

# Henderson County Business Reopening Guide

**PLAYBOOK FOR REOPENING YOUR  
BUSINESS IN THE AGE OF COVID-19**

828-692-1413  
204 KANUGA ROAD, HENDERSONVILLE, NC  
[WWW.HENDERSONCOUNTYCHAMBER.ORG](http://WWW.HENDERSONCOUNTYCHAMBER.ORG)



# MESSAGE FROM OUR LEADERSHIP

Dear Business Leaders,

We hope you are coping well and adjusting to the new ways of conducting business in the COVID-19 economy. While a few of our members are operating quite successfully during this crisis, most are struggling to adapt to the new restrictions and business models that have been hoisted upon us.

During this time your Chamber staff has worked to keep you informed about COVID-19, business restrictions, access to assistance and now the re-opening of the economy. This guide, which is a compilation of information obtained from various resources throughout the country, was developed as a helpful tool for you to use for re-opening your business in a manner that is safe for your employees, your customers and yourself. We hope you find it useful.

We will work through these challenges together. If you need assistance, guidance or a friend to talk to we are here for you. We will continue to provide you with resources and connections to the latest information, we will continue to host virtual workshops & seminars, and we will continue advocating for your business.

We look forward to seeing you soon!

Stay Safe,



**Bob Williford**

President

Henderson County Chamber of Commerce

Bob@hendersoncountychamber.org

## **DISCLAIMER**

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety, and other work place requirements in place prior to the age of COVID-19. As COVID circumstances continue to evolve, so will public health and safety recommendations and requirements, and as a result this document may not include all current government or health expert recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate them and consult with your own legal counsel and other advisors regarding the legality, applicability, and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business. The Henderson County Chamber of Commerce bears no responsibility for any circumstances arising out of, or related to, the adoption or decision not to adopt, any practices or procedures contained in this guide.

# CONTENTS

<b>01</b>	Message from Leadership & Disclaimer
<b>03</b>	General Recommendations
<b>04</b>	Keeping the Workplace Safe
<b>05</b>	Communicating with Your Team
<b>06</b>	Preparing Your Space
<b>07</b>	Cleaning + Disinfecting After Opening
<b>08</b>	Personal Protective Equipment
<b>10</b>	How Long COVID-19 Lives on Surfaces
<b>11</b>	Industry-Specific Resources for Guidance
<b>13</b>	Sources + Additional Resources



# GENERAL RECOMMENDATIONS

This playbook provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus' spread. Individuals' temperature standards as used in this report will be in accordance with directions from the North Carolina Department of Public Health.

It is also important that businesses take responsibility to insure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15-day supply at a time.

# EMPLOYEE AND CUSTOMER PROTECTION



- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public



- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in store or office should maintain a social distance of at least six feet between each other. Sales registers should be at least six feet apart.
- The number of people inside the store will be limited to 50% of fire marshal capacity.
- Use floor markings and signage to encourage social distancing.



- Employees who have fever or other COVID-19 symptoms will not be allowed to work.
- Post signage stating individuals who have a fever, cough, or other symptoms should not enter.
- Employees should avoid touching eyes, nose, and mouth - DO NOT shake hands.



- Employees will take reasonable steps to comply with guidelines from the Center for Disease Control and Prevention and the NC Department of Health and Human Services.
- Encourage workers to report any safety and health concerns to the employer.
- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers will be required to use hand sanitizer upon entering the store.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal, or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

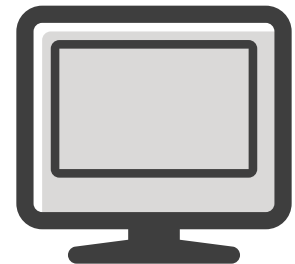
# KEEPING THE WORKPLACE SAFE



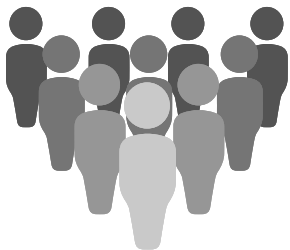
PRACTICE GOOD HYGIENE



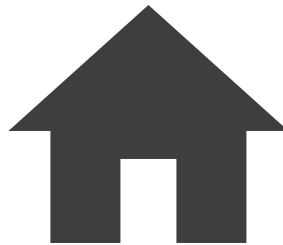
NO HANDSHAKES



MEET VIRTUALLY & TELECOMMUTE



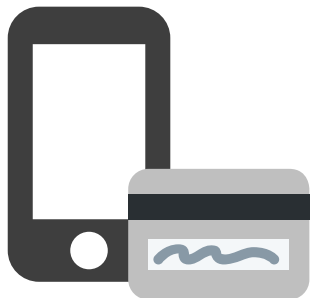
POSTPONE LARGE GATHERINGS



STAY HOME IF YOU OR A FAMILY MEMBER IS SICK



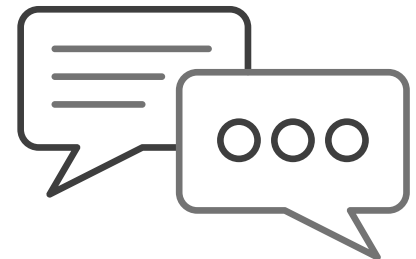
LIMIT BUSINESS TRAVEL



LIMIT CASH HANDLING



SANITIZE HIGH TRAFFIC AREAS



COMMUNICATE COVID-19 PLAN WITH STAFF

# COMMUNICATING WITH YOUR TEAM

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so keep your employees informed of your COVID-19 strategy for reopening.

- Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, (for example, fact sheets and posters).
- Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home and care for sick family members or care for children if schools and childcare remain closed.
- Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay home without fear of reprisal, and ensure employees are aware of these policies.
- Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on-site prior to providing cleaning tasks.
- Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.
- Plan to implement practices to minimize face-to-face contact between employees. Actively encourage flexible work arrangements such as teleworking or staggered shifts.
- The outbreak of COVID19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adult and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of any mental health services your company might provide. Encourage mindfulness, meditation, and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider.

# PREPARING YOUR SPACE

Before reopening you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.

**YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE DISINFECTION PROCESS)**



- Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food services areas, common surface areas, phone, computers, and other electronics.
- Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.
- Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

# DEEP CLEANING

COVID-19 "deep cleaning" is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- Trained personnel to execute the process of cleaning, disinfection, and disposal of hazardous waste.
- Proper equipment and PPE to perform the task.
- All necessary procedure and local authorizations or permits to perform disinfection services and manage any wastes generated.
- Use of approved COVID-19 disinfectant chemicals to perform this activity.

# CLEANING + DISINFECTING AFTER OPENING

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use.

Water-diluted household bleach solutions may also be used if appropriate for the surface.

- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with any ammonia or any other cleaner.

Leave solution for at least 1 minute.

**Alcohol solutions with at least 70% alcohol may also be used.**

## SOFT SURFACES

For soft surfaces such as carpeted floors, rugs, upholstery, and drapes:

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.

## ELECTRONICS

For electronics such as tablets, touch screens, keyboard, remote controls, and ATMS:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's guidelines for cleaning and disinfecting.
- If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

## LAUNDRY

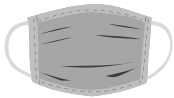
For clothing, towels, linens, and other items:

- Launder items according to manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves and wash hands immediately.

# PERSONAL PROTECTION EQUIPMENT

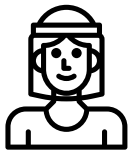
Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include masks, face shields, and gloves.

## WHO SHOULD WEAR MASKS



- Medical and isolation team members
- Health screeners (i.e. a supervisor who takes employees temperature)
- Disinfection team members
- Those with broad exposure to customers or employees
- Consider providing disposable masks for customers needing one

## WHO SHOULD WEAR FACE SHIELDS



- Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. They are not necessary unless you work in healthcare or certain manufacturing, but they can help.

## WHO SHOULD WEAR GLOVES



- Employees in isolation
- Those performing disinfection of common surfaces
- Employees handling trash
- Employees handling food

**Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:**

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your faces with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk. Hand-washing is the number one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, employees are exposed to greater risk.

# APPLYING AND REMOVING PPE

## APPLYING PPE

### Gown

Fully cover torso from neck to knees, arms to end of wrists, and wrap around back.

### Shoe Covers

Sit in chair and apply sanitary shoe covers. For a hands-free application, use a shoe cover dispenser.

### Mask

Secure ties or elastic bands at middle of head and neck. Fit snug to face and below chin.

### Goggles

Place over face and eyes and adjust to fit.

### Gloves

Extend to cover wrist of isolation gown.

## REMOVING PPE

### Gloves

Grasp outside of glove with opposite gloved hand and remove. Hold removed glove in gloved hand. Slide fingers under remaining glove and peel off.

### Goggles

Handle by head band or ear pieces. Do not touch outside of goggles or face shield

### Gown

Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out and roll into a bundle.

### Shoe Covers

Shoe covers are contaminated. For hands-free removal, use a shoe cover removal system.

### Masks

Do not touch front of mask. Grasp bottom, the top ties or bands and remove.

**REMEMBER: PPE IS ONLY EFFECTIVE IF WORN CORRECTLY. TRAIN YOUR EMPLOYEES CORRECT PPE USAGE.**

# HOW LONG COVID-19 LIVES ON SURFACES

## ALUMINUM

*Examples:  
soda cans, tin  
foil*

**2-8 Hours**

## CARDBOARD

*Examples:  
shipping boxes*

**24 Hours**

## CERAMICS

*Examples:  
dishes, pottery,  
mugs*

**5 Days**

## COPPER

*Examples:  
pennies, tea  
kettles*

**4 Hours**

## GLASS

*Examples:  
glasses, mirrors,  
windows*

**5 Days**

## METAL

*Examples:  
jewelry,  
doorknobs, tools*

**5 Days**

## PAPER

*Examples:  
mail, magazines,  
money*

**Minutes - 5 Days**

## PLASTICS

*Examples:  
bottles, buttons*

**2-3 Days**

## STAINLESS STEEL

*Examples:  
sinks*

**2-3 Days**

## WOOD

*Examples:  
furniture,  
decking*

**4 Days**

## FOOD

Coronavirus doesn't seem to spread through exposure to food. Still, it is a good idea to wash fruit and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the supermarket. If you have a weakened immune system, you may want to consider buying frozen or canned produce.

## WATER

Coronavirus hasn't been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

**TO REDUCE YOUR CHANCE OF CATCHING OR SPREADING  
CORONAVIRUS, CLEAN AND DISINFECT ALL SURFACES AND  
OBJECTS IN YOUR HOME AND OFFICE DAILY.**

# INDUSTRY-SPECIFIC SOURCES FOR GUIDANCE

## ACCOMMODATIONS & LODGING

**American Hotel & Lodging Association:**

<https://www.ahla.com/covid-19-resource-center>

**North Carolina Restaurant and Lodging**

**Association:**

<https://ncrla.help/>

## ANIMAL SERVICES

**North Carolina Veterinary Medical Board:**

<https://www.ncvmb.org/>

**National Dog Groomers Association of America:**

<https://nationaldoggroomers.com/>

## CHILDCARE FACILITIES

**Child Care Resources:**

<http://healthychildcare.unc.edu/>

**National Resource Center For Health and Safety**

**In Child Care and Early Education:**

<https://nrckids.org/>

**Child Care Aware:**

<https://www.childcareaware.org/>

**NCDHHS Division of Child Development and**

**Early Education:**

<https://ncchildcare.ncdhhs.gov/>

## ENTERTAINMENT VENUES

**American Gaming Association:**

<https://www.americangaming.org/>

**American Amusement Machine Association:**

<https://coin-op.org/>

**The Bowling Proprietors' Association of**

**America:** <https://bpaa.com/>

**International Association of Escape Games:**

<http://www.iaescapegames.com/>

**National Association of Theatre Owners:**

<https://www.natoonline.org/>

## AGRICULTURE

**NC Farm Bureau of North Carolina:**

<https://www.ncfb.org/>

**Golden Leaf Foundation:**

<https://www.goldenleaf.org/>

**NC Growers Association:**

<https://www.ncgrowers.org/>

**NC Pork Council:** <https://www.ncpork.org/>

**NC Poultry Federation:**

<https://www.ncpoultry.org/>

## CLOSE CONTACT SERVICES

**North Carolina Board of Massage Therapy:**

<http://bmbt.org>

**North Carolina Board of Cosmetic Art**

**Examiners:**

<http://www.nccosmeticarts.com/>

## CONSTRUCTION

**National Association of Home Builders:**

<http://www.nahb.org>

**Carolinas Association of General Contractors:**

<https://www.cagc.org/>

**North Carolina Homebuilders Association:**

<https://www.nchba.org/wp/>

**Construction Industry Safety Coalition (CISC):**

<http://www.buildingsafely.org>

## EXERCISE FACILITY

**Association of Fitness Studios:**

<https://member.afsfitness.com/>

# INDUSTRY-SPECIFIC SOURCES FOR GUIDANCE

## FINANCIAL SERVICES

**North Carolina Bankers Association:**

<https://www.ncbankers.org/>

**Credit Union National Association:**

<https://www.cuna.org/>

**Financial Planning Association:**

<https://www.onefpa.org/>

## MANUFACTURING

**North Carolina Manufacturing Alliance:**

<https://www.myncma.org/>

## PROFESSIONAL SERVICES

**North Carolina State Bar:**

<https://www.ncbar.gov/>

**North Carolina Society of Certified Public Accountants:**

<https://www.ncacpa.org/>

**North Carolina Center for Nonprofits:**

<https://www.ncnonprofits.org/>

**American Marketing Association of the Triangle:**

<https://www.amatriangle.org/>

## PHARMACIES

**North Carolina Association of Pharmacists:**

<https://www.ncpharmacists.org/>

**North Carolina Board of Pharmacy:**

<http://www.ncbop.org/>

## RETAIL

**North Carolina Retail Merchants Association:**

<https://www.ncrma.org/>

**National Retail Federation:** <https://nrf.com/>

**National Association of Convenience Stores:**

<https://www.convenience.org/>

## FOOD SERVICE

**National Restaurant Association:**

<https://restaurant.org/Covid19>

**FDA:** <https://www.fda.gov/>

**CDC:** <https://www.cdc.gov/>

**North Carolina Restaurant and Lodging Association:**

<https://www.ncrla.org/>

## MEDICAL SERVICES

**North Carolina Department of Health and Human Services:**

<https://www.ncdhhs.gov/>

**American Medical Association:**

<https://www.ama-assn.org/>

**American Dental Association:**

<https://www.ada.org/>

**American Optometric Association:**

<https://www.aoa.org/>

**American Physical Therapy Association:**

<https://www.apta.org/>

**American Chiropractic Association:**

<https://www.acatoday.org/>

**American Nurses Association:**

<https://www.nursingworld.org/>

**Association for Behavioral and Cognitive**

**Therapies:** <http://www.abct.org/>

## REAL ESTATE

**NC REALTORS®:** <https://www.ncrealtors.org/>

## SOURCES

**Centers for Disease Control and Prevention (CDC):**

<https://www.cdc.gov/>

**Food and Drug Administration (FDA):**

<https://www.fda.gov/>

**Occupational Safety and Health Administration (OSHA):**

<https://www.osha.gov/>

**U.S. Chamber of Commerce:**

<https://www.uschamber.com/>

**WebMD:**

<https://www.webmd.com/>

**North Carolina Department of Health and Human Services:**

<https://www.ncdhhs.gov/>

## ADDITIONAL RESOURCES

**Chamber PPE Resources Page**

<https://www.hendersoncountychamber.org/covidsupplies>

**Take the #SafeHendo Pledge**

<https://www.lovehendo.com/safehendo>