



#ReboundRobertson

Guidelines for Re-Opening Robertson County for Business (updated 4.28.20)

Robertson County Government in partnership with the Robertson County Economic Development Board and our Chambers of Commerce, is pleased to release the following first steps for our county's businesses as we recover from the COVID-19 crisis. This is a summary of announcements to date from Governor Lee and his Economic Recovery Task Force.

This local guidance provides recommendations for businesses to reopen beginning on Monday, April 27. It will be updated regularly as the Governor continues to release guidance and updates his Executive Orders.

We are asking Robertson Countians to work together to keep our county healthy and to be intentional about supporting our local businesses as they reopen.

▪ **Phase 1 – Begins April 27**

a. Steps to Take

- We encourage **all businesses to continue work from home policies** wherever possible.
- We encourage **continued social distancing practices, including face covering**, in public places
- Continue promoting **'Senior-only' hours at businesses**
- **April 27: Reopen restaurants with 50% capacity** with safeguarding guidance as outlined in the Tennessee Pledge document (see attached) while encouraging social distancing practices
- **April 29: Reopen retail with 50% capacity** with safeguarding guidance as outlined in the Tennessee Pledge document (see attached) while encouraging social distancing practices
- **May 1: Elective medical procedures will be allowed to resume.** Procedures like routine screening and joint replacements are included in this first phase.
- **May 1: Gyms and fitness classes are allowed to re-open at 50% capacity** with safeguarding guidance as outlined in the Tennessee Pledge document (see attached). Communal spaces like locker rooms and pools should remain closed and self-service areas like juice bars and coffee kiosks should stay closed.

- **Close contact services are not yet cleared for reopening.** Further guidance for gyms, salons, barbershops and other similar businesses will be announced at the end of this week.
 - **All businesses that have been deemed essential and have continued in operation or are restarting operations are asked to maintain safeguarding protocols as outlined in the Tennessee Pledge document.**
 - **Re-open local parks** while continuing social distancing practices.
 - Our Chambers of Commerce and Economic Development Board **will assist in promoting your re-opening business and encouraging residents to patronize local establishments** in order to facilitate a quicker recovery.
- b. When to Step Back**
- A new surge of cases that cannot be traced to known cases
 - Sustained upward trend in cases for five (5) consecutive days
 - Hospital is no longer able to safely treat all patients
- c. Requirements to move to Next Step**
- A sustained downward in in new cases for at least five (5) days
 - Hospital is safely able to treat all patients requiring hospitalization without crisis standards
-
- **Phase 2 - Expected May 4**
 - a. Expansion of allowed business re-openings and further safeguarding guidance is expected to be announced by Governor Lee this week (April 27-May 1)
 - b. Recommendations for this phase will be updated as available.
 - c. Timing of second phase will be dependent on trends in COVID-19 new cases and maintaining excess capacity at hospitals.

Universal Guidelines

For All Businesses

The State is recommending safeguarding protocols for all businesses in Tennessee, including those that are re-opening and those essential businesses that have remained open during the Safer at Home order. These safeguarding protocols are based on the recommendations of the CDC and OSHA. To support the Pledge for Tennessee, all employers and employees should take steps to reopen safely, help other industries be able to open more quickly, and help Tennessee remain healthy and open for business.

Employers

- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - 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 new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Best practice: employers to take temperatures on site with a no-touch thermometer each day upon arrival at work.
 - Minimum: Temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit.
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per CDC guidelines. Employers should maintain the confidentiality of employee health information.
- **Implement workplace cleaning and disinfection** practices, according to [CDC guidelines](#), with regular sanitization of high-touch surfaces at least every two hours
- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- **Allow employees to work from home as much as possible**
- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
- **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave



or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms

- **Update the Employee Illness Policy** to include the symptoms of “COVID-19” or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation
- **Limit self-service options** (customer samples, communal packaging, food/beverages, etc.)
- **Post extensive signage on health policies**, including the following documents in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)

Employees

- **Stay home when feeling ill**, when exposed to COVID-19 (e.g., positive household member case), or if diagnosed with a confirmed case of COVID-19. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- **Increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette
- **Wear a cloth face covering (not an N-95 or medical mask, which should be reserved for healthcare workers)** while at work and in public to help protect against the spread of the virus
- **Practice recommended social distancing** to the greatest extent possible - **“Further is safer”**
- **Abide by guidelines established by employer**, which may include the use of gloves, social distancing practices in the workplace, and increased sanitation

Businesses should follow guidance issued by the Centers for Disease Control and Prevention, as well as any applicable federal or regulatory requirements. In addition to these general guidelines for all Tennessee employers and employees, each employer and employee should refer to their industry-specific guidance, as set forth on the following pages. These industry-specific safeguarding protocols have been created with the input of private sector working groups in partnership with the Economic Recovery Group. Protocols are subject to change and may be released on a rolling basis. Companies doing business in Tennessee should follow Tennessee guidance and best practices outlined in this document.

Restaurant Industry

Safeguarding Guidance

In addition to strict adherence to CDC guidelines, the State recommends restaurants put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- Follow sanitation frequency guidance contained in this document at all times
- Have dedicated face coverings and dedicated gloves (i.e., only used by one person) worn by all employees, at all times
 - Should not be N-95 or medical variety – these should be saved for use by healthcare workers
- Require all employees to report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee's household
- Provide ServSafe COVID-19 training for all food handlers as soon as possible

Consumer Protection

- Limit the number of customers in the restaurant to 50% of seating capacity
- Tables should be spaced at least 6 feet apart
- Limit tables to no more than 6 guests per table
- Mark any indoor or outdoor waiting area so that social distancing standards are met (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
- Bar areas should remain closed
- Live music should not be permitted
- Screen customers for illness upon their entry into the restaurant:
 - Best practice: Temperature checks for every customer. Customers with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise
 - Minimum: Question customers regarding 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?

Business Process Adaptations

- Place hand sanitizer stations in restaurant lobby and bathrooms, as well as at cashier stations
- Sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum
- Use menus that are disposable or sanitized between each use
- Use rolled silverware/napkins stored in sealed bins (gloves should be used by staff while rolling silverware in designated sanitary areas)
- Sanitize all tabletop items, including condiments, after each table turns (or use disposables)
- Sanitize chairs, especially where contact occurs, after each table turns
- Do not offer self-serve buffets, condiments on a counter for use by multiple tables, or beverage station re-use

Retail Industry

Safeguarding Guidance

In addition to strict adherence to CDC guidelines, the State recommends retail industries put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- Staff should wear face coverings (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC
- Provide training on personal protective equipment based on CDC guidelines
- Provide a sanitizing station such as a wash basin with soap and/or bottle of hand sanitizer
- Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations, to maintain social distancing
- Provide regular updates and training for employees about personal COVID-19 mitigation and store safeguards based on CDC guidelines
- Require all employees to report any illness to supervisor and require notification of COVID-19 positive case in employee's household
- Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible

Consumer Protection

- Limit the number of customers inside a store at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of store occupancy based on Tennessee's Building and Fire Code
- Customers should wear face coverings inside the store
- Consider dedicated shopping hours or appointment times for the elderly, medically vulnerable, and health care workers
- Establish one-way aisles and traffic patterns for social distancing
- Increase curbside, pickup, and delivery service options to minimize contact and maintain social distancing
- Assign dedicated staff to prompt customers regarding the importance of social distancing

- Add social distancing “reminder” signs, personal stickers, floor decals, and audio announcements

Business Process Adaptations

- Establish 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 (such as counters check-out lanes, keypads, break rooms, dressing rooms, rest rooms) every two hours and when visibly dirty
- Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing
- Use plastic shields or barriers between customers and clerks at service counters, and clean them frequently (every 2 hours and when visibly dirty)
- Adjust store hours to allow time for enhanced cleaning
- Prohibit the use of reusable bags (reusable bags may carry COVID-19)
- Suspend the sampling of food and personal hygiene products
- Task management-level employees within a store to monitor compliance

Exercise Facilities

Safeguarding Guidance

In addition to strict adherence to CDC guidelines, the State recommends gyms, fitness/exercise facilities, or substantially similar facilities and activities put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- **Allow employees to work from home as much as possible**
- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - 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 new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Employees should take and log temperature before shifts
 - Best practice: employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work
 - Minimum: temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit
- Staff should **wear face coverings** (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC
- **Provide training on personal protective equipment** based on CDC guidelines
- **Provide a sanitizing station** such as a wash basin with soap and/or bottle of hand sanitizer
- **Practice recommended social distancing** to the greatest extent possible—**“Further is safer”**
- **Stagger shifts, breaks and meals**, in compliance with wage and hour laws and regulations, to maintain social distancing. Consider reduced staffing requirements where possible
- **Prohibit congregating in break rooms or common areas** and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible
- Employees should **increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing

- All employees should **stay home if feeling ill**, report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee's household. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per Tennessee Department of Health and [CDC guidelines](#). Employers should maintain the confidentiality of employee health information.
- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
- Covered employers and employees should **be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms
- **Update the Employee Illness Policy** to include the symptoms of "COVID-19" or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation.
- **Post extensive signage on health policies**, including the following documents, in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)

Consumer Protection

- **Screen customers for illness** upon entry to the gym:
 - Best practice: Temperature checks for every customer. Persons with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise
 - Minimum: Question customers regarding 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?
- **Keep doors and windows open** where possible to improve ventilation
- **Post signs encouraging social distancing** (visible to customers)
- **Require that customers wash or sanitize their hands** upon entering and leaving the facility
- **Require customers to clean equipment** they come in contact with using disinfecting wipes before and after each use



- Encourage customers to **use only one piece of equipment at a time** (i.e., no circuits or “super setting”) so that machines are cleaned after use
- **Consider limiting workout length** to avoid unnecessary exposure, decrease congestion, and allow for additional sanitization
- **Recommend that persons more vulnerable or at-risk** for COVID-19 as identified by the [CDC](#)—including those who are over the age of 65 or those who have chronic medical conditions—take extra precaution or refrain from use of the facility during Phase 1 of re-opening

Business Process Adaptations

- **Restrict facility access to staffed hours only** (i.e., any unmanned facilities must be manned) and **limit facility occupancy to 50 percent of capacity** as dictated by fire code (as such capacity is adjusted in consideration of closed areas of the facility pursuant to these guidelines)
- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- Staff to conduct regular (i.e., every 2 hours) **disinfecting of high-touch surfaces**, equipment and common areas of the facility using disinfectant cleaning supplies according to [CDC guidelines](#)
- **Close showers, locker rooms, and lockers until further notice.** Ask customers to instead use small gym bags to store personal belongings; remind customers to appropriately monitor or secure such personal belongs or provide a secure area monitored by staff
- **Close all swimming pools, hot tubs, saunas** and other recreational water or spa facilities
- **Close all basketball courts, racquetball courts, and other places** where formal and informal group or team sports may occur
- Any **youth or adult team leagues or sports should remain closed**
- **Only allow group fitness classes if classes can be completed in accordance with social distancing recommendations** (including but not limited to: less than 50% capacity and with more than 6 feet of distance maintained between participants at all times; no shared equipment during the class; sufficiently adjusted class schedules to allow for deep cleaning between classes; martial arts and other contact activities should be completed without any person-to-person contact)
- **Encourage all employees and customers to wear PPE where applicable**, and recommend that customers wear a face covering (not N-95 or medical masks, which should be reserved for healthcare workers)
- **Adjust equipment layout and close or restrict access to equipment** to maintain at least six feet of distance between equipment



Tennessee *Pledge*

- **Temporarily close water fountains, common areas, break rooms, check-in counters, where customers or employees may congregate.** Encourage users to provide their own water
- **No self-service options** (coffee bars, smoothie stations and other forms of communal food in facilities). Food retail should follow restaurant guidelines.
- **Ensure that staffing of facilities is sufficient** to enable enhanced sanitization and cleaning measures