protective shields in checkout areas for added safety.

Medical Services

MENTAL HEALTH | BEHAVIORAL HEALTH



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Mental health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each visit.



EMPLOYEE & CUSTOMER PROTECTION

- Provide therapy services to patients via phone call or video conference by appointment.
- Update patients on COVID-19 policies.
- Allow staff to work from home.



EMERGENCIES

- If an emergency arises, direct the patient to call 911 or report to the nearest emergency room.



MORE MEDICAL RESOURCES

North Carolina Department of Health and Human Services:

<https://www.ncdhhs.gov/>

American Medical Association: <https://www.ama-assn.org/>

American Dental Association: <https://www.ada.org/>

American Optometric Association: <https://www.aoa.org/>

American Physical Therapy Association: <https://www.apta.org/>

American Chiropractic Association: <https://www.acatoday.org/>

American Nurses Association: <https://www.nursingworld.org/>

Association for Behavioral and Cognitive Therapies: <http://www.abct.org/>

Offices/Professional Services

NONPROFITS | LAW FIRMS | ACCOUNTING FIRMS | MARKETING AGENCIES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires some contact with others.



EMPLOYEE & CUSTOMER PROTECTION

- Employees working in close proximity to other employees or customers or clients should wear masks.
- Sick employees should not come to work. Sick customers and clients will not be permitted in the building.



CONTACTLESS TRANSACTIONS

- Clean and sanitize point-of-sale equipment after each use.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, or PayPal.
- Sanitize pens after each use.

Offices/Professional Services

NONPROFITS | LAW FIRMS | ACCOUNTING FIRMS | MARKETING AGENCIES



DISINFECTING & CLEANING

- Make hand-sanitizing stations available to customers and employees.
- Clean and disinfect any equipment after each use.
- Sanitize bathrooms after use.
- Sanitize high-traffic surfaces, such as doorknobs and counters.
- Do not share phone, keyboard, computer, or other electronics.
- Sanitize keyboards, screens, phone, and other electronics daily.



SOCIAL DISTANCING

- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit the number of individuals in the building, and adhere to social distancing guidance.
- Encourage clients and customers to receive services via phone call or video conference when practical.



MORE RESOURCES

North Carolina State Bar: <https://www.ncbar.gov/>

North Carolina Association of Certified Public Accountants:
<https://www.ncacpa.org/>

North Carolina Center for Nonprofits: <https://www.ncnonprofits.org/>

American Marketing Association of the Triangle:
<https://www.amatriangle.org/>

Pharmacies



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires direct physical contact with customers.



EMPLOYEE & CUSTOMER PROTECTION

- Pharmacy personnel will wear protective facemasks and gloves as appropriate.
- If an employee is sick, he or she will be sent home or to a healthcare facility.
- Utilize plastic shields or screens at check-out and other counters.



CONTACTLESS TRANSACTIONS

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

Pharmacies



DISINFECTING & CLEANING

- Provide hand sanitizer for use by customers. Have sufficient and easy access to soap and water or hand sanitizer for staff.
- Increase cleaning measures and supplies for the pharmacy area.
- Sanitize bathrooms after use.
- Sanitize high-traffic surfaces, such as door handles and counters.
- Close self-serve blood pressure units.



SOCIAL DISTANCING

- Encourage all prescribers to submit prescription orders via telephone or electronically. Implement procedures to avoid paper prescriptions.
- Deliver prescription pick-ups via drive-through and curbside services. Deliver pharmacy items to patients' homes, where possible.
- Utilize plastic shields or screens at check-out and other counters.
- Space check-out counters to adhere to social distancing guidelines.
- Strategies to limit direct contact with customers include:
 - Placing packaged medication on a counter for the patient to retrieve;
 - Avoid handling insurance and benefit cards;
 - Avoid touching objects that have been handled by patients.
- Add markings and signs where appropriate to reinforce social distancing guidelines.



MORE RESOURCES

North Carolina Association of Pharmacists: <https://www.ncpharmacists.org/>
North Carolina Board of Pharmacy: <http://www.ncbop.org/>

Real Estate



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Work requires close contact with customer



EMPLOYEE & CUSTOMER PROTECTION

- Clients and agents should wear masks and gloves for showings, closings, and other face-to-face interactions.
- Clients and agents should wear shoe covers when entering a home.



SOCIAL DISTANCING

- Encourage virtual tours and open houses.
- Use digital notary seal and remote signings.
- Use electronic closing on home loans.
- Limit the number of people in the office at one time.
- Only the decision maker(s) should attend showings. No children should attend. Sick individuals should not attend showings.



DISINFECTING & CLEANING

- Provide sanitizing station in home, including soap, paper towels, garbage can, and hand sanitizer.
- Only realtor or sellers turn-on lights, open doors, cabinets, closets, etc.
- Sanitize the home prior to and following each showing.



MORE REAL ESTATE RESOURCES

NC REALTORS®: <https://www.ncrealtors.org/>

Retail

FURNITURE | CLOTHING | SPORTING GOODS | BOOK STORES | CRAFTS



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Requires close interaction between staff and customers but no direct physical contact.



EMPLOYEE & CUSTOMER PROTECTION

- Post a sign at the storefront that informs individuals who have a fever or other COVID-19 symptoms not to enter.
- Employees may wear facemasks or gloves.
- Encourage customers to wear facemasks.



SOCIAL DISTANCING

- Limit the number of individuals inside the store to 20% of fire capacity occupancy or 5 customers per 1,000 square feet.
- All persons in the store should practice social distancing with at least 6 feet separation.
- Use signs and floor markings to encourage adherence to social distancing guidelines.
- Avoid displays that lead to crowding.



SANITIZING & HAND WASHING

- Encourage customers to use hand sanitizer when they enter.
- Sanitize door handles at least three times per day. Employees may be allowed to wear facemasks or gloves.
- Give employees ready access to hand sanitizer or a place to wash hands.
- Provide workers and customers an adequate number of trash receptacles.
- Consider sanitizing incoming stock and merchandise.

Retail

FURNITURE | CLOTHING | SPORTING GOODS | BOOK STORES | CRAFTS



APPOINTMENTS & HEALTH SCREENINGS

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms are not allowed to work.
- Employees must take reasonable steps to comply with sanitation guidelines from the Centers for Disease Control and Prevention and the North Carolina Department of Health and Human Services.
- Encourage workers to report any safety and health concerns to the employer.



CONTACTLESS TRANSACTIONS

- Clean and sanitize point-of-sale equipment frequently.
- Encourage customers to make non-cash payments.
- Consider installing protective screens at checkout areas.
- Separate sales registers at least 6 feet apart.
- When a signature is required, encourage the customer to provide the pen or sanitize the store's pen before and after use. Email the receipt if possible, or leave the receipt on the counter without making direct contact with the customer.

Retail

GROCERIES | GAS STATIONS | LIQUOR STORES | CONVENIENCE STORES



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Requires close interaction between staff and customers but not direct physical contact.



EMPLOYEE & CUSTOMER PROTECTION

- Post a sign at the door that informs individuals who have a fever or other COVID-19 symptoms that they should not enter the store.
- Employees may be allowed to wear facemasks. Gloves should only be worn to handle food.
- Encourage customers to wear facemasks.



HEALTH SCREENINGS

HEALTH SCREENINGS

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms are not allowed to work.
- Employees must take reasonable steps to comply with sanitation guidelines from the Centers for Disease Control and Prevention and the North Carolina Department of Health and Human Services.
- Encourage workers to report any safety and health concerns to the employer.

Retail

GROCERIES | GAS STATIONS | LIQUOR STORES | CONVENIENCE STORES



SOCIAL DISTANCING

- Limit the number of individuals inside the store to 20% of fire-capacity occupancy or 5 customers per 1,000 square feet.
- All persons should keep 6 feet of social distance between them.
- Use signs and floor markings to reinforce social distancing guidelines.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in store.



EMPLOYEE & CUSTOMER PROTECTION

- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day.
- Employees may be allowed to wear facemasks or gloves.
- Give employees ready access to hand sanitizer or a place to wash hands.
- Provide workers and customers with an adequate number of trash receptacles
- Sanitize incoming stock and merchandise.
- Sanitize bathrooms often, and limit bathroom occupancy.
- Sanitize shopping carts and baskets often. Encourage customers to wipe down carts before use.



CONTACTLESS TRANSACTIONS

- Clean and sanitize point-of-sale equipment frequently.
- Encourage customers to make non-cash payments.
- Consider installing protective screens at checkout areas.
- Separate sales registers at least 6 feet apart.
- When a signature is required, encourage the customer to provide the pen or sanitize the store's pen before and after use. Email the receipt if possible, or leave the receipt on the counter without making direct contact with the customer.
- Encourage curbside pick-up when possible.
- At gas stations, sanitize pumps, and encourage patrons to use a secondary barrier (glove or paper towel) when pumping gas.

Retail

JEWELRY RETAIL



AVERAGE LEVEL OF CUSTOMER INTERACTION

- Requires close interaction between staff and customers with some direct physical contact.



DISINFECTING & SANITATION

- Sanitize showroom and common areas before opening and throughout the day.
- Employees must wash hands before working.
- Employees must wear gloves to transfer jewelry and equipment.
- Use a steamer, boiler, ultraviolet light, and alcohol or sanitizer to keep jewelry clean and germ-free. Because metals and gemstones have individual characteristics and reactions, the jeweler must determine the safest way to clean each item of jewelry. Jeweler must sanitize jewelry at intake.



EMPLOYEE & CUSTOMER PROTECTION

- Ask customers to clean hands and put-on gloves, if necessary. Make exceptions for trying-on rings, but the customer should wash hands before and after.
- Offer masks to customers in close-proximity situations.



MORE RETAIL RESOURCES

North Carolina Retail Merchants Association: <https://www.ncrma.org/>

National Retail Federation: <https://nrf.com/>

National Association of Convenience Stores: <https://www.convenience.org/>

Sources

Centers for Disease Control and Prevention (CDC):

<https://www.cdc.gov/>

Food and Drug Administration (FDA):

<https://www.fda.gov/>

U.S. Chamber of Commerce:

<https://www.uschamber.com/>

WebMD:

<https://www.webmd.com/>

North Carolina Department of Health and Human Services:

<https://www.ncdhhs.gov/>

West Alabama Chamber of Commerce:

<https://tuscaloosachamber.com/>



CONTACT US



210 Matthews Station Street
Matthews, NC 28105



704-847-3649



Info@MatthewsChamber.org

www.MatthewsChamber.org