**When will Phase One: Reopening begin?**

Monday, May 11, at 12:01 a.m.

**Do I have to wear a mask?**

Health Director’s Order 4, Face Coverings and Masks, as amended, requires 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. All others are strongly encouraged to wear face coverings or masks when shopping or interacting with other members of the public, both for your safety and theirs.

**Should or can business owners take the temperatures of employees before entry?**

Employers are required to screen their employees daily for symptoms. The latest list of symptoms, including temperature, is available at: [https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)

Employees who have symptoms should be sent home.

**Should or can business owners take the temperatures of customers before entry?**

Each business should determine how best to screen their customers. We would advise that each business include on its website very explicit guidance for its customers. Business may require customers to wear a face covering or mask if they wish. Businesses should consult CDC guidelines for symptoms of COVID-19 ([https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)) and may post these and request that any potential customer with any of those symptoms please visit at a later date for the protection of your employees and your other customers.

**Does Nashville have a hotline to report violations?**

Yes. Violations may be reported at [https://hub.nashville.gov/s/request-type/a0ut0000000vgMUAAY/covid19-report-violations?language=en_US](https://hub.nashville.gov/s/request-type/a0ut0000000vgMUAAY/covid19-report-violations?language=en_US)

**How long do we need to keep social distancing?**

Because we lack general immunity to COVID-19 and because it is so contagious and debilitating, we will need to practice social distancing until our population is fully vaccinated or until antibody testing is sufficiently widespread and reliable. Public health experts advise that a vaccine may not be widely available until summer or fall of 2021, so we should prepare for a lengthy period of social distancing.

**Do my customers need to wear a face covering?**

Employees who interact with the public or who cannot maintain a safe social distance from their co-workers are required to wear face coverings or masks; customers are strongly encouraged to do so but are not required by Order 4 to do so. However, at its discretion a business may choose to require customers to wear a mask if it so wishes.
Are restaurants allowed to seat parties together?

Restaurants are allowed to operate at 50 percent capacity. Tables should be spaced so that the customers using them are at least six feet from other customers. No parties of more than six people are allowed.

What should I do if one of my employees tests positive for COVID-19?

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.

What should an employee do if they have been in contact with someone that tested positive for COVID-19?

For employees who have been in direct contact a positive case (they usually will 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.

What should an employee or business do if an employee has been tested but does not know the 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.

Where can I get personal protective equipment (PPE) for my employees?

Contact your vendors about ordering necessary soaps and sanitizers. Employees can follow CDC guidelines for making their own face coverings if you cannot acquire manufactured face coverings.
Where can I find training for my employees on safe serving practices?

The website [www.servsafe.com](http://www.servsafe.com) has free training and certification resources for restaurant and hospitality workers regarding safe food handling during the coronavirus outbreak.

When can my bar or restaurant allow live entertainment?

Live entertainment such as music, trivia, and game nights are allowed to resume during Phase Three.

Is it possible that we could have to revert back to a previous phase if there is a negative change in the COVID-19 metrics?

If the Metro Nashville COVID-19 Task Force determines that Nashville needs to revert back to a previous phase of the Roadmap to Reopen, that could impact your place of business.

Are businesses required to submit a written plan of action for reopening?

A written plan or policy is not mandated but would be useful for both you and your employees. It would require you to think through exactly how reopening will look for your establishment and inform employees of new expectations. Guidance for restaurants and for commercial/retail establishments is available at this website.

What Phase is my business in, and why?

The Phases are listed in the Roadmap For Reopening Nashville, available at this website.

Generally, individual business types are placed in different phases due to the nature of what they do and the danger of spreading the contagion that they pose. Close-interaction business such as hair, nail and massage parlors are included in Phase 2, for example, because of the close personal interaction intrinsic to that service. Large gatherings, where massive spread is possible, are delayed even further in time. This same logic is used to establish all phases and the business/enterprises within them.

What other resources are available?

Guidance for Restaurants is available at this website.

Guidance for Retail/Commercial establishments is available at this website.

Order 5 Phase One: Reopening is available at this website.

Resources for employer/employee legal questions are available at this website.

Resources for financial needs and information are available at this website.

Guidance for the various Phases are available at this website.