

A Guide for Safe Business Operation in Finney County

Finney County Economic Development

2020



The following resources are a compilation of published COVID-19 guidelines from the Centers for Disease Control, Kansas Department of Health and Environment, and industry-specific entities. Finney County businesses should additionally remain current on all local directives.

RECOMMENDATIONS FOR SAFE BUSINESS OPERATIONS—Finney County Businesses

This guide is provided as a resource for Finney County businesses. No recommendations in this guide supersede any guidance provided by the State of Kansas or any other licensing or industry-specific agencies. This guide may be updated to include further guidance as it becomes available.

The following recommendations and resources have been compiled by Finney County Economic Development Corporation and are provided in conjunction with Garden City Downtown Vision, Finney County CVB, and the Garden City Area Chamber of Commerce to assist our local businesses to safely operate their businesses in light of the COVID-10 Pandemic. While no protocols are guaranteed to stop the spread of COVID-19, adherence to these recommendations will allow employers, employees, and consumers to do their part to mitigate the spread.

CRITICAL STEPS FOR BUSINESSES

- Contact your insurance provider to ensure you are following all necessary guidelines they may have in place
- Adhere to all guidance from your licensing agency, if any
- Review your existing COVID-19 Workplace and Employee Policy or create one if you don't already have one
- Plan cleaning/business practices/customer requirements

RECOMMENDATIONS FOR SAFE BUSINESS OPERATIONS—Finney County Businesses

ALL BUSINESSES

We recommend safeguarding protocols for all businesses in Finney County. These recommendations are based on the information available from the CDC. All employers and employees should take steps to operate safely.

Employer Guidelines

- Contact your insurance provider for any specific employer-related concerns
- Adhere to all guidance available through your licensing agency, if any
- Screen all employees reporting to work for COVID-19 symptoms:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had a recent onset of inability to taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
 - Have you experienced chills?
 - Have you experienced unexplainable muscle pain?
 - Have you had a headache in the last 48 hours?
- Direct any employee who exhibits COVID-19 symptoms to leave the premises immediately and contact the Finney County COVID-19 Hotline
- Implement workplace cleaning and disinfection practices according to CDC guidelines with regular sanitization of high-touch surfaces at a minimum of every two hours
- Mitigate exposure in the workplace by implementing social distancing guidelines and modified scheduling as needed
- Allow employees to work from home as much as possible
- Have a company plan for potential COVID-19 cases and work with Finney County Health Department officials when needed
- Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act
- Employers should update their Employee Illness Policy to include the symptoms of COVID-19 or create a specific COVID-19 Policy
 - All staff should sign the policy
 - The policy should be posted with other required Employee Information Forms
- Limit self-service options in your place of employment (communal packaging, food/beverages, etc.)
- Post extensive signage on health policies, including the CDC Guidance documents
 - CDC guidance to stop the spread of germs

- CDC guidance on COVID-19 symptoms

Employee Guidelines

- Stay home if you feel ill, when exposed to COVID-19 (positive household member case(s). Employees who are vulnerable to COVID-19 according to the CDC (due to age or underlying health conditions) are encouraged to stay home
- Increase hygiene practices—wash hands frequently, avoid touching face, cover coughs and sneezes, etc.
- Wear a cloth face covering while at work and in public to help protect against the spread of the virus
- Practice recommended social distancing to the greatest extent possible—at work, at home, and in the public
- Abide by all guidelines established by your employer

Employers and employees should follow CDC guidance as well as guidance set by the State of Kansas and any other recommended industry-specific guidance. The following guidance has been compiled through industry-specific widely accepted guidelines.

RETAIL BUSINESSES

Process Adaptations

- Follow enhanced cleaning protocols that follow CDC guidelines including sanitizing shared resources, such as carts, after each use, and sanitizing all high traffic/high touch areas (checkout counters, keypads, break rooms, rest rooms) every two hours at a minimum and any time they are visibly dirty.
- Use a designated entrance and designated exit to maintain social distancing whenever possible
- Use plastic shields or barriers between customers and clerks at service counters and clean them frequently—minimum of every two hours
- Adjust store hours as needed to allow time for enhanced cleaning
- Prohibit the use of reusable bags temporarily
- Suspend offerings of food sampling and personal hygiene product sampling
- Management-level employees within the store should be tasked with monitoring compliance

Employee Protection

- Staff should wear cloth face coverings and other personal protection items as recommended by the CDC
- Provide training on personal protective equipment based on CDC guidelines
- Provide a sanitizing station with hand sanitizer
- Stagger shifts, breaks, and meals to maintain social distancing

- Provide regular updates and training for employees about personal COVID-19 spread mitigation and your store's safeguards based on CDC guidelines
- Require all employees to report any illness to supervisor and mandate notification of COVID-19 positive case(s) in the employee's household
- Prohibit congregating in break rooms or common areas and limit capacity of common areas to allow for safe social distancing

Consumer Protection

- Offer or increase curbside pickup and delivery service options to minimize contact and maintain social distancing
- Customers should wear face coverings inside the store
- Consider dedicated shopping hours or appointment times for elderly, medically vulnerable, and front-line industry workers (healthcare, EMS, Law Enforcement, Firefighters, etc.)
- Establish one-way aisles and traffic patterns where possible for social distancing
- Consider limiting the number of customers inside the store—excluding employees and third-party delivery employees—to 50% or less of the store's occupancy levels or to a number that allows for adherence to social distancing requirements, whichever is less
- Task management and employees to remind customers of the importance of social distancing
- Post social distancing "reminder" signs, utilize floor decals to show 6 feet of separation in checkout lines, and consider the use of audio announcements when available

RESTAURANTS

Employee Protection

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Have employees wash or sanitize their hands upon entering the restaurant, and between interactions with customers.
- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- Consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

Consumer Protection

- Consider having an employee manage and control access to the restaurant, including opening doors to prevent patrons from touching door handles.
- Provide a hand sanitizing station available upon entry to the restaurant.
- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, and chairs.

- Regularly and frequently clean restrooms and document the cleanings.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the restaurant to remind everyone of best hygiene practices.
- Clean and disinfect the area used for dining (table, etc.) after each group of customers depart, including the disinfecting of tables, chairs, stalls, and countertops.
- Clean and sanitize restaurant daily.
- Parties maintain at least 6 feet distance apart from other parties at all times, including while waiting to be seated in the restaurant.
 - Ensure that customer seating areas are at least 6 feet apart (tables, barstools, etc.)
 - If tables/seating areas are separated by physical barriers (such as high-back booths) sufficient to prevent virus spread between seated customers or groups of seated customers, that can take the place of the 6 foot distance.
 - If any form of partitions are not available, seat parties at alternate tables, with designated unused tables between those occupied.
 - Outdoor seating areas must comply with the same social distancing requirements.
 - Do not seat any groups larger than 10.
 - Consider employee workspaces and develop a plan that maintains distance between staff.
 - Develop a plan for spacing of customers who are waiting in the lobby and/or other shared spaces.
 - Encourage 6-foot distance between individuals in any lines: for payment, waiting for carryout food, for bathrooms, etc.
- Do not leave condiments, silverware, flatware, glassware, or other traditional table-top items on an unoccupied table.
- Provide condiments only upon request, and in single use (non-reusable) portions.
- Use disposable menus (new for each patron)
- If a buffet or salad bar is offered, restaurant employees should serve the food to customers.
- Contactless payment is encouraged. Where not available, contact should be minimized.

OFFICE-BASED BUSINESSES

Workspaces

- Ensure a minimum of 6 feet of space between all desks/workspaces
- Modify flow of people traffic to minimize contacts (e.g. doors for entry or exit only)
- Conduct office cleaning with increased frequency and supplement with high-frequency sanitization of high-touch areas (e.g. doors, stairwell handles, books, light switches, elevator switches and buttons, etc.)
- Ensure proper ventilation
- Provide employees with sanitization products and guidance on daily workspace cleaning routines

- Post signage for employees and customers on good hygiene and new office practices, and make regular announcements to remind employees and/or customers to follow distancing guidelines
- Encourage the use of digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas)
- Ensure clear planning, preparedness and organization in the workplace. This includes assigning a COVID coordinator to facilitate planning and communication, developing a plan for resources like cleaning supplies and internal regular (daily or weekly) communication, planning for employees to be out of the office for quarantine or caring for others, and considering how new precautions will impact workflow, etc.

Employee Protection

- Maintain in-office occupancy at no more than 50% of total at one time by maximizing use of telecommuting and developing in-office rotation
- Allow for flexible work schedules, where possible, to lessen the need to be in the office during normal business hours. This could include allowing employees to work evenings or weekends when the office is traditionally less crowded or closed schedules.
- Conduct daily temperature checks and monitor symptoms in employees, for businesses with 25 employees or greater. Smaller businesses ask employees to do self-temperature and symptom check at home daily before coming in to work.
- Minimize the number of in-person meetings and maintain adequate 6-foot distancing in those meetings. Use online conferencing, email, or the phone instead of in-person meetings, even when people are in the same building, whenever possible
- Provide flexible or remote scheduling for employees who need to continue to observe Stay-at-Home, who may have child or elder care obligations, or who live with a person who still needs to observe Stay-at-Home due to underlying condition, age, or other factors

Consumer Protection

- Provide guidance and encouragement on maintaining 6 foot distancing and taking breaks to wash hands
- Require gloves and face coverings or masks for any interactions with other individuals (e.g. customers, co-workers, vendors)
- Implement 6-foot distancing measures (e.g., marked space in checkout lines)
- Strongly encourage or require use of face coverings or masks.
- Provide hand sanitizer at entrances and other high-traffic locations
- Implement hours where service is only provided to people at higher risk of severe illness from COVID-19, if possible. Enhance precautions during these hours.

PERSONAL SERVICES BUSINESSES

Barbering, Cosmetology, Esthetics, Nail Technology, Electrology, Tanning, Tattoo, and Body Piercing Establishments and Schools as well as Other Similar but Unregulated Professions (i.e. Massage and Natural Hair Braiding)

Follow all guidance set forth by your licensing agency.

Workspaces

- Post signage at the front desk, as well as in the establishment and school break rooms reminding clients and employees about the importance of hygiene standards such as hand washing, use of sanitizer, wiping down stations after use, covering coughs, and hands-off policies. Also, it is important to share with your clientele the precautions your establishment and school are taking to do its part in helping to prevent the spread of COVID-19. Consider messaging during online bookings, on the phone, via text, and in person.
- The use of ultraviolet light is not recommended by the CDC for disinfecting establishments and the WHO advises against it.

Employee Protection

- The practitioner and the consumer should wear a face covering while providing/receiving services.

Customer Protection:

- Provide services by scheduled appointment only. Walk-in business is not allowed at this time.
- Contact scheduled clients prior to their appointment and remind them to not come in if they are exhibiting symptoms. Upon arrival, ask questions about symptoms again and observe throughout the appointment for symptoms.
- Schools should screen immediately upon arrival.
- Do not double-book clients during this time.
- To avoid crowded waiting areas, do not allow arrival more than 5 minutes before scheduled time. Another option is to have clients wait in their car and call them in once the previous client has left and the station has been disinfected.
- Consider scheduling appointments to any at risk clients, for example elderly clients, either before normal operating hours or after normal closing hours to minimize the chance of other clients coming into the establishment and school.
- Consider discouraging children in the establishment and school. Although they are not considered high risk for complications due to COVID-19, they frequently touch surfaces.
- The practice of nasal hair waxing is discouraged since the nose is the first line of defense for the body.

Industry-specific Guidance

COVID-19 Resources

General Resources

- <https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html>
- <https://www.osha.gov/SLTC/covid-19/standards.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>
- https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprevent-getting-sick%2Fcloth-face-cover-faq.html
- <https://www.coronavirus.kdheks.gov/DocumentCenter/Index/27>

Businesses/Employers

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- <https://www.coronavirus.kdheks.gov/248/Business-Employers>

Small Business

- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>

Food Processing Sector

General guidance for this industry:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/meat-poultry-processing-workers-employers.html>

Grocery store & restaurant suppliers:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/food-grocery-drivers.html>
- <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>

Meat processing:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/meat-poultry-processing-workers-employers.html>

Spice/Coffee/Specialty Food Processing:

- <https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

Restaurants Sector

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/bars-restaurants.html>
- <https://www.coronavirus.kdheks.gov/DocumentCenter/View/1058/Guidance-for-Reopening-Food-Service-Establishments-PDF---5-1-20>

- https://go.restaurant.org/covid19-reopening-guide?utm_source=press_release&utm_medium=referral&utm_campaign=restaurant-reopening-guide

ServSafe COVID-19 Training:

- <https://www.servsafe.com/Landing-Pages/COVID-19-Updates>

Reservation Systems:

- www.vagaro.com
- www.tableagent.com

Gyms/Physical Exercise

General guidance for this industry:

- <https://www.ihrsa.org/improve-your-club/coronavirus-resources-for-health-clubs/>

Health Sector*

General guidance for this industry:

- <https://www.coronavirus.kdheks.gov/170/Healthcare-Providers>
- <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

* Health sector businesses not directly affected by COVID-19 should follow general business guidance

Assisted Living Centers:

- <https://www.coronavirus.kdheks.gov/237/Long-Term-Care>

Dental Offices:

- <https://www.coronavirus.kdheks.gov/258/Dental-Practices>
- https://success.ada.org/en/practice-management/patients/practice-resources?utm_source=cpsorg&utm_medium=covid-nav&utm_content=nav-practice-resources&utm_campaign=covid-19
- <https://www.ksdental.org/virus>

Drug Stores/Pharmacies:

- https://pharmacy.ks.gov/docs/default-source/default-document-library/covid-19-kbop-memo.pdf?sfvrsn=fcabab01_28
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pharmacies.html>

Eye Doctors:

- <https://www.aoa.org/Documents/KS/COVID-19%20Reopening%20Guidelines%20for%20Optometrists.pdf>
- <https://www.aoa.org/optometry-practice-reactivation-preparedness-guide>
- <https://www.cms.gov/files/document/covid-flexibility-reopen-essential-non-covid-services.pdf>

Mental and Behavioral Health:

- <https://www.coronavirus.kdheks.gov/244/Mental-Health-Professionals>

Nursing Homes/Disability Care Centers:

- <https://www.coronavirus.kdheks.gov/237/Long-Term-Care>

Veterinarians:

- <https://www.avma.org/resources-tools/animal-health-and-welfare/covid-19/caring-patients-interacting-clients-covid-19>

Home Builders

- <https://www.nahb.org/Advocacy/Industry-Issues/Emergency-Preparedness-and-Response/Coronavirus-Preparedness>

Hospitality Sector

Hotels/Motels/Conference Centers/Airbnb:

- <https://www.fisherphillips.com/post-pandemic-faqs>

Museums/Historical Sites/Art Galleries:

- <https://www.aam-us.org/2020/03/05/information-for-the-museum-field-on-the-covid-19-coronavirus/>

Logistics/Distribution Sector

General guidance for this industry:

- <https://www.osha.gov/Publications/OSHA4002.pdf>

Maintenance/Repair Service

General guidance for this industry:

- <https://www.coronavirus.kdheks.gov/DocumentCenter/View/139/Guidance-for-Workers-Who-Go-Into-Homes-PDF---4-13-20>

Construction Trades:

- <https://www.osha.gov/Publications/OSHA4000.pdf>

Manufacturing Sector

General guidance for this industry:

- <https://www.osha.gov/Publications/OSHA4002.pdf>
- <https://www.osha.gov/SLTC/covid-19/controlprevention.html>

Equipment Manufacturing

- <https://www.aem.org/news/minimizing-risk-aem-members-share-best-practices-for-covid19-management/>

Personal Services Sector

General guidance for this industry:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/beauty-salon-barber-employees.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/nail-salon-employees.html>
- <https://www.coronavirus.kdheks.gov/DocumentCenter/View/1048/COVID-19-Guidance-for-Cosmetology-4-30-2020>
- https://www.probeauty.org/docs/default-source/coronavirus-documents/pba-back-to-work-guidelines.pdf?sfvrsn=4afa9a9b_14

Botox salons (Medical Spas):

- <https://experienceispa.com/resources/covid-19/2-uncategorised/400-reopening-resources>

Massage Therapists:

- www.abmp.com/back-to-practice/summary

Pet Grooming, Training, Boarding, and Walking:

- <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/animals.html>

Realtors:

- <http://kcrar.com/covid19-guidelines>

Professional Service Sector

General guidance for this industry:

- <https://www.osha.gov/Publications/OSHA3994.pdf>

Appraisers/Home inspectors:

- <https://www.coronavirus.kdheks.gov/DocumentCenter/View/139/Guidance-for-Workers-Who-Go-Into-Homes-PDF---4-13-20>

Realtors:

- <https://www.coronavirus.kdheks.gov/DocumentCenter/View/139/Guidance-for-Workers-Who-Go-Into-Homes-PDF---4-13-20>
- <https://www.nar.realtor/coronavirus-a-guide-for-realtors>
- <https://blog.alt.a.org/2020/03/title-settlement-companies-develop-safe-closing-protocols.html>

Religious and Community Organizations

General guidance for this industry:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/index.html>

Retail Sector

General guidance for this industry:

- <https://www.osha.gov/Publications/OSHA3996.pdf>
- <https://cdn.nrf.com/sites/default/files/2020-04/NRF%20-%20Operation%20Open%20Doors%20-%20Checklist.pdf>