



## Retail Stores & Commercial Businesses – Phase One Reopening

### What must I do at all times?

- All businesses or facilities open to the public shall post conspicuous signage at all public entrances in accordance with Public Health Order 4. A template of the required signage can be found at <https://asafenashville.org/business-toolkit>.
- Encourage everyone inside your establishment to observe CDC Guidelines for social distancing and proper hygiene
- Restrict occupancy to no more than 50% of the posted maximum occupancy for your operating space.
- All employees who interact with the public or who cannot maintain a safe social distance from their co-workers are required to wear a face covering or mask.

### What should I do before opening?

- Flush all water systems – Metro Water Services has posted flushing guidance on the COVID-19 website, <https://www.asafenashville.org/status-of-nashville-services/>
- Reduce the capacity of your break rooms and common areas.
  - Adequately space tables to provide for proper social distancing
  - Mark indoor/outdoor waiting areas to provide for proper social distancing
  - Post signage to encourage proper social distancing in and around restrooms
- Create or amend your employee protection policies to include:
  - Allowing employees to work from home as much as possible
  - Temperature and symptom screening questions for all employees reporting to work. Information on symptoms can be found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>. An employee showing symptoms or a temperature of 100.4 degrees Fahrenheit or greater must leave the premises immediately
  - Require all employees who interact with the public or who cannot maintain a safe social distance from their co-workers to wear a face covering or mask
  - Adherence by all employees to CDC guidance on social distancing and hand sanitizing
  - Plan for a potential Covid-19 case
    - **For employees who previously tested positive:**
    - If the employee does NOT have symptoms, they must be at least 10 days past the day they were tested before being allowed to return to work.

- If the employee HAS symptoms, they must be at least 10 days past when their symptoms began; they must be feeling better; AND they cannot have had a fever in the previous 72 hours DURING WHICH TIME they did not take any medication that reduces fever (Tylenol, Ibuprofen, acetaminophen, or ibuprofen) before being allowed to return to work.
- Alternatively:
- If an employee who previously tested positive wants to confirm their status to return to work by further testing, they must have **two** negative tests **at least 24 hours apart** before being allowed to return to work.
  
- ***For employees who have been in direct contact a positive case*** (they will usually have been contacted by public health officials in their county of residence with this information):
  - They must self-isolate for 14 days before returning to work. If they become symptomatic during this time, they should be tested. Refer employees who need to be tested to their personal medical provider or to a community assessment center. If they test positive, they should follow the information above.
  
- ***For an employee has been tested and is awaiting results***, the employee cannot return to work until the results are back. Before they can return to work, they must have BOTH: A negative test result AND not have been a contact of a positive case within the previous 14 days.
  - All employees should stay home if feeling ill
  - Increased opportunities for hand washing
  - Adherence by vendors to the same policies put in place to help protect your employees
  - Stagger shifts, breaks and meals to allow for increased social distancing
- Create or amend your disinfection policies and procedures to include:
  - Increased frequency of restroom sanitization
  - Increased sanitization of high-touch surfaces (doorknobs, handles, credit card machines, pens, etc.)
  - Sanitize any partitions or shields used to protect greeters and those employees at payment stations
  - Include plans for sanitizing all front-of-house contact surfaces each day
- Place hand sanitizer stations in lobbies and other high traffic areas

### **What should I do while my business is open?**

- Limit the number of customers inside your store to 50% of the maximum rated capacity

- Follow your policies and procedures for employee protection and disinfection. CDC guidelines can change often; update your policy as needed
- Consider requiring customers to wear face coverings
- Sanitize carts or baskets after each customer's use.
- Limit the number of people in an elevator to allow compliance with CDC guidance on social distancing.
- Consider dedicated shopping hours or appointment times for the elderly, medically vulnerable and health care workers
- Consider separate entrances and exits to encourage social distancing.
- Consider one-way aisles or other traffic patterns to encourage social distancing
- Consider dedicating a management-level employee to ensuring customer and employee compliance with social distancing guidelines
- Increase curbside, pickup and delivery options to minimize contact
- Increase social distancing reminders such as signs and audio announcements
- Suspend sampling of food or personal hygiene products; limit self-service options.

For additional questions and other best practices, go to FAQs and Best Practices

If you still have questions, go to HubNashville or call 311 within Davidson County