



# Best Practices Summary

## Guidelines for Re-Opening

May 6, 2020



## Planning

- Develop a plan that clearly outlines your goal and objectives for getting back to place of work.
- Review any policies and procedures outlining sick leave to ensure all employees will be able to take time off if they are feeling sick or get the virus.
- Re-establish inventory and vendor relationships.
- Start the process of ordering your work supplies as well as any masks, antibacterial wipes, sprays, lotions, etc. (keep in mind that most PPE (Personal Protective Equipment) supplies are on back-order).
- Establish a maximum capacity of employees that can return while still maintaining social distancing rules.
- Be conservative to start – this is not a setting where you want to take any risks.
- Evaluate your current remote work plan and make any changes as you see fit in case there is a second wave of the pandemic.

## Employee Communication Plan

- Make sure your employees are aware of your timeline to return back to the office.
- Communicate with employees about the steps being taken to protect them when they do return to the office.
- Keep in mind that not all employees will be comfortable coming back to the office.
- Ask your employees whether they will be able to return to the office or if they are experiencing any of the following :
  - Childcare issues due to schools not being open or daycares limiting the number of kids coming in
  - Public transportation issues
  - Taking care of others in their homes
  - Health conditions
- Must be clear that they do not have to return to the workplace if they are not comfortable.
  - This may not be the place in every workplace, however, a business owner should be mindful of the risk of requiring workers to return if they have not provided all of the protocols for a safe work environment.



## Physical Workplace Changes

### 5 Protocols for Every Business

1. Require face coverings for employees and recommend them for clients/customers at all times.
2. Conduct daily health assessments by screening employees to determine if “fit for duty”.
  - If any of these evaluations are kept, it should be carefully handled separate from personnel files.
3. Maintain good hygiene at all times: handwashing/sanitizing, and social distancing.
4. Clean and sanitize workplaces throughout the workday, between shifts, and at the close of business.
5. Limit capacity to meet social distancing guidelines (set maximum capacity at 50% of fire code and use appointment setting where possible to limit congestion).

### Retail

- Sell goods through curbside pick-up, delivery service, window service, walk-up service, drive-through service, or appointment only.
- Change the layout of your store to ensure people are not gathering in groups.
- Consider replacing seating areas with additional merchandise or displays with information.
- Determine if you should change the traffic flow of your store (i.e. one way traffic flow).
- Create and place signage throughout the workplace to let employees and customers know the processes and precautions that are taking place.
- Consider leaving internal doors open to reduce contact or place sanitizer nearby.
- Keep capacity to 25% / when capacity is reached, have line form outside of store.
- Offer specific in-store pick-up times for “at-risk” customers or give them the option for curbside pick-up.
- Implement sanitation and physical distancing measures such as requiring facemasks, spraying customer’s hands with sanitizer and not allowing outside bags.
- Have spaces clearly marked for customers to stand when they are in line.
- Require all customers wear masks to enter your store.
  - Decide whether you will provide masks to those who don’t have one.
- Update marketing plan to encourage customers to shop at non-peak hours.
- Use contactless pay options if possible or construct face shield plastics between customers and cashiers.



### Restaurants

- Change the layout of your restaurant to ensure people are not gathering in groups (i.e. waiting areas).
- Designate specific entrances and exits to limit the number of people coming in contact with each other.
- Create and place signage throughout the workplace to let employees and customers know the processes and precautions that are taking place.
- If you have a waiting area, rearrange the furniture to limit the total number of people at one time and keep chairs six feet apart.
- No self-serve drinks, utensils, or condiment areas.
- Use disposable menus, utensils, condiment packages, etc.
- Do not use salad bars or any buffets.
- Thoroughly clean any high touch areas used by guests.
- No presetting of tables.
- No more than 6 people at a table.
- Encourage reservation only.
- Post signs outside of restaurant stating no one is allowed to enter who is experiencing COVID-19 symptoms or a fever over 100.4.
- Use contactless pay options if possible or construct face shield plastics between customers and cashiers.

### Office

- Create and place signage throughout the workplace to let employees, customers, clients, and visitors know the processes and precautions that are taking place.
- Determine if your workplace should start with alternating workdays, working in shifts, or having assigned seating to ensure that employees aren't using the same spaces before cleaning.
- Close common areas such as breakrooms and kitchens or limit one person at a time that may use those areas. Remove or distance chairs to ensure six feet are between them.
- Close off areas that are not in use.
- Require employees to wear masks if they step away from their desks.
- Limit people going into other employee's office.
- Take employee's temperatures at the beginning of the day. If an employee has a fever over 100.4, send them home.
- Install or provide sanitizing stations stocked with hand sanitizer and cleaning wipes in high-touch areas around your building.



### Industrial

- Disinfect facilities prior to employees returning to work.
- Prepare and post any signage need at facilities to ensure employees are aware of cleaning protocols.
  - Map out site movement around the facility when possible.
  - Create and place signage throughout the workplace to let employees know the procedures and precautions that are taking place.
- Start with smaller number of employees and ensure they can all stay six feet apart.
- After group has been established and operations are continuing as normal, determine what your next level of needs are.
- Continue to phase employees back in with multiple days in between.
- Create a staggered schedule for employees to go in at different times/days.
  - Adjust start/end times, break times and lunch times to ensure social distancing.
- Designate specific entrances and exits to limit the number of people coming in contact with each other.
- Eliminate onsite deliveries or encourage in-person deliveries to have minimal or no interactions.
- Install or provide sanitizing stations stocked with hand sanitizer and cleaning wipes. These should be in high-touch and highly visible areas throughout your building.

For more information, please visit the [CDC website](#), [WHO website](#), [OSHA website](#), or visit for your [federal, state and local guidance](#).

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