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REOPEN ORANGE

A Suggested Business Toolkit for
a Safe and Responsible Opening

www.orangecountygov.com



ORANGE COUNTY
CHAMBER OF COMMERCE

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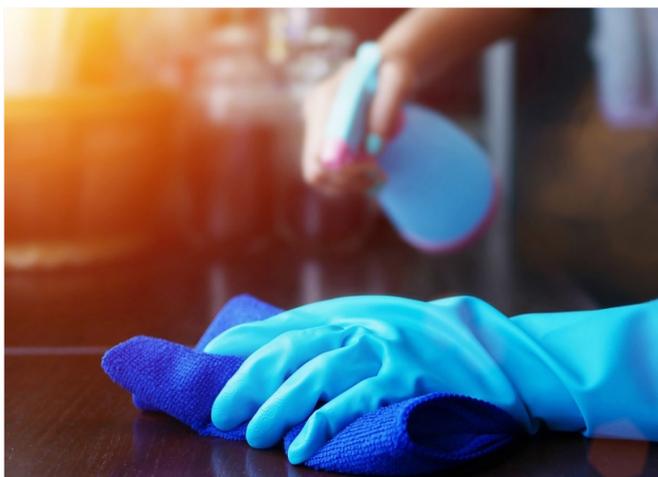
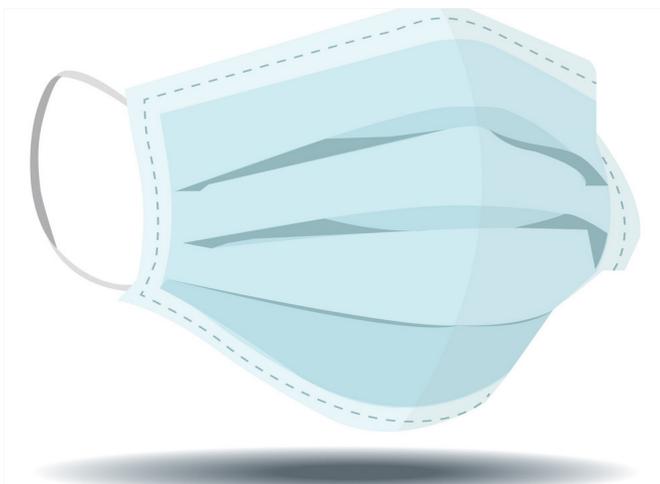
SUGGESTED GUIDELINES

For Business Reopening

All businesses will be required to have a safety plan upon reopening. This comprehensive plan must be available for review by enforcement agencies and should be communicated to employees and other pertinent personnel (vendors, customers, clients, etc.). Please visit <https://www.governor.ny.gov> for a safety plan template that can be completed online. For questions, concerns and NYS/industry specific guidance, please visit <https://forward.ny.gov/industries-reopening-phase>.

BUSINESSES SHOULD CONSIDER:

- ✓ Site Coordination
- ✓ Personal Protective Equipment (PPE)
- ✓ Worksite Cleaning & Sanitization
- ✓ Social Distancing Protocols
- ✓ Customer/Vendor Interaction with Employees
- ✓ Changes to Employee Policies & Procedures
- ✓ Employee/Customer Health Monitoring Protocols
- ✓ Communication of new Policies/Procedures to Employees & Customers via Instruction, Signage, Communication, & Training



STEPS BUSINESSES CAN TAKE

SITE COORDINATION:

Designate a Site Coordinator or Site Coordination Team if the size of your business or company warrants it. This individual or team would be responsible for becoming and remaining current on CDC, State and local reopening guidelines. Other responsibilities include:

- Drafting, updating and maintaining reopening procedures
- Assessing employees who exhibit symptoms of COVID-19 and taking action as necessary (visit [cdc.gov/coronavirus/2019-ncov/symptoms-testing](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing)).
- Answering questions and making decisions relative to the health, safety and welfare of employees, customers, clients and the public

PPE & WORKSITE CLEANING AND SANITIZING

- Businesses should visit [cdc.gov/coronavirus/2019-ncov/community/pdf/ReOpening_America_Cleaning_Disinfection_Decision_Tool.pdf](https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/ReOpening_America_Cleaning_Disinfection_Decision_Tool.pdf) for specific guidance pertinent to your industry.
- Review your cleaning routines prior to the COVID-19 pandemic and make adjustments to accommodate for more stringent guidelines.
- Remove items that are unnecessary, detrimental or dangerous to the functions of the worksite. Consider removing surfaces that are frequently touched, but not necessary for effectiveness or efficiency.
- Check ventilation and make improvements to increase outdoor air entering the system.

SUGGESTED GUIDELINES

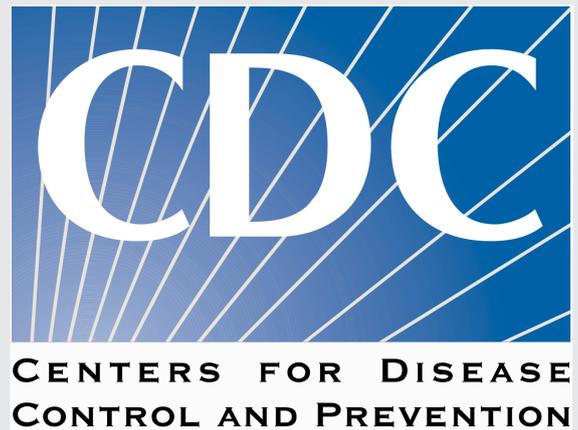
For Business Reopening

PPE & WORKSITE CLEANING AND SANITIZING (CONTINUED)

- Create training to review new worksite safety protocols for all employees (as soon as feasibly possible upon reopening).
- Remind employees, with training and signage, of the importance of hand washing, proper covering of coughs and sneezes, and refraining from touching the face.
- Provide employees with detailed information regarding: PPE, disinfecting measures, social distancing requirements, worksite health screenings, quarantining/return to work policies, and all other COVID-19 related workplace changes and adjustments.
- Clean and sanitize all surfaces, particularly frequently used ones (i.e. doorknobs, kitchen areas, bathrooms). Make wipes, sanitizers and other cleaning products easily and widely accessible throughout the worksite.
- Arrange for a thorough cleaning/disinfecting of the entire worksite and all shared surfaces at least once every 24 hours.
- If an employee tests positive or leaves work with COVID-19 like symptoms, a thorough cleaning and disinfecting of the employee's work space, as well as any common areas they frequent (break room, bathroom, conference room) should be conducted.
- Masks, gloves, shields, shoe coverings, coveralls, etc. should be provided to employees when and where these items are appropriate to the worksite and available. (Identify PPE necessary for your business to open successfully. Go to the Orange County Chamber of Commerce website at orangency.com for information about purchasing PPE through Orange County.)
- Touch-free solutions (i.e. doors that can be opened without knobs or handles, automatic paper towel dispensers, automatic faucets and toilet flushing, etc).
- Consider rescheduling shift work or introducing it to the worksite. Stagger shifts and the start and end times or perhaps alternate days to maximize distancing.
- Initiate shift "buffer times" to allow for shift changes with fewer employees coming in contact with one another during transition.
- Consider cross-training employees/teams, so shifts can be staggered and all necessary/required work can be done on all shifts.
- Provide tape or signage on floors to indicate six foot distancing (per CDC guidance).
- Where necessary and possible, stagger breaks and lunches.
- Limit number of employees that use a break or lunch or conference room at one time.
- Require employees to clean and disinfect any shared spaces (kitchens, microwaves, refrigerators) after they use them.
- Minimize unnecessary movement between departments and/or workspaces.
- As much as possible, hold phone, e-mail or virtual meetings, even when at the office.
- Limit meetings to no more than ten individuals, and provide for appropriate spacing as available. Hold meetings in spaces where people can spread out six feet apart from one another.
- Space desks and work stations so that employees utilizing them are six feet apart. When possible, construct temporary barriers between workstations.

SOCIAL DISTANCING PROTOCOLS

- Assess which functions can be performed off-site and offer work-from-home options when/where functions can be performed remotely.



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CUSTOMER/VENDOR INTERACTION & EMPLOYEE/CUSTOMER HEALTH MONITORING

- Advise employees, clients and customers of changes to policies and procedures through social media, advertisements and signage.
- Be sure entrances and other higher traffic areas have adequate information and signage, for employees, vendors and customers alike.
- Assess and create necessary barriers (i.e. plastic shields) to protect both employees and customers, where feasible.
- Offer online services, curbside pickup and drive through service when and where possible.
- Have a calling or texting service that advises customers waiting in their vehicles when it is their turn to enter a worksite to limit exposure to one another.
- Conduct virtual sales calls.
- Limit the number of customers in a worksite to ensure appropriate distancing. Provide visual markers on floors, per CDC guidance.
- Separate contractors and vendors from employees and staff (i.e. provide separate entrances, exits and bathrooms when practicable).
- Restrict non-essential vendors and deliveries from entering the worksite (i.e. require deliveries to be dropped outside).
- Conduct health screenings (temperature taking, etc.) and wellness checks of employees, customers, clients and/or vendors, as necessary; keeping in mind COVID-19 symptoms (fever > 100.4F, cough, shortness of breath/difficulty breathing).

- Have employees, vendors, customers, etc. sign in and out so that contact tracing is more easily conducted in the event of suspected or confirmed COVID-19 exposure.
- Have policies and procedures in place for when an employee or customer/vendor has symptoms of COVID-19 at the worksite, or someone has recently tested positive or has been in contact with someone who is confirmed positive.
- Require certification that an employee is able to safely return to work, signed by a healthcare professional.
- Have leave options in place for employees who may have to miss work due to a COVID-19 related issue.



COMMUNICATION OF NEW POLICIES/PROCEDURES TO EMPLOYEES & CUSTOMERS VIA INSTRUCTION, SIGNAGE, COMMUNICATION, & TRAINING

- Create and disseminate signage, memos and announcements regarding new policies to all employees and customers as needed. Utilize social media and advertising when appropriate.

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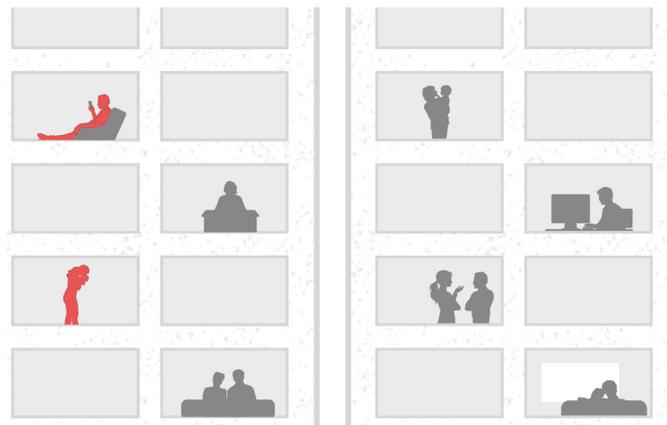
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COMMUNICATION OF NEW POLICIES/PROCEDURES TO EMPLOYEES & CUSTOMERS VIA INSTRUCTION, SIGNAGE, COMMUNICATION, & TRAINING (CONTINUED)



- Post internal signs to alert/remind employees and customers regarding guidelines, expectations and responsibilities, and any changes to them.
- Post external signs on doors and in entryways alerting visitors to restrictions on entry and movement in and around the worksite, as well as any applicable guidelines and expectations (i.e. change in hours, etc.)
- Provide employees working remotely with tools for remaining connected to co-workers.
- Create and provide safety training videos, webinars and other opportunities for employees to learn new policies and procedures.
- Maintain up-to-date COVID-19 documents, resources and company protocols in a location and manner that make them accessible to all employees.



RESOURCES:

- <https://www.orangecountygov.com/1936/Coronavirus>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- <https://www.osha.gov/Publications/OSHA3990.pdf>

