

Safely Reopening Your Business

Toolkit and Guidelines for
Retail Owners and
Managers




SHOP



Table of Contents

<u>Questions This Document Should Answer</u>	3
<u>Symptoms of COVID-19</u>	4
<u>Complying with COVID-19 Safety Requirements</u>	5 - 12
▪ General Guidelines.....	6
▪ Emergency Maximum Occupancy.....	7
▪ Social Distance Markings.....	8
▪ Cleaning and Disinfection Guidance.....	9 - 10
▪ Methods to Reduce and Mitigate Transmission.....	11 - 12
<u>Training and Instructing Employees</u>	13 - 14
<u>Building Confidence and Credibility for Your Customers</u>	15
<u>Finding Practical Assistance</u>	16 - 19
▪ Ready-to-Print Signs.....	17
▪ Finding PPE and Support Equipment.....	18
▪ Workplace Resource Links.....	19
<u>Appendices</u>	20 - 28
▪ Appendix A: Signage & Protective Shield Vendors.....	21
▪ Appendix B: Third Party Cleaning Services.....	22
▪ Appendix C: COVID-19 Safety Catalog.....	23 - 28



Questions This Document Should Answer

1. What am I expected to do as a business owner to instruct and guide my customers and employees?
2. What can I do to get my employees safely back to work and ensure their continued safety?
3. How can I instill confidence in my customers?

Symptoms of COVID-19

Watch for Symptoms

People with COVID-19 have had a wide range of symptoms reported — ranging from mild symptoms to severe illness.

Symptoms may appear 2-14 days after exposure to the virus.

People with these symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Fever or chills
- Headache
- Muscle or body aches
- Sore throat
- New loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC continues to update this list as we learn more about COVID-19. Please check the [CDC Symptoms Page](#) for more information and potential updates.

When to Seek Emergency Medical Attention

Look for **emergency warning signs*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

**This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.*

Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.



Complying with COVID-19 Safety Requirements

1. General Guidelines
2. Emergency Maximum Occupancy
How to Compute and Post Notice
3. Social Distance Markings
Distance, Location and Enforcement
4. Cleaning and Disinfection Guidance
 - Where, How to Accomplish and How Frequent
 - What Areas Need Disinfectants vs. Sanitizers
5. Methods to Reduce and Mitigate Transmission
 - Top 10 Tips to Protect Employee Health
 - Washing Hands and Face Masks

Complying with COVID-19 Safety Requirements

General Guidelines

1. Provide clear **guidelines and communications** for customers and employees
2. Train your employees on **safe practices**
3. Have **clear signage** about social distancing requirements
4. Instruct **employees with symptoms** stay home
5. Establish **workplace controls** to reduce contact and prevent transmission
6. Follow **guidelines** in the most recent [NC Executive Orders](#) for retail businesses, [FAQ for EO#141](#), and [Additional Guidance](#)



Complying with COVID-19 Safety Requirements



Emergency Maximum Occupancy How to Compute and Post



[DOWNLOAD](#)

- Effective Friday, May 22nd at 5:00 p.m. per [Executive Order 141](#), customer capacity cannot exceed **50% of stated fire capacity OR 12 customers for every 1,000 sq. ft.** of the total square footage (including non-customer facing portions), OR limit the number of people in store to remain 6 feet apart, **whichever is less.**
- Local governments cannot set different requirements for the maximum occupancy standard of retail establishments
- Must be posted in a noticeable place
- Maximum occupancy should provide that customers can stay 6 feet apart— even if it requires a reduction in maximum occupancy below the 50% or 12 customers for every 1,000 sq. ft.

[COVID-19 Executive Orders](#)

Complying with COVID-19 Safety Requirements

Social Distance Markings

Distance, Location and Enforcement

- Six-foot delineations at point-of-sale and other high traffic areas to ensure social distancing is maintained ([Executive Order 141](#))
- Six-foot delineations outside of retail establishments if customers will need to wait outside because of compliance with maximum occupancy or due to curb-side pick up of product
- Signage requesting customers to not enter the retail location if they have symptoms and requesting customers to maintain social distancing while shopping
- **Enforcement of guidelines among customers and employees is the most crucial aspect of maintaining health and well-being**
- Local health professionals strongly recommend employees and customers should wear a face masks in public settings



Complying with COVID-19 Safety Requirements

Cleaning and Disinfection

Where, How to Accomplish and How Frequent

1 Develop Your Plan

DETERMINE WHAT NEEDS TO BE CLEANED. Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

2 Implement

CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant for use against COVID-19 and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 Maintain and Revise

CONTINUE ROUTINE CLEANING AND DISINFECTION. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surface multiple times per day.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.

Complying with COVID-19 Safety Requirements

Cleaning and Disinfection

What Areas Need Disinfectants vs. Sanitizers

- Cleaning and disinfecting work together
- Exclude areas outdoors
- Not all chemicals are the same - choose EPA approved disinfectants
- Availability is an issue



[DOWNLOAD](#)



[DOWNLOAD](#)



Complying with COVID-19 Safety Requirements



Methods to Reduce and Mitigate Transmission

Top 10 Tips to Protect Employee Health

1. Actively encourage sick employees to stay home.
2. Develop other flexible policies for scheduling and telework (if feasible) and create leave policies.
3. Promote etiquette for coughing and sneezing and handwashing.
4. Perform routine environmental cleaning.
5. Provide education and training materials.
6. Have conversations with employees about their concerns.
7. Talk with companies that provide your business with contract or temporary employees about their plans.
8. Plan to implement practices to minimize face-to-face contact between employees.
9. Consider the need for travel and explore alternatives.
10. If an employee becomes sick while at work, they should be sent home immediately.



[DOWNLOAD](#)


Complying with COVID-19 Safety Requirements

Methods to Reduce and Mitigate Transmission

Washing Hands and Face Masks

1. Washing your hands is the simplest, most effective way to slow the spread and protect yourself and others.
2. The Centers for Disease Control and Prevention (CDC) recommends wearing face masks when in public settings where social distancing may be difficult.
3. Surgical masks and N-95 respirators are still critically needed for healthcare workers. Cloth masks help conserve those supplies.
4. Cloth face coverings should:
 - Fit snugly but comfortably against the sides of the face
 - Cover both the mouth and nose
 - Be secured with ties or ear loops
 - Include multiple layers of fabric
 - Allow for unrestricted breathing
 - Be able to be laundered without damage or change to shape
5. When removing your mask, be careful not to touch your eyes, nose or mouth. Wash your hands immediately after removing your mask. Do not take your mask on and off while it's in use.
6. Cloth masks should be washed regularly, depending on how often you use them. Simply toss your mask in a washing machine to clean it.





Training Employees for COVID-19 Response

Communicate the Requirements

- Review Governor Cooper's [Executive Orders](#) for requirements and recommendations that apply to your business, specifically.
- Review and apply [Guidelines for Businesses and Employers](#).
- Review and apply [Resuming Business Toolkit](#) from CDC.

Ensure all employees know what is REQUIRED

1. Emergency Maximum Occupancy posted in a noticeable place
 - a. Emergency Maximum Occupancy is whichever is LESS
 - i. 50% of stated fire capacity -OR-
 - ii. 12 customers/1,000 sq. ft. -OR-
 - iii. limited so that everyone in the facility can stay 6 feet apart
2. Signage reminding people to socially distance (stay at least 6 feet away from others)
3. Daily [symptom screening](#) before entering the workplace
4. Sick employees must immediately isolate and return home
5. Frequent and routine environmental cleaning and disinfecting

Training Employees for COVID-19 Response



Good Business Requires Certainty and a Balanced Approach

- Purpose and objective is to protect employees, manage costs and instill confidence in customers.
- The CDC and Occupational Safety and Health Act (OSHA) have good resources for assessing risk and developing guidelines for training and instruction of employees as part of the COVID-19 response.
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>
 - https://www.osha.gov/SLTC/covid-19/additional_resources.html
- Count On Me NC offers free online COVID-19 business training modules to aid in safely re-opening restaurants and other businesses.
 - <https://countonmenc.org/business-training/>

Finding Practical Assistance

1. Ready-to-print Covid-19 business operations signs
2. Personal protective equipment (PPE) and support equipment
3. Workplace resource links



[DOWNLOAD](#)

Finding Practical Assistance

Ready-to-Print Signage

These signs were created for all businesses to use at their locations to address much of the Covid-19 messaging needed for their customers.

[Click here for access to signage in additional languages.](#)



[DOWNLOAD](#)



[DOWNLOAD](#)



[DOWNLOAD](#)



[DOWNLOAD](#)



[DOWNLOAD](#)



[DOWNLOAD](#)



[DOWNLOAD](#)

Finding Practical Assistance



PPE and Support Equipment

Where to Find it

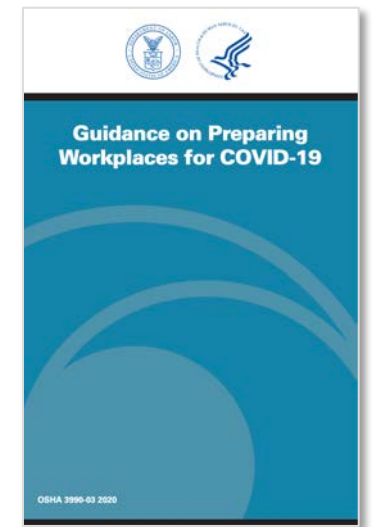
- An adequate supply of Personal Protective Equipment (PPE) has become challenging for many businesses.
- A list of locally available PPE is updated weekly and included in the COVID-19 Weekly Report for Businesses and Municipalities e-newsletter.
 - Email wellnesscoalition@randolphcountync.gov to be added to distribution list.

Finding Practical Assistance



Workplace Resources Additional Information Links

- North Carolina Department of Health and Human Service (DHHS) [Resources for Businesses and Employers](#)
- CDC [Resources for Business and Workplaces](#)
- CDC Plan, Prepare and Respond [Guidance Documents](#)
- OSHA [Guidance for Preparing Workplaces for COVID-19](#)



[DOWNLOAD](#)

Appendices

- A) Signage & Protective Shield Vendors
- B) Third Party Cleaning Services
- C) COVID-19 Safety Catalog

Please note: This document contains information about goods and services provided by third parties. This information is provided as a convenience and for informational purposes only. Information contained herein regarding any specific person, business, product, or service by trade name does not constitute or imply its endorsement, recommendation, or favoring by Randolph County, its directors or employees, and Randolph County accepts no responsibility for the actions, omissions, performance, or failure to perform of any product, vendor, individual or business so listed.

Appendix A | Signage & Protective Shield Vendors



INFOGRAPHICS & SIGNAGE

Graphik Printworks

- 2103 Brentwood St, High Point, NC 27263
- 1.877.367.2689 Ext. 2
- 336.419.4427 (fax)
- printingpros@graphikprintworks.com

PROTECTIVE SHIELDS

Smith Glass

- 721 N Fayetteville St. Asheboro, NC 27203
- 336.625.3625
- <https://www.smithglassasheboro.com/>

Seagrove Glass

- 148 Scott Rd, Seagrove, NC 27341
- 336.873.9021
- <https://www.seagroveglassnc.com/>

Appendix B | Third Party Cleaning Services

Third Party Cleaning Services

Jan-Pro

Tom Robinson
336.834.0906 (w)
336.508.6841 (cell)
Tom.Robinson@jan-pro.com
www.jan-pronc.com

First Call Environmental

1.800.646.1290

Covanta

Geoff Myers
336.683.0911 (w)
336.491.9709 (cell)
336.683.0811 (fax)
gmyers@covanta.com

ServPro Greensboro

336.379.1772
<https://www.servprogreensboronorth.com/>



Reopening Readiness & Safety

The following catalog of Covid-19 graphics was prepared to help businesses ensure a safe transition back into the workplace. Keep in mind of all the possible areas that may need safety signage.

- Parking decks
- Elevators
- Lobbies and entrances
- Sitting areas
- Conference rooms
- Workstations
- Bathrooms
- Breakrooms
- Common Areas



Graphik Printworks

powered by Graphik Dimensions Ltd.

Our removable floor decals promote health and wellness by helping customers follow proper social distancing guidelines. Available in any size or volume with rolls available for purchase.

QUICK TO ORDER EASY TO REMOVE

Standard Labels Available
in Red, Yellow, or Black & White



Floor Decals for Social Distancing

Standard Floor Decals

Sizes	Single Unit	10 Unit	25 Unit
10" x 10"	\$10.00	\$85.00	\$200.00
17" x 17"	\$15.00	\$128.00	\$300.00
24" x 24"	\$23.00	\$195.00	\$455.00

Shipping Not Included.

**CUSTOM
BRANDED
LABELS
AVAILABLE**
Call for Quote



To order or request a custom quote, contact Business Solutions:

- 866.662.3373
- printingpros@graphikprintworks.com
- GraphikPrintWorks.com

Promote Employee Wellness with Acrylic Safety Barriers



Reinforce social distancing and help keep your staff healthy with our acrylic safety barriers. Fully customizable with personalized printing and stand alone or hanging hardware. Standard options available.

- **Custom sizes, cut-outs, and printing options**
- **Keep business running** by reassuring your customers and reducing employee contact with airborne disease so they remain healthy.
- **Easy assembly.** Available with foot brackets for simple countertop installation, or with pre-drilled holes for suspension or direct attachment to counters.
- **Durable 1/4" thickness**
- **Easy to wipe clean and sanitize.**
- Available with or without **pre-cut openings** for pass-throughs or cash transactions.

Standard Size Countertop Barriers

Sizes	Slot	Prices single Unit	Prices 10+
23" x 34.5"	7.5" x 3.5"	\$63.91	\$52.29
23" x 40"	7.5" x 3.5"	\$75.05	\$61.41
30" x 45"	12" x 6"	\$97.12	\$79.46
60" x 45"	12" x 6"	\$157.04	\$130.86

Shipping Not Included.

**To order or request a custom quote,
contact Business Solutions:**

- 866.662.3373
- printingpros@graphikprintworks.com
- GraphikPrintWorks.com

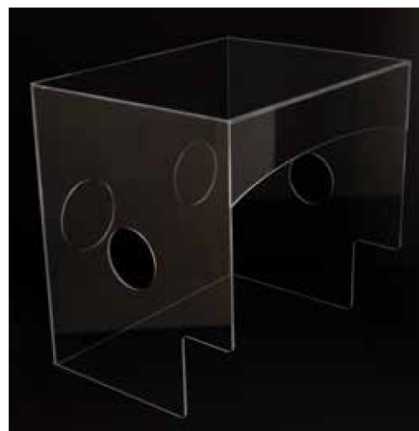


Protection During Intubation

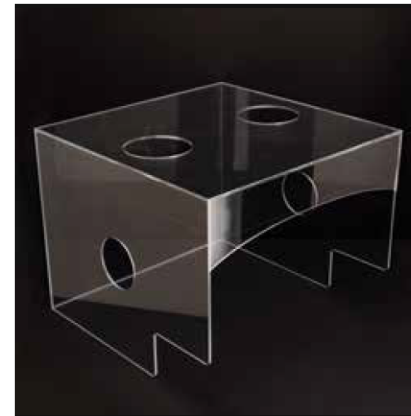
- Prevents exposure to airborne droplets & aerosols when intubating patients
- Sanitize with 70% alcohol solution and soft cloth
- Optional acrylic clips for attaching sheets or covering
- Two sets of arm holes for unrestricted movement
- Side ports complete with rotatable circular cover
- Made from durable 1/4" clear acrylic
- Easily deployed at point of use

Acrylic Intubation Boxes to Protect Healthcare Professionals

Acrylic Boxes to Prevent Airborne Droplet Exposure



Provides unrestricted movement during intubation process.



Different sizes available for children and adults.



Optional features include side ports outfitted with rotatable circular cover.

We're donating acrylic intubation boxes nationwide!

For donation requests, contact our businesses services team:

- 877.367.2689
- printingpros@graphikprintworks.com

ACRYLIC SAFETY SHIELDS

Clear acrylic safety barriers help protect staff and reinforce social distancing. Fully customizable with options for sizing, personalized decals, and stand-alone or hanging hardware.



Custom COVID-19 Prevention Products and Solutions



SPECIALIZED LABELS

Custom labels, wall and floor decals and more can help direct customers and employees in following social distancing practice. Available in any size and volume, including rolls.



ACRYLIC & METAL SIGNS

Signs with CDC and WHO approved messaging encourages employees, customers and visitors to follow sanitation guidelines. Acrylic and Metal are ideal for sanitary environments.



WALL COVERINGS, DECALS & DECOR

With printing grade for health care spaces, all surfaces are washable and decals are removable, making them ideal for temporary signage or custom décor.



To order or request a custom quote, contact Business Solutions:

- 866.662.3373
- printingpros@graphikprintworks.com
- GraphikPrintWorks.com

HARDWARE SOLUTIONS

Shields

Contact Smith Glass or Seagrove Glass for more information (p.21)

360 CUSTOM PROTECTIVE SHIELDS

Flatten the curve.

Protect your customers and employees with custom protective shields.

Add custom graphics. Choose from the standard 24 x 36 or ask us about custom size options.

