



BRINGING
BACK
THE **BURG**

05.28.2020

OPEN FOR BUSINESS GUIDEBOOK

SAFE OPERATIONS GUIDE DURING COVID-19

PURPOSE STATEMENT

We want to ensure you have easy access to the resources and ideas needed to keep your team, your customers, and our community safe. Drawing from many trusted resources, this guidebook is designed to start conversations and prompt considerations for doing business during COVID-19.

While you are attentive to your business, we will work to Bring Back the 'Burg as the vibrant, strong community we've come to know and love. Ideas can be submitted to the Business Recovery Task Force at bringingbacktheburg@spartanburgchamber.com, and you can reach out to the Spartanburg Chamber team with any questions.

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 any 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, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business. The Spartanburg Chamber 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 guidebook.

MAKING YOUR PLAN

Developing a thorough plan specific to your business will help minimize the risk of COVID-19 transmission in your workplace. Creating and implementing a safe environment requires thoughtful leadership by employers and diligent action by workers, customers and visitors. Businesses should aim to stay informed and adjust plans as called for by federal, state and local health considerations.

We recommend exploring these categories, questions and resources while making your plan.



REVIEW INDUSTRY SPECIFIC GUIDANCE

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CONSIDER CONTACT & INTERACTIONS

5

What level of contact is required to fulfill your business operations?
How do your employees, clients and customers interact?
What measures can be taken to limit and safeguard those interactions?



THINK THROUGH YOUR SPACE

6

How will you cap and monitor capacity in your facility?
Is your space set up to allow and encourage social distancing?
Consider your common areas, meeting spaces and individual workspaces



CLEAN FOR COVID-19

6

Which cleaning practices should be implemented initially and intermittently?
Identify your high touch surfaces, entrances and exits
Create confidence by keeping cleanliness front of mind



EMPLOYEE EXPECTATIONS & ETIQUETTE

8

Clearly communicate expectations for employees to do their part
Provide clear guidance on mask, hand-washing, and protective practices
Prioritize protection by clarifying when to stay at home based on symptoms, travel and exposure



REVIEW YOUR POLICIES

9

Ensure your leave policies align with current needs



COMMUNICATE

10

Have you identified point of command and emergency chain of communications?
Is everyone well informed about protocols, safety measures and expectations?
Consider adding signage and reminders to reinforce your plan



PLAN AHEAD

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Do you have a plan of action in case of a positive case?
How will you adjust your plan if community cases spike?
Is your business prepared to operate if you have to close your doors again?



MAKE YOUR COMMITMENT

BACK COVER

INDUSTRY SPECIFIC GUIDANCE



Are there any state-imposed restrictions on your business operations?

[Review Governor McMaster's current nonessential business list.](#)

BUSINESS

[DHEC Reopening Guidance for Businesses and Employers](#)

COSMETOLOGY

[SC Commerce Cosmetology Reopening Guidelines](#)

EVENT VENUES

[SCRLA Guidelines](#)

FITNESS BUSINESSES

[SC Commerce Fitness Facility Guidance](#)

HOTELS

[SCRLA Guidelines](#)

HOSPITALITY

[DHEC Considerations & Guidance](#)

MANUFACTURERS

[SC Commerce Basic Operation for Manufacturers](#)

[South Carolina Manufacturing Extension Partnership Return to Work Plan](#)

RESTAURANTS

[SCRLA Guidelines](#)

[DHEC Reopening Toolkit](#)

RETAILERS

[DHEC Considerations & Guidance](#)

[National Retail Federation Open Doors Checklist](#)

SERVICE PROVIDERS

[SC Commerce Close Contact and/or Service Industry Reopening Guidelines](#)

HEALTH & SAFETY COMPLIANCE

[CDC Guidance for Businesses and Employers](#)

[OSHA Guidance on Preparing Workplace for COVID-19](#)

[U.S. Department of Labor Workplace Safety Resources](#)

[U.S. Equal Employment Opportunity Commission: COVID-19 and EEO Laws](#)

CONSIDER CONTACT & INTERACTIONS



Work from home: Some businesses may choose to keep some employees working from home if the employee or contractor can continue to fulfill job requirements. This should continue to be encouraged to allow for robust social distancing protocols.

Shifts: Create a plan to allow employees to return to work in phases. Consider implementing shifts that ensure office coverage while maximizing social distancing.

Remote meetings: Meetings with external business partners, clients and stakeholders should be conducted through virtual communication whenever possible.

In-person meetings: Provide guidance to limit in-person meetings. Do NOT shake hands or exchange business cards. Require six foot spacing and be limited to the number of participants the room can accommodate to comply with spacing requirements.

Appointments: Restrict building access to approved vendors and appointments. Properly space appointments to avoid crowded waiting rooms. Consider screening client(s) or patient(s) prior to entry to the office location, following established health and safety standards.

- Practice sensible **social distancing**, maintaining six feet between all persons on premises.
- Employees should wear appropriate **PPE and face coverings** when possible.
- Train workers in **proper hygiene** practices.
- Provide a place to **wash hands** or alcohol-based hand rubs containing at least 60% alcohol.
- **Sanitize** any high-traffic areas, such as doorknobs, counters and other surfaces.
- **Limit sharing** of high-touch tools and equipment.
- **Screen for symptoms** via a questionnaire, self-reporting, or temperature checks.
- **Limit the use of high-risk staff** to duties requiring minimal contact with customers.
- **Prohibit access to visitors** who are not essential to business activities.
- Continue to offer online services, delivery and **no-contact options**
- Consider encouraging customers to use **face coverings**.
- Customers will be required to **use hand sanitizer** upon entering the store.
- **Limit cash & card handling** by encouraging customers to use contact-less payment.
- **Sanitize point of sale equipment** after each use, including touch screens and pens.
- **Provide hand sanitizer and disinfectant wipes** at register locations.

THINK THROUGH YOUR SPACE



Are there any state-imposed restrictions on your business occupancy?

[Review Governor McMaster's current guidance and nonessential business list.](#)

LIMIT THE NUMBER OF PEOPLE INSIDE YOUR SPACE TO 5 PEOPLE PER 1,000 SQUARE FEET.

- When possible, **open all non-essential doors** to reduce the need for direct contact.
- **Identify and develop plans** for high-touch surfaces and high-traffic areas.
- **Mark directional signage** and spaces 6 feet apart at high traffic areas.
- **Place points of interaction**, such as sales registers, at least six feet apart.
- **Plastic shields / physical barriers** should separate those frequently in contact with others.
- **Consider layout of and protocols** of entering individual workspaces.
- **Assess safe capacity** and use of common areas and meeting spaces, reset rooms as needed.
- **Arrange spacing of tables and seating** to limit occupancy.
- **Avoid self-serve** stations.
- **Restrict shared spaces.**
- **Consider drive-thru / customer service window.**

CLEAN FOR COVID-19



Follow the [CDC's Guidance for Cleaning and Disinfecting](#)

1 DEVELOP YOUR PLAN

Determine what needs to be cleaned. Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor area.

Determine how areas will be disinfected. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

Consider the resources and equipment needed. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

2 IMPLEMENT

Clean visibly dirty surfaces with soap and water prior to disinfection.

Use the appropriate cleaning or disinfectant product. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

Always follow the directions on the label. The label will include safety information and application instructions. Keep disinfectants out of reach of children.

3 MAINTAIN AND REVISE

Continue routine cleaning and disinfection. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

Maintain safe practices such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

Continue practices that reduce the potential for exposure. Maintain social distancing, staying six feet away from others. Reduce sharing common spaces and frequently touched objects.

- **Enhanced, robust cleaning should happen daily** at all businesses and offices, and surfaces wiped multiple times daily. **Provide training** to all cleaning staff on site prior to providing cleaning tasks.
- **Practice routine cleaning** of frequently touched surfaces. Give special attention to workstations and equipment, restrooms, food service areas, common surface areas. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, tools, toilets, faucets, and sinks.
- **Replace HVAC air filters** with high efficiency air filters or clean/disinfect existing filters. Increase ventilation rates by opening windows or adjusting air conditioning.

EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend: Keeping surface wet for a period of time (see product label), precautions such as wearing gloves and making sure you have good ventilation during use. Water-diluted household bleach solutions may also be used if appropriate for the surface. Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection. Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least one minute. Alcohol solutions with at least 70% alcohol may also be used.

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 surface thoroughly.

Soft Surfaces: For soft surfaces such as carpeted floors, rugs, upholstery and drapes: Clean the surface using soap and water or with cleaners appropriate for use on these surfaces. Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

Disinfect with an EPA-registered household disinfectant if laundry isn't possible. For clothing, towels, linens and other items: Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely. Wear disposable gloves when handling dirty laundry from a person who is sick. Dirty laundry from a person who is sick can be washed with other people's items. Do not shake dirty laundry. Clean and disinfect clothes hampers according to guidance above for surfaces. Remove gloves, and wash hands right away.

Deep Cleaning: COVID-19 "deep-cleaning" is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion. Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- 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
- Use of approved COVID-19 disinfectant chemicals to perform this activity



Prioritize Hygiene Protocol: Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and South Carolina Department of Health and Environmental Control.

- Employees should avoid touching your eyes, nose and mouth.
- Frequent hand washing with warm water and soap (or an alcohol-based hand sanitizer) to be done by all, particularly after coming into contact with any materials, surfaces, packages, etc.
- Properly covering mouths when coughing or sneezing by using a handkerchief, disposable tissue, or inner bend of the elbow.
- All employees should be encouraged to remain at least six feet apart while in office or business settings.
- Wear protective face covering such as masks as much as possible. Wearing a face covering or mask is not a substitute, but rather an additive protection, if social distancing is compromised.
- Encourage workers to report any safety and health concerns to the employer.

Encourage anyone who is sick to stay at home:

Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work. Protocol for anyone not feeling well, either with a fever or other unusual feeling, to remain at home.

- Stay at home if you are quarantined or need to self-quarantine.
- If you come into contact with someone who tests positive for COVID-19.
- Notify your supervisor in advance if you travel to a high-risk location or participate in an activity advised against by the CDC.



Consider those policies that need review now, before employees return

Sick/Vacation Or PTO

Employee Leave of Absence

Teleworking / Remote Work Guidelines

Job Descriptions and FLSA

COVID-19 Screening & Social Distancing

- Provide workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., respiratory etiquette and care of PPE).
- Provide adequate, usable, and appropriate training, education and informational material about business-essential job functions and worker health and safety, including proper hygiene practices and the use of any workplace controls (including PPE). Informed workers who feel safe at work are less likely to be unnecessarily absent.
- Be aware of workers' concerns about pay, leave, safety, health and other issues that may arise during infectious disease outbreaks. Connect employees to employee assistance program resources (if available) and community resources as needed.
- Actively encourage sick employees to stay home.
- Ensure that sick leave policies are flexible and consistent with public health guidance. Ensure employees are aware of and understand these policies.
- Employers not currently offering sick leave to some or all of their employees may want to draft non-punitive "emergency sick leave" policies.
- Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.
- Establish organizational policies to guide what happens if and when a person at the workplace is found to be COVID-19 positive, such as quarantining, enhanced cleaning and sanitization, temporary office closure, contact tracing, and similar actions.
- Continue to implement flexible worksites (e.g., telework) and flexible work hours (e.g., stagger shifts) when possible.
- Honor requests of personnel who are members of a vulnerable population for special accommodations.
- Whenever possible, develop flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children due to school and childcare closures.
- Minimize non-essential travel and adhere to CDC guideline and executive orders following travel.

COMMUNICATE



Remain available to and transparent with your employees. Have conversations with employees about their concerns. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Effectively coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services available. Encourage mindfulness, meditation and other healthy activities for your team.

- Prior to reopening, send clear communication to employees on new workplace protocols and sanitization measures.
- Collaborate with employees to designate effective means of communicating important COVID-19 information.
- Develop emergency communications plans, including a forum for answering workers' concerns and internet-based communications, if feasible.
- Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.
- Educate workers to recognize the symptoms of COVID-19.
- Post signage indicating that individuals who have a fever, cough or any sign of sickness should not enter.
- Keep your customers informed on your practices and expectations.
- If an employee is confirmed to have contracted COVID-19, employers should inform employees of possible exposure but maintain confidentiality as required by the Americans with Disabilities Act.



Because a widely available coronavirus vaccine is likely 12 to 18 months away, plans should be made now for dealing with a second wave of COVID-19 infections. Early implementation and adoption of strict health and safety rules and procedures couples with expanded accurate testing will be needed to avoid some of the issues we face in this current outbreak.

PREPARE FOR STAY AT HOME ORDERS

- Be ready to adjust your plan as needed due to an increase in cases in the local area.
- Have a plan ready to maintain your business operations in case you need to close its doors.
- Remain aware of local health guidance.

PREPARE FOR POSITIVE CASES

- Plan your response in case of a positive COVID-19 case.
- Be ready to consult with the local health authorities if there are cases in the facility.
- Consider certification of return to work if an employee tested positive. Those who are known to have contracted COVID-19 and have cleared the infection could likely return with little risk to other employees or customers.

PREPARE FOR POTENTIAL AUDITS

Documentation

- Tracking for Emergency Sick Leave (ESL)
- Tracking for Emergency Family Medical Leave (EFMLA)
- Payroll codes/records
- ESL and EFMLA request forms

Tracking

- Tracking FMLA in conjunction with EFMLA

MAKE A COMMITMENT TO COMBATING COVID-19

1

REVIEW

the Commitment

2

SUBMIT

a commitment at
bringingbacktheburg.com

3

DISPLAY

poster visible to guests in your
place of business