Suggestions for Best Practices While Your Business is Reopening:

**Telework**: All employers should continue to encourage teleworking where practical. Employers should begin implementing plans for employees to return to work in phases.

**Employee Screening**: All employers should screen employees before entering the premises for symptoms of COVID-19 or influenza like illness and, where practical, take the temperature of each employee.

**Corporate Guidelines—Suggestions**:
- Offer work from home at discretion of employer and as needed
- Utilize teleconferences when possible
- Increase cleaning services and additional sanitation services through outside cleaning companies
- Recommend touchless sanitizer at entry
- Staff age 65+ are encouraged to stay home

**Restaurants Suggestions**:
- Take reservations
- Text guest when their table is ready to allow them to walk around rather than wait inside
- Contactless check out
- Disposable menus
- Touchless sanitizer at entry
- Temperature checks for staff
- All employees wear face coverings
- Menus, if laminated, should be cleaned after each usage. Paper menus should be designed for single use and then disposed of immediately after use.
- Outdoor dining areas should be prioritized.

**Restaurants Mandates**:
- Indoor occupancy limited to 25% of building occupancy
- Only seat parties of 10 people or fewer
- Minimum of six feet between parties
- Bar counter seating closed

**Barbershops, Cosmetology Salons & Specialty Salons Suggestions**:
- All customers will be by appointment only.
- Allow at least 15 minutes between the conclusion of an appointment and the beginning of the next appointment for proper disinfecting practices.
- No group appointments are permitted.
- Sanitize every station after every client
- Hand sanitizer at entry in plain visible sight
- All employees required to wear face coverings
- Temperature checks for all staff before each shift (temp above 100.4°F may not enter)
- All employees with flu-like symptoms to stay home
- One worker per customer
- Hand sanitizer in every room
- All linens washed after every use
• Encourage customers to wear face masks or cloth face coverings when entering the premises and provide face masks or cloth face coverings upon request, if available.
• Suggest customers wait in their cars until their appointment.
• Post signage to direct customers against congregating outside of the premises.
• Remove all unnecessary, frequent-touch items such as magazines, newspapers, service menus, any other unnecessary paper products and décor from customer service areas.

**Barbershops, Cosmetology Salons & Specialty Salons Mandates:**

• All customers are by appointment only
• Allow at least 15 minutes in between appointment for proper disinfecting practices
• No group appointments
• Masks must be worn by all employees while performing personal services

**Retail/Merchants Suggestions:**

• Recommended touchless sanitizer at entry of mall and each store
• Markers at checkout of stores to ensure people are staying six feet apart
• Hourly wipe-down of all countertops, railings and door surfaces
• Staff age 65+ encouraged to stay home
• All entry doors at mall and store entrances to be propped, manned or automated
• Hand sanitizer at entry of mall and each store to be in plain visible sight
• All employees required to wear face coverings
• Mall employees to regularly wipe down stair rails and door handles
• For stores, sanitizer at checkout stations
• All employees required to wear face coverings
• Temperature checks for all store staff prior to each shift (temp above 100.4º may not enter)
• All employees in stores with flu-like symptoms to stay home

**Retail/Merchants Mandates:**

• Must operate at no more than 25% of building occupancy

**Hoteliers Suggestions:**

*Front Office, Lobby, Elevators, Valet*

• All front desk/gallery hosts to wear masks and gloves
• Have signage on lobby floors reminding guests of social distancing
• Encourage guests to use mobile check in
• Have plastic guards installed at front desk if possible
• Have ample hand sanitizer stations throughout lobby and in elevator cabs
• Provide information to guests to use express checkout – have key drop boxes available in lobby to drop off keys
• Keep two buckets of pens – Used and Sanitized
• Restrict access to hotel to Registered Guests and Restaurant/Bar Patrons only
• Have key packets prepared in advance of guest arrival
• Associates to wipe down bell carts after each use – have wipes similar to fitness area available in lobby for guests to wipe down on own if needed
• Have signage at elevator landings directing people to use stairways
Housekeeping/Engineering

- All housekeepers to wear masks and gloves
- Create an extended step by step cleaning guide to include, door knobs, remotes, telephone, light switches, etc.
- If guests wish to have linens replaced and do not want a housekeeper to enter their room, they can place dirty linens in a pillow case outside the room and we will leave clean linens in place of
- Leave guest rooms unattended for 48 hours after check out before entering room to clean
- Replace glassware with plastic wrapped glasses
- Have alcohol wipes and make available in guest rooms for guests who wish to wipe down telephone, remote, etc.
- Put letters in guest rooms describing the 3-day housekeeping service – enhanced cleanliness procedures – automated check-out – ordering of amenities and towels – ordering of room service, or outside food and beverage - removal of trash etc.
- Maintenance requests should be handled while guest is not in room and engineer should wear mask and gloves before entering any guest room.
- Keep housekeeping carts stocked to a minimum and reduce supplies of toilet paper – amenities – water displayed on cart

Safety and Health Resources