Small Business Sector-Specific Resource Guide

Information to Help You Reopen Your Business

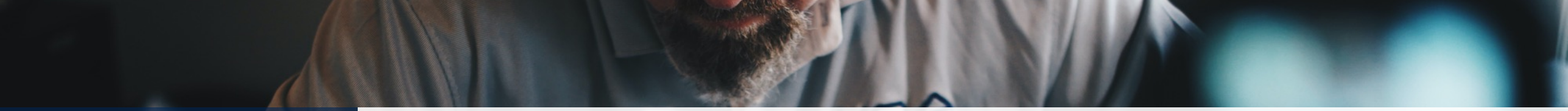

Table of Contents

Please note this document is current as of **May 20, 2020** and guidelines have been pulled from several sources of information in an effort to provide small businesses with easy access to the best available resources. *This information will be updated as Governor Cooper issues additional guidelines for Phase 2 and Phase 3 reopening.*

All Sector Information and Resources

- Download the Toolkit and Guidelines for Retail Owners and Managers
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- Easing of Restrictions
- General Safety Guidelines
- Employee Training Tips
- Cleaning and Disinfection
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Appendix

- Additional Covid-19 Links to Resources
- Local Printer Contacts
- Reopening Readiness: Signage Considerations
- Infographics and Signage Catalog

All Sector Information and Resources

Symptoms of COVID-19

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
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Children have similar symptoms to adults and generally have mild illness.

This list is not all inclusive. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting or diarrhea.

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 immediatel**y.

- 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.*

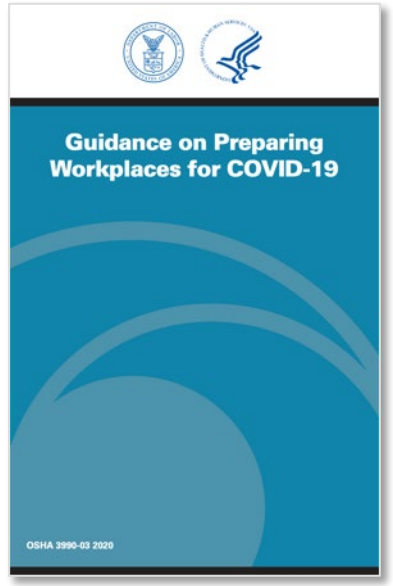
Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

All Sector Information and Resources

Easing of Restrictions

Find Links to Relevant Information in English and Spanish

- COVID-19 Executive Orders
- FAQs
- What Phase One Means for North Carolina
- FAQs on Cloth Face Coverings
- NCDHHS Checklist for Business Owners
- Maximum Occupancy Sign
- Know Your Ws Signage
- Symptom Screening Checklist
- Guidance on Preparing Workplaces for COVID-19



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All Sector Information and Resources

General Safety Guidelines

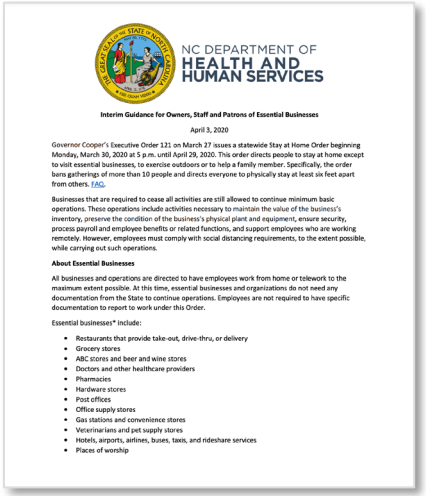
1. Provide clear **guidelines and communications** for customers and employees
2. Train your employees on **safe practices**
3. Have **clear signage** about social distancing and expectations
4. Instruct **employees with symptoms** to stay home
5. Establish **workplace controls** to reduce contact and prevent transmission
6. Follow **guidelines** in Executive Order 138

All Sector Information and Resources

Employee Training Tips

Review and apply Guidelines for Conducting Essential Business.

1. Make a plan for stay-at-home and returning employees; consider employees at a higher risk of complications from COVID-19
2. Establish open and clear communications
3. Take common sense prevention measures
4. Practice and enforce social distancing, minimum 6-feet and provide room for outdoor lines
5. Cancel or postpone events depending on size and duration
6. Support from Local Health Department



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Interim Guidance for Owners, Staff and Patrons of Essential Businesses

April 3, 2020

Governor Cooper's Executive Order 121 on March 27 issues a statewide Stay at Home Order beginning Monday, March 30, 2020 at 5 p.m. until April 29, 2020. This order directs people to stay at home except to visit essential businesses, to exercise outdoors or to help a family member. Specifically, the order bans gatherings of more than 10 people and directs everyone to physically stay at least six feet apart from others. FAQ.

Businesses that are required to cease all activities are still allowed to continue minimum basic operations. These operations include activities necessary to maintain the value of the business's inventory, preserve the condition of the business's physical plant and equipment, ensure security, process payroll and employee benefits or related functions, and support employees who are working remotely. However, employees must comply with social distancing requirements, to the extent possible, while carrying out such operations.

About Essential Businesses

All businesses and operations are directed to have employees work from home or telework to the maximum extent possible. At this time, essential businesses and organizations do not need any documentation from the State to continue operations. Employees are not required to have specific documentation to report to work under this Order.

Essential businesses* include:

- Restaurants that provide take-out, drive-thru, or delivery
- Grocery stores
- ABC stores and beer and wine stores
- Doctors and other healthcare providers
- Pharmacies
- Hardware stores
- Post offices
- Office supply stores
- Gas stations and convenience stores
- Veterinarians and pet supply stores
- Hotels, airports, airlines, buses, taxis, and rideshare services
- Places of worship

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All Sector Information and Resources

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 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 surfaces at least daily.

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.

This is from the CDC. For more information, please visit CORONAVIRUS.gov

All Sector Information and Resources

Cleaning and Disinfection

What Areas Need Disinfectants vs. Sanitizers

- Cleaning and disinfecting work together
- Exclude areas outdoors
- Not all chemicals are the same
- Availability is an issue
- Sanitize food contact

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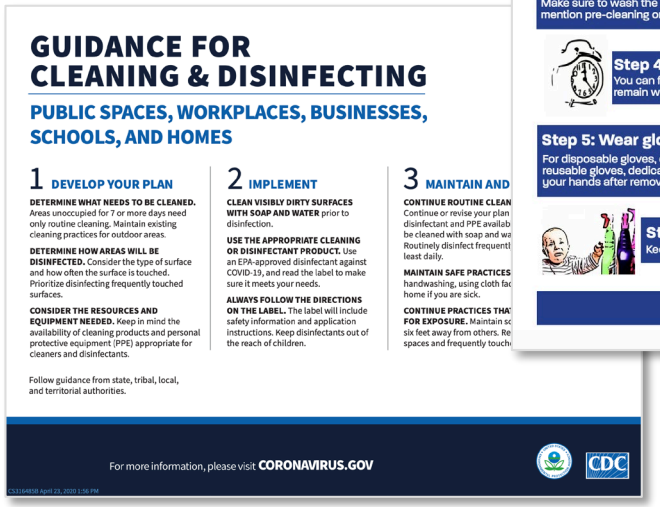

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All Sector Information and Resources

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.

Prepare your Small Business and Employees for the Effects of COVID-19

During an infectious disease outbreak, such as the current outbreak of COVID-19, small business owners must prepare for disruption in their business as well as prepare to protect their employees' health and safety in the workplace.

These steps are recommended to protect employees and prepare your business for disruption:

Coronavirus disease 2019 (COVID-) is a respiratory illness that can spread from person to person. It spreads between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. **Symptoms** (https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html) can include fever, cough, or difficulty breathing, which may appear 2-14 days after exposure.

Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact at the workplace.

Examine policies for leave, telework, and employee compensation.

- Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- When possible, use flexible worksites (e.g., telework) and flexible work hours (e.g., staggered shifts) to help establish policies and practices for social distancing (maintaining distance of approximately 6 feet or 2 meters) between employees and others, especially if social distancing is recommended by state and local health authorities.

Review your leave policies with all employees and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.

Identify essential employees and business functions, and other critical inputs such as raw materials, suppliers, subcontractor services/products, and logistics required to maintain business operations. Explore ways you can continue business operations if there are disruptions.

Prepare business continuity plans for significant absenteeism, supply chain disruptions, or changes in the way you need to conduct business.

Establish an emergency communications plan. Identify key contacts (with back-upa), chain of communications (including suppliers and customers), and processes for tracking and communicating about business and employee status.

Share your response plans with employees and clearly communicate expectations. It is important to let employees know plans and expectations if COVID-19 occurs in communities where you have a workplace.

CDC

cdc.gov/coronavirus

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All Sector Information and Resources

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.

This is from the Novant Health.

All Sector Information and Resources

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*.

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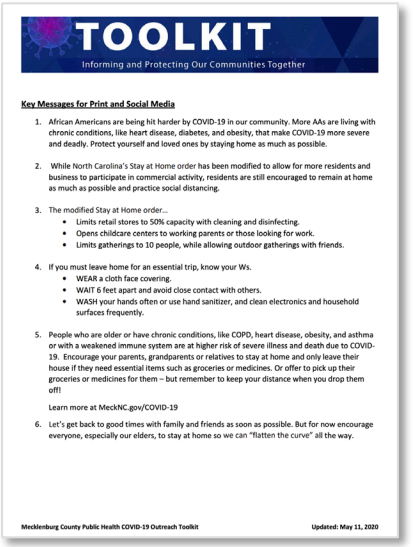
All Sector Information and Resources

Workplace Resources
Additional Information Links

- Mecklenburg County Key Messages for Print and Social Media
- 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
- Atrium Health COVID-Safe for Employers Solutions
- Eradication Services North Carolina
- Eradication Services South Carolina



TOOLKIT

Informing and Protecting Our Communities Together

Key Messages for Print and Social Media

1. African Americans are being hit harder by COVID-19 in our community. More AAs are living with chronic conditions, like heart disease, diabetes, and obesity, that make COVID-19 more severe and deadly. Protect yourself and loved ones by staying home as much as possible.
2. While North Carolina's Stay at Home order has been modified to allow for more residents and business to participate in commercial activity, residents are still encouraged to remain at home as much as possible and practice social distancing.
3. The modified Stay at Home order…
   - Limits retail stores to 50% capacity with cleaning and disinfecting.
   - Opens childcare centers to working parents or those looking for work.
   - Limits gatherings to 10 people, while allowing outdoor gatherings with friends.
4. If you must leave home for an essential trip, know your Ws.
   - WEAR a cloth face covering.
   - WAIT 6 feet apart and avoid close contact with others.
   - WASH your hands often or use hand sanitizer, and clean electronics and household surfaces frequently.
5. People who are older or have chronic conditions, like COPD, heart disease, obesity, and asthma or with a weakened immune system are at higher risk of severe illness and death due to COVID-19. Encourage your parents, grandparents or relatives to stay at home and only leave their house if they need essential items such as groceries or medicines. Or offer to pick up their groceries or medicines for them – but remember to keep your distance when you drop them off!

   Learn more at MeckNC.gov/COVID-19
6. Let's get back to good times with family and friends as soon as possible. But for now encourage everyone, especially our elders, to stay at home so we can "flatten the curve" all the way.

Mecklenburg County Public Health COVID-19 Outreach Toolkit — Updated: May 11, 2020

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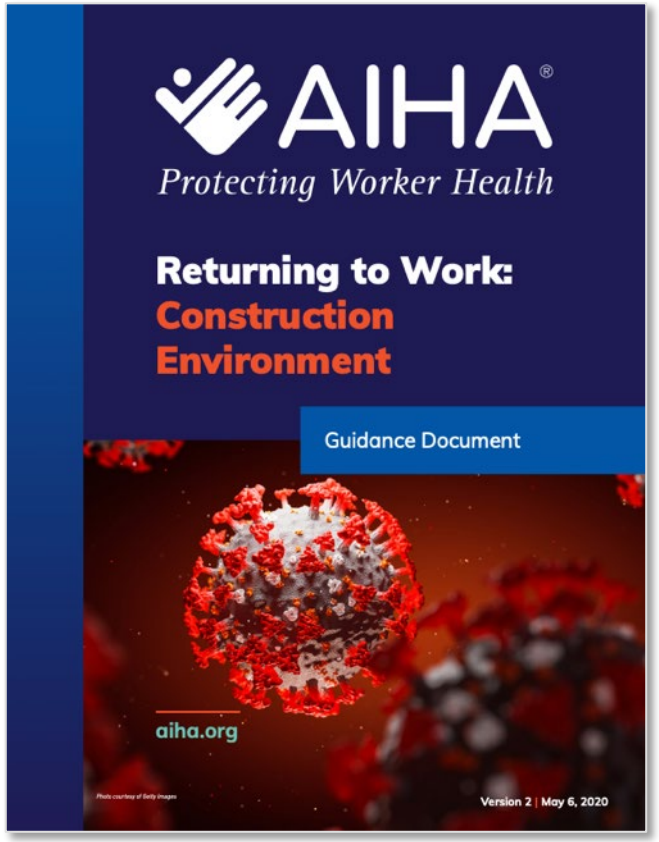
Construction Sites



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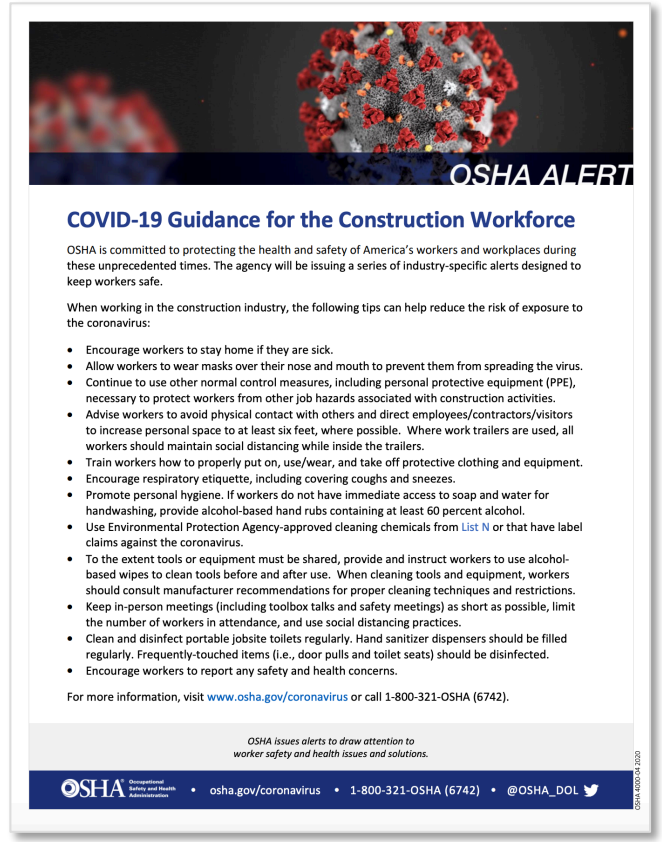

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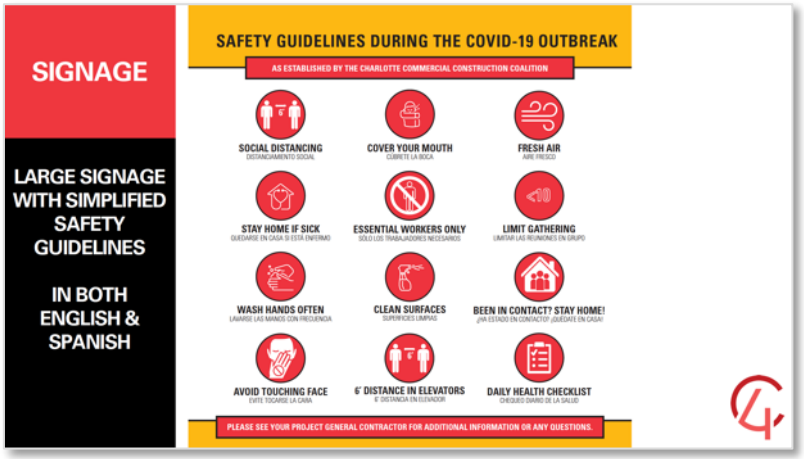
Construction Sites

Charlotte Commercial Construction Coalition
Trade Partner Panel Discussion

Mission
Create a consistent safety environment across job sites in our region in order to keep employees, subs, vendors, owners, and the public safe and healthy as well as to keep our projects moving forward as an essential business.

What we have been working on…

- Establishing Consistent Jobsite Protocols
- Sourcing Needed Supplies (Face Masks, Cleaning, Temperature Scanning)
- Ensuring Inspectors Have Safe Access to Project Sites
- Short- and Long-Term Implications of Working in the Office and Field



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Construction Sites

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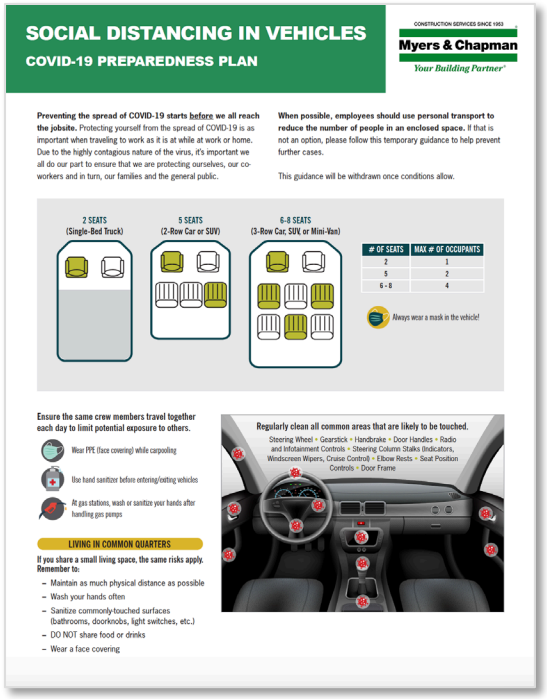

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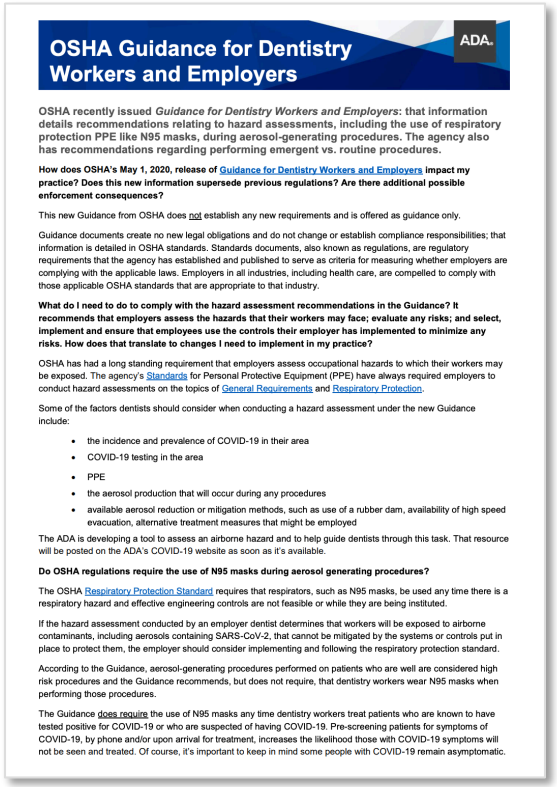
Dental and Medical Offices

Information Links

- OSHA Guidance for Dentistry Workers and Employers
- Interim Infection Prevention and Control Guidance for Dental Settings
- Recommendations for Patients with Suspected or Confirmed COVID-19 in Healthcare Settings
- ADA Return to Work Interim Guidance Toolkit



OSHA Guidance for Dentistry Workers and Employers

ADA

OSHA recently issued *Guidance for Dentistry Workers and Employers*: that information details recommendations relating to hazard assessments, including the use of respiratory protection PPE like N95 masks, during aerosol-generating procedures. The agency also has recommendations regarding performing emergent vs. routine procedures.

How does OSHA's May 1, 2020, release of Guidance for Dentistry Workers and Employers impact my practice? Does this new information supersede previous regulations? Are there additional possible enforcement consequences?

This new Guidance from OSHA does not establish any new requirements and is offered as guidance only.

Guidance documents create no new legal obligations and do not change or establish compliance responsibilities; that information is detailed in OSHA standards. Standards documents, also known as regulations, are regulatory requirements that the agency has established and published to serve as criteria for measuring whether employers are complying with the applicable laws. Employers in all industries, including health care, are compelled to comply with those applicable OSHA standards that are appropriate to that industry.

What do I need to do to comply with the hazard assessment recommendations in the Guidance? It recommends that employers assess the hazards that their workers may face; evaluate any risks; and select, implement and ensure that employees use the controls their employer has implemented to minimize any risks. How does that translate to changes I need to implement in my practice?

OSHA has had a long standing requirement that employers assess occupational hazards to which their workers may be exposed. The agency's Standards for Personal Protective Equipment (PPE) have always required employers to conduct hazard assessments on the topics of General Requirements and Respiratory Protection.

Some of the factors dentists should consider when conducting a hazard assessment under the new Guidance include:

- the incidence and prevalence of COVID-19 in their area
- COVID-19 testing in the area
- PPE
- the aerosol production that will occur during any procedures
- available aerosol reduction or mitigation methods, such as use of a rubber dam, availability of high speed evacuation, alternative treatment measures that might be employed

The ADA is developing a tool to assess an airborne hazard and to help guide dentists through this task. That resource will be posted on the ADA's COVID-19 website as soon as it's available.

Do OSHA regulations require the use of N95 masks during aerosol generating procedures?

The OSHA Respiratory Protection Standard requires that respirators, such as N95 masks, be used any time there is a respiratory hazard and effective engineering controls are not feasible or while they are being instituted.

If the hazard assessment conducted by an employer dentist determines that workers will be exposed to airborne contaminants, including aerosols containing SARS-CoV-2, that cannot be mitigated by the systems or controls put in place to protect them, the employer should consider implementing and following the respiratory protection standard.

According to the Guidance, aerosol-generating procedures performed on patients who are well are considered high risk procedures and the Guidance recommends, but does not require, that dentistry workers wear N95 masks when performing those procedures.

The Guidance does require the use of N95 masks any time dentistry workers treat patients who are known to have tested positive for COVID-19 or who are suspected of having COVID-19. Pre-screening patients for symptoms of COVID-19, by phone and/or upon arrival for treatment, increases the likelihood those with COVID-19 symptoms will not be seen and treated. Of course, it's important to keep in mind some people with COVID-19 remain asymptomatic.

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Fitness Facilities

Information Links

- 18 Safety Considerations for Your Health Club Reopening Plan
- Reboot Kit: How to Reopen Your Fitness Business Post COVID-19

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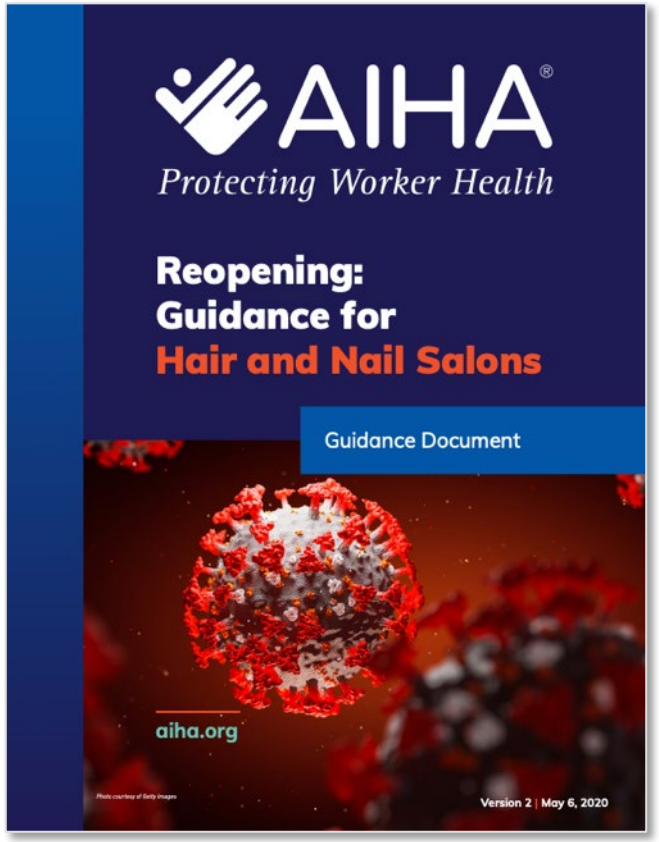
Hair Salons, Nail Salons and Barber Shops



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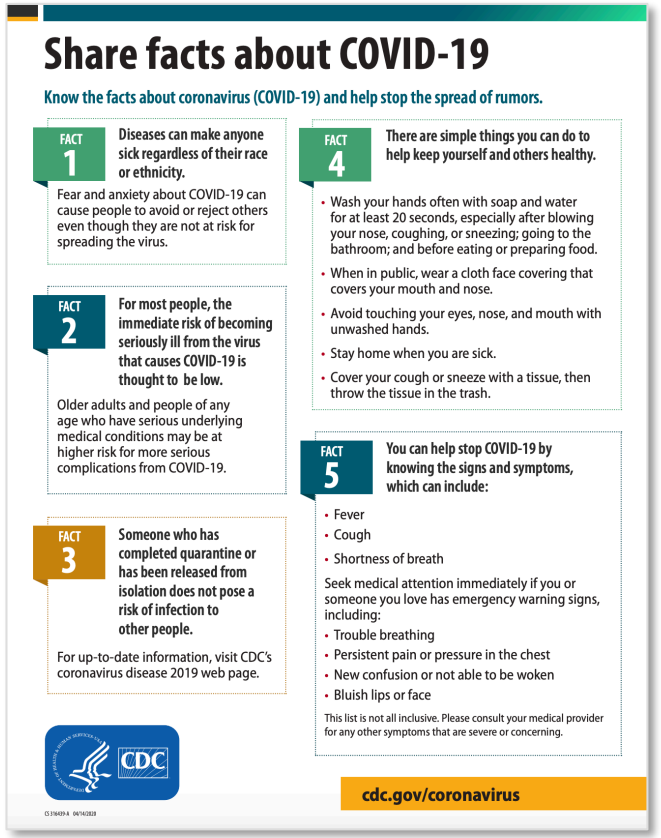

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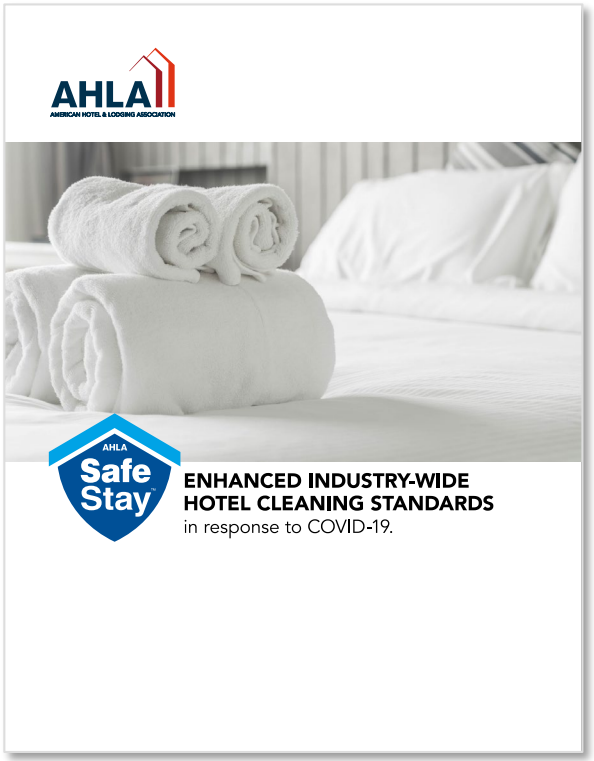
Hotels and Motels

Information Links

- Essential Requirements to Reopen Your Hotel When the Pandemic Ends
- Reopening Your Hotel After Covid-19 Lockdown: 7 Steps Recovery Strategy
- AHLA Enhanced Industry-wide Hotel Cleaning Standards
- Critical COVID-19 Guidance Standards for Hospitality Reopening



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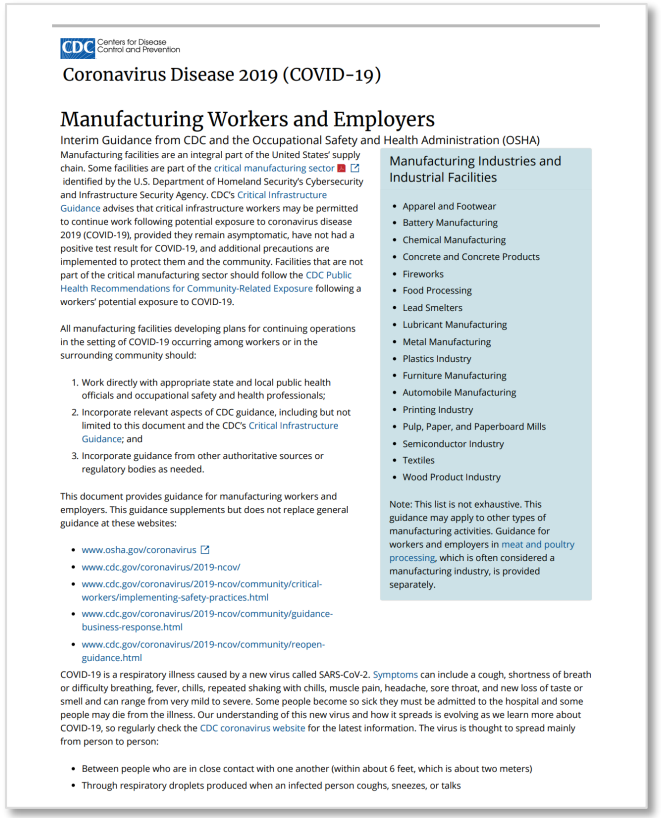
Housing Providers and Homeless Shelters

Information Links

- Guidance for Hotels Providing Quarantine and Isolation
- Interim COVID-19 Guidance for Homeless Shelters and Service Providers
- Guidance for Homeless Service Providers to Plan and Respond to Coronavirus Disease (U.S. Department of Housing and Urban Development)
- U.S. Department of Housing and Urban Development Information and Resources
  - HUD Protecting Health and Well-being of People in Encampments During an Infectious Disease Outbreak
  - HUD Changes to Coordinated Entry Prioritization to Support and Respond to COVID-19
  - HUD Landlord Engagement: Reset Engagement with Your Community's Critical Partnerships
- CDC Resources for Homeless Shelters
  - CDC Screening Clients for Respiratory Infection Symptoms at Entry to Homeless Shelters
  - Snapshot of CDC Guidance for Homeless and Meal Service Providers for Emergency and Day Shelters
  - CDC Homelessness and COVID-19 FAQs
  - CDC Interim Guidance for Homeless Service Providers to Plan and Respond to Coronavirus
  - CDC Homelessness Cleaning Facility Guidance
  - CDC Investigating and Responding to COVID-19 Cases at Homeless Service Provider Sites
  - CDC Screening Clients at Homeless Shelters

Manufacturing and Meat and Poultry Processing Facilities



CDC Centers for Disease Control and Prevention

Coronavirus Disease 2019 (COVID-19)

Manufacturing Workers and Employers

Interim Guidance from CDC and the Occupational Safety and Health Administration (OSHA)

Manufacturing facilities are an integral part of the United States' supply chain. Some facilities are part of the critical manufacturing sector identified by the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency. CDC's Critical Infrastructure Guidance advises that critical infrastructure workers may be permitted to continue work following potential exposure to coronavirus disease 2019 (COVID-19), provided they remain asymptomatic, have not had a positive test result for COVID-19, and additional precautions are implemented to protect them and the community. Facilities that are not part of the critical manufacturing sector should follow the CDC Public Health Recommendations for Community-Related Exposure following a workers' potential exposure to COVID-19.

All manufacturing facilities developing plans for continuing operations in the setting of COVID-19 occurring among workers or in the surrounding community should:

1. Work directly with appropriate state and local public health officials and occupational safety and health professionals;
2. Incorporate relevant aspects of CDC guidance, including but not limited to this document and the CDC's Critical Infrastructure Guidance; and
3. Incorporate guidance from other authoritative sources or regulatory bodies as needed.

This document provides guidance for manufacturing workers and employers. This guidance supplements but does not replace general guidance at these websites:

- www.osha.gov/coronavirus
- www.cdc.gov/coronavirus/2019-ncov/
- www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html
- www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
- www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html

COVID-19 is a respiratory illness caused by a new virus called SARS-CoV-2. Symptoms can include a cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell and can range from very mild to severe. Some people become so sick they must be admitted to the hospital and some people may die from the illness. Our understanding of this new virus and how it spreads is evolving as we learn more about COVID-19, so regularly check the CDC coronavirus website for the latest information. The virus is thought to spread mainly from person to person:

- Between people who are in close contact with one another (within about 6 feet, which is about two meters)
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks

Manufacturing Industries and Industrial Facilities

- Apparel and Footwear
- Battery Manufacturing
- Chemical Manufacturing
- Concrete and Concrete Products
- Fireworks
- Food Processing
- Lead Smelters
- Lubricant Manufacturing
- Metal Manufacturing
- Plastics Industry
- Furniture Manufacturing
- Automobile Manufacturing
- Printing Industry
- Pulp, Paper, and Paperboard Mills
- Semiconductor Industry
- Textiles
- Wood Product Industry

Note: This list is not exhaustive. This guidance may apply to other types of manufacturing activities. Guidance for workers and employers in meat and poultry processing, which is often considered a manufacturing industry, is provided separately.

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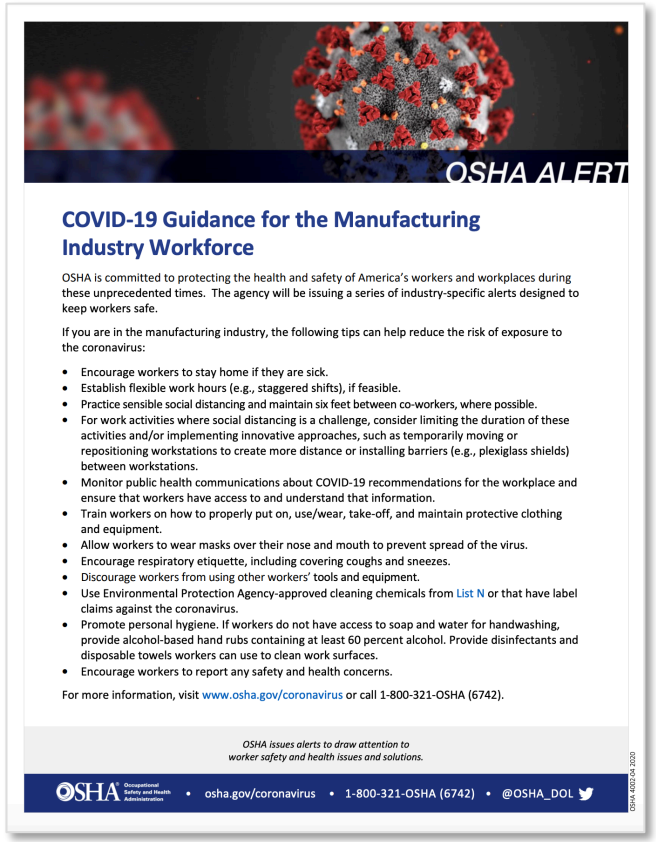


OSHA ALERT

COVID-19 Guidance for the Manufacturing Industry Workforce

OSHA is committed to protecting the health and safety of America's workers and workplaces during these unprecedented times. The agency will be issuing a series of industry-specific alerts designed to keep workers safe.

If you are in the manufacturing industry, the following tips can help reduce the risk of exposure to the coronavirus:

- Encourage workers to stay home if they are sick.
- Establish flexible work hours (e.g., staggered shifts), if feasible.
- Practice sensible social distancing and maintain six feet between co-workers, where possible.
- For work activities where social distancing is a challenge, consider limiting the duration of these activities and/or implementing innovative approaches, such as temporarily moving or repositioning workstations to create more distance or installing barriers (e.g., plexiglass shields) between workstations.
- Monitor public health communications about COVID-19 recommendations for the workplace and ensure that workers have access to and understand that information.
- Train workers on how to properly put on, use/wear, take-off, and maintain protective clothing and equipment.
- Allow workers to wear masks over their nose and mouth to prevent spread of the virus.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Discourage workers from using other workers' tools and equipment.
- Use Environmental Protection Agency-approved cleaning chemicals from List N or that have label claims against the coronavirus.
- Promote personal hygiene. If workers do not have access to soap and water for handwashing, provide alcohol-based hand rubs containing at least 60 percent alcohol. Provide disinfectants and disposable towels workers can use to clean work surfaces.
- Encourage workers to report any safety and health concerns.

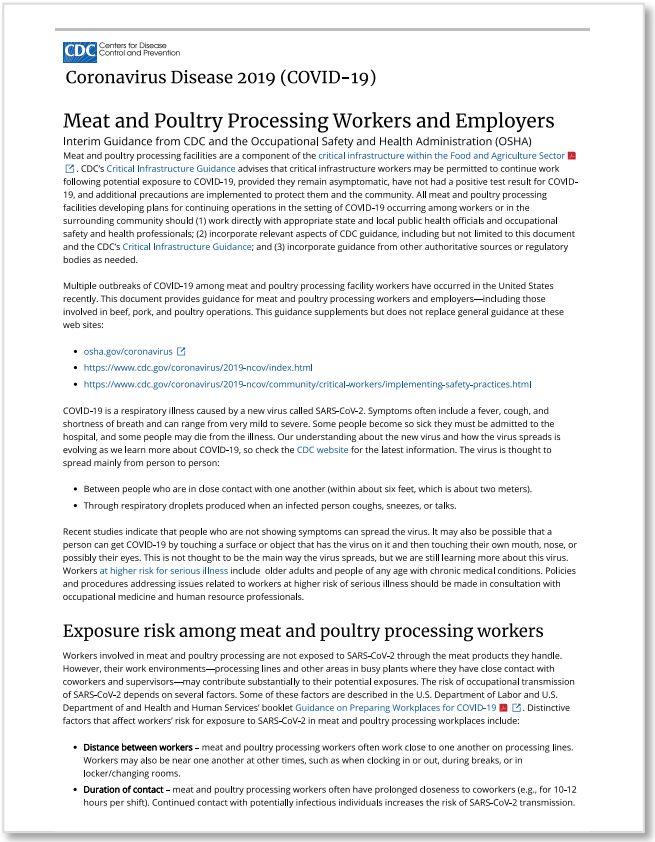
For more information, visit www.osha.gov/coronavirus or call 1-800-321-OSHA (6742).

OSHA issues alerts to draw attention to worker safety and health issues and solutions.

OSHA Occupational Safety and Health Administration • osha.gov/coronavirus • 1-800-321-OSHA (6742) • @OSHA_DOL

OSHA 4002-04 2020

[DOWNLOAD]



CDC Centers for Disease Control and Prevention

Coronavirus Disease 2019 (COVID-19)

Meat and Poultry Processing Workers and Employers

Interim Guidance from CDC and the Occupational Safety and Health Administration (OSHA)

Meat and poultry processing facilities are a component of the critical infrastructure within the Food and Agriculture Sector. CDC's Critical Infrastructure Guidance advises that critical infrastructure workers may be permitted to continue work following potential exposure to COVID-19, provided they remain asymptomatic, have not had a positive test result for COVID-19, and additional precautions are implemented to protect them and the community. All meat and poultry processing facilities developing plans for continuing operations in the setting of COVID-19 occurring among workers or in the surrounding community should (1) work directly with appropriate state and local public health officials and occupational safety and health professionals; (2) incorporate relevant aspects of CDC guidance, including but not limited to this document and the CDC's Critical Infrastructure Guidance; and (3) incorporate guidance from other authoritative sources or regulatory bodies as needed.

Multiple outbreaks of COVID-19 among meat and poultry processing facility workers have occurred in the United States recently. This document provides guidance for meat and poultry processing workers and employers—including those involved in beef, pork, and poultry operations. This guidance supplements but does not replace general guidance at these web sites:

- osha.gov/coronavirus
- https://www.cdc.gov/coronavirus/2019-ncov/index.html
- https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html

COVID-19 is a respiratory illness caused by a new virus called SARS-CoV-2. Symptoms often include a fever, cough, and shortness of breath and can range from very mild to severe. Some people become so sick they must be admitted to the hospital, and some people may die from the illness. Our understanding about the new virus and how the virus spreads is evolving as we learn more about COVID-19, so check the CDC website for the latest information. The virus is thought to spread mainly from person to person:

- Between people who are in close contact with one another (within about six feet, which is about two meters).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.

Recent studies indicate that people who are not showing symptoms can spread the virus. It may also be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about this virus. Workers at higher risk for serious illness include older adults and people of any age with chronic medical conditions. Policies and procedures addressing issues related to workers at higher risk of serious illness should be made in consultation with occupational medicine and human resource professionals.

Exposure risk among meat and poultry processing workers

Workers involved in meat and poultry processing are not exposed to SARS-CoV-2 through the meat products they handle. However, their work environments—processing lines and other areas in busy plants where they have close contact with coworkers and supervisors—may contribute substantially to their potential exposures. The risk of occupational transmission of SARS-CoV-2 depends on several factors. Some of these factors are described in the U.S. Department of Labor and U.S. Department of and Health and Human Services' booklet Guidance on Preparing Workplaces for COVID-19. Distinctive factors that affect workers' risk for exposure to SARS-CoV-2 in meat and poultry processing workplaces include:

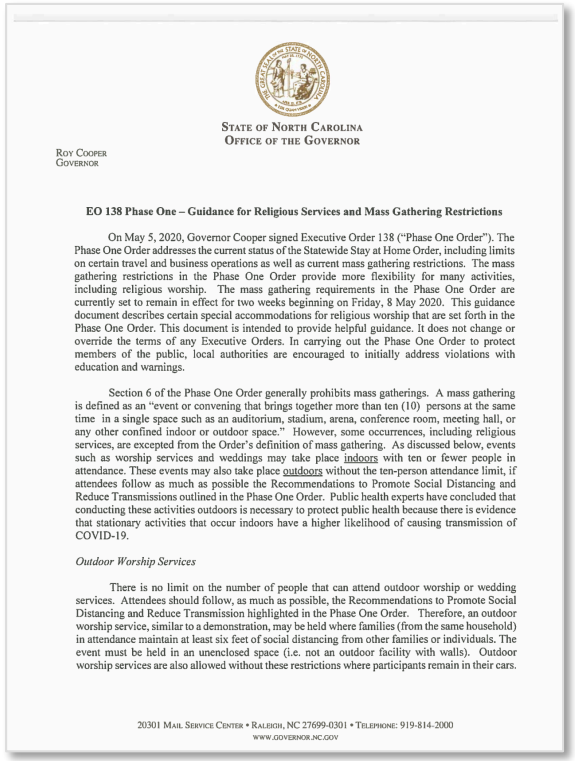
- **Distance between workers –** meat and poultry processing workers often work close to one another on processing lines. Workers may also be near one another at other times, such as when clocking in or out, during breaks, or in locker/changing rooms.
- **Duration of contact –** meat and poultry processing workers often have prolonged closeness to coworkers (e.g., for 10–12 hours per shift). Continued contact with potentially infectious individuals increases the risk of SARS-CoV-2 transmission.

[DOWNLOAD]

Places of Worship

Information Links

- Christianity Today [When Your Church Reopens, Here's How to Meet Safely]
- COVID Church Aid [Resources for Pastors to Safely Reopen Their Churches]
- First Liberty [Guidelines and Recommendations for Reopening Places of Worship]



STATE OF NORTH CAROLINA
OFFICE OF THE GOVERNOR

ROY COOPER
GOVERNOR

EO 138 Phase One – Guidance for Religious Services and Mass Gathering Restrictions

On May 5, 2020, Governor Cooper signed Executive Order 138 ("Phase One Order"). The Phase One Order addresses the current status of the Statewide Stay at Home Order, including limits on certain travel and business operations as well as current mass gathering restrictions. The mass gathering restrictions in the Phase One Order provide more flexibility for many activities, including religious worship. The mass gathering requirements in the Phase One Order are currently set to remain in effect for two weeks beginning on Friday, 8 May 2020. This guidance document describes certain special accommodations for religious worship that are set forth in the Phase One Order. This document is intended to provide helpful guidance. It does not change or override the terms of any Executive Orders. In carrying out the Phase One Order to protect members of the public, local authorities are encouraged to initially address violations with education and warnings.

Section 6 of the Phase One Order generally prohibits mass gatherings. A mass gathering is defined as an "event or convening that brings together more than ten (10) persons at the same time in a single space such as an auditorium, stadium, arena, conference room, meeting hall, or any other confined indoor or outdoor space." However, some occurrences, including religious services, are excepted from the Order's definition of mass gathering. As discussed below, events such as worship services and weddings may take place indoors with ten or fewer people in attendance. These events may also take place outdoors without the ten-person attendance limit, if attendees follow as much as possible the Recommendations to Promote Social Distancing and Reduce Transmissions outlined in the Phase One Order. Public health experts have concluded that conducting these activities outdoors is necessary to protect public health because there is evidence that stationary activities that occur indoors have a higher likelihood of causing transmission of COVID-19.

Outdoor Worship Services

There is no limit on the number of people that can attend outdoor worship or wedding services. Attendees should follow, as much as possible, the Recommendations to Promote Social Distancing and Reduce Transmission highlighted in the Phase One Order. Therefore, an outdoor worship service, similar to a demonstration, may be held where families (from the same household) in attendance maintain at least six feet of social distancing from other families or individuals. The event must be held in an unenclosed space (i.e. not an outdoor facility with walls). Outdoor worship services are also allowed without these restrictions where participants remain in their cars.

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WWW.GOVERNOR.NC.GOV

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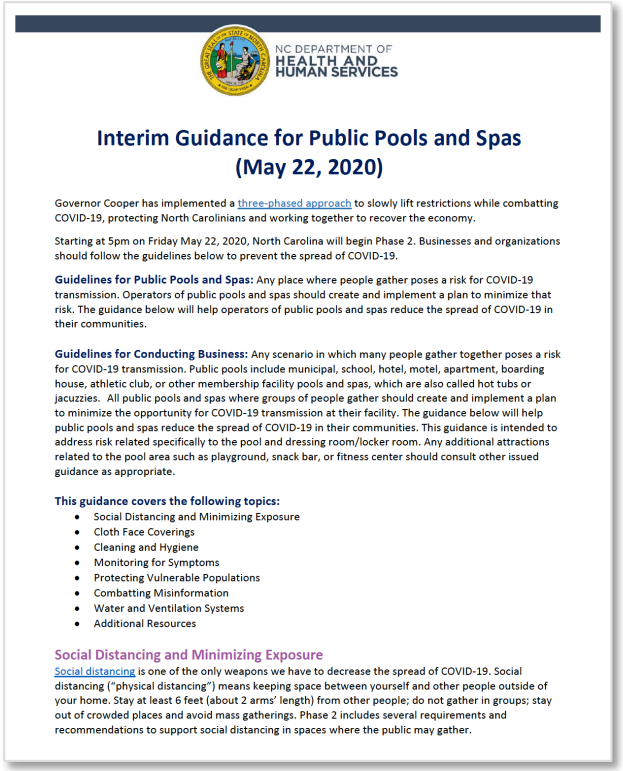
Pools (Unaffiliated with Summer Camps)

This Guidance Covers the Following Topics:

- Social Distancing and Minimizing Exposure
- Cloth Face Coverings
- Cleaning and Hygiene
- Monitoring for Symptoms
- Protecting Vulnerable Populations
- Combatting Misinformation
- Water and Ventilation Systems
- Additional Resources



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Interim Guidance for Public Pools and Spas (May 22, 2020)

Governor Cooper has implemented a three-phased approach to slowly lift restrictions while combatting COVID-19, protecting North Carolinians and working together to recover the economy.

Starting at 5pm on Friday May 22, 2020, North Carolina will begin Phase 2. Businesses and organizations should follow the guidelines below to prevent the spread of COVID-19.

Guidelines for Public Pools and Spas: Any place where people gather poses a risk for COVID-19 transmission. Operators of public pools and spas should create and implement a plan to minimize that risk. The guidance below will help operators of public pools and spas reduce the spread of COVID-19 in their communities.

Guidelines for Conducting Business: Any scenario in which many people gather together poses a risk for COVID-19 transmission. Public pools include municipal, school, hotel, motel, apartment, boarding house, athletic club, or other membership facility pools and spas, which are also called hot tubs or jacuzzies. All public pools and spas where groups of people gather should create and implement a plan to minimize the opportunity for COVID-19 transmission at their facility. The guidance below will help public pools and spas reduce the spread of COVID-19 in their communities. This guidance is intended to address risk related specifically to the pool and dressing room/locker room. Any additional attractions related to the pool area such as playground, snack bar, or fitness center should consult other issued guidance as appropriate.

This guidance covers the following topics:

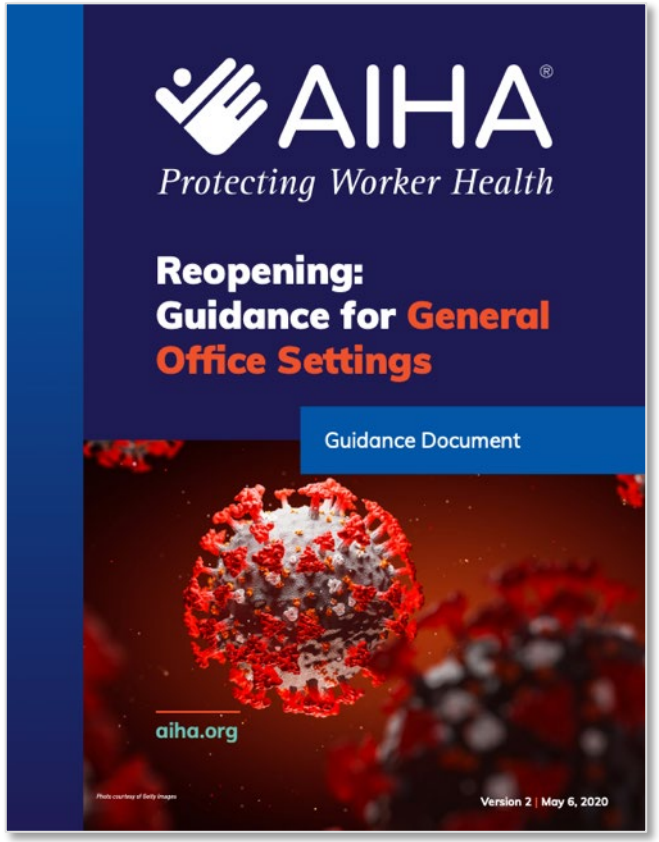
- Social Distancing and Minimizing Exposure
- Cloth Face Coverings
- Cleaning and Hygiene
- Monitoring for Symptoms
- Protecting Vulnerable Populations
- Combatting Misinformation
- Water and Ventilation Systems
- Additional Resources

Social Distancing and Minimizing Exposure

Social distancing is one of the only weapons we have to decrease the spread of COVID-19. Social distancing ("physical distancing") means keeping space between yourself and other people outside of your home. Stay at least 6 feet (about 2 arms' length) from other people; do not gather in groups; stay out of crowded places and avoid mass gatherings. Phase 2 includes several requirements and recommendations to support social distancing in spaces where the public may gather.

DOWNLOAD

Professional Service Firms and Office Settings



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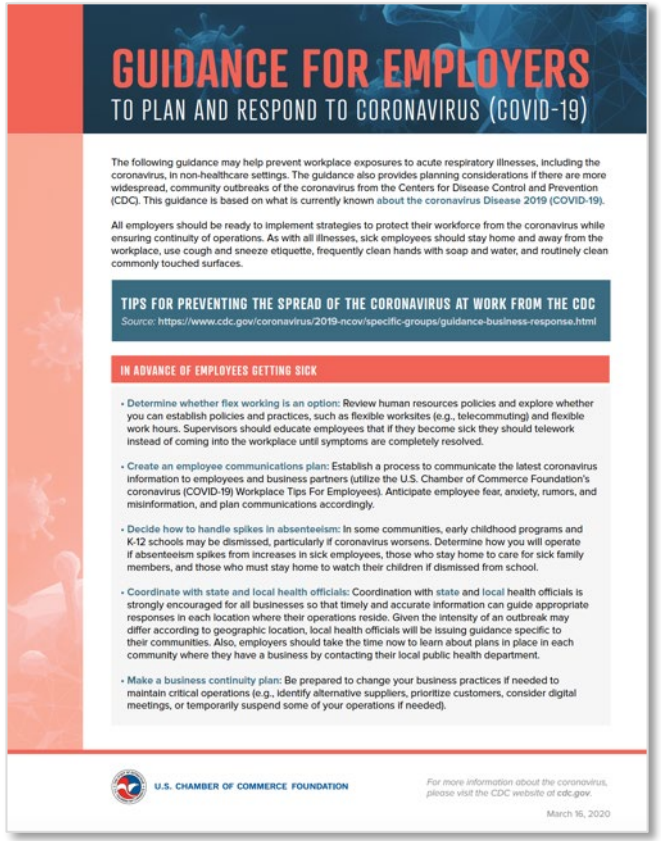

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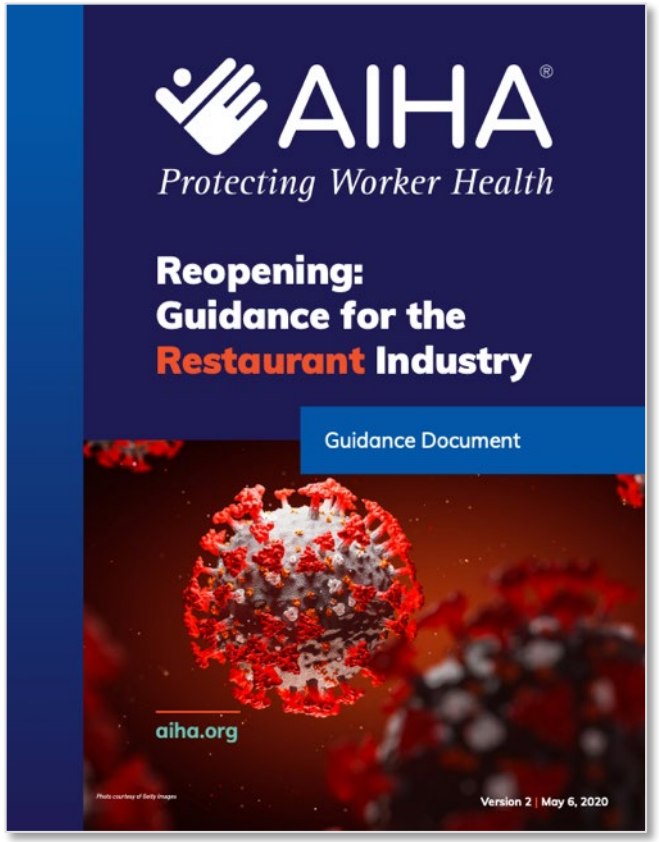
Restaurants (Food and Beverage)

Information Links

- Executive Order to close restaurants and bars for dine-in service but allows takeout and delivery orders. (March 17, 2020)
- Order of Abatement declaring the use of seating areas of restaurants and bars as an immenient hazard for the spread of COVID-19 (March 17, 2020)
- Interim Guidance for Restaurants
- Additional COVID-19 Guidance for Restaurant Owners and Operators
- COVID-19 and Food Safety FAQ
- COVID-19 Food Safety Resources
- Guidance for Takeout or Curbside Pickup



DOWNLOAD

Restaurants (Food and Beverage)

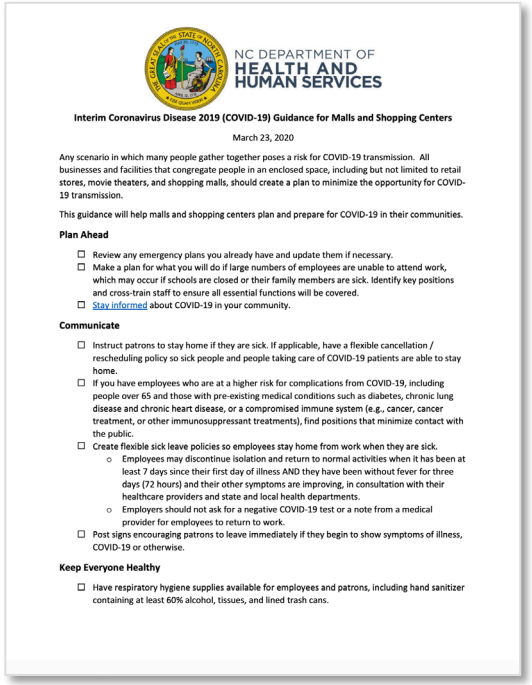
Food and Beverage Industry Signage Links

The following signs were created by NCRMA and CFIC for all businesses to use at their locations to address much of the messaging needed for their customers.

- Form Fill Emergency Maximum Occupancy
- Print and Write Emergency Maximum Occupancy
- Consumers Stay 6 Feet Apart
- ABC Permittees for Dine-In Closure
- Other Dining Establishments for Dine-In Closure
- Shop Smart General
- Shop Smart Grocery

DOWNLOAD

Retail Establishments



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Interim Coronavirus Disease 2019 (COVID-19) Guidance for Malls and Shopping Centers

March 23, 2020

Any scenario in which many people gather together poses a risk for COVID-19 transmission. All businesses and facilities that congregate people in an enclosed space, including but not limited to retail stores, movie theaters, and shopping malls, should create a plan to minimize the opportunity for COVID-19 transmission.

This guidance will help malls and shopping centers plan and prepare for COVID-19 in their communities.

Plan Ahead

- ☐ Review any emergency plans you already have and update them if necessary.
- ☐ Make a plan for what you will do if large numbers of employees are unable to attend work, which may occur if schools are closed or their family members are sick. Identify key positions and cross-train staff to ensure all essential functions will be covered.
- ☐ Stay informed about COVID-19 in your community.

Communicate

- ☐ Instruct patrons to stay home if they are sick. If applicable, have a flexible cancellation / rescheduling policy so sick people and people taking care of COVID-19 patients are able to stay home.
- ☐ If you have employees who are at a higher risk for complications from COVID-19, including people over 65 and those with pre-existing medical conditions such as diabetes, chronic lung disease and chronic heart disease, or a compromised immune system (e.g., cancer, cancer treatment, or other immunosuppressant treatments), find positions that minimize contact with the public.
- ☐ Create flexible sick leave policies so employees stay home from work when they are sick.
  - Employees may discontinue isolation and return to normal activities when it has been at least 7 days since their first day of illness AND they have been without fever for three days (72 hours) and their other symptoms are improving, in consultation with their healthcare providers and state and local health departments.
  - Employers should not ask for a negative COVID-19 test or a note from a medical provider for employees to return to work.
- ☐ Post signs encouraging patrons to leave immediately if they begin to show symptoms of illness, COVID-19 or otherwise.

Keep Everyone Healthy

- ☐ Have respiratory hygiene supplies available for employees and patrons, including hand sanitizer containing at least 60% alcohol, tissues, and lined trash cans.

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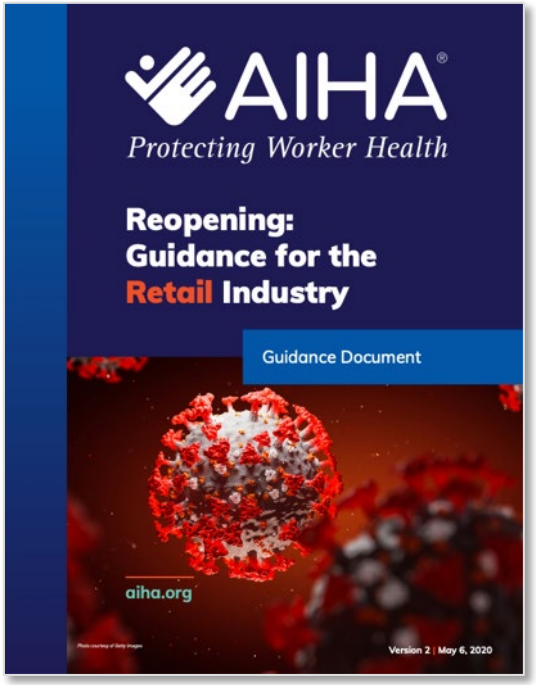

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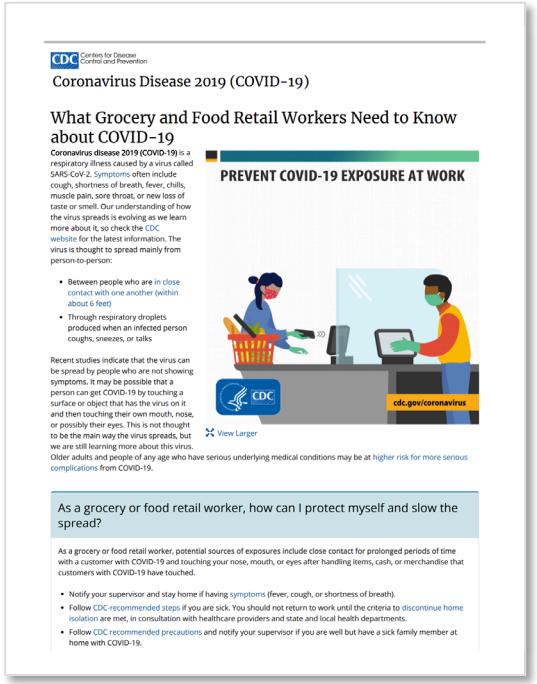


CDC Centers for Disease Control and Prevention

Coronavirus Disease 2019 (COVID-19)

What Grocery and Food Retail Workers Need to Know about COVID-19

Coronavirus disease 2019 (COVID-19) is a respiratory illness caused by a virus called SARS-CoV-2. Symptoms often include cough, shortness of breath, fever, chills, muscle pain, sore throat, or new loss of taste or smell. Our understanding of how the virus spreads is evolving as we learn more about it, so check the CDC website for the latest information. The virus is thought to spread mainly from person-to-person:

- Between people who are in close contact with one another (within about 6 feet)
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks

Recent studies indicate that the virus can be spread by people who are not showing symptoms. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about this virus. Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

PREVENT COVID-19 EXPOSURE AT WORK

View Larger

As a grocery or food retail worker, how can I protect myself and slow the spread?

As a grocery or food retail worker, potential sources of exposures include close contact for prolonged periods of time with a customer with COVID-19 and touching your nose, mouth, or eyes after handling items, cash, or merchandise that customers with COVID-19 have touched.

- Notify your supervisor and stay home if having symptoms (fever, cough, or shortness of breath).
- Follow CDC-recommended steps if you are sick. You 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.
- Follow CDC recommended precautions and notify your supervisor if you are well but have a sick family member at home with COVID-19.

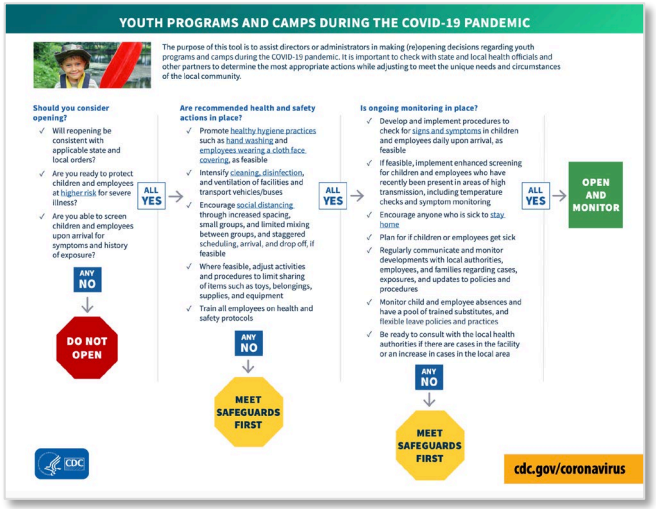
[DOWNLOAD]

[DOWNLOAD]

Summer Camps (Day and Overnight)

Information Links

- CDC Public Health Considerations for Youth Programs and Camps Decision Tool
- Interim Guidance for Overnight Camp Settings
- Environmental Health & Engineering, Inc. Field Guide for Camps on Implementation of CDC Guidance



DOWNLOAD

Veterinarians and Animal Services

Information Links

CDC

- Resources for Businesses and Employers
- Pets and Other Animals
- COVID-19 and Animals FAQs

Animal Services

- AVMA Interim Recommendations for Intake of Companion Animals from Households Where humans with COVID-19 are Present (Updated on April 22, 2020)
- North Carolina Department of Agriculture and Consumer Services, Veterinary Division, Animal Welfare Section

Equine Boarding Facilities

- Clarifications for Equine Board and Training Facilities, North Carolina Horse Council

Livestock Markets

- Livestock Marketing Association

Veterinarians

- American Veterinary Medical Association
- American Association of Bovine Practitioners
- American Association of Equine Practitioners
- American Association of Swine Veterinarians
- CDC's Interim Infection Prevention and Control Guidance for Veterinary Clinics Treating Companion Animals During the COVID-19 Response

Universities and Colleges*

Information Links

- Interim Guidance for Administrators of US Institutions of Higher Education
- FAQs for Administrators
- Guidance for Institutions of Higher Education with Students Participating in International Travel or Study Abroad Programs
- Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes

**Additional guidelines are forthcoming from the Governor's Office.*

Appendix

1. Additional Covid-19 Links to Resources
2. Local Printer Contacts
3. Reopening Readiness: Signage Considerations
4. Infographics and Signage Catalog

Additional Covid-19 Links to Resources

Atrium Health Unveils COVID-Safe for Employers

Getting Organizations Ready to Return to Work Safely

- Provide invaluable worksite guidance, protocols, screening and testing related to a COVID-Safe environment
- Assist employers with determining safe re-entry plans for their teams
- Partner with a trusted source of clinical information, with symptom tracking and antibody testing

Additional Covid-19 Links to Resources

Around the Region Information

- Cabarrus Economic Development COVID-19 Resources
- Cabarrus Regional Chamber Help and Resources
- Catawba Chamber Business Resource Guide
- Charlotte Updates and Business Resources
- Chester County Chamber Related News
- Gaston Business Task Force Business Resources
- Gaston County EDC
  - COVID-19 Overview
  - Essential Industry Application
  - Unemployment Benefits
- Gaston County Small Business Bridge Loans
- Iredell County Public Health Department
- Iredell Economic Development Group Business Resources
- Lancaster County Mitigating Supply Chain Disruptions
- Lincoln Economic Development Association
  Edge Factor Community Hub
- Rowan Chamber
  - COVID-19 Community Response
  - Updated on Businesses Opening
- Stanly County Chamber Resources
- Statesville Chamber Resources
- York County Chamber Resources for Business

Additional Covid-19 Links to Resources

Resources for Your Business COVID-19 Regional Links

- NC Chamber Resource Guide
- SC Chamber Resources
- Charlotte Regional Business Alliance
  - COVID-19 Portal
  - COVID-19 Research Dashboard
  - Carolinas Alliance COVID-19 Match Site
- Mecklenburg County
  - Office of Economic Development
  - Small Business Emergency Stabilization Loan Fund
  - Microbusiness Stabilization Fund
- City of Charlotte
  - Small Business Resources
  - Open Data Portal
  - CLT+Mobile App
- Small Business Administration Disaster Assistance (SBA)
- Support CLT Resources for Small Business
- Latin American Chamber of Commerce
- Charlotte Mecklenburg Black Chamber of Commerce
- Carolinas Asian American Chamber of Commerce
- Charlotte Center City Partners
- Hospitality Tourism Alliance

Local Printer Contacts

Infographics and Signage
Local Printer Links

Contact these local printers if your business needs to produce signage and/or floor decals.

- AlphaGraphics CLT
- Bouley Printing
- Fast Signs
- Heritage Printing & Graphics
- International Minute Press
- ITEK Graphics
- Lincoln Printing Service
- QC Print Solutions

Covid-19 Safety Catalog*

Infographics and Signage
Reopening Readiness

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

**A special thanks to 360˚ Creative Solutions Group for providing the following catalog as reference.*

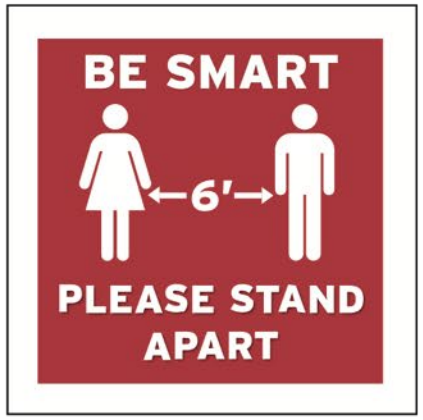
SOCIAL DISTANCING - FLOOR DECALS
GRAPHICS

F.01

F.02

F.03

F.04



F.05

F.06

Standard Sizes
12 X 12 18 X 18
24 X 24 36 x 36 Custom sizes available

HAND WASHING
GRAPHICS

H.01

H.02

H.03

H.04

H.05

H.06

H.07

H.08

Standard Sizes
8.5 X 11 17 X 22
Custom sizes available

RESTRICTED ACCESS
GRAPHICS

R.01

R.02

R.03

R.04

R.05

R.05

Standard Sizes
8.5 X 11 17 X 22
Custom sizes available

CUSTOM BRANDED - INFORMATIONAL BANNERS

Multiuse graphics of basic COVID-19 preventive information, fully customizable

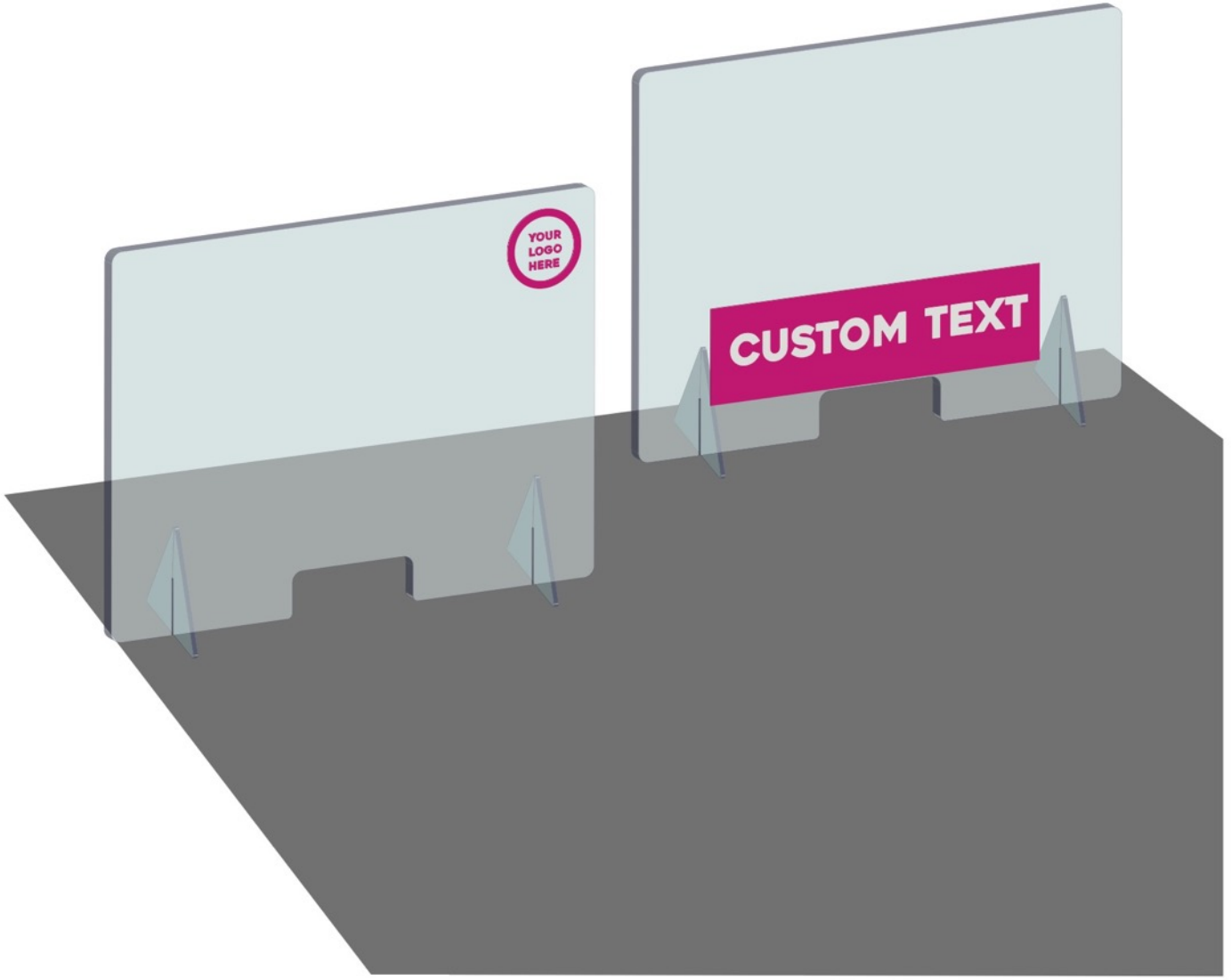
CIB.01

CIB.02

HARDWARE SOLUTIONS
Shields

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.