

# BACK-TO BUSINESS Toolkit



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**BARABOO AREA  
CHAMBER & TOURISM**

## BARABOO AREA CHAMBER & TOURISM

### Darren Hornby

Executive Director

director@baraboochamber.com

(608) 356-8333

www.baraboo.com



### Kristine Koencke

Executive Director

ED@rucls.net

608.524-2850

www.reedsburg.org



### Tywana German

Executive Director

executivedirector@saukprairie.com

(608) 643-4168

www.saukprairie.com



### Julie Jensen

Executive Director

spacc@springgreen.com

(608) 588-2054

www.springgreen.com

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Dear Business Owner,

The purpose of this toolkit is to help business owners get the information they need in order to open, what steps should be taken to put you on the best path of success, and how to assess your business needs.

This year of COVID-19 is anything but business as usual and is truly uncharted territory for you, as well as your employees and your customers.

Reopening must be balanced with careful planning and diligent follow through to help protect those that depend on you for employment and those that rely on your goods and services.

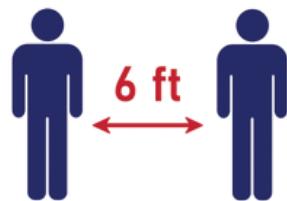
Remember, we only have one shot at opening the right way, and each business could have a profound affect on whether everyone gets shut down again.

Things to consider:

- What inventory, supplies, equipment and other items do you have or need?
- What kinds of government assistance you might be able to access?
- What's the feedback from employees, customers, suppliers and creditors/investors?
- What's your business's financial position?
- Have any of your key customers and/or suppliers been affected by the disaster, and if so, how will this impact your business?
- What will be your sanitation and disinfection process? Assessing the health and temperature of your employees? Social distancing measures? Training your employees on the process?
- What online updates and notifications do you need to do?
- Do you need to change the way you do business to reach your customers?
- How will you market and advertise your reopening?

Lastly, We have provided information directly from resources such as the Center for Disease Control (CDC), Sauk County Public Health, Occupational Safety and Health Administration (OSHA) and others, but understand this guidance is advisory in nature and informational in content. It may or may not be a standard or a regulation, and it neither creates new legal obligations nor alters existing obligations.

# Sauk County Roadmap - The New Normal



## Indicators that must be met to move into the Next Phase

### EXECUTIVE SUMMARY

We have made tremendous progress over the past several weeks slowing the spread of COVID-19 and keeping our Sauk County residents safe. But we have more to do in order to flatten the curve. We must remain committed to using research-based best practices and data to inform our decisions going forward to make sure we can sustain our progress.

The impact of COVID-19 on our economy has been disastrous. A strong economy is vital to public health and safety; we can't have healthy residents and a healthy community without our residents working and our business owners generating income by providing the goods and services we all rely on. Our businesses must be allowed to open as soon as safely possible!

If we open too quickly, without a data-driven plan, we risk a resurgence of COVID-19 and further delaying our return to a strong economy. We must, therefore, open in phases based on risk, local and regional data, and best practices from other states and countries. This document lays out what it will take to open businesses safely.

### DATA-DRIVEN DECISIONS

Sauk County Public Health (SCPH) is collecting data on COVID-19 spread and local characteristics. In general terms, data used to make decisions about when to move into a new phase of reopening include hospital preparedness, local and regional spread of the virus, local testing capacity, and local contact tracing capacity. Specific data points are highlighted within this document.

### PHASES

There is no question that COVID-19 will continue to affect how we function as a community, including the need to maintain certain preventive measures and policies even after all businesses are open. Phase details and recommendations are included within this document, but summarized at a high level below:

Current Flattening the curve	Phase 1 Recovery	Phase 2 Revitalization	Phase 3 New normal	Mitigation If resurgence
✓ Safer at Home ✓ Physical distancing ✓ Face coverings ✓ Only essential businesses open, with limitations ✓ Non-essential business open with curbside pickup and limitations	✓ Physical distancing ✓ <10 people in confined space ✓ Face coverings ✓ Enhanced disinfecting ✓ Staff monitoring ✓ Summer programs open with limitations ✓ Most businesses open, with limitations	✓ Physical distancing ✓ <50 people in confined space ✓ Face coverings ✓ Enhanced disinfecting ✓ Staff monitoring ✓ All businesses open with limitations	✓ High risk people remain cautious ✓ Enhanced disinfecting ✓ Wash hands; cover coughs; stay home if ill ✓ Staff monitoring ✓ Everything open ✓ Telework and telehealth where possible ✓ All businesses open	✓ Increased cases, outbreaks, or clusters may result in reinstituting restrictions to prevent resurgence, based on local and regional data
Expanded testing and isolation of infected people	Gradual lifting of Safer at Home; increased surveillance; aggressive quarantine and isolation	Further lifting of Safer at Home; continued surveillance; aggressive quarantine and isolation	Continued surveillance; aggressive quarantine and isolation	Normalized surveillance, isolation and quarantine

# ACTIONS THROUGHOUT PHASES

Action	Phase 1	Phase 2	Phase 3	Moderate Mitigation (based on data above)	Intense Mitigation (based on data above)
<b>Healthy habits:</b> <ul style="list-style-type: none"><li>wash hands, cover coughs, stay home if ill, face coverings if leave house, disinfect high-touch surfaces, minimize non-essential travel, work at home when possible</li></ul>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extra caution for high-risk people (>65 years old, heart disease, lung disease, diabetes, cancer treatment)	Continue until vaccine is widely available			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Disease control: isolation of cases and quarantine of close contacts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Physical distancing of 6 feet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Pause	Re-start or continue	<input checked="" type="checkbox"/>
Visits to long-term care and other congregate facilities	Continue until vaccine is widely available			Stop	Stop
Maximum size of gatherings	Limit to <10 People	Limit to <50 People	Open	Limit to <10 People	Limit to only household members

Continues on next page

For particular services

# ACTIONS THROUGHOUT PHASES

## Outdoor gatherings (farmer's markets, programmed events)

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• &lt;10 people in a given space</li><li>• physical distancing of people; and 15-foot distance between booths or gathering points</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• face coverings for public-facing staff; encourage use by patrons</li><li>• reduced parking spaces; increased entry points</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• &lt;50 people in a given space</li><li>• physical distancing of people; and 15-foot distance between booths or gathering points</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• face coverings for public-facing staff; encourage use by patrons</li><li>• reduced parking spaces; increased entry points</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing of people; and 15-foot distance between booths or gathering points</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li></ul>
<b>Moderate Mitigation</b> (based on data above)	<10 people with physical distancing
<b>Intense Mitigation</b> (based on data above)	Close

# ACTIONS THROUGHOUT PHASES

## Restaurants

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• &lt;10 people in given space</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• disposable menus or sanitize after each use</li><li>• face coverings for staff</li><li>• reservations strongly encouraged</li><li>• non-porous barriers between booths if not physically distanced</li><li>• no live music</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• &lt;50 people is given space</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• disposable menus or sanitize after each use</li><li>• face coverings for staff</li><li>• reservations strongly encouraged</li><li>• non-porous barriers between booths if not physically distanced</li><li>• no live music</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Only curbside pickup, delivery, or takeout
<b>Intense Mitigation</b> (based on data above)	Only curbside pickup, delivery, or takeout

# ACTIONS THROUGHOUT PHASES

## Bars

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing between parties</li><li>• &lt;10 people in given space</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• disposable menus or sanitize after each use</li><li>• face coverings for staff</li><li>• non-porous barriers between booths if not physically distanced</li><li>• no live music</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing between parties</li><li>• &lt;50 people in given space</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• disposable menus or sanitize after each use</li><li>• face coverings for staff</li><li>• reservations strongly encouraged</li><li>• plastic barriers between booths if not physically distanced</li><li>• no live music</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Only food takeout
<b>Intense Mitigation</b> (based on data above)	Close all in-person functions

# ACTIONS THROUGHOUT PHASES

## Religious Services

<b>Phase 1</b>	Resume with: <ul style="list-style-type: none"><li>• online services still recommended</li><li>• parking lot services as long as congregants stay in vehicles</li><li>• physical distancing</li><li>• &lt;10 people in confined space</li><li>• minimize staff onsite</li><li>• active monitoring of congregants and staff</li><li>• enhanced disinfecting between services</li><li>• face coverings for everyone</li><li>• no live music</li><li>• discourage fellowship after services</li><li>• consider small group worship and study</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Resume with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• &lt;50 people in confined space</li><li>• parking lot services as long as congregants stay in vehicles</li><li>• active monitoring of congregants and staff</li><li>• enhanced disinfecting between services</li><li>• face coverings for everyone</li><li>• no live music</li><li>• discourage fellowship after services</li><li>• consider online or no-touch Bible school</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Resume with: <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting between services</li><li>• consider multiple, staggered services</li><li>• discourage fellowship after services</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Maximum 10 people
<b>Intense Mitigation</b> (based on data above)	Maximum 10 people

# ACTIONS THROUGHOUT PHASES

## K-12 schools and summer school

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• congregate in groups less than 10 people</li><li>• active monitoring of students and staff</li><li>• keep ill staff and students home</li><li>• enhanced disinfecting</li><li>• no contact sports/games</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing where possible</li><li>• congregate in groups less than 50 people</li><li>• active monitoring of students and staff</li><li>• keep ill staff and students home</li><li>• enhanced disinfecting</li><li>• no contact sports/ games</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• active monitoring of students and staff</li><li>• keep ill staff and students home</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Distance learning when possible, no gatherings >10 people
<b>Intense Mitigation</b> (based on data above)	No in-person activities

# ACTIONS THROUGHOUT PHASES

## Summer programs, organized youth activities

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• congregate in groups less than 10 people</li><li>• active monitoring of staff and students</li><li>• keep ill staff and students home</li><li>• enhanced disinfecting</li><li>• no contact sports/ games</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• congregate in groups less than 50 people</li><li>• active monitoring of staff and students</li><li>• keep ill staff and students home</li><li>• enhanced disinfecting</li><li>• no contact sports/ games</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• active monitoring of children and staff</li><li>• enhanced disinfecting</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Open only if provided as childcare for employees of operating businesses and if gathering level of <10 maintained
<b>Intense Mitigation</b> (based on data above)	Close

# ACTIONS THROUGHOUT PHASES

## Post-secondary institutions

<b>Phase 1</b>	Encourage distance learning only. Could open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• congregate in groups less than 10 people</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• congregate in groups less than 50 people</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Distance learning and no gatherings >10 people
<b>Intense Mitigation</b> (based on data above)	No in-person activities

# ACTIONS THROUGHOUT PHASES

## Daycares

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• congregate in groups less than 10 people</li><li>• active monitoring of staff and students</li><li>• keep ill staff and students home</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• congregate in groups less than 50 people</li><li>• active monitoring of staff and students</li><li>• keep ill staff and students home</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• active monitoring of children and staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Provide only for those working in operating businesses
<b>Intense Mitigation</b> (based on data above)	Provide only for those working in essential businesses

# ACTIONS THROUGHOUT PHASES

## Playgrounds, swimming pools, sports courts (e.g. basketball)

<b>Phase 1</b>	Closed
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• &lt;50 people</li><li>• Tables and chairs should be removed or sanitized between patrons</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• Industry best practice</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Close
<b>Intense Mitigation</b> (based on data above)	Close

# ACTIONS THROUGHOUT PHASES

## Lodging (hotels, motels, beds and breakfasts, campgrounds)

<b>Phase 1</b>	<p><b>Lodging open with:</b></p> <ul style="list-style-type: none"> <li>• physical distancing</li> <li>• active monitoring of staff</li> <li>• increased ventilation rates</li> <li>• schedule 24 hours between room reservations</li> <li>• increased % of outdoor air circulating into system</li> </ul> <p><b>B&amp;Bs open with:</b></p> <ul style="list-style-type: none"> <li>• above restrictions, but breakfast seating can occur only 1 room at a time</li> <li>• increased ventilation rates</li> <li>• increased % of outdoor air circulating into system</li> </ul> <p><b>Campgrounds open with:</b></p> <ul style="list-style-type: none"> <li>• physical distancing</li> <li>• &lt;10 people is any one space</li> <li>• enhanced disinfecting</li> </ul> <ul style="list-style-type: none"> <li>• common areas closed</li> <li>• enhanced disinfecting</li> </ul>
<b>Phase 2</b>	<p><b>Lodging open with:</b></p> <ul style="list-style-type: none"> <li>• physical distancing</li> <li>• active monitoring of staff</li> <li>• increased ventilation rates</li> </ul> <ul style="list-style-type: none"> <li>• &lt;50 people in confined space</li> <li>• enhanced disinfecting</li> <li>• increased % of outdoor air circulating into system</li> </ul> <p><b>B&amp;Bs open with:</b></p> <ul style="list-style-type: none"> <li>• above restrictions, but breakfast seating can occur only with physical distancing between households</li> <li>• increased ventilation rates</li> </ul> <ul style="list-style-type: none"> <li>• increased % of outdoor air circulating into system</li> </ul> <p><b>Campgrounds open with:</b></p> <ul style="list-style-type: none"> <li>• physical distancing</li> <li>• &lt;50 people is any one space</li> <li>• enhanced disinfecting</li> </ul> <ul style="list-style-type: none"> <li>• common areas closed</li> <li>• active monitoring of staff</li> </ul>
<b>Phase 3</b>	<p><b>Lodging open with:</b></p> <ul style="list-style-type: none"> <li>• industry best practices</li> <li>• enhanced disinfecting</li> <li>• increased % of outdoor air circulating into system</li> </ul> <ul style="list-style-type: none"> <li>• active monitoring of staff</li> <li>• increased ventilation rates</li> </ul> <p><b>B&amp;Bs open with:</b></p> <ul style="list-style-type: none"> <li>• increased ventilation rates</li> <li>• increased % of outdoor air circulating into system</li> </ul> <p><b>Campgrounds open with:</b></p> <ul style="list-style-type: none"> <li>• active monitoring of staff</li> <li>• enhanced disinfecting</li> </ul>
<b>Moderate Mitigation</b> (based on data above)	<p>Lodging open, with common areas closed.</p> <p>Campgrounds &lt;10 people, common areas closed</p>
<b>Intense Mitigation</b> (based on data above)	<p>Lodging open, with common areas closed</p> <p>Campgrounds &lt;10 people, common areas closed</p>

# ACTIONS THROUGHOUT PHASES

## Water Parks and Resorts

<b>Phase 1</b>	Lodging open with restrictions on previous page  Resort activities closed
<b>Phase 2</b>	Lodging open with restrictions above  Resort activities open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• &lt;50 people in one defined area</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• face coverings for staff and patrons</li><li>• Rides that cannot be sanitized between uses remain closed</li><li>• Tables and chairs must be sanitized between patrons</li></ul>
<b>Phase 3</b>	Lodging open with restrictions above  Resort activities open with: <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Lodging open, with common areas closed.  Resort activities closed.
<b>Intense Mitigation</b> (based on data above)	Lodging open, with common areas closed.  Resort activities closed.

# ACTIONS THROUGHOUT PHASES

## Theatres, bowling alleys, other amusement

<b>Phase 1</b>	Closed
<b>Phase 2</b>	<p>Open with:</p> <ul style="list-style-type: none"><li>• physical distancing</li><li>• &lt;50 people</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• face coverings for staff and patrons</li><li>• Tables and chairs must be sanitized between patrons</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	<p>Open with:</p> <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	<10 people at a time
<b>Intense Mitigation</b> (based on data above)	Close

# ACTIONS THROUGHOUT PHASES

## Retail and Commercial Business

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing and &lt;10 people at a time</li><li>• active monitoring of staff</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• face coverings for staff</li><li>• maximize curbside pickup and delivery</li><li>• special hours for high risk shoppers</li><li>• clothing or jewelry worn by a customer should sanitized or removed from circulation for 72 hours</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing and &lt;50 people at a time</li><li>• active monitoring of staff</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• face coverings for staff</li><li>• maximize curbside pickup and delivery</li><li>• special hours for high risk shoppers</li><li>• clothing or jewelry worn by a customer should sanitized or removed from circulation for 72 hours</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• maximize curbside pickup and delivery</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	<10 people at one time
<b>Intense Mitigation</b> (based on data above)	Close

# ACTIONS THROUGHOUT PHASES

## Office Settings

<b>Phase 1</b>	<p>Open with:</p> <ul style="list-style-type: none"><li>• physical distancing and only essential staff</li><li>• &lt;10 people in confined space</li><li>• active monitoring of staff</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• non-porous barriers between staff who can't maintain physical distance</li><li>• face coverings for staff</li><li>• virtual meetings</li><li>• suspend food and coffee sharing</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	<p>Open with:</p> <ul style="list-style-type: none"><li>• physical distancing</li><li>• active monitoring of staff</li><li>• &lt;50 people in confined space</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• non-porous barriers between staff who can't maintain physical distance</li><li>• face coverings for staff</li><li>• virtual meetings</li><li>• suspend food and coffee sharing</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	<p>Open with:</p> <ul style="list-style-type: none"><li>• physical distancing where possible</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• virtual meetings when possible</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	
<b>Intense Mitigation</b> (based on data above)	

# ACTIONS THROUGHOUT PHASES

## Manufacturing

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• PPE appropriate for the industry; face coverings for all staff at a minimum; consider face shields if physical distancing cannot occur</li><li>• active monitoring of staff</li><li>• non-porous barriers between staff who can't maintain physical distance</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• increased ventilation rates, based on industry regulation</li><li>• increased % of outdoor air circulating into system, based on industry regulation</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• PPE appropriate for the industry</li><li>• active monitoring of staff</li><li>• non-porous barriers between staff who can't maintain physical distance</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• increased ventilation rates, based on industry regulation</li><li>• increased % of outdoor air circulating into system, based on industry regulation</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• industry-specific best practice for COVID</li><li>• physical distancing where possible</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates, based on industry regulation</li><li>• increased % of outdoor air circulating into system, based on industry regulation</li></ul>
<b>Moderate Mitigation</b> (based on data above)	<10 people in a confined space
<b>Intense Mitigation</b> (based on data above)	Non-essential manufacturing closed  Essential manufacturing <10 in a space

# ACTIONS THROUGHOUT PHASES

## Warehouses and Wholesale Suppliers

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• PPE appropriate for the industry; face coverings for all staff at a minimum; consider face shields if physical distancing cannot occur</li><li>• active monitoring of staff</li><li>• non-porous barriers between staff who can't maintain physical distance</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• PPE appropriate for the industry; face coverings for all staff at a minimum; consider face shields if physical distancing cannot occur</li><li>• active monitoring of staff</li><li>• non-porous barriers between staff who can't maintain physical distance</li><li>• stagger shifts</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	
<b>Intense Mitigation</b> (based on data above)	

# ACTIONS THROUGHOUT PHASES

## Personal Care Services (hair, nails, body art, massage, etc.)

<b>Phase 1 &amp; 2</b>	Open with: <ul style="list-style-type: none"><li>• &lt;10 people</li><li>• physical distancing when possible</li><li>• appointments only and very limited waiting areas</li><li>• PPE appropriate for the industry</li><li>• active monitoring of staff; screen customers for symptoms</li><li>• non-porous barriers between care areas if can't maintain physical distance</li><li>• enhanced disinfecting, including all chairs and tools between patrons</li><li>• face coverings for staff; encouraged for clients; face shields or sneeze guards between staff and clients if physical distancing not possible</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing when possible</li><li>• maximize use of appointments and limited waiting areas</li><li>• PPE appropriate for the industry</li><li>• active monitoring of staff</li><li>• non-porous barriers between care areas if can't maintain physical distance</li><li>• enhanced disinfecting, including all chairs and tools between patrons</li><li>• Utilize industry best practices</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Limit to <10 people; require appointments; no waiting areas
<b>Intense Mitigation</b> (based on data above)	Close

# ACTIONS THROUGHOUT PHASES

## Gyms and Fitness Centers

<b>Phase 1</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing and &lt;10 people in any one space</li><li>• active monitoring of clients and staff</li><li>• enhanced disinfecting after every use</li><li>• face coverings for staff</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 2</b>	Open with: <ul style="list-style-type: none"><li>• physical distancing and &lt;50 people</li><li>• active monitoring of clients and staff</li><li>• enhanced disinfecting after every use</li><li>• face coverings for staff</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	Open with: <ul style="list-style-type: none"><li>• Physical distancing where possible</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• Utilize industry best practices</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	Physical distancing and <10 people
<b>Intense Mitigation</b> (based on data above)	Close

# ACTIONS THROUGHOUT PHASES

## Sports Venues

<b>Phase 1</b>	<p><b>Most open with:</b></p> <ul style="list-style-type: none"><li>• physical distancing and 25% of max capacity</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• face coverings for staff</li><li>• food establishments follow restaurant guidelines</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul> <p><b>Golf courses open with:</b></p> <ul style="list-style-type: none"><li>• physical distancing</li><li>• clubhouses and Pro Shops closed</li></ul>
<b>Phase 2</b>	<p>Open with:</p> <ul style="list-style-type: none"><li>• physical distancing and 50% of max capacity</li><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• face coverings for staff</li><li>• food establishments follow restaurant guidelines</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Phase 3</b>	<p>Open with:</p> <ul style="list-style-type: none"><li>• active monitoring of staff</li><li>• enhanced disinfecting</li><li>• industry-specific best practice</li><li>• increased ventilation rates</li><li>• increased % of outdoor air circulating into system</li></ul>
<b>Moderate Mitigation</b> (based on data above)	<25% max capacity
<b>Intense Mitigation</b> (based on data above)	Closed

# ACTIONS THROUGHOUT PHASES

## Travel recommendations

<b>Phase 1</b>	Encourage travel only within home county or normal work commute
<b>Phase 2</b>	Encourage only within region
<b>Phase 3</b>	Encourage only to places that are not resurgence/ outbreak areas
<b>Moderate Mitigation</b> (based on data above)	Encourage only within home county or work commute
<b>Intense Mitigation</b> (based on data above)	Discourage non- essential travel

## Quarantine of travelers from resurgence areas

<b>Phase 1-3</b>	Self-quarantine for 14 days
<b>Moderate Mitigation</b> (based on data above)	Self-quarantine for 14 days
<b>Intense Mitigation</b> (based on data above)	Self-quarantine for 14 days

# GET PREPARED - UPDATE YOUR POLICIES

## HR Policies (Excerpts from the CDC website)

Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws.

### Sick Leave

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive "emergency sick leave" policies.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers should not require a positive COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

### Physical Distancing Policies

- Discourage workers from using other workers' phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Physical distancing should be implemented if recommended by state and local health authorities. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible workhours, staggering shifts, meeting requirements, and travel options where applicable.

# PLANNING A SAFE REOPENING

**A Reopening Plan should be posted in your business and here's the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:**

- **Wearing Face Masks and proper usage.** (Recommended, not required) Essential businesses wear face masks during all 3 phases of COVID restrictions when working with the public until the executive order expires or is rescinded. (We are still seeking clarification on this for non-essential)
- **Taking Employee Body Temps.** (Recommended, not required) We recommend Employees take their before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. (CDC considers 100.4°F a fever). Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures.
- **Symptom Monitoring.** Ask Employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell.
- **Disinfecting Plan.** Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, and other work equipment.

## **Customer Contact Recommendations:**

- Sanitize hands after physical interaction with a customer or any monetary exchange.
- Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.

## **Disinfecting Solutions:**

- To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
- Alcohol solutions with at least 70% isopropyl alcohol may also be used
- Any commercial disinfecting product labeled to kill coronavirus can be used
- Read labels carefully and research before mixing chemicals.

- **Physical Distancing Plan.**

- (Recommended) All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
- (Recommended) Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
- (Recommended) Order areas are separated from Pick up areas to prevent customers from gathering.
- (Recommended) Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).

- **Crowd Control.** Plan on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase the county is in and cannot exceed your business maximum occupancy given physical distancing measures (think about if everyone was standing 6-feet apart, how many customers could there possibly be?). (Stay tuned for County exemption request update to state).

- **Employee Training & Test Runs.** (Recommended) Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.

# A SAMPLE REOPENING PLAN

## SAMPLE BUSINESS REOPENING PLAN - NOT A REAL BUSINESS - NOT GUIDELINES

### EMPLOYEE SAFETY

- **Employees are required to wear a face mask.** The business will work on behalf of employees to obtain reusable face masks should they not be able to get their own. We will train every employee on proper usage and sanitation of their face masks and display posters on recommended procedures.
- **Employees will wash hands** when first entering the building, prior to taking their temperature.
- Taking Employee Body Temps. After washing their hands, employees will take their temperature and record it on a tracking sheet, sanitizing before and after use with alcohol. Any employees having temperatures of 100°F or higher will be sent home and instructed to isolate themselves and watch for symptoms.
- **Symptom Monitoring.** Employees will be asked to call in prior to their shift if they have any of the following symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms.

### BUSINESS DISINFECTING PLAN

- **Sanitizing Solutions.** A bleach disinfection solution containing 5T of bleach per gallon, and an 70% alcohol disinfecting solution set will be at the check out counter and the customer assistance counter, as well as in the back office and restrooms. The bleach solution is meant to be sprayed on countertops and other non-porous areas, and the alcohol solution is meant for hand sanitizing and areas where bleach is not recommended. Employees will be trained on proper usage of each.
- **Employee cleaning plan**
  - **Bathroom.** Employees will be sanitizing the bathroom toilet handles, door knobs, faucets, and soap dispensers every hour, or when any employee uses the bathroom. A logbook will be kept in each bathroom and reminders set at each hour.
  - **Office.** Before we sit down in the office, we will sanitize keyboards, computer mouse, and desk area.
  - **Public areas.** Employees will be sanitizing entrance, any other door knobs, and any display case handles.
  - **Customer Contact.** Employees will sanitize their hands with alcohol after physical interaction with a customer or any monetary exchange, along with any areas that a customer has touched at a service counter before interacting with the next customer.

### PHYSICAL DISTANCING PLAN

- There is only 1 office, 1 break room, & 1 check out counter and right now all are more than 6 feet apart.
- Markings have been installed on the floor every 6 feet at the check out counter.
- We have put up a see-through barrier at the check out counter.
- Employees and delivery people have been instructed to maintain their physical distance between each other. There is a plan to alternate breaks and lunch periods.

### CROWD CONTROL

- Normally, our maximum occupancy is 50. Our public space is 900 square feet, so the maximum number when taking in physical distancing guidelines is 25. Realistically, even though it's an open space, people don't congregate that way, so based on typical usage we have amended the maximum to 15 people.
- In phase 1, we will only allow a maximum of 10 people at any one time, and will increase to 15 at phase 2, which we will hold until all restrictions are lifted or changed.
- There will be a sign placed on the front entrance stopping customers from entering when the maximum is reached. Employees will keep a count of people and activate the sign when at capacity.

### COMMUNICATION AND MARKETING

- We have loaded this plan onto our website and Facebook pages, and will be doing a post to customers letting them know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business. An email will be sent to our existing customers letting them know opening details.

# REOPENING AND MITIGATION STRATEGIES BY SECTOR AND PHASE

Every sector of our community is different, and organizations within each of those sectors are also different. It is not possible to delineate written guidance for every scenario or unique situation. The table below, however, is designed to provide guidance across broadly defined sectors. The timing of each phase, of course, depends on the data collected and analyzed at Sauk County Public Health (SCPH), in consultation with local, regional, state, and national partners.

## PHASE 1 GUIDANCE

### **Guidance for Individuals**

In addition to individual guidelines for all phases:

- All vulnerable individuals should continue to shelter in place.
- Members of households with vulnerable members should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home; precautions should be taken to protect these vulnerable residents from household members who may pose unintentional risk.
- All individuals, when in public (e.g., parks, outdoor recreation areas, shopping areas), should maximize physical distance from others.
- Avoid socializing in groups of more than 10 people in circumstances that do not readily allow for appropriate physical distancing (e.g., receptions, trade shows), unless precautionary measures can be observed.
- Minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel
- Stop unnecessary visits to nursing homes, congregate facilities, and hospitals

### **Guidance For Employers**

In addition to the guidelines for all phases, employers should consider the following during Phase 1:

- Worksite Venue and Setup
  - Whenever feasible, strongly encourage staff to work from home, except for the minimum required for basic on-site functions. Employers should continue to encourage telework past the time it is required is feasible, and develop a plan to have staff return to onsite work in phases.
  - Close common areas where personnel are likely to congregate or have close, direct contact; alternatively, employers can consider enforce strict social distancing protocols, in which workers are kept 6' apart whenever possible.
  - Limit in-person meetings of any size; communicate virtually wherever possible
  - Reduce on-site work hours to minimum needed to sustain operations
  - Stagger shifts and work hours to maximize social distancing
  - Stagger use of all shared spaces, including bathrooms, breakrooms and lunchrooms
  - Stagger facility entry and exit procedures maintaining at least 6 feet physical distancing
  - Limit non-essential deliveries
  - Limit non-essential visitors (including suppliers and customers) except those approved by senior management
  - Tape off six-by-six-foot boxes on the floor of areas where customers queue up, such as at check- in desks or check-out registers
  - If feasible, use plastic sheeting, plexiglass, or another transparent barrier to separate workers from customers, such as:
    - At check-in desks
    - At cash registers
    - Between the front and rear seat of vehicles
  - Increase ventilation rates
  - Increase the percentage of outdoor air that circulates into the system
- Workplace Policies
  - Encourage on-site workers to wear cloth face coverings
  - Develop an active staff monitoring system that assesses symptoms, exposures, and temperature upon arrival to the worksite (preferred); or if not possible, ask workers to monitor on their own and report them at the beginning of each shift
  - No hand shaking or other forms of physical contact
  - When possible, prevent workers from working at multiple buildings, plants and sites
  - Strongly consider special accommodations for personnel who are members of a vulnerable population

Continues on next page

- Guidance for Specific Sectors
  - Activities that take place at school are encouraged to still involve physical distancing, occur in groups less than 10 when possible, and assess and exclude participants who have symptoms or exposure to individuals with COVID-19 or individuals with COVID-19 like symptoms who have not been tested
  - Daycares are allowed to operate but should still utilize physical distancing as much as possible, try to adhere to the gathering recommendations of 10 or less (this is in addition to all normal daycare-specific guidance of teacher-to-student ratios), and assess and exclude participants who have symptoms or exposure to individuals with COVID-19 or individuals with COVID-19 like symptoms who have not been tested
  - Organized youth activities such as camp, when used to provide childcare for working parents, should still incorporate physical distancing, try to adhere to the gathering recommendations of 10 or less (this is in addition to all normal daycare-specific guidance of teacher-to-student ratios), and assess and exclude participants who have symptoms or exposure to individuals with COVID-19 or individuals with COVID-19 like symptoms who have not been tested
  - Visits to senior living facilities should be prohibited until a vaccine is developed; those who do interact with residents and patients such as staff members must adhere to strict protocols regarding hygiene and active monitoring

## PHASE 2 GUIDANCE

### ***Guidance for Individuals***

In addition to individual guidelines for all phases:

- All vulnerable individuals should continue to shelter in place.
- Members of households with vulnerable members should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home; precautions should be taken to protect these vulnerable residents from household members who may pose unintentional risk.
- All individuals, when in public (e.g., parks, outdoor recreation areas, shopping areas), should maximize physical distance from others
- Social settings of more than 50 people, where appropriate distancing may not be practical, should be avoided unless precautionary measures are observed
- Increase ventilation rates
- Increase the percentage of outdoor air that circulates into the system
- Non-essential travel can resume
- Continue to avoid unnecessary visits to nursing homes, congregate facilities, and hospitals

### ***Guidance For Employers***

In addition to workplace guidelines for all phases:

- Continue to encourage telework, whenever possible and feasible with business operations
- Close common areas where personnel are likely to congregate and interact, or enforce moderate social distancing protocols
- Strongly consider special accommodations for personnel who are members of a vulnerable population

\*Please note that even when businesses and activities are allowable, people over 60, including workers and those who are medically vulnerable, should continue to shelter in place.

## PHASE 3 GUIDANCE

### ***Guidance for Individuals***

In addition to individual guidelines for all phases:

- Vulnerable individuals can resume public interactions, but should practice physical distancing, minimizing exposure to social settings where distancing may not be practical, unless precautionary measures are observed.
- Low-risk populations should consider minimizing time spent in crowded environments.
- Increase ventilation rates
- Increase the percentage of outdoor air that circulates into the system

### ***Guidance For Employers***

In addition to workplace guidelines for all phases:

- Employers may resume unrestricted staffing of worksites, but continuing best practices related to distancing, hygiene, and exclusion from work those who are symptomatic or exposed is still advisable until such a time as an effective vaccine is developed and deployed in mass.

# #BackToBusinessSaukCounty

## GOOGLE



### GOOGLE YOUR BUSINESS

**Google your business** and make sure the sites listed on your front page results contain your current information (hours of operation, special instructions for customers, and so forth). This is the first page your customers will see when they Google information about you – make sure it's correct!

## SOCIAL



### UPDATE SOCIAL MEDIA

**Update your business hours** on your "About" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process, if applicable, so your customers know what to expect. Pin this post to the top of your page so customers see it first.

## EMAIL



### EMAIL BLAST

If you have an email list, use MailChimp, Constant Contact, or a direct email (blind-copy all addresses) to **welcome your customers back, and include any new processes or procedures they can expect when visiting you**. This is a great time to give your email subscribers an exclusive, members-only discount or coupon to bring them back in!

## CALL



### CALL CUSTOMERS

Nothing beats a personal call and talking directly to your customers and clients. Spend some time each day to **call customers and let them know that you're back in business!**

## ONLINE CHECKUP – OTHER IDEAS



Run a social media contest for a prize to reengage customers with your brand.

*Check your social media platform's guidelines for contest rules.*



Broadcast "LIVE" on Facebook during your first week to give customers a virtual tour around your business, showcasing any physical distancing you've put in place.



IMPROVE YOUR ONLINE PRESENCE

This is the perfect time to start working on your online business presence. The ability to do business online gives you the flexibility to more easily pivot during a crisis.

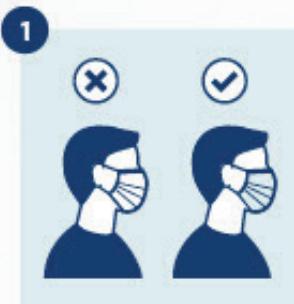
If you don't have a merchant web site set up yet, consider working on this now so you are able to sell your merchandise or services online.



## Here to Help

As you work your way through the reopening process, let us know what you're doing to engage customers so we can share your success with the community. Tell us what you need. We are here to help.

# How to properly wear a face mask



1  
ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS



2  
SECURE THE STRINGS BEHIND YOUR HEAD OR OVER YOUR EARS



3  
PRESS THE METALLIC STRIP TO FIT THE SHAPE OF THE NOSE



4  
COVER MOUTH AND NOSE FULLY MAKING SURE THERE ARE NO GAPS



5  
WEAR MASK



6  
DO NOT TOUCH THE MASK WHILE USING IT, IF YOU DO WASH YOUR HANDS



7  
REMOVE THE MASK FROM BEHIND BY HOLDING THE STRINGS WITH CLEAN HANDS

**FACTS.**  
OVER FEAR  
COVID-19

## FACE COVERINGS

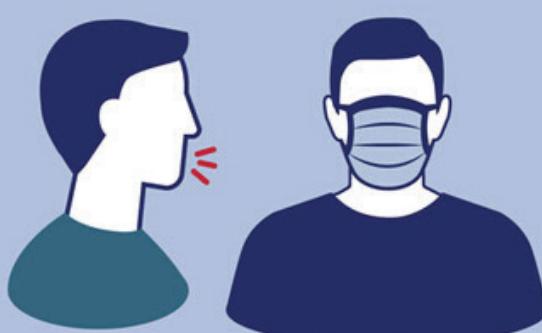


### GUIDANCE FOR EFFECTIVE USE



TRY NOT TO TOUCH YOUR FACE WHEN PUTTING ON AND TAKING OFF A FACEMASK

WASH YOUR CLOTH FACEMASK ROUTINELY WITH YOUR REGULAR LAUNDRY.



ALWAYS WASH YOUR MASK IF YOU HAVE BEEN AROUND SICK PEOPLE OR WHEN IT BECOMES WET OR VISIBLY DIRTY.

WASH YOUR HANDS BEFORE PUTTING ON YOUR MASK AND AFTER TAKING IT OFF.



# **MAXIMUM CAPACITY REACHED**



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**PLEASE WAIT FOR  
SIGN TO BE TURNED  
OR SOMEONE TO EXIT**

# SYMPTOMS OF novel coronavirus (COVID-19), a cold and the flu



SYMPTOMS	COVID-19	COLD	FLU
 Fever	Common	Rare	Common
 Cough	Common	Common	Common
 Sore throat	Sometimes	Common	Common
 Shortness of breath	Sometimes	No	No
 Fatigue	Sometimes	Sometimes	Common
 Aches and pains	Sometimes	No	Common
 Headaches	Sometimes	Common	Common
 Runny or stuffy nose	Sometimes	Common	Sometimes
 Diarrhea	Rare	No	Sometimes especially for children
 Sneezing	No	Common	No

# BUSINESS CHECKLISTS AND SAMPLES

## SAFETY IN AN OFFICE SPACE CHECKLIST

### AT THE ENTRANCE:

- Ensure employees are being screened for symptoms before entering the building, and not coming to work if they are having any symptoms
- Post signage reminding employees and visitors of the symptoms of COVID-19
- Restrict the number of employees present on premise to no more than is strictly necessary to perform essential operations until gathering restrictions are removed
- Provide tape or other means of marking on the floor to show people where to stand to remain 6 feet apart if you have a reception or high gathering area
- Promote flexible/remote work schedules to reduce the number of employees in the office at any given time
- Disinfect high touch surfaces like door handles, light switches, and restrooms frequently using an EPA approved disinfectant effective against COVID-19
- Eliminate self-serve water, coffee, and candy dishes

### RECEIVING DELIVERIES:

- If providing delivery services or receiving deliveries, utilize no contact strategies to avoid unnecessary face to face contact (no door to door sales)
- Limit and/or designate areas that packages and mail can be dropped off minimizing the number of delivery drivers coming into your office space

### THROUGHOUT THE OFFICE:

- Spread out workstations so employees can remain 6 feet apart at all times
- Limit sharing of equipment/electronics like phones, computers, etc. and disinfect between employee use
- Minimize contact between employees
- Limit/eliminate in-person meetings, use ZOOM, Skype, or other means of meeting that are not in person whenever possible
- No hand shaking, high fives, fist bumps, other direct person to person contact
- Provide hand sanitizer stations
- Send sick employees home immediately, have them call for a test, and disinfect their work area
- Follow quarantine and isolation guidance in the Quarantine & Isolation Algorithm within this document
- Maximize curbside pick-up or delivery for customer service
- Consider installing high-efficiency air filters if possible
- Increase ventilation rates
- Increase the percentage of outdoor air that circulates into the system
- Install physical barriers, such as clear plastic sneeze guards, if able in reception areas or high interaction areas

### IN SHARED SPACES:

- Ensure sinks in break rooms and restrooms are always stocked with soap and disposable paper towel
- Remove extra chairs and tables in break room to allow people to remain 6 feet apart; consider staggering breaks and lunch to accommodate 6 foot distance between people
- Disinfect high touch surfaces in these areas frequently
- Discontinue shared snacks or potluck style-food activities

# BUSINESS CHECKLISTS AND SAMPLES

## SAFETY IN A RETAIL SPACE CHECKLIST

### AT THE ENTRANCE:

- Post signage reminding customers and employees to check for symptoms and do not come into the store if they are sick
- Provide hand sanitizer/sanitizer wipes for wiping cart or basket handles and encourage their use
- Maintain secondary exits accessible in case of emergency
- Encourage curbside pickup and delivery
- Limit number of customers in the store at any given time based on current guidance
- Offer at least two hours per week of dedicated shopping time for vulnerable populations (people over 60, pregnant women, and those with chronic conditions like heart disease, diabetes, and lung disease)
- Establish lines to regulate entry in accordance with the above occupancy restrictions with markings for patrons to enable them to stand at least six feet apart from each other while waiting (consider alternatives to lines such as allowing customers to wait in their cars for a text or call when it's their turn to enter)

### THROUGHOUT THE STORE:

- Provide arrows encouraging one-way traffic up and down store aisles
- Provide tape or other means of marking on the floor to show customers where to stand 6 feet apart from others when waiting in high traffic areas (at the deli or post office counter)
- Use PA system to message social distancing and shopper safety to customers
- Encourage use of cart to facilitate social distancing
- Limit/stagger times when vendors or employees are stocking shelves
- Provide hand sanitizer stations
- Minimize contact between employees and customers and maintain physical distance amongst employees as well
- Discourage employees from sharing phones, desks, offices, or equipment/tools they need to do their jobs (disinfect between use when shared equipment is required)
- Allow employees to wear cloth face covering if they choose; consider making it mandatory for those without health conditions that preclude them from using safely (e.g. difficulty breathing)
- Ensure employees are being screened or screening themselves for symptoms before entering the building, and throughout their work day
- Send sick employees home immediately, ask them to call for a test, and disinfect their work area
- Use the Quarantine and Isolation Decision Tree to determine how long the employee must be away of work
- Encourage curbside pickup and delivery
- Maximize ability of drive through window, curbside pick-up or delivery for customer service, even if in-person shopping is allowed during the current phase
- Consider installing high-efficiency air filters if possible
- Increase ventilation rates
- Increase the percentage of outdoor air that circulates into the system
- Install physical barriers, such as clear plastic sneeze guards, if able in reception areas or high interaction areas

### AT THE CHECK-OUT:

- Use markings on the floor to show customers where to stand
- Use every other check-out lane to maintain physical distancing based on current guidance
- Disinfect high touch surfaces as often as possible (key-pads, pens, conveyor belts) with an EPA approved disinfectant effective against COVID-19
- Provide hand sanitizer to employees to use between customers
- Install physical barriers such as clear, plastic cough/sneeze shields

### IN SHARED SPACES:

- Ensure sinks in break rooms and restrooms are always stocked with soap and disposable paper towel
- Remove extra chairs and tables in breakroom to allow people to remain 6 feet apart
- Disinfect high touch surfaces in these areas frequently

# RECOMMENDED ELEMENTS OF A SICK POLICY

## RECOMMENDED ELEMENTS OF A SICK POLICY

During the COVID-19 pandemic, businesses should reduce the risk of virus transmission between staff and customers. One of the most critical elements of this process is implementing a flexible yet strict sick policy, designed to identify staff members at risk of having COVID-19 based on their symptoms, exposure status, and/or travel history.

**Staff members should be informed of the policy and told about the conditions under which they should not report to work, which should include:**

- Have fever or respiratory symptoms
- Live in a household with someone exhibiting fever or respiratory symptoms who either has not been tested for COVID-19 or tested positive for COVID-19
- Has had direct contact with a laboratory-confirmed positive case
- Has recently traveled to an area where there is wide, sustained community spread or an outbreak/ cluster of COVID-19

**Determine how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from childcare or school.**

- Plan to monitor and respond to absenteeism at the workplace.
- Implement plans to continue your essential business functions in case you experience higher than usual absenteeism.
- Prepare to institute flexible workplace and leave policies.
- Cross-train employees to perform essential functions so the workplace can operate even if key employees are absent.

**Implement flexible sick leave and supportive policies and practices.**

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures. Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws (for more information on employer responsibilities, visit the Department of Labor and the Equal Employment Opportunity Commission websites).
- Connect employees to employee assistance program (EAP) resources (if available) and community resources as needed. Employees may need additional social, behavioral, and other services, for example, to cope with the impact of this pandemic.

## SAMPLE SICK POLICY

**[BUSINESS NAME]** is fully committed to safeguarding the health and safety of all staff and customers. For this reason, effective immediately, **[BUSINESS NAME]** enacts the following policy applicable to all staff members, regardless of position or authority:

- All staff members will be screened or complete a “daily active monitoring” form regarding any symptoms they may have. This form must be completed on every employee at the beginning of every shift.
- All employees must immediately report symptoms associated with COVID-19 to their manager.
- Staff members who have any symptoms of fever OR respiratory illness will not be allowed to work.
- Staff members living in a household where individual member(s) have symptoms but have not been tested for COVID-19 or who tested positive for COVID-19 will not be allowed to work.
- Staff members who have recently traveled from an area where there is wide community spread or an outbreak/cluster of COVID-19 will not be allowed to return to work until 14 days after that most recent travel.

## BARABOO AREA CHAMBER & TOURISM

### Darren Hornby

Executive Director

director@baraboochamber.com

(608) 356-8333

[www.baraboo.com](http://www.baraboo.com)



### Kristine Koenecke

Executive Director

ED@rucls.net

608.524-2850

[www.reedsburg.org](http://www.reedsburg.org)



### Tywana German

Executive Director

executivedirector@saukprairie.com

(608) 643-4168

[www.saukprairie.com](http://www.saukprairie.com)



### Julie Jensen

Executive Director

spacc@springgreen.com

(608) 588-2054

[www.springgreen.com](http://www.springgreen.com)

# RESOURCES

The links below are designed to provide you with more background and detail to assist you in making the best decisions to protect the health and safety of your employees, customers, clients, and general public. Local and state guidance must be followed if more strict than the resources listed here.

**CLICK HERE**

