CEDAR RAPIDS
City of Five Seasons®

REOPENING YOUR BUSINESS IN THE AGE OF COVID-19 TOOLKIT

ECONOMICDEVELOPMENTCR.COM

MESSAGE FROM LEADERSHIP

Dear Business Leaders,

Cedar Rapids is a resilient community. Whatever the challenges — especially the demands of extraordinary times — the history of our community shows Cedar Rapids always rises to exceed expectations. Whether it's a short-term crisis or one where we need to play the long game, Cedar Rapids exhibits extraordinary resolve.

The last few months have challenged us all in ways we never imagined. Thank you for all you are doing to help mitigate COVID-19's health and economic impact in the Cedar Rapids region.

As you begin to re-open, we hope this toolkit will help you navigate the new normal and ensure the safety of our region. The goal is to provide guidance and resources to help you to safely serve your customers and accommodate your employees.

As we navigate what the next weeks and months of uncertainly may hold, please remember to continue to take care of yourself and your family as well as your employees and customers. With ongoing diligence, perseverance, and care, we will all make progress together.

Thank you for your continued support and dedication to the Cedar Rapids community.

Brad Hart
Cedar Rapids Mayor

Jeff Pomeranz
Cedar Rapids City Manager

CEDAR RAPIDS
City of Five Seasons®

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 work place 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.

Each business should make its own decisions based on its review of the applicable laws and in consultation with its advisors. The City of Cedar Rapids is not responsible for a business's decisions arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

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GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES AS THEY RETURN TO WORK

This toolkit provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus's spread.

It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15 day supply at all times.

STATE & LOCAL COVID-19 RESOURCES

State of Iowa COVID-19 Resources

Linn County COVID-19 Resources

RETURNING TO WORK

Some options to screen employees prior to entering facility could include:

- Verbal screening of employee to determine if employee has felt feverish in past 24 hours, coughing, had chills, or difficulty breathing.
- Temperature check of employee prior to start of shift.
  - Ensure screeners are trained to use temperature monitors.
  - Wear appropriate Personal Protection Equipment (PPE).
- Signs should be posted that individuals who have a fever, cough or any sign of sickness should not enter.

If a worker is suspected of having COVID-19:

- Encourage workers to self-isolate and contact a healthcare provider.
- Provide information to the employee on return-to-work policy.
- Inform HR and employee's supervisor.

If a worker is confirmed to have COVID-19:

- Employer should instruct employees to follow CDC Guidelines.
- Employers should inform anyone they have come into contact with of their possible exposure in the workplace but should maintain confidentiality as required by the Americans with Disabilities Act (ADA).

Reintegration (bringing back) of exposed, asymptomatic employees to onsite operations should follow CDC Guidelines.

Reintegration of workers with COVID-19 (positive) to onsite operations should follow CDC Guidelines.

Resources for protecting employee's mental health from the CDC

GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS

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

- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store should maintain a social distance of at least six feet between each other. Sales registers should be at least six feet apart.
- Consider downsizing operations or limiting store capacity.
- When possible, open all doors to reduce the need for direct contact.
- Stores with higher traffic could mark spaces 6 feet apart at the sales registers and outside the entrance to the store.

- Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from others and sent home.
- A sign may be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth — Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Iowa Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer.

- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers could be asked to use hand sanitizer upon entering the store.

- 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 after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

SOURCES:

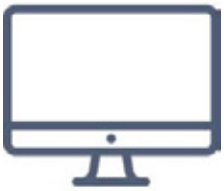
CDC Guidelines
Iowa Department of Public Health
Linn County Public Health General Guidance
Linn County Department of Health Reopening Guidance General Business

KEEPING THE WORKPLACE SAFE

PRACTICE GOOD HYGIENE

STOP HANDSHAKING & AVOID TOUCHING FACE

INCREASE VENTILATION



USE VIDEOCONFERENCING

ADJUST/POSTPONE LARGE GATHERINGS

LIMIT BUSINESS TRAVEL

LIMIT FOOD SHARING

STAY HOME IF YOU OR A FAMILY MEMBER IS SICK

USE BOOKING SYSTEM TO STAGGER CUSTOMERS

LIMIT CASH HANDLING

USE ONLINE TRANSACTIONS

PRACTICE SOCIAL DISTANCING

HOLD MEETINGS IN OPEN SPACES

REMIND STAFF OF HAND WASHING

SANITIZE HIGH TRAFFIC AREAS

COMMUNICATE COVID-19 PLAN WITH STAFF

COMMUNICATING WITH YOUR TEAM

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the upmost importance, so loop employees in on your COVID-19 strategy for reopening.

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.

Develop other 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 if schools and childcare close.

Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at 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 on site prior to providing cleaning tasks.

Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.

Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.

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. 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 your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the Disaster Distress Helpline: 1-800-985-5990.

HELPFUL RESOURCES

CDC Print Resources
MRA Guides, Sample Letters, and Policies

PREPARING YOUR SPACE

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.

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.

- COVID-19 Commercial Cleaning Service Providers
- Responding to a COVID-19 Exposure at Your Business

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

The temporary shutdown or reduced operation of a building and reductions in normal water use can create hazards for returning occupants. Follow CDC Guidance to reopen your building after prolonged shutdown, which includes assessing for mold and flushing your water system to minimize Legionella risk.

Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE DISINFECTION PROCESS).

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

SOURCE:

CDC: Cleaning & Disinfecting Your Facility

Cleaning and Disinfecting Decision Tool

Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools and Homes

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, sinks, etc.

DISINFECT

We recommend use of 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 1 minute.

Alcohol solutions with at least 70% 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 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.

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 dinfecting.
  - If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol.
- Dry surface thoroughly.

LAUNDRY

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.

PERSONAL PROTECTION EQUIPMENT

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include 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 due to their job requirements. They are not necessary unless you work in healthcare/ manufacturing, but they can help.

WHO SHOULD WEAR GLOVES?

- Employees in isolation
- 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:

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your 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 are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when 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; we want people to wash their hands because it is the number-one 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 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 ear pieces. Do not touch outside of googles 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 YOUR EMPLOYEES IN CORRECT PPE USAGE.

STAY PREPARED

- **Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues.**
- **Confirm stock of PPE.**
- **Have touchless thermometers on-site for employee screening.**
- **Businesses should keep a minimum quantity of 15-day supply of disinfectant supplies.**

MAKE YOUR OWN MASK

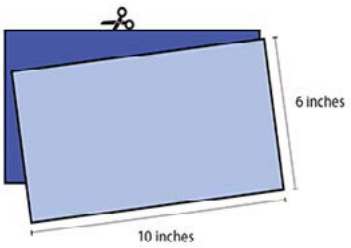
CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

SEWN CLOTH FACE COVERING

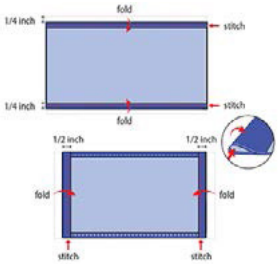
MATERIALS:

- Two 10”x6” rectangles of cotton fabric
- Two 6” pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
- Needle and thread (or bobby pin)
- Scissors
- Sewing machine

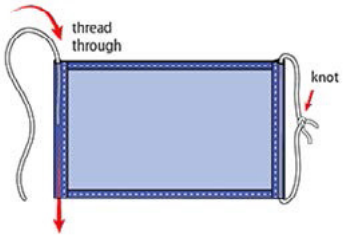
1 Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.



2 Fold over the long sides ¼ inch and hem. Then fold the double layer of fabric over ½ inch along the short sides and stitch down.

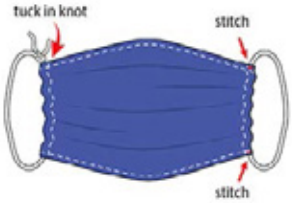


3 Run a 6-inch length of 1/8-inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight.



Don’t have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the mask behind your head.

4 Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face.

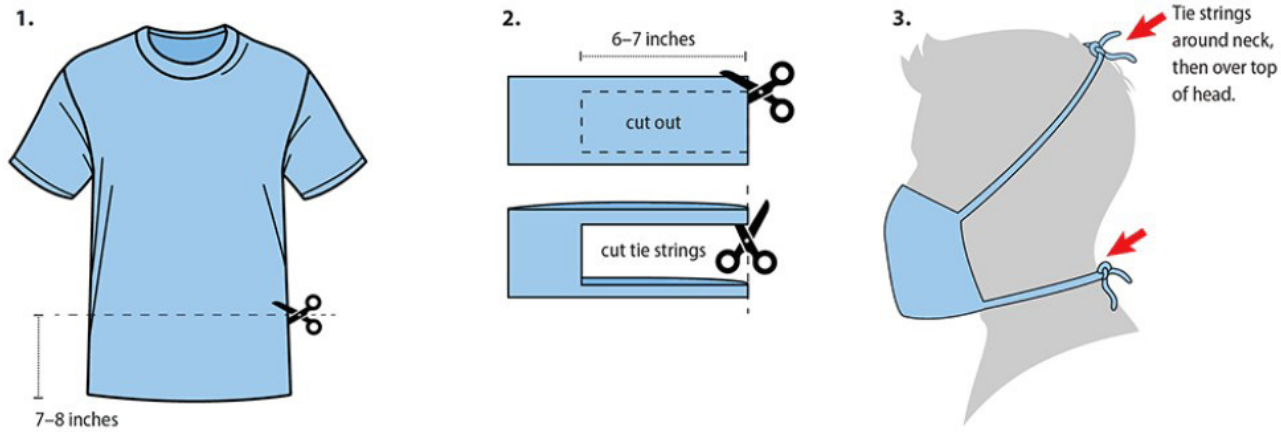


Then securely stitch the elastic in place to keep it from slipping.

QUICK CUT T-SHIRT FACE COVERING (NO SEW METHOD)

MATERIALS:

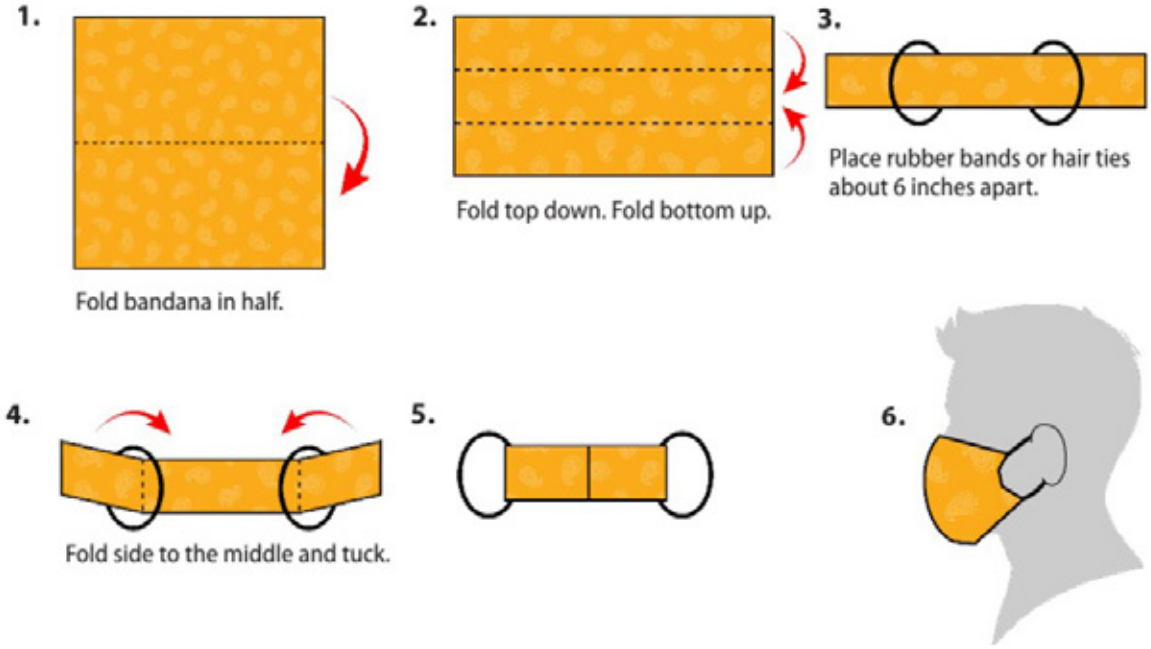
- T-shirt
- Scissors



BANDANA FACE COVERING (NO SEW METHOD)

MATERIALS:

- Bandana (or square cotton cloth approximately 20”x20”)
- Rubber bands (or hair ties)
- Scissors (if you are cutting your own cloth)



Tutorials courtesy of CDC. For more information, visit www.cdc.gov/coronavirus

HOW LONG COVID-19 LIVES ON SURFACES

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, measuring cups, 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 supermarket. 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, your local water treatment plant filters and disinfects the water, which should kill any germs.

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

AGRICULTURE

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers.

EMPLOYEE + CUSTOMER PROTECTION

Masks should be used for employees working in close proximity.

- Use social distancing when preparing products for delivery/making deliveries.
- Social distancing should be used at the farm for employees, too.
- Iowa Farmers Market Guidelines

MORE AGRICULTURE RESOURCES

Iowa Department of Agriculture

ANIMAL SERVICES

This includes veterinary offices, animal shelters and groomers.

*According to the CDC, it appears that in some rare situations, human to animal transmission can occur.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers.

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity.
- If a customer or employee is sick, he or she should be sent home or to a healthcare facility.

- At veterinary offices and groomers, a staff person should ask if the pet has had any exposure to a person with suspected or confirmed COVID-19 before appointments or upon arrival.
- Owners should drop off their pets curbside while they receive services. Owners will wait for their pets in the car.
- Animal shelters should use virtual tours when possible and limit visits to appointment only. 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 after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

MORE ANIMAL SERVICES RESOURCES

Iowa Veterinary Medical Association

CHILDCARE SERVICES

This section includes family child care programs, also known as home-based child care, Pre-K (Pre-kindergarten) programs at private and public schools, Head Start and Early Head Start programs. This also includes private child care centers, temporary child care centers operated by municipalities for the children of essential service providers, such as first responders, healthcare workers, transit workers, and other industries where a parent cannot stay home and child care centers that partner with healthcare facilities to support healthcare workers in need of child care.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with children.

EMPLOYEE + CHILD 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 are otherwise exhibiting COVID-19 symptoms should not be allowed to work.**
- **Persons who have a fever of 100.4°F (38.0°C) or above or 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 they are sick. Screen children upon arrival, if possible.**
- **Encourage workers to report any safety and health concerns to the employer.**

- **Facilities should 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 doorknobs, 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.**
- **Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective.**
- **If possible, provide EPA-registered disposable wipes to child care 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 that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.**
- **Toys that cannot be cleaned and sanitized should not be used.**
- **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.**

- Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
- Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from COVID-19.
- Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter.

- If possible, child care classes should include the same group each day, and the same child care providers should remain with the same group each day.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Limit the mixing of children, staggering playground times and keeping groups separate for special activities such as art, music, and exercising.
- If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
- If possible, arrange for administrative staff to telework from their homes.
- Classes should be limited to 11 children per room, as per CDC recommendations.

- It is important to comfort crying, sad, and/or anxious infants and toddlers, and they often need to be held. To the extent possible, when washing, feeding, or holding very young children: Child care 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.
- Child care providers should wash their hands, neck, and anywhere touched by a child's secretions.
- Child care 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.
- Child care 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.

- 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 to serve it 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 to eat.

- When diapering a child, wash your hands and wash the child's hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas. Steps include:
  - Prepare (includes putting on gloves)
  - Clean the child
  - Remove trash (soiled diaper and wipes)
  - Replace diaper
  - Wash child's hands
  - Clean up diapering station
  - 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.

CHILDCARE HEALTH SCREENING OPTIONS

OPTION 1: RELIANCE ON SOCIAL DISTANCING

Ask parents/guardians to take their child's temperature either before coming to the facility or upon arrival at the facility.

Upon their arrival, stand at least 6 feet away from the parent/guardian and child. Ask the parent/guardian to confirm that the child does not have fever, shortness of breath or cough.

Make a visual inspection of the child for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

You do not need to wear personal protective equipment (PPE) if you can maintain a distance of 6 feet.

OPTION 2: RELIANCE ON BARRIER/PARTITION CONTROLS

Stand behind a physical barrier, such as a glass or plastic window or partition that can serve to protect the staff member's face and mucous membranes from respiratory droplets that may be produced if the child being screened sneezes, coughs, or talks.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

- Conduct temperature screening (follow steps below)
- Perform hand hygiene

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child's temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check.

If you use disposable or non-contact (temporal) thermometers and you did not have physical contact with the child, you do not need to change gloves before the next check. If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

OPTION 3: RELIANCE ON PERSONAL PROTECTIVE EQUIPMENT

If social distancing or barrier/partition controls cannot be implemented during screening, personal protective equipment (PPE) can be used when within 6 feet of a child. However, reliance on PPE alone is a less effective control and more difficult to implement, given PPE shortages and training requirements.

Upon arrival, wash your hands and put on a facemask, eye protection (goggles or disposable face shield that fully covers the front and sides of the face), and a single pair of disposable gloves. A gown could be considered if extensive contact with a child is anticipated.

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child's temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness, and confirm that the child is not experiencing coughing or shortness of breath.

Take the child's temperature. If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check. If you use disposable or non-contact (temporal) thermometers and did not have physical contact with an individual, you do not need to change gloves before the next check. If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

After each screening, remove and discard PPE, and wash hands. Use an alcohol-based hand sanitizer that contains at least 60% alcohol or wash hands with soap and water for at least 20 seconds. If hands are visibly soiled, soap and water should be used before using alcohol-based hand sanitizer.

If your staff does not have experience in using PPE, check to see if your facility has guidance on PPE. The procedure to take on and off PPE should be tailored to the specific type of PPE that you have available at your facility. You can also review PPE use in this booklet.

CHILD CARE SEARCH FOR EMPLOYEES

Find Child Care in Iowa

MORE CHILD CARE CENTER RESOURCES

National Resource Center For Health and Safety In Child Care and Early Education
CDC Child Care Program Guidance
Iowa Child Care Resource & Referral
CDC Childcare Decision Tree
CDC Childcare Camps Decision Tree

CLOSE CONTACT SERVICES:

WAXING SALONS | TATTOO FACILITIES | MASSAGE

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Use all disposable materials & supplies according to Iowa Department of Public Health rules.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees should wear a disposable lab-coat or protective gown.

- Services should be provided by appointment only — no walk-in customers.
- No one should be allowed to wait in the store; customers should 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?

- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Provide hand sanitizer/sanitization wipes to customers upon arrival.
- Employees should have temperature taken upon beginning 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 their appointment.
- No books/magazines should be provided to customers.

- 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 (only those receiving service and service providers allowed in the building).

- 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 after each use, including pens.

MORE CLOSE CONTACT RESOURCES

American Massage Therapy Association

Linn County Reopening Guidance Personal Appearance Businesses

CLOSE CONTACT SERVICES:

BARBER SHOPS | HAIR SALONS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Use all disposable materials & supplies according Iowa Department of Public Health rules.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.

- Services should be provided by appointment only — no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.
- Leave at least 15 minutes between clients for sanitation and disinfection protocols.

- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers should be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms should 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 their appointment.
- No books/magazines should be provided to customers.

- The number of clients in a salon at a time should be limited to three or 50% of normal capacity.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Stations should be separated by at least six feet from other stations.

- 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 after each use, including pens.

MORE CLOSE CONTACT RESOURCES

American Barber Association

Associated Hair Professionals

Linn County Reopening Guidance Personal Appearance Businesses

CLOSE CONTACT SERVICES:
NAIL SALONS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Any tools designed for one-time use will be discarded after use.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- No technician who has a fever or exhibits symptoms of COVID-19 should provide services to customers. The temperature of each technician should be checked before the technician meets with the first customer of the day.

- Services should be provided by appointment only — no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.
- Leave at least 15 minutes between clients for sanitation and disinfection protocols.

- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers should be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms should provide services to clients.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines should be provided to customers.

- The number of clients in a salon at a time should be limited to three or 50% of normal capacity.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Stations should be separated by at least six feet from other stations.

- 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 after each use, including pens.

MORE CLOSE CONTACT RESOURCES

Linn County Reopening Guidance Personal Appearance Businesses

CLOSE CONTACT SERVICES:
TANNING SALONS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Very minimal customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Avoid using other employees' phones, desks, keyboards, etc. and disinfect them before and after use.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees who display symptoms of COVID-19 should be sent home.

- Services should be provided by appointment only — no walk-in customers.
- No one should be allowed to wait in the store; customers should wait in their vehicles until the service provider is ready.

- Retrain employees in proper hygiene practices.
- Recommend alcohol and gel-based hand sanitizers in salons for employees.
- No employees with COVID-19 symptoms should provide services to clients.
- Provide workers and customers with tissues and trash receptacles.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines should be provided to customers.
- Sanitize all tanning equipment and client contact surfaces with our EPA- hospital-grade disinfectant.
- Use laundry machines according to the manufacturer's instructions. Use warmest appropriate water settings and dry items completely.

- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Clearly mark six feet distances in lines at cash registers and in other high-traffic areas.

- 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 after each use, including pens.

CONSTRUCTION

This includes residential, commercial and industrial construction.

AVERAGE LEVEL OF CUSTOMER INTERACTION

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

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity.
- Field fever tests should be administered before employees allowed to enter an active construction site.

- All equipment, materials and tools should be sanitized at the beginning of the workday and upon delivery by a third party.
- Provide required hand-washing stations.

MORE CONSTRUCTION RESOURCES

Associated General Contractors of America

ENTERTAINMENT VENUES:
GAMING

This section includes gaming facilities, such as racetracks, casinos and bingo halls. These measures also apply to arcades.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely the touching of physical bingo cards and/or cash.
- If a customer or employee is sick, he or she should be sent home or to a healthcare facility.

- Limit the number of customers in the venue to better utilize best practices for social distancing.
- Stagger machines (i.e. turning off every other machine in order to keep a 6-foot distance between patrons).
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at bingo card purchasing stations, wager windows or stations and food service areas.

- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.

- 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 after each use, including pens.

MORE ENTERTAINMENT RESOURCES

American Gaming Association

American Amusement Machine Association

ENTERTAINMENT VENUES:
BOWLING ALLEYS + OTHERS

This section includes bowling alleys, axe throwing venues, escape rooms and other activity-based entertainment. This does not include exercise/fitness or other sports.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely handling point of sale interactions.
- If a customer or employee is sick, he or she should be sent home or to a healthcare facility.

- Limit the number of customers in the venue to better utilize best practices for social distancing.
- Stagger machines/lanes at appropriate facilities to encourage social distancing.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at food service areas or between lanes, if possible.
- Families or those who have quarantined together may play together. Groups should not intermingle.

- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment, including bowling balls, used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Bowling shoes should be carefully handled by employees and sanitized.

- 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 after each use, including pens.

MORE ENTERTAINMENT RESOURCES

The Bowling Proprietors' Association of America

International Association of Escape Games

Linn County Reopening Guidance Amusement

ENTERTAINMENT VENUES:
MUSEUMS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- 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 should be sent home or to a healthcare facility.

- Limit the number of customers in the venue to better utilize best practices for social distancing.
- Stagger payment areas and tables in food service areas.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, should be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.

- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Interactive exhibits (touch and feel exhibits, play areas) may be closed or modified to help maintain best practices for health and safety.

- 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 after each use, including pens.

MORE ENTERTAINMENT RESOURCES

American Alliance of Museums
Linn County Reopening Guidance Museums

ENTERTAINMENT VENUES:
MOVIE THEATERS

This section includes movie theaters. Other theaters hosting concerts, performers, etc. can also follow these guidelines, but may prefer to open when events can be filled at capacity.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- 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 should be sent home or to a healthcare facility.

- Limit the number of customers in the venue to better utilize best practices for social distancing.
- Stagger payment areas and tables in food service areas.
- Customers should be barred entrance once the safe social distancing capacity has been reached.
- Direct customers to seats that separate them from other customers by 6 feet.

- Additional hand sanitizing stations should be available to patrons and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- 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.

- 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 after each use, including pens.

MORE ENTERTAINMENT RESOURCES

National Association of Theatre Owners

EXERCISE FACILITIES

This section includes gyms, fitness centers and studios.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Employees and customers should be encouraged to wear PPE where applicable. Do not use PPE if it affects breathing while exercising.
- If a customer or employee is sick, he or she should be sent home or to a healthcare facility.

- Some locations may require barriers to separate customers and/or employees.
- Stagger/spread equipment to maintain a distance of 6 feet between machines.
- Customers should be barred entrance once the safe social distancing capacity has been reached.

- Additional hand sanitizing stations should be available to patrons and employees.
- Employees should perform regular cleaning and encourage customer assistance with cleaning equipment after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- No food products consumed on premise by employees or customers.
- Customers and employees should bring their own water or other drinks.
- No towels should be offered by the gym. Customers should bring their own towels.

- 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 after each use, including pens.

MORE EXERCISE RESOURCES

Association of Fitness Studios
Linn County Reopening Guidance Health Clubs

FINANCIAL SERVICES

This includes banks, credit unions and financial planners.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers and cash handling.

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.

- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.

- Additional hand sanitizing stations should be available to patrons and employees.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Point of sale equipment should be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Teller windows should be at least 6 feet apart.
- Pens should be sanitized after use.

MORE FINANCIAL SERVICES RESOURCES

Iowa Bankers Association

Credit Union National Association

Financial Planning Association

FOOD PROCESSING

This includes food processing facilities.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires contact with other employees.

EMPLOYEE + CUSTOMER PROTECTION

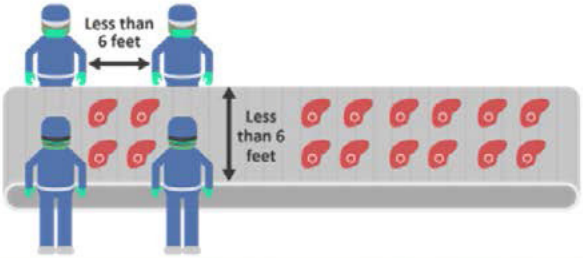
- Employers who determine face cloths/face masks should be worn in the workplace should comply with state or local requirements.
- Employers may provide PPE that is either disposable (preferred) or, if reusable, ensure it is properly disinfected and stored in a clean location when not in use.
- PPE worn at the facility should not be taken home or shared.

- Single-file movement with a six-foot distance between each worker through the facility
- Designate workers to monitor and facilitate distancing on processing floor lines.
- Stagger break times or provide temporary break areas to avoid groups of workers during breaks. Employees should always maintain at least six feet distance from others, including on breaks.
    - Lunchroom/break tables should be set up for physical distancing
- Stagger workers' arrival and departure times to avoid congregations of employees in parking areas, locker rooms, in restrooms and near time clocks.
- Provide visual cues (i.e., floor markings, signs) as a reminder to employees to maintain 6 feet apart.
- Encourage employees to avoid carpooling to and from work if possible.

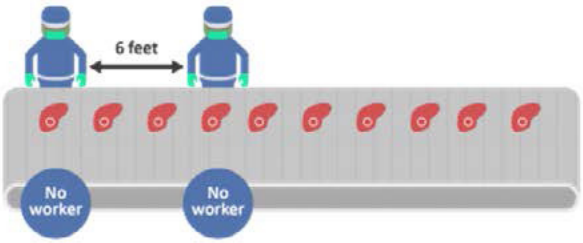
- Tools and workstations cleaned before and after each shift.
- Protocol established for frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based hand-sanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

How to Align Meatpacking and Meat Processing Workstations, If Feasible

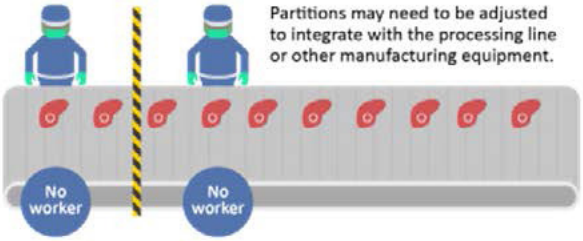
Bad:
Workers are within six feet of one another, including at side-by-side or facing workstations.



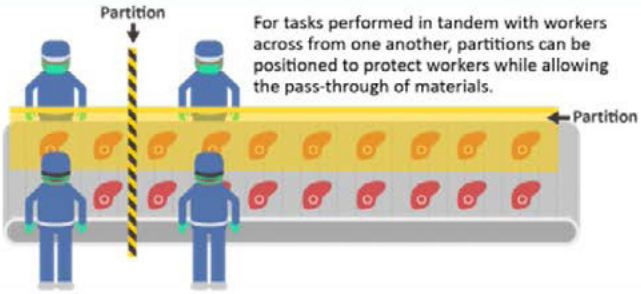
Good:
Workers are spaced at least six feet apart, not facing one another. Other configurations may be used to achieve similar distancing between workers.



Good:
Physical barriers, such as partitions, separate workers from each other.



Good:
Physical barriers, such as partitions, separate workers from each other, including where workers need to perform tasks in tandem across from one another.



MORE FOOD PROCESSING RESOURCES

Iowa Department of Public Health

Linn County Public Health

U.S. Department of Labor Occupational Safety and Health Administration

Centers for Disease Control and Prevention

U.S. Food & Drug Administration

FOOD SERVICE:

BARS | COFFEE SHOPS | RESTAURANTS | CATERING

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Employees can wear masks at their discretion based on the state's recomendation. However, the CDC and FDA recommends masks/face coverings for all employees.
- Gloves are already part of the supplies restaurants use on a daily basis. There should be no additional need for other supplies outside the normal course of business.

- Staff should limit the number of customers in the restaurant to those that can be adequately distanced 6 feet apart.
- Any indoor or outdoor waiting area may be marked so that social distancing standards are met. One member of a party may be allowed in waiting area while other members of their party wait in their car.
- Tables should be limited to no more than 6 guests per table.
- Tables/booths may alternatively be separated by a physical barrier.

- Tables and seating should be sanitized after each guest.
- Bathrooms should be sanitized frequently.
- High customer contact areas (e.g. door entrances) should be cleaned every two hours.
- Menus, if laminated, should be cleaned after each usage, or paper menus shall be designed for single use.
- Condiments should not to be left on tables. Provide by request and sanitize after usage, or disposable packets should be used.
- Employees are encouraged to take ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based handsanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

- Employees who have a fever or other symptoms of COVID-19 should not be allowed to work.
- A sign should be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.

- Never touch Ready-to-Eat foods 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.

PICK UP + DELIVERY

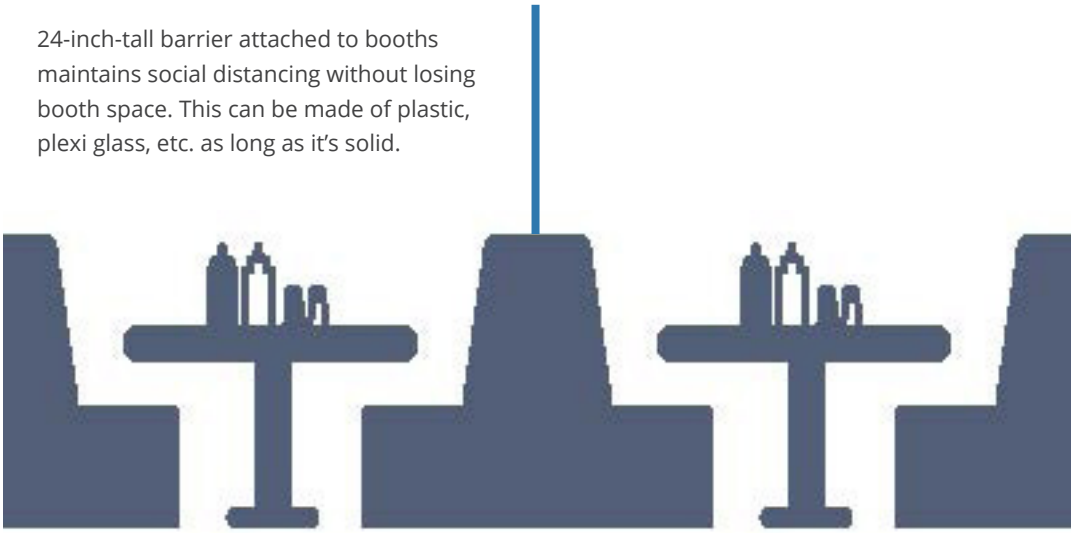
- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food before transport.

- Encourage customers to use no-touch deliveries
- Notify customers as the delivery is arriving by text message or phone call.

- Establish designated pick-up zones for customers.
- Offer curb-side pick-up.
- Practice social distancing by offering to place orders in vehicle trunks.

CREATING A BARRIER

You can practice social distancing in your bar/restaurant by moving tables to ensure they are six feet apart. However, if your establishment has booths, you can install a 24-inch-tall barrier between booths to maintain social distancing.



MORE FOOD SERVICE RESOURCES

National Restaurant Association
Iowa Restaurant Association
U.S. Food & Drug Administration
Centers for Disease Control & Prevention
CDC Restaurants and Bars Decision Tree
Linn County Reopening Guidance Restaurant and Bars

HOTELS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires contact with other employees and limited customer interaction

EMPLOYEE + CUSTOMER PROTECTION

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely handling point of sale interactions.
- If a customer or employee is sick, he or she should be sent home or to a healthcare facility.
- Maintain records that will help you trace who has been in contact with any infected individuals that have been to your property. Review and implement a record keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 90 days. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed circuit tapes. This is especially important if someone in your hotel has been confirmed to have the virus.

- Provide reminders to employees and members of the public to stay at least 6 feet away from others when in the facility and mark six foot intervals when possible.

- Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning.
- Linens may become contaminated with the virus, so it is also important to add disinfectant when washing laundry. Bed scarfs and bedspreads should be washed more frequently.
- Follow the manufacturer's instructions for proper use to get the most virus killing protection. Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring.

MORE HOSPITALITY RESOURCES

American Hotel & Lodging Association

International Association of Exhibits and Events

International Hotel & Restaurant Association

LOGISTICS | TRANSPORTATION

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with other employees.

EMPLOYEE + CUSTOMER PROTECTION

- Establish an adequate supply of PPE. This includes:
  - Disposable surgical masks (1 per employee/day).
  - Nitrile gloves (2 pairs per employee/day).
  - Glasses/face-shields (1 per employee).

- Establish a social distancing strategy based on the layout and workflow of the facility, including break areas.
- Limit access to the facility and face-to-face interaction with customers. Meet delivery drivers and other nonessential visitors outside vs. in the facility, and if required to enter consider taking their temperature first.
- Conduct virtual interviews for new hires.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.

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

- Establish an adequate supply of preventative material inventory (soap, sanitizer, thermometers, etc.).
- Replace HVAC air filters or clean/disinfect.
- Establish a disinfection team to clean/disinfect entire facility and create a recurring disinfection schedule.
- Establish an inbound parts/materials/packages disinfection strategy.
- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal sanitization practices.
- Expedited shipment may be sanitized (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 when received.

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

MORE LOGISTICS RESOURCES

U.S. Department of Transportation
U.S. Customs and Border Protection
Iowa Department of Transportation
American Trucking Association
International Federation of Freight Forwarders

MANUFACTURING

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with other employees.

EMPLOYEE + CUSTOMER PROTECTION

- Establish an adequate supply of PPE. This includes:
  - Disposable surgical masks (1 per employee/day).
  - Nitrile gloves (2 pairs per employee/day).
  - Glasses/face-shields (1 per employee).

- Establish a social distancing strategy based on the layout and workflow of the facility, including break areas.
- Limit access to the facility and face-to-face interaction with customers. Meet delivery drivers and other nonessential visitors outside vs. in the facility, and if required to enter consider taking their temperature first.
- Conduct virtual interviews for new hires.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.

- Establish on-site health screening strategy.
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- When possible, allow incoming materials to remain untouched for 48 hours when received.

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

MORE MANUFACTURING RESOURCES

Iowa State University Center for Industrial Research and Service

Iowa Economic Development
Iowa Manufacturing

Iowa Association of Business and Industry
National Association of Manufacturers

MEDICAL SERVICES:
GENERAL

This section includes medical doctor's offices, urgent care facilities, chiropractic clinics and physical therapy 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 encounter.

EMPLOYEE + CUSTOMER PROTECTION

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear facemasks.

- 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 should be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.

- Patients may be required to wait in their vehicles and may be notified via cell phone when an exam room is available. They could be escorted directly to the exam room.
- Persons accompanying patients may be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregiveres for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results may be done via telemedicine or the patient portal.
- When possible, non-emergent conditions should be handled via telemedicine.
- When possible, some encounters may be completed in the parking lot to avoid the patient entering the office building.
- High-risk patients should use a separate entrance and exit.

- Office and exam rooms should be cleaned and disinfected between patients.
- Any equipment used should be cleaned and disinfected after each use.
- No books/magazines should be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Staff at checkout should be required to wear gloves.
- Credit card receipts may be emailed or mailed to the patient; no exchange of paper between staff and patient may take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

MEDICAL SERVICES:
DENTISTRY

This section includes maxillofacial & oral surgery offices and dentist offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Doctors, hygienists and support staff have close physical contact with patients.

EMPLOYEE + CUSTOMER PROTECTION

- Employees should 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.
- Gloves, shoe covers and gowns should be disposed of after each patient.

- All staff should 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 should be immediately sent home or referred to the appropriate health care facility.
- Patients should be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.

- Patients may be required to wait in their vehicles and may be notified via cell phone when an exam room is available. They could be escorted directly to the exam room.
- Persons accompanying patients may be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregiveres for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results may be done via telemedicine or the patient portal.
- When possible, non-emergent conditions should be handled via telemedicine.
- Services should be provided by appointment. If a walkup patient arrives, that patient should be evaluated in the same manner as an appointed patient, provided that the schedule allows for the extra patient.
- High-risk patients should use a separate entrance and exit. Patients should be separated from each other at all times by at least 6 feet.

- Office and exam rooms should be cleaned and disinfected between patients.
- All instruments should be either disposed or sterilized in an autoclave after each use. Each instrument should be individually sterilized and packaged for each patient.
- Chairs, trays, capes and face shields should be cleaned and sanitized after each patient is treated.
- No books/magazines should be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Offices should utilize powered air-purifying respirators with high-effeciency particulate arrestance (HEPA) filters.

- Staff at checkout should be required to wear gloves.
- Credit card receipts may be emailed or mailed to the patient; no exchange of paper between staff and patient may take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

MEDICAL SERVICES:
OPTOMETRY

This section includes optometry and ophthalmology offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with patients.

EMPLOYEE + CUSTOMER PROTECTION

- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients should be encouraged to wear facemasks.

- All staff should 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 should be immediately sent home or referred to the appropriate health care facility.
- Patients should be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 should be referred to the appropriate healthcare facility.

- Patients may be required to wait in their vehicles and may be notified via cell phone when an exam room is available. They may be escorted directly to the exam room.
- Persons accompanying patients may be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregiveres for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results may be done via telemedicine or the patient portal.
- When possible, non-emergent conditions should be handled via telemedicine.
- Services may be provided by appointment only. No walk-in patients allowed.
- High-risk patients should use a separate entrance and exit. Patients should be separated from each other at all times by at least 6 feet.
- Optical stations should be separated by at least six (6) feet.
- Limit the number of people in the office to one person per doctor, technician, or optician.

- Office and exam rooms should be cleaned and disinfected between patients.
- Any equipment used should be cleaned and disinfected after each use.
- No books/magazines should be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Staff at checkout should be required to wear gloves.
- Credit card receipts may be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

MEDICAL SERVICES:
MENTAL HEALTH

This section includes mental health and behavioral therapy offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with patients.

EMPLOYEE + CUSTOMER PROTECTION

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

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

MORE MEDICAL RESOURCES

American Medical Association

American Dental Association

American Optometric Association

American Physical Therapy Association

American Chiropractic Association

American Nurses Association

Association for Behavioral and Cognitive Therapies

CDC Infection Control Guidance for Healthcare Professionals

OFFICES/PROFESSIONAL SERVICES

This includes offices not otherwise mentioned in this booklet, such as nonprofit agencies, law firms, accounting firms, consulting firms and other offices that interact with the public.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with others.

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick should not be permitted in the building.

- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.

- Hand sanitizing stations should be available to customers and employees.
- Any equipment used should be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee's phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phone, etc. daily.

- Point of sale equipment (if applicable) should be frequently cleaned and sanitized.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, PayPal, etc.
- Pens should be sanitized after use by client/customer.

MORE OFFICE RESOURCES

American Institute of Certified Public Accountants

Iowa State Bar Association

National Council of Nonprofits

PHARMACIES

AVERAGE LEVEL OF CUSTOMER INTERACTION

Some work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Pharmacy personnel should wear protective facemasks and gloves as appropriate.
- Everyone entering the pharmacy should wear a face covering for source control (i.e., to protect other people in case the person is infected), regardless of symptoms. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- If an employee is sick, he or she should be sent home or to a healthcare facility.
- Utilize plastic shields/screens at check-out and other counters.

- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
- Drive through and curbside service should be used for prescription pick up.
- Deliver pharmacy items to patients' homes where possible.
- Utilize plastic shields/screens at check-out and other counters.
- Widen check-out counters for social distancing.
- Strategies to limit direct contact with customers include:
  - Packaged medication can be placed on a counter for the patient to retrieve.
  - Avoid handling insurance or benefit cards.
  - Avoid touching objects that have been handled by patients.
- Add markings and signs where appropriate to encourage social distancing.

- Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff.
- Increase cleaning measures and supplies for the pharmacy area.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Close self-serve blood pressure units.

- 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 after each use, including pens.
- Promote the use of self-serve checkout registers and clean them frequently. Provide hand sanitizer and disinfectant wipes at register locations.

MORE PHARMACY RESOURCES

CDC Guidance for Pharmacies

National Pharmaceutical Association

REAL ESTATE

This section covers real estate agents.

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.

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

- Provide sanitizing station in home, including soap, paper towels, garbage can and hand sanitizer.
- Only realtor or sellers should turn lights on, open doors, cabinets, closets etc.
- Clients should not open cabinets to minimize germ spread.
- Sanitize the home prior to and following showings.

MORE REAL ESTATE RESOURCES

National Association of REALTORS®

RETAIL:
GENERAL

This section includes furniture & home furnishings, clothing, shoe stores, clothing accessories, luggage stores, leather goods, department stores, sporting goods stores, book stores, craft stores, music stores and other mercantile stores.

AVERAGE LEVEL OF CUSTOMER INTERACTION

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

EMPLOYEE + CUSTOMER PROTECTION

- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear facemasks or gloves.
- Customers should be encouraged to wear facemasks in order prevent spreading of the virus.

- Consider downsizing operations or limiting store capacity.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.

- 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.
- Employees should have access to hand sanitizer or a place to wash their hands.
- Workers and customers should be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.

- Point of sale equipment should be frequently cleaned and sanitized.
- Stores should encourage customers to make non-cash payments.
- Protective screens may be installed at the discretion of each store.
- Sales registers should be at least 6 feet apart.
- Salesperson should encourage customers to either to insert payment card or to provide their own pen or sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms should not be allowed to work.
- Employees should be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the Iowa Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer. Consider using a hotline for employees to voice concerns anonymously.

A DESIGNATED EMPLOYEE SHOULD BE ON DUTY TO MONITOR ALL PROCEDURES.

RETAIL:
JEWELRY

This section covers the jewelry retail industry.

AVERAGE LEVEL OF CUSTOMER INTERACTION

General practice (non-COVID) allows for consistent interaction with customers throughout operating hours.

EMPLOYEE + CUSTOMER PROTECTION

- Showroom and common areas should be sanitized before opening and throughout the day.
- Gloves should be worn by employees to transfer all jewelry and equipment.
- Employees should wash hands before working.

- Stores should use a combination of equipment that include 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 jewelers should be allowed to determine the safest way to clean each item of jewelry. Jewelers should sanitize jewelry at intake.

- All customers should be asked to clean their hands and put on gloves if necessary. Trying on rings is an exception, but customers should wash their hands before and after.
- Masks should be provided/offered to customers in close proximity situations.

A DESIGNATED EMPLOYEE SHOULD BE ON DUTY TO MONITOR ALL PROCEDURES.

MORE RETAIL RESOURCES

National Retail Federation

National Association of Convenience Stores

Linn County Reopening Guidance Malls and Shopping Centers

RETAIL:

GROCERIES | GAS STATIONS | LIQUOR STORES

This section includes grocery stores, liquor stores, food retailers, gas stations and 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 to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear facemasks. Gloves should only be worn to handle food.
- Customers should be encouraged to wear facemasks in order prevent spreading of the virus.

- Consider downsizing operations or limiting store capacity.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in store.

- 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.
- Employees should have access to hand sanitizer or a place to wash their hands.
- Workers and customers should be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.
- Sanitize bathrooms often and limit bathroom occupancy.
- Sanitize shopping carts and baskets often. Encourage customers to wipe down carts before use.

- Point of sale equipment should be frequently cleaned and sanitized.
- Stores should encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- Sales registers should be at least 6 feet apart.
- The salesperson should encourage customers; either to insert payment card or to provide their own pen or sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.
- Encourage curbside pick-up options or consider offering these services.
- At gas stations, sanitze pumps and encourage patrons to use a secondary barrier when pumping gas (glove or paper towel).

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms should not be allowed to work.
- Employees should be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the Iowa Department of Public Health.
- Encourage workers to report any safety and health concerns to the employer. Consider using a hotline for employees to voice concerns anonymously.

CLOSING

The Cedar Rapids Economic Development team is here to help you and your business during this time. Please do not hesitate to call or email us with your questions, concerns or ideas. We will continue to update our resources to serve you as this situation develops.

Thank you for your hard work and perseverance.

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SOURCES

Centers for Disease Control and Prevention (CDC)
Food and Drug Administration (FDA)
Iowa Public Health Department
U.S. Chamber of Commerce

CEDAR RAPIDS
City of Five Seasons®