

# Phased Guidelines for Businesses to Maximize Community Health and Economic Reactivation

The Governor’s Office of Management and Budget and the Utah Department of Health with assistance from Leavitt Partners has developed recommendations to support the roadmap for reactivation of the Utah economy, while stabilizing population health. These guidelines, together with the “Milestones,” may provide appropriate flexibility for regions within the state to proactively protect public health, reactivate the Utah economy, and minimize damage to Utah’s quality of life. *DISCLAIMER: These are recommendations that are subject to modification and may be superseded by county or local health department guidance.*

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# Phased Guidelines for Businesses to Maximize Community Health and Economic Reactivation

## Tiered Recommendations for Employers/Businesses and Employee

Normal Risk

Low Risk

Moderate Risk

High Risk

Intensity of Disruption	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Restaurants & Food Services	<p>Dine-in restaurants operating under proper safety precautions for staff and customers</p> <p>See general guidelines for all levels below and follow Department of Health guidance</p>	<p>Dine-in service opened, with tables arranged so there is at least 10 feet between diners. Increased hygiene practices for customers and staff</p> <ul style="list-style-type: none"> <li>Dine in options available with tables spaced at least 10 feet apart; capacity increased incrementally, based on data &amp; milestone trends</li> <li>Symptom checking of employees</li> <li>Limit the number of people in a restaurant at any time to allow for adequate distancing</li> <li>Take-out options should still be encouraged</li> <li>Limit wait times inside the restaurant to 15 minutes and avoid crowding. Individuals should be encouraged to wait outside</li> <li>Set an established window for high-risk groups to come in without pressure from crowds</li> <li>Maintain signage to remind individuals from separate parties to stand at least 6 feet apart</li> <li>Avoid letting guests handle food at buffets or change tongs frequently</li> <li>Clean drink machines frequently</li> <li>Clean all dishes and silverware, even if they were not used</li> <li>Stagger workstations so workers are not facing one another and can maintain a 6-foot distance</li> <li>Organize staff into teams to reduce interaction between the groups</li> <li>Encourage contactless payment; sanitize between transactions</li> <li>Staff handling payment should not touch food products</li> <li>Customers voluntarily provide contact information to assist with contact tracing efforts</li> </ul>	<p>Encourage takeout/delivery options. Dine-in services allowable with extreme precaution, following strict guidelines around physical distancing and staff monitoring. Contactless payment is encouraged. Create safe environment for staff</p> <p><b>For dine-in services<sup>1</sup></b></p> <ul style="list-style-type: none"> <li>Dine-in services may be open under the following requirements outlined in <b>the appendix</b></li> </ul> <p><b>For takeout services:</b></p> <ul style="list-style-type: none"> <li>Symptom checking of employees</li> <li>Stagger workstations so workers are not facing one another and can maintain a 6-foot distance</li> <li>Organize staff into teams to reduce interaction between the groups</li> <li>When delivering food, drivers should use hand sanitizer before passing delivery to customers and should use disposable containers and packaging that do not need to be returned</li> <li>Encourage contactless payment; if not possible, sanitize between transactions</li> <li>Staff should sanitize hands between handling payment options and food/containers</li> <li>Employers provide personal protection equipment such as face coverings, hair nets, gloves, overalls</li> <li>Customers voluntarily provide contact information to assist with contact tracing efforts</li> </ul>	<p>No dine-in service and extreme caution taken in food prep. Physical distancing should be maintained. Curbside pickup, takeout, and delivery only. Encourage contactless payment. Create safe environment for staff</p> <ul style="list-style-type: none"> <li>Only takeout options, including delivery, curbside delivery, and pickup; third-party delivery is permitted</li> <li>Symptom checking of employees</li> <li>Stagger workstations so workers are not facing one another and can maintain a 6-foot distance</li> <li>Organize staff into teams to reduce interaction between the groups</li> <li>When delivering food, drivers should use hand sanitizer before passing delivery to customers, and should use disposable containers and packaging that do not need to be returned</li> <li>Encourage contactless payment; if not possible, sanitize between transactions</li> <li>Staff should sanitize hands between handling payment options and food/containers</li> <li>Employers provide personal protection equipment such as face coverings, hair nets, gloves, overalls</li> </ul>
Retail (including Grocery Stores, Pharmacy)	<p>Retail establishments operate under heightened hygiene and cleaning standards. Monitor employees for symptoms.</p> <ul style="list-style-type: none"> <li>Signage to encourage customers to use cleaning wipes and hand sanitizer</li> <li>Ensure cleaning wipes are near shopping carts and shopping baskets</li> <li>Provide hand sanitizer at checkout counters and entrance/exit</li> <li>Wipe down reusable bags</li> </ul>	<p>Retail establishments exercise discernment, establishing principles for safe environment and public trust. Monitor employees for symptoms and encourage face coverings.</p> <ul style="list-style-type: none"> <li>Encourage associates to wear face coverings and gloves</li> <li>Assign an employee to disinfect carts and baskets regularly</li> <li>Resume to normal patron capacity</li> <li>Provide hand sanitizer at checkout counters and entrance/exit</li> </ul>	<p>Retail establishments create a safe environment for customers and staff with frequent reminders on distancing and hygiene. Monitor employees for symptoms. Employees wear face coverings.</p> <ul style="list-style-type: none"> <li>Maintain signage to remind and help individuals stand at least 6 feet apart, including outside when in line and in store check-out lines</li> <li>Encourage associates to wear face coverings and gloves</li> <li>Assign an employee to disinfect carts and baskets after each use</li> </ul>	<p>Essential retail (e.g., grocery, hardware, etc.) create a safe environment for customers and staff with frequent reminders on distancing and hygiene. Monitor patrons and employees for symptoms. Employees wear face coverings.</p> <ul style="list-style-type: none"> <li>Maintain signage to remind and help individuals stand at least 6 feet apart, including outside when in line and in store check-out lines</li> <li>Encourage associates to wear face coverings and gloves</li> <li>Assign an employee to disinfect carts and baskets after each use</li> </ul>

<sup>1</sup> It is not recommended that dine-in services be available under moderate risk conditions. However, if dine-in services will be opened, the following requirements are recommended.

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	Normal Risk	Low Risk	Moderate Risk	High Risk
		<ul style="list-style-type: none"> <li>Set an established daily window of time for high-risk groups to come in without pressure from crowds</li> <li>Staff may only come closer than 6 feet when accepting payment or delivering goods or services (if wearing face covering)</li> <li>One-way aisles to support physical distancing</li> <li>Discourage bringing kids or strollers in stores when possible to allow as much space as possible in aisles</li> <li>Consider installing a clear plastic screen between cashier and customer checking out items if it is not possible to maintain 6 feet of distance</li> <li>Deliver products through curbside pick-up or delivery</li> <li>Make regular announcements to remind customers to follow physical distancing guidelines</li> </ul> <p><b>Specific Guidance for Grocery &amp; Pharmacy</b></p> <ul style="list-style-type: none"> <li>Separate order and delivery areas to keep customers from waiting too long in confined areas together</li> <li>Take extra precautions when permitting self-serving any items that are food-related; lids for cups and food-bar type items should be provided by staff</li> <li>Only make bulk items available if they are individually packaged</li> <li>Allow individuals to bring their own bags, mugs, or other reusable items from home</li> <li>Waive prescription delivery fees for high-risk individuals</li> </ul>	<ul style="list-style-type: none"> <li>Maximum number of patrons must be such that a 6-foot distance between patrons and employees can be easily maintained (1 person per 120 square feet)</li> <li>Provide hand sanitizer at checkout counters and entrance/exit</li> <li>Limit purchase quantities on certain goods selling out quickly; this will help maintain ability to meet needs of patrons and will also help limit crowds and lines</li> <li>Set an established daily window of time for high-risk groups to come in without pressure from crowds</li> <li>Staff accepting payment or delivering goods or services are encouraged to wear a face covering</li> <li>One-way aisles to support physical distancing</li> <li>Discourage bringing kids or strollers in stores when possible to allow as much space for distancing as possible in aisles</li> <li>Consider installing a clear plastic screen between cashier and customer checking out items if it is not possible to maintain 6 feet of distance</li> <li>Deliver products through curbside pick-up or delivery</li> <li>Make regular announcements to remind customers to follow physical distancing guidelines</li> </ul> <p><b>Specific Guidance for Grocery &amp; Pharmacy</b></p> <ul style="list-style-type: none"> <li>Separate order and delivery areas to keep customers from waiting too long in confined areas together</li> <li>Prevent people from self-serving any items that are food-related; lids for cups and food-bar type items should be provided by staff</li> <li>Only make bulk items available if they are individually packaged</li> <li>Do not allow individuals to bring their own bags, mugs, or other reusable items from home</li> <li>Waive prescription delivery fees</li> </ul>	<ul style="list-style-type: none"> <li>Maximum number of patrons must be such that a 6-foot distance between patrons and employees can be easily maintained (1 person per 120 square feet)</li> <li>Provide hand sanitizer at checkout counters and anywhere else inside the store or immediately outside where people have direct interactions</li> <li>Limit quantities on certain goods selling out quickly; this will help maintain ability to meet needs of patrons and will also help limit crowds and lines</li> <li>Set an established window of time for high-risk groups to come in without pressure from crowds</li> <li>Staff may only come closer than 6 feet when accepting payment or delivering goods or services if wearing face covering</li> <li>Discourage bringing kids or strollers in stores when possible to allow as much space as possible in aisles</li> <li>Consider installing a clear plastic screen between cashier and customer checking out items if it is not possible to maintain 6 feet of distance</li> <li>Deliver products through curbside pick-up or delivery</li> <li>One-way aisles to support physical distancing</li> <li>Make regular announcements to remind customers to follow physical distancing guidelines</li> </ul> <p><b>Specific Guidance for Grocery &amp; Pharmacy</b></p> <ul style="list-style-type: none"> <li>Have separate order and delivery areas to keep customers from waiting too long in confined areas together</li> <li><u>Prevent</u> people from self-serving any items that are food-related; lids for cups and food-bar type items should be provided by staff</li> <li>Only make bulk items available if they are individually packaged</li> <li>Do not allow individuals to bring their own bags, mugs, or other reusable items from home</li> <li>Waive prescription delivery fees</li> </ul>
Hospitality, Tourism & Accommodations	<p><b>Industry open with precautions for staff and guests.</b></p> <ul style="list-style-type: none"> <li>Open with health department approved sanitation practices followed</li> <li>Precaution for staff and guests</li> </ul>	<p><b>Businesses take precautions with shared spaces, with an increased cleaning regimen. Self-serve buffets should be closed.</b></p> <ul style="list-style-type: none"> <li>Maintain signage to remind groups to stand at least 6 feet apart</li> <li>Symptomatic guests should stay in their room and wear a face covering when they leave</li> <li>Consider designating one staff member to attend to sick guests</li> <li>Employees working in reception areas encouraged to wear a face covering</li> <li>Launder all exposed linens and cleaning supplies separately</li> </ul>	<p><b>Businesses take precautions with shared spaces, with an increased cleaning regimen. Self-serve buffets should be closed. Employees should wear face coverings.</b></p> <ul style="list-style-type: none"> <li>Accommodations (hotels, motels, Airbnb, etc.) operate with caution</li> <li>High touch surfaces (door handles, countertops, key cards) are sanitized frequently with EPA approved cleaners</li> <li>Maintain signage to remind groups to stand at least 6 feet apart and avoid congregating in common areas</li> <li>Symptomatic guests should stay in their room and wear a covering when they leave</li> <li>Consider designating one staff member to attend to sick guests</li> </ul>	<p><b>Limited operations of this industry. Hotels and other accommodations take extreme safety precautions for both staff and guests.</b></p> <ul style="list-style-type: none"> <li>Accommodations (hotels, motels, Airbnb, etc.) operate with caution</li> <li>High touch surfaces (door handles, countertops, key cards) are sanitized frequently with EPA approved cleaners</li> <li>Maintain signage to remind groups to stand at least 6 feet apart and avoid congregating in common areas</li> <li>Symptomatic guests should stay in their room and wear a face covering when they leave</li> <li>Consider designating one staff member to attend to sick guests</li> </ul>

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	Normal Risk	Low Risk	Moderate Risk	High Risk
		<ul style="list-style-type: none"> <li>Food should be served in a takeout-style (grab and go) manner; no buffet-style dining</li> <li>Fitness centers and pools follow gym guidelines below</li> </ul>	<ul style="list-style-type: none"> <li>Employees working in reception areas should wear a face covering or work behind plexiglass</li> <li>Laundry all exposed linens and cleaning supplies separately</li> <li>Food should be served in a takeout-style (grab and go) manner; no buffet-style dining</li> <li>Fitness centers and pools follow gym guidelines below</li> <li>Discontinue or decrease housekeeping services to prevent transmission between rooms during guest stays</li> <li>Provide guests with their own sanitation solutions or wipes to instill guest confidence (e.g., alcohol wipes)</li> </ul>	<ul style="list-style-type: none"> <li>Employees working in reception areas should wear a face covering or work behind plexiglass</li> <li>Laundry all exposed linens and cleaning supplies separately</li> <li>Food should be served in a takeout-style (grab and go) manner; no buffet-style dining</li> <li>Swimming pools, gyms and fitness centers should be closed</li> <li>Discontinue or decrease housekeeping services to prevent transmission between rooms during guest stays</li> <li>Provide guests with their own sanitation solutions or wipes to instill guest confidence (e.g., alcohol wipes)</li> </ul>
Events & Entertainment	In-person operation of this industry is allowable for large groups. Mass gatherings follow proper safety procedures and precautions for monitoring symptoms.	<p>In-person operation of this industry is allowable under increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met.</p> <ul style="list-style-type: none"> <li>A 10-foot distance must be maintained between individual household groups at all times</li> <li>Limit the number of people in a confined area at any time to allow for adequate distancing</li> <li>For reserved-seating facilities, facility capacity is dependent on ability to block reserved seats (demonstrated on digital seat map) to ensure safe radius</li> <li>Set an established window time for high-risk groups to come in without pressure from crowds and/or separate entrances and queues</li> <li>Encourage contactless payment; sanitize between transactions at facility stores/gift shops and comply with other retail recommendations</li> <li>Participants in events should have their symptoms checked (e.g., players, performers, actors)</li> </ul> <p><b>Concessions:</b></p> <ul style="list-style-type: none"> <li>Serving and seating protocols consistent with restaurant recommendations</li> <li>Maintain 6-foot distancing for all lines</li> <li>Encourage contactless payment</li> <li>To the extent reasonable, serve grab-and-go food items</li> </ul>	<p>In-person operation of this industry is allowable under increased cleaning regimen and operational protocols in place to ensure safe distancing restrictions are met.</p> <ul style="list-style-type: none"> <li>A 10-foot distance must be maintained between individual household groups at all times</li> <li>Limit the number of people in a confined area at any time to allow for adequate distancing</li> <li>For reserved-seating facilities, facility capacity is dependent on ability to block reserved seats (demonstrated on digital seat map) to ensure safe radius</li> <li>Set an established window time for high-risk groups to come in without pressure from crowds and/or separate entrances and queues</li> <li>Maintain signage to remind and help individuals distance</li> <li>Congregating at any point is not allowed</li> <li>Participants (e.g., players, performers, actors) in events should have their symptoms checked</li> </ul> <p><b>Concessions:</b></p> <ul style="list-style-type: none"> <li>Serving and seating protocols consistent with restaurant recommendations</li> <li>Maintain 6-foot distancing for all lines</li> <li>Encourage contactless payment</li> <li>To the extent reasonable, serve grab-and-go food items</li> </ul>	<p>In-person operation of this industry is allowable under strict social-distancing restrictions with groups of 10 or fewer, increased cleaning regimen and group size must allow for all social distancing guidelines to be followed within each event venue.</p> <ul style="list-style-type: none"> <li>Limit the number of people in a confined area at any time to comply with safe physical distancing guidelines</li> <li>Set an established window time for high-risk groups to come in without pressure from crowds and/or separate entrances and queues</li> <li>Maintain signage to remind and help individuals stand at least 6 feet apart</li> <li>Spectators should participate remotely; participants (e.g., players, performers, actors) in events should have their symptoms checked</li> </ul>
Personal Services	Industry open with strict hygiene regimen and symptom monitoring.	<p>Industry open under strict hygiene protocols. Service provider and customer must wear face coverings. Meticulous monitoring of symptoms.</p> <ul style="list-style-type: none"> <li>Same as moderate risk</li> </ul>	<p>Industry open under strict hygiene protocols. Service provider and customer must wear face coverings. Meticulous monitoring of symptoms.</p> <ul style="list-style-type: none"> <li>Customers must wear face coverings and have their symptoms checked before services are rendered</li> <li>No walk-ins or waiting will be allowed; services must be rendered by appointment only</li> <li>Service provider must wear face covering and gloves, changing between each customer</li> </ul>	<p>Extreme limitations of this industry (e.g., barbers, hair stylists, tattoo &amp; body artists, nail salons).</p> <ul style="list-style-type: none"> <li>Business that rely on close human interaction (i.e., barbers, hair stylists, tattoo &amp; body artists, etc.) encouraged not to stay open</li> <li>Symptom checking in business interactions; face coverings worn in close personal interactions</li> </ul>

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			<ul style="list-style-type: none"> <li>All staff should have their symptoms checked at the beginning of their shift, with a log kept that can be made available for inspection by health department</li> <li>Customers maintain a 6-foot distance</li> <li>Appointments scheduled with a waiting period in between with enough time allowed to sanitize all surfaces between services</li> <li>Contactless payment encouraged; financial transaction equipment cleaned in between each charge</li> <li>Service provider keeps a log of appointments and customer contact information to assist with contact tracing efforts</li> </ul>	
Home Repair	<p>Operates under the General Guidelines for Employers. Increased hygiene.</p> <ul style="list-style-type: none"> <li>Same has high-risk column except that employers do not need to actively monitor symptoms, but employees can self-report</li> </ul>	<p>Operates under the General Guidelines for Employers. Strict hygiene.</p> <ul style="list-style-type: none"> <li>Same has high-risk column</li> </ul>	<p>Operates under the General Guidelines for Employers. Strict hygiene.</p> <ul style="list-style-type: none"> <li>Same has high-risk column</li> </ul>	<p>Operates under the General Guidelines for Employers. Strict hygiene.</p> <ul style="list-style-type: none"> <li>Inquire if homes have symptomatic individuals and exercise caution</li> <li>Monitor symptoms of employees</li> <li>Wash or sanitize hands before and after leaving a home</li> <li>Wear face coverings and gloves, changing between each site</li> <li>Sanitize tools after each site</li> <li>Share estimates, invoices, and other documentation electronically (no paper)</li> </ul>
Gyms & Fitness Centers	<p>Fitness centers and gyms are open with cleaning guidance.</p> <ul style="list-style-type: none"> <li>Space equipment at normal capacity</li> <li>Make cleaning supplies available throughout the establishment and post signs encouraging patrons to clean all equipment</li> </ul>	<p>Fitness centers and gyms are open with some distancing and cleaning guidance.</p> <ul style="list-style-type: none"> <li>Limit the number of patrons in the facility at one time</li> <li>1 person per 120 square feet</li> <li>Space or close equipment so patrons can be 6 feet apart</li> <li>Make cleaning supplies available throughout the establishment and post signs encouraging patrons to clean all equipment</li> </ul>	<p>Recommended closure of fitness centers and gyms; if open, fitness centers and gyms should follow strict distancing and cleaning guidance.</p> <ul style="list-style-type: none"> <li>Employees must go through symptom checking before every shift, including temperature. Log must be kept and available for inspection by health department</li> <li>1 person per 120 square feet</li> <li>Space or close equipment so patrons can be 10 feet apart</li> <li>No team or group activities</li> <li>Staff must disinfect all equipment after each use</li> <li>No sign-in sheets, touchpads, or touch surfaces required for entry</li> <li>Individuals 65+ and high-risk discouraged from using facilities at this time</li> <li>Pools should be limited to one swimmer per lane; congregating is not allowed</li> <li>Employees must wear face coverings; patrons encouraged to wear face coverings whenever possible</li> </ul>	<p>Fitness centers and gyms are closed</p>
Construction, General Contractors and Manufacturing	<p>Operates under the General Guidelines for Employers.</p> <ul style="list-style-type: none"> <li>Same as high-risk column</li> </ul>	<p>Operates under the General Guidelines for Employers. Strict hygiene.</p> <ul style="list-style-type: none"> <li>Same as high-risk column</li> </ul>	<p>Operates under the General Guidelines for Employers. Strict hygiene and reduced group interactions.</p> <ul style="list-style-type: none"> <li>Same as high-risk column</li> </ul>	<p>Operates under the General Guidelines for Employers. Strict hygiene and reduced group interactions.</p> <ul style="list-style-type: none"> <li>Ensure nobody with symptoms enters a job site</li> <li>Provide additional hand washing stations; wash or sanitize hands before and after leaving a site</li> <li>Wear face coverings and gloves</li> </ul>

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	Normal Risk	Low Risk	Moderate Risk	High Risk
Day Care	<p>Enhanced cleaning and distancing protocols. No symptomatic children.</p> <ul style="list-style-type: none"> <li>Enhanced cleaning and disinfecting,</li> <li>Don't use toys that can't be cleaned</li> <li>Children and staff should stay home if they're sick and get their temp checked at the facility</li> </ul>	<p>Enhanced cleaning and distancing protocols. No symptomatic children.</p> <ul style="list-style-type: none"> <li>Enhanced cleaning and disinfecting</li> <li>Limit mixing the groups of children (keep in separate rooms, allow on the playground at different times)</li> <li>Don't use toys that can't be cleaned</li> <li>All individuals must wash hands with soap and running water upon arrival</li> <li>Children and staff should stay home if they're sick and get their temperature checked at the facility</li> <li>If there is a confirmed case, facility must be closed and alert public health department</li> <li>All high-touch surfaces should be cleaned regularly</li> </ul>	<p>Prioritized for children of critical infrastructure employees. Enhanced cleaning and distancing protocols. No symptomatic children.</p> <ul style="list-style-type: none"> <li>Prioritized for children of critical infrastructure employees</li> <li>Enhanced cleaning and disinfecting</li> <li>Encourage children to be 6 feet apart as much as possible</li> <li>Groups must be restricted to groups of 20 unless a wall can physically separate each group</li> <li>Limit mixing the groups of children (keep in separate rooms, allow on the playground at different times)</li> <li>Curbside drop off and pick up</li> <li>All individuals must wash hands with soap and running water upon arrival</li> <li>Don't use toys that can't be cleaned</li> <li>Children and staff should stay home if they're sick and get their temperature checked at the facility</li> <li>If there is a confirmed case, facility must be closed and alert public health department</li> <li>All high-touch surfaces should be cleaned after each use (e.g., toys, keyboards, desks, remote controls) or at least twice a day (e.g., doorknobs, light switches, toilet handles, sink handles, counter tops)</li> </ul>	<ul style="list-style-type: none"> <li>Clean and disinfect project sites, including high-touch surfaces and tools frequently</li> <li>Share estimates, invoices, and other documentation electronically (no paper)</li> </ul> <p>Primarily for children of critical infrastructure employees. Enhanced cleaning and distancing protocols. No symptomatic children.</p> <ul style="list-style-type: none"> <li>Primarily for children of critical infrastructure employees</li> <li>Enhanced cleaning and disinfecting</li> <li>Encourage children to be 6 feet apart as much as possible</li> <li>Groups must be restricted to groups of 10 unless a wall can physically separate each group</li> <li>Limit mixing the groups of children (keep in separate rooms, allow on the playground at different times)</li> <li>Curbside drop off and pick up</li> <li>All individuals must wash hands with soap and running water upon arrival</li> <li>Don't use toys that can't be cleaned</li> <li>Children and staff should stay home if they're sick and get their temperature checked at the facility</li> <li>If there is a confirmed case, facility must be closed and alert public health department</li> <li>All high-touch surfaces should be cleaned after each use (e.g., toys, keyboards, desks, remote controls) or at least twice a day (e.g., doorknobs, light switches, toilet handles, sink handles, counter tops)</li> </ul>

## General Guidelines for Employers

### Best Practices for Employers

- Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact in the workplace
- Encourage contactless pay options if possible; otherwise immediately use disinfectant wipes on the screen and keypad
- Those who are, or work with, high-risk populations, should undergo daily screening/symptom monitoring, and be tested if they begin to experience symptoms. High-risk populations should take extra precaution to avoid close contact with multiple people
- Use online conferencing, email, or the phone instead of in-person meetings, even when people are in the same building
- Employees and customers should not congregate in groups; if your business involves a waiting area, customers should wait outside or in their cars
- Update emergency communication plan with key contacts and backups, chain of communications, and processes for tracking and communicating; share the response plan with employees and communicate expectations
- Ensure every employee’s contact numbers and emergency contact details are up to date; ensure a plan is in place to reach employees quickly
- Make regular announcements to remind employees and/or customers to follow distancing guidelines and use floor markings to mark appropriate physical distance (6 feet)
- Encourage digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas)
- Stay informed about government and industry pandemic preparedness
- Educate workforce about the threat of the pandemic, what the business is doing, and what they should do to protect themselves and their families
- Develop (or engage a current) pandemic planning task force and review the [CDC’s business checklist](#)
- Consider what reserve supplies might be necessary to stockpile (e.g., cleaning supplies, gloves or other protective equipment, “to-go” containers)
- Consider the possibility of interruptions to water or power that might force closure
- Establish and maintain open dialogue with local communities, including key vendors and suppliers, exploring contingencies and sharing appropriate decisions about foodservice, transportation, and other services
- Prepare for absenteeism—not only sick employees will stay home; others may need to care for the sick or children if schools close; those employees should notify their supervisors
- Provide signage at each public entrance to inform all employees and customers that they should:
  - Avoid entering if they have a cough, fever, or feel generally unwell
  - Maintain a minimum of 6 foot distance (10 foot distance in gyms, fitness centers, or large event spaces due to increased exertion, heavier breathing, cheering)
  - Sneeze/cough into a cloth or tissue
  - Not shake hands or engage in any unnecessary physical contact
  - Wear face coverings

### Cleaning & Hygiene Guidelines for Employers

- Promote etiquette for coughing, sneezing, and handwashing; avoid touching face, especially eyes, nose, and mouth; place posters that encourage hand and respiratory hygiene
- Face coverings should be worn by employees and patrons in accordance with [CDC’s recommendations](#), especially when difficult to maintain 6-foot distance
- Ensure adequate air circulation and post tips on how to stop the spread of germs
- Discourage workers from sharing resources or other work tools and equipment, when possible; avoid handshaking
- Make a list of high-touch surfaces requiring routine disinfecting and perform routine environmental cleaning (e.g., workstations, countertops, handrails, doorknobs, break rooms, bathrooms, other common areas), either twice a day or after each use. Keep a logbook of cleaning regimen. Those cleaning should:
  - Wear gloves
  - Clean surfaces with soap and water if dirty before disinfecting
  - Use EPA-registered household disinfectant, diluted bleach, or alcohol solutions
- Provide disposable wipes so that commonly used surfaces (e.g., doorknobs, keyboards, remote controls, phones, desks, keypads) can be wiped down by employees before each use; provide no-touch trash bins
- Laundry: wear gloves, use warmest appropriate water setting, dry items completely, do not shake dirty laundry, launder sick person’s items separately
- Make hand sanitizer, soap and water, or effective disinfectant readily available at or near the entrance, at checkout counters, or anywhere else where people have direct interactions. Provide additional pop-up handwashing stations or facilities if possible (e.g. showing houses, construction sites)
- Personal Protection Equipment (PPE) should not be shared and should be disposed of properly
- After using gloves, employees should wash their hands

### Employers Monitoring Symptoms

- Employees who are sick or who appear to have symptoms should be separated from other employees and customers immediately and sent home; immediately clean and disinfect areas the sick employee visited
- Monitor employee symptoms, especially fever. If employees need to take simple medications acetaminophen, ibuprofen, or aspirin, they should take temperature beforehand
- Train managers/leadership to spot symptoms of COVID-19 and to be clear on relevant protocols
- Do not allow employees to come to work if they feel sick; non-punitive leave policies are in place so employees do not feel pressured to come to work if they are sick. Remind employees to report any illness to manager, especially if sick with fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, and/or shortness of breath
- If an employee is confirmed to have COVID-19, employers should inform fellow employees while maintaining confidentiality; fellow employees should self-monitor for symptoms for 14 days

### Useful Links

- [Centers for Disease Control and Prevention](#)
- [OSHA Guidance on Preparing Workplaces for COVID-19](#)
- [Utah Department of Health](#)

Healthcare-Specific Guidelines

	Normal Risk	Low Risk	Moderate Risk	High Risk
Intensity of Disruption	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Visitors	<ul style="list-style-type: none"> <li>Routine access and visitation. Routine infection precautions.</li> </ul>	<ul style="list-style-type: none"> <li>Reduced entrances. Enhanced infection precautions. Health screen of all patients and visitors. Face masks for staff, providers, and visitors encouraged. Face masks for symptomatic patients.</li> </ul>	<ul style="list-style-type: none"> <li>Restricted entrances. One visitor per patient with limited exceptions. Elevated infection precautions; face masks for all staff, providers, patients and visitors. Temperature check and health screen of all visitors and patients. Phase in provider and staff temperature and health screening.</li> </ul>	<ul style="list-style-type: none"> <li>Single entrance. No visitors with few exceptions. Elevated infection precautions; mandatory face masks for all staff, providers, patients and visitors. Temperature check and health screen of all staff, providers, patients and visitors.</li> </ul>
Outpatient	<ul style="list-style-type: none"> <li>Routine outpatient visits with routine infection precautions. Telehealth visits optional. Manage lower risk medical and surgical patients through home care. COVID testing in office. Antibody testing as indicated.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage telehealth when possible instead of in-person visits; convert respiratory patients to telehealth when possible or use cohorting for in person visits. Outdoor location for COVID testing when possible. Limit use of waiting areas to maintain physical distancing. Manage lower risk medical and surgical patients through home care. Face masks and eye protection for patient-facing staff. Mandatory face masks for symptomatic patients. Face masks encouraged for patients and visitors. Antibody testing for broader group of critical infrastructure workers and community members.</li> </ul>	<ul style="list-style-type: none"> <li>Yellow conditions plus: Convert non-essential in-person visits to telehealth or defer in-person care that can be safely postponed. Encourage increased use of home care to avoid nursing facilities and admissions. Face masks for all non-patient facing staff, and face masks and eye protection for all patient-facing staff. Mandatory face masks for symptomatic patients. Antibody testing for critical infrastructure workers.</li> </ul>	<ul style="list-style-type: none"> <li>Orange conditions plus: Face masks strongly encouraged for patients and visitors, mandated where possible based on PPE supplies.</li> </ul>
Surgery/Procedures	<ul style="list-style-type: none"> <li>Outpatient and inpatient surgery/procedures proceed when immune status is known or pre-procedure COVID testing is performed. Postpone COVID-positive and COVID-suspected patients if risk of delay is low.</li> </ul>	<ul style="list-style-type: none"> <li>Surgery/procedures proceed only if reliable COVID testing is available and statewide critical resources are clearly sufficient. Patient acuity drives prioritization when resources are limited. Postpone COVID-positive patients if risk of delay is low.</li> </ul>	<ul style="list-style-type: none"> <li>Perform emergent and urgent surgery/procedures with rapid COVID testing where available, and time-sensitive surgery/procedures that require a hospital stay if delay will result in increased risk of patient harm or death. Outpatient elective surgery/procedures for low risk patients may proceed when reliable COVID testing is available and statewide critical resources are clearly sufficient. Patient acuity drives prioritization of surgery. Postpone procedures on COVID+ patients if risk of delay is low.</li> </ul>	<ul style="list-style-type: none"> <li>Perform emergent and urgent procedures with rapid COVID testing where available, and some time-sensitive surgery/procedures where a delay will result in increased risk of significant patient harm or death. Patient acuity drives prioritization of time-sensitive surgery, accounting for state-wide critical resource capacity.</li> </ul>



## Appendix: Guidelines for Dine-in Restaurants Open in “Moderate”

### Distance Between Patrons

- Limit tables to groups of 6, preferably members of the same household
- Tables with guests must be at least 10 feet apart, from corner to corner. Either move tables or mark off tables not to be used
- In waiting areas, 6-foot distance must be maintained between household parties, indoor or outdoor
- Hosts preferably open doors for customers and guide them to their seats to prevent traffic or contamination; hand sanitizer should be available outside of door

### Hygiene Practices

- No self-serve food service or buffet options unless food is pre-packaged
- The restaurant may not operate if PPE, EPA-approved disinfectants and sanitizers, soap, and other necessary cleaning supplies are not available
- Cleaning supplies must be single use (paper towels, disposable mop heads, etc.) or laundered between every use (dishtowels, mop heads, etc.)
- Hand sanitizer must be available immediately outside of bathrooms
- Require the restaurant to be closed for cleaning in the morning, afternoon, and evening. Cleaning includes all tables, chairs, door handles, floors, bathrooms, and any high-touch surfaces
- Staff avoid touching items that have been placed on the table (menus, plates, cutlery, pens, cups, etc.). The table will be cleared by a dedicated staff member once all guests have left
- A dedicated staff member must sanitize between customers. The area occupied by the customers must be sanitized after use, including tables, menus, tablecloth, pens, salt and pepper shakers, etc. Consider use of disposable items (including bottled water, silverware, etc.)
- Do not place utensils on table until patron is seated
- Staff must wear face coverings at all times and perform hand hygiene between interactions with each table
- Employees must go through symptom checking before every shift, including temperature. Log must be kept and available for inspection by health department
- Maintain signage to remind individuals from separate parties to stand at least 6 feet apart
- Stagger workstations so workers are not facing one another
- Organize staff into teams to reduce interaction between the groups
- Encourage contactless and non-signature payment; when not possible, card and payment stations must be sanitized after each use
- Staff must sanitize hands between handling payment options and food/containers
- Staff must use gloves when handling ready-to-eat foods (including ice). Gloves are not required when handling foods that have yet to be cooked
- Cups, lids, and straws must not be out for the public to handle and must be handed directly to customers by staff instead
- To-go boxes, pizza boxes, paper cups, and any other paper product that touches food must be treated as food. Gloves must be worn when handling
- Playgrounds in restaurants remain closed

### Guidance for Working with Customers

- Consider offering specific hours of operation for high-risk individuals
- Hosts point guests to signage that includes the following information:
  - Outlines symptoms and encourages that if the patron, or someone they live with, has experienced COVID-19 symptoms, please order takeout instead
  - Recommendation for high-risk individuals to do takeout/delivery instead of dine-in to protect the high-risk individual’s health (“High-risk individual” includes those over 65, those living at senior living facilities, and those of all ages with underlying medical conditions, including chronic lung disease, asthma, heart conditions, severe obesity, chronic kidney disease, liver disease, or otherwise immunocompromised (undergoing cancer treatment, smoker, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications)