A reminder that face coverings are required at the Market, including in all common spaces, such as elevators, hallways, and shared spaces in apartment buildings.

On November 15th Governor Inslee made significant changes to the current restrictions outlined in his Safe Start, Stay Healthy Plan. Changes go into effect at 11:59 p.m. Monday, except for the restrictions on bars and restaurants, which go into effect at 11:59 p.m. Tuesday and remain effective until December 14th. The following table reflects these changes.

REMEMBER...
Keeping our customers and frontline employees safe is the key to preventing the spread of infection. We hope you join us in communicating and urging shoppers to consider the following:

- **Wear a face mask.** It helps to protect you and others in the store.
- **Wash and don’t touch.** Wash your hands after shopping and don’t touch your face.
- **Sanitizer.** Keep sanitizer on hand when hand washing is not an option.
- **Distance.** Keep social distance of a least 6 feet.
- **Consider shopping for your customers.** Develop pickup and delivery options.
Order goes into effect go into effect at 11:59 p.m. Monday, except for the restrictions on bars and restaurants, which go into effect at 11:59 p.m. Tuesday.

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>Modified Phase 1</th>
<th>Modified Phase 2</th>
<th>Phase 3 - ON HOLD</th>
<th>Phase 4 - ON HOLD</th>
</tr>
</thead>
</table>
| • Essential services  
• Curbside retail  
• Take-out & delivery service only  
• Onsite dining areas closed with tables and chairs stacked  
• Non-urgent and dental procedures | Gatherings only allowed outdoor of 5 or fewer people outside the household  
In-store Retail; 15% of building occupancy and limited to 30 minutes  
Personal Services 25% of occupancy  
Professional Services 25% of occupancy limited to 30 minutes  
Indoor services limited to 30 minutes for customers  
Outdoor dining is permitted with seating at 50% of existing outdoor occupancy  
Indoor dining is permitted with seating at 25% of existing occupancy | CURRENT PHASE  
• No indoor social gatherings outside your household.  
• Outdoor social gatherings limited to 5 people.  
• Restaurants:  
  - Closed for indoor service  
  - Outdoor dining and to-go service permitted following current guidelines  
  - Outdoor table size limited to 5  
• Grocery at 25% capacity  
• In-store retail at 25% capacity  
• Personal Services 25% of occupancy  
• Offices work from home but if necessary at 25% capacity/closed to the public  
• Need to maintain physical distancing | • Social gatherings limited to 10 people.  
• Restaurants <50% capacity, table size no larger than 8 people:  
  - No bar-style seating  
  - No live music  
  - Alcohol sales must end at 11 pm  
  - No gaming areas (such as pool tables or darts)  
• No indoor service at taverns, breweries, wineries and distilleries.  
• Bars <25% capacity  
  - No bar-style seating  
  - No live music  
  - No indoor bar service (outdoor ok)  
• Libraries at 50% capacity  
• Theaters at <25% capacity  
• Need to maintain physical distancing | • Full capacity  
• Nightclubs  
• Concert venues  
• Resume unrestricted staffing of worksites, but continue to practice physical distancing and good hygiene |
Please reach out to your property manager with any questions or concerns.

- John Turnbull – johnt@pikeplacemarket.org
- Susan Brems – Susan.Brems@PikePlaceMarket.org
- Zack Cook – Zackz@pikeplacemarket.org
- Sarah Leaptrot – Sarah.Leaptrot@PikePlaceMarket.org

**PHASE 1**

*Per the Governor’s guidelines, no businesses may operate until they can meet and maintain all the requirements presented in the guidelines, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.*

- **GUIDANCE FOR ESSENTIAL BUSINESSES (KING COUNTY)**
- **GUIDELINES FOR REOPENING FOOD ESTABLISHMENTS (KING COUNTY)**
  - Cleaning, sanitizing, and disinfection for food distribution operations
  - What should I do if a food worker is diagnosed with COVID-19?
- **GUIDELANCE FOR SMALL GROCERY STORES (KING COUNTY)**
- **CURBSIDE RETAIL GUIDELINES**
- **REDUCING RESTRICTIONS ON, AND SAFE EXPANSION OF, NON-URGENT MEDICAL AND DENTAL PROCEDURES**

The PDA has established seven curbside pickup locations throughout the Market ([click here](#) and see attachment). Businesses that plan to offer curbside pick-up MUST follow social distancing and safe operating guidelines.

**PHASE 2**

*Per the Governor’s guidelines, no businesses may operate until they can meet and maintain all the requirements presented in the guidelines, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.*

- **KING COUNTY PHASE 2 AND NEW PHASE 3 GUIDELINES FOR FOOD ESTABLISHMENTS**
  - King County Restaurant Guidance Phase 2 FAQ
  - Under Dine-in Service Procedure” section, item #10, 2nd to the last bullet has been updated.
Under the “Taverns, breweries, wineries and distilleries” section, item #1 has been updated.
Safe Start requirements for taverns and restaurants to help food establishment owners comply with the guidance.

- **PHASE 2 AND PHASE 3 RESTAURANT, TAVERN, BREWERIES, WINERIES AND DISTILLERIES COVID-19 REQUIREMENTS (State Issued)**
  - Alcohol service, delivery, and consumption at all establishments must end at 11:00 p.m. until Phase 4
  - The maximum table size is increased to six (6) individuals and in Phase 3 increased to eight (8) individuals.
  - No household requirements for in-person dining.
  - Voluntary Customer Log Template

- **LIMITED IN-STORE RETAIL OPERATIONS COVID-19 REQUIREMENTS**

- **PERSONAL SERVICES COVID-19 REQUIREMENTS**

- **PROFESSIONAL SERVICES COVID-19 REQUIREMENTS**

- **PHASE 2 & 3 LIBRARY SERVICES COVID-19 REQUIREMENTS**
  - Phase 2 Curbside Library Services COVID-19 Requirements

- **REVISED AND NEW GUIDANCE FOR CHILD CARE AND EARLY LEARNING CENTERS**
  - Checklist for Child Care Administrators: Steps to Prevent COVID-19
  - Checklist for Child Case Administrators: Steps to take when you have a suspected or confirmed COVID-19 case in your facility.
  - Revised poster for child care health facilities and parents on recognizing symptoms in children to keep them home

**ADDITIONAL GUIDELINES FOR PHASES 3-4**
The PDA will continue to update this document as more guidelines are released by state and local governments.

- **PHASE 2 AND PHASE 3 RESTAURANT, TAVERN, BREWERIES, WINERIES AND DISTILLERIES COVID-19 REQUIREMENTS**

- **KING COUNTY PHASE 2 AND NEW PHASE 3 GUIDELINES FOR FOOD ESTABLISHMENTS**

- **PHASE 2 & 3 LIBRARY SERVICES COVID-19 REQUIREMENTS**
SIGNAGE
Current guidelines require public health signs within your business. King County & Seattle Public Health have developed a number of posters specific to different businesses for staff and general public. For a complete list of downloadable signs, including signs in different languages, visit [https://www.kingcounty.gov/depts/health/covid-19/care/posters.aspx](https://www.kingcounty.gov/depts/health/covid-19/care/posters.aspx)

- King County poster for workplace requirements during COVID-19 (for staff)
- King County prevent the spread of COVID-19 (for customers)
- King County time limit (30 minutes)
- King County poster wearing a face covering
- King County poster protect yourself and coworkers (includes facemask guidelines)
- King County poster for restaurant customers
- King County poster for restaurant staff
- King County poster for child care facilities (customer facing)
- King County poster for child care facilities (staff)

Included in this packet are signs created by the PDA that might be helpful with managing customers in your business. For additional copies, visit [www.pikeplacemarket.org/neighborhood-news](http://www.pikeplacemarket.org/neighborhood-news)

- Capacity (allows businesses to write in their maximum capacity)
- Capacity and Please Limit Visit to 30 Minutes or Less
- One Way, Do Not Enter
- Entrance Only
- Exit Only
- Attention Shoppers (with 6’ social distancing pictures and masks)
- Please Wait Here

FACE COVERINGS
Starting July 25, every person in Washington state must wear a face covering that covers their nose and mouth when they are outside of their house, mobile home, apartment, condominium, hotel or motel room, or other dwelling unit, subject to the exclusions set forth in [Order 20-03.1](https://www.kingcounty.gov/depts/health/covid-19/care/posters.aspx). This amends the existing order that was issued on July 7th.

Please review this overview provided by the state that gives guidelines and best practices for business owners: [Overview of COVID-19 Statewide Face Covering Requirements](https://www.kingcounty.gov/depts/health/covid-19/care/posters.aspx)

The PDA has received 150,000 face coverings from King County and will be distributing them as follows:

- **Commercial and Daystall Businesses**: The PDA has created and are in the process of distributing “Welcome Back - Safe Start” bags for all Commercial and Daystall Businesses.
The kit includes: cloth masks for business owners, crafters, farmers and their employees/agents and a small supply of disposable masks to hand out to customers who are not wearing a face covering.

- **Shoppers and Visitors:** The Visit Seattle Information Booth, located at the corner of First and Pike Street, will have free disposable masks available to hand out to Market shoppers and visitors (1 per person).

The PDA Security team, Commercial Property Managers and Market Masters will be monitoring all businesses to ensure we are following all the city and state guidelines.

**ADDITIONAL RESOURCES & ATTACHMENTS**
- CDC Guidance for Cleaning and Disinfecting
- CDC: Prepare your Small Business and Employees for the Effects of COVID-19

**Personal Protective Equipment and Supplies**
Sources for PPE and cleaning supplies change daily. We recommend you check often and stock up on supplies now. Below are a few suggestions for PPE.

- Plexiglas: Signarama (Redmond)
- **Bess International Supplies (gloves, disposable facemasks, personal care)** – preference given for businesses in Washington state.
- Heritage Distillery Hand Sanitizer
- Sunny Honey Hand Sanitizer – contact them directly for large quantities
- Cloth masks from Pike Place Market crafters:
  - WithTheRain
  - Perennial Leather Shop
  - City Kid Style
  - Kitten Mittens
  - Saisei Apparel
  - Rock.My.Art
  - Green is Groovy Seattle
- Check with your business supply distributor, such as Aramark, or major retailers like Amazon, Home Depot, etc.
Commercial Reopening Guide

Attachments
SIGNAGE
PLEASE PROTECT ONE ANOTHER FROM COVID-19

Please wear protective face coverings and keep 6 feet from others while you are visiting us.

CLOTH FACE COVERINGS SHOULD:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered without damage
- Be worn by children over age 2
LIMITED CAPACITY

In an effort to help stop the spread, we are limiting the number of customers inside to _____ persons

Thank you for your patience
In an effort to help stop the spread, we are limiting the number of customers inside to ______ persons.

Please limit shopping to 30 minutes or less.

Thank you for your patience.
ONE WAY
Do NOT Enter
ENTRANCE ONLY
EXIT ONLY

Do NOT Enter
ATTENTION SHOPPERS

FACE COVERING REQUIRED
PLEASE MAINTAIN 6 FT

Limit contact with workers and fellow customers.

Per the local health director mandated by
Public Health – Seattle & King County
PLEASE WAIT HERE

Practice Social Distancing
GUIDELINES FOR REOPENING
ORDER BY GOVERNOR – REQUIRED BY LAW

Governor Jay Inslee issued a “Stay Home - Stay Healthy” order in Washington state on March 23, 2020. The order will last for a minimum of two weeks. The order requires every Washingtonian to stay at home, except for specific situations. The exceptions include people going to work at an essential business.

The Governor directs businesses that can operate using telework to continue to do so. For businesses where individuals cannot work from home, the Governor’s Office has provided guidance on what businesses are essential. Many employers in the Healthcare Sector should follow specific guidance from the Washington State Department of Health and the Centers for Disease Control and Prevention (CDC).

Recommended guidelines to minimize COVID-19

Steps to minimize COVID-19

Other essential businesses that are staying open should continue to:

1. Consider temporarily assigning employees at high risk for coronavirus to duties that don’t involve close contact with the public. Offer flexible leave policies to these employees. People at high risk include people who are over age 60, have underlying health conditions, or pregnant.

2. Ensure that employees and customers limit close contact (stay 6 feet apart).

   TIPS:
   - Appoint a staff person who will ensure that people standing in any lines or meeting in rooms stay 6 feet apart, inside and outside.
   - In areas of high-volume traffic, utilize spacing tools for checks and lines. For example, put tape on the floor to keep people adequately spaced.

3. Conduct daily checks for symptoms of illness and ensure employees stay home when they are sick with fever, coughing, and sneezing.

4. Ensure that employees practice good hygiene:

   - Employees should wash their hands thoroughly with soap and warm water for 20 seconds upon first arriving to work, after using the restroom, before and after eating and frequently throughout the day.
   - Advise employees to avoid touching their eyes, nose or mouth.
   - Make sure staff have easy access to proper hand washing, sanitation, and cleaning.

5. Follow environmental cleaning guidelines (e.g., clean and disinfect surfaces that people touch frequently at least daily). TIP: Appoint a designated sanitation worker to frequently clean and sanitize commonly touched surfaces.
Identification and notification

Set an expectation that employees take the following steps if they become sick with COVID-19.

If you have symptoms of COVID-19 (fever, cough, and shortness of breath are the most common), you should:

- Stay home.
- Identify co-workers with whom you had prolonged close contact (within 6 feet for 10 minutes or more). Notify them that they may have been exposed so that they can watch carefully for symptoms. Close contacts should also stay home for 14 days following their last contact with the person who is sick.
- Follow public health guidance on what to do if you are sick.

Direct all employees to Washington State Department of Health’s patient materials for additional information for those who have confirmed or suspected COVID-19 or who may have been exposed.

Paid leave

Sick leave policies should be flexible and consistent with public health guidance to protect employees at higher risk for COVID-19. Inform employees of these policies.

Health care provider notes are not necessary

Do not require a health care provider’s note (or a note from Public Health – Seattle & King County) for employees who are sick with symptoms of COVID-19 to validate their illness or to return to work. Health care providers may be extremely busy and not able to provide such documentation. Writing notes takes them away from providing care to patients.

Employers do not need to report positive COVID-19 cases to a health department

Most employers should not report employees who have COVID-19 to Public Health – Seattle & King County. Public Health will receive reports from healthcare providers or directly from the employee. NOTE: Employers in healthcare and social service settings (e.g., senior living communities, homeless shelters, child care programs) should report to Public Health.

Employers should protect the privacy of employees’ protected health information

Employers should not share private health information.

Enforcement

In King County, public health COVID-19 prevention guidance has been well-accepted. We believe the public will accept these new actions in the same way to protect our community’s health.

The Governor’s Stay Home - Stay Healthy Order is enforceable by law. King County will not be actively searching for violations, our focus is on helping people understand the importance social distancing and sanitation, rather than citations.

If you have specific questions or reports related to this Guidance, please email coronavirus@kingcounty.gov
Dear Food Establishment Operator,

Thank you for doing your part to reduce the spread of COVID-19. Food establishments that closed the kitchen and/or dining area should do the following when reopening:

**Equipment and Physical Structure**
- Make sure utilities are working (for example; electrical, plumbing, and heating, ventilation/air conditioning, and fire suppression)
- Flush water system and all plumbed food equipment for a minimum of 5 minutes
- Ice makers should be fully emptied, pipes drained, and the equipment washed, rinsed and sanitized
- Assess and discard food that is no longer safe (e.g., expired or spoiled foods)
- Check that all equipment is functioning properly and maintaining proper temperatures
- Wash, rinse, and sanitize all food contact surfaces
- Continue services you may have discontinued (for example, pest control services, trash and recycling services)
- Thoroughly clean and repair all physical facilities including floors, walls, and ceilings

**Employee Health & Safety**
Preventing the spread of COVID-19 via employee health monitoring is critical and food establishments must consider how the following will be implemented:
- Train workers on symptoms of COVID-19 illness and on required hand hygiene
- Screen employees for symptoms of COVID-19. People with these symptoms may have COVID-19: cough, shortness of breath, or difficulty breathing. They may also have COVID-19 if they have at least two of the following: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell.
- Ensure handwashing sinks are stocked with soap and paper towels and hand sanitizers are available
- Ensure 6 feet of distance between employees in both back and front of house
- Require cloth face coverings for employees. This is not a substitute for 6 foot social distancing. Under the Local Health Officer Directive, employees who prepare, carry out, and deliver food must wear cloth face coverings.
- Stagger work schedules as much as possible to reduce employee contact
- Develop employee illness policies and procedures

**Customer Protections**
- While awaiting for the Governor’s approval for customer seating, please plan and prepare in the following ways: Discontinue reusable menus if unable to thoroughly disinfect after each use -- post menu options or provide disposable menus
- Clean and disinfect touchpoints hourly, including all surfaces at each table turning
- Self-service food bars and self-service fountain drinks may still be restricted
• Remove as many self-service condiment dispensers from tables or shared areas as possible
• Disinfect condiment containers after each dining group
• Ensure dining groups are seated at least 6 feet apart and remove or block extra seating
• Utilize contactless payment systems, automated ordering and mobile pay or provide handwashing or hand gel for employees handling payment
• Disinfect all touchpads after each use
• Maximize pick-up or delivery services
• Encourage customers to wear cloth face coverings while not seated at their table if dining or waiting for take-out in accordance with the Local Health Officer Directive. Download posters here.

Governor Inslee's Proposed Phase-in Plan

Currently, retail food establishments are under Phase 1 which does not permit dining in, rather drive-thru and to-go orders only. Under Governor Inslee’s proposed phase-in plan for businesses, the following would occur based on evidence of reduced COVID-19 risk to the community:

<table>
<thead>
<tr>
<th>Phase I</th>
<th>Phase II</th>
<th>Phase III</th>
<th>Phase IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Take-out &amp; delivery service only</td>
<td>• Restaurants &lt;50% capacity</td>
<td>• Restaurants &lt;75% capacity</td>
<td>• Full capacity</td>
</tr>
<tr>
<td>• Onsite dining areas closed with tables and chairs stacked</td>
<td>• Table size limited to no more than 5 people</td>
<td>• Table size limited to no more than 10 people</td>
<td></td>
</tr>
<tr>
<td>• Essential services only</td>
<td>• Bars closed</td>
<td>• Bars &lt;25% capacity</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Need to maintain physical distancing</td>
<td>• Need to maintain physical distancing</td>
<td></td>
</tr>
</tbody>
</table>

• The anticipated time between phases is 3-4 weeks, however this is based on evidence of COVID-19 spread in the community. In the event that there is increased COVID-19 risk, then phases 2-4 may be revert back to phase 1.

COVID-19 Information and Resources
Stay up-to-date on the current COVID-19 situation in Washington, Governor Inslee’s proclamations, symptoms, how it spreads, and how and when people should get tested. See our Frequently Asked Questions for more information.

• National Restaurant Association: Restaurant Reopening Guidance
• Association of Food and Drug Officials: Recommendations for Easing COVID-19 Restrictions for the Retail Food Industry
• Public Health-Seattle & King County Covid-19 resource pages
• Washington State Department of Health:
  o WA State Department of Health 2019 Novel Coronavirus Outbreak (COVID-19)
  o WA State Coronavirus Response (COVID-19)
  o CDC Coronavirus (COVID-19)
  o Stigma Reduction Resources
Cleaning, sanitizing, and disinfection for food distribution operations

- **Food Distribution** Operations include Food Donors and Donated Food Distribution Organizations (DFDO).
- **Food donors** are people, groups, and organizations that donate food to DFDOs.
- **A donated food distribution organization** is a charitable organization that provides food, free of charge to the public (e.g., shelters serving people experiencing homelessness).

Although they are not held to the same standards as permitted food businesses, food donors and DFDOs are required to comply with state food safety rules. Learn more about Washington State Dept. of Health's [food code and regulations on Charity Food Donations](#).

**DEFINITIONS**

- **Food-contact surfaces** are dishes, utensils, and equipment that come into direct contact with food. (e.g., mixing bowls, cutting boards, serving spoons, blenders, etc.)

- **Non-food contact surfaces** include food preparation, food storage areas such as counters, tables, pantries, shelving units, appliances, etc. They are areas used to store, prepare, or serve food and are touched by food workers often.

- **Facility**, for the purpose of this document, refers to rooms and surfaces outside of the food preparation and service space (e.g., restroom, lobby, hallways, etc.)

- **Cleaning** uses soap or detergent mixed with warm water and scrubbed to remove dirt and debris from surfaces.

- **Sanitizing** is meant to reduce, but not kill, the occurrence and growth of germs on surfaces.

- **Disinfection** uses a chemical to kill germs on surfaces. Disinfectants are very strong and usually require a longer surface contact time (between 1 - 10 minutes) to work.

  **DO NOT use a disinfectant on food and non-food contact surfaces.** Disinfectants are strong and should not be used within food preparation/storage areas, to protect those surfaces from chemical contamination.

- **Contact time** is the amount of time a surface needs to remain wet (with a sanitizer or disinfectant solution) in order for germicidal activity to occur. Adhere to the product label’s instruction for contact time as this period can range between 30 seconds to 10 minutes (sometimes more), depending on the product being used and the types of germs that need to be eliminated.

**SAFETY PRECAUTIONS**

- **Wash hands** when entering a kitchen or food preparation space.

- **Ensure ill staff stay home.** Staff who are not ill, but live with a person(s) or have been in contact with symptomatic people, should not be preparing or handling food for others.
Always follow the product label instructions. Ensure chemicals used in the kitchen are intended for kitchen or restaurant settings and are appropriate for food contact surfaces.

Label bottles/containers when preparing your own sanitizers and disinfectants.

Protect yourself before handling any chemicals. Chemicals can be very damaging to skin. Always wear gloves. Read the label for information on required.

Personal Protective Equipment (PPE).

Never mix different types of chemicals together, and never add soap to your sanitizing or disinfecting solution.

Open doors and windows when cleaning, to maximize air circulation and minimize health risks.

Use single-use paper towels when cleaning with spray-bottle chemicals. Wiping cloths can harbor germs if they are not disinfected in between use on multiple surfaces. Wiping cloths are appropriate when solutions are prepared in a bucket, allowing them to be fully submerged in the solution and disinfected throughout the cleaning process.

SELECTING THE RIGHT PRODUCT TO SANITIZE FOOD AND NON-FOOD CONTACT SURFACES

- Bleach and quaternary ammonium compounds (QUAT) are appropriate sanitizers for food-contact surfaces. Dilute them per the product label's instructions and use test strips (if possible) to measure solution's strength.
  - Maintain bleach sanitizers between 50-200 ppm
  - Maintain QUAT sanitizers between 200-400 ppm
- Do not use scented, splash-free or chlorine-free bleach—these types of bleach are not designed to sanitize and disinfect, nor are they meant to be used in kitchen settings.
- Disinfecting wipes are acceptable for facility surfaces outside of the kitchen. Select a product that is effective against Human Coronaviruses, Hepatitis A (HAV), or Norovirus.

  
  NOTE: Products that fight HAV or Norovirus will kill COVID-19.

WASHING AND SANITIZING FOOD-CONTACT SURFACES

Food contact surfaces include dishes, utensils, and cooking equipment.

- Provide a trash can to scrape off food scraps.
- Use an automatic dishwasher or a three-compartment sink to wash, rinse, and sanitize dishes.
  - Commercial dishwashers are preferred, but not required.
  - For commercial dishwashers, provide test strips to evaluate final rinse solution.
  
  NOTE: Commercial dishwashers use high heat or a chlorine-based solution (bleach) to sanitize dishes. Test strips are available for both and should be used on a weekly basis (or more) to ensure machines are working properly.
• When washing dishes in a three-compartment sink, fill each compartment as follows:
  o Wash: warm/hot water and soap
  o Rinse: clean water
  o Sanitize: cool water and bleach. Prepare a solution using one teaspoon of bleach per gallon of water. If using other approved food service sanitizer (i.e. quaternary ammonium compounds) follow the labels instructions for preparation. The sanitizer solution should have a 30 second contact time prior to air drying.
    ▪ NOTE: Read the chemical's label for instructions on proper measurements and water temperature.
  o Allow dishes and equipment to air dry. When washing dishes by hand, prepare a space, dish rack, or shelving unit for dishes to dry. Do not hand dry dishes using a cloth towel. If they must be dried immediately, use single-use paper towels. Ensure hands are washed and clean.

CLEANING AND SANITIZING NON-FOOD CONTACT SURFACES

Non-food contact surfaces include counters, tables, appliances, and other areas within the footprint of the food preparation/storage areas.

• Clean surfaces using a soap and water mixture or an approved kitchen cleaning solution.
• Prepare a sanitizer solution in a bucket or spray bottle. Label containers or color code them so it's clear to all staff what is inside.
• If using a spray bottle, write this on the label:
  Sanitizing solution:
    o How to Use: Spray surface and leave for 1-2 minutes. Dry with clean paper towel.
    o How to Mix: 1/4 teaspoon of bleach with 4 cups of water.

WHEN TO CLEAN, AND WHEN TO USE A SANITIZER VS. A DISINFECTANT

• Clean surfaces before sanitizing or disinfecting. Sanitizers and disinfectants are less effective on dirty surfaces. It's important to clean first by vigorously scrubbing surfaces with soap or detergent.

• Sanitize food and non-food contact surfaces. Clean and sanitize food preparation areas at the end of each shift. Additionally, periodically sanitize high touch surfaces while the kitchen is in use (e.g., refrigerator and sink handles, soap dispensers, counters, etc.).
  o DO NOT use a disinfectant on food and non-food contact surfaces. Disinfectants are strong and should not be used within food preparation/storage areas, to protect those surfaces from chemical contamination.

• Disinfect the facility, or rooms outside of the food preparation area. Disinfect high touch surfaces (e.g., handles on bathroom sinks, toilets, doors, railings, electronics, counters, etc.) 2-5 times a day, or more depending on your operating hours and volume of visitors. Be sure to follow label instructions for required contact time and PPE.
PREPARING THE RIGHT SANITIZER AND DISINFECTANTS USING BLEACH

- **Sanitizer (for food, non-food, and facility surfaces)**
  - Mix 1 teaspoon of bleach with 1 gallon of water

- **Daily Disinfectant that kills COVID-19 (for facility use only)**
  - Mix 5 Tablespoons of bleach with 1 gallon of water
  - Use this mixture as a daily disinfectant to ensure COVID-19 is killed on surfaces at your site.

- **Special Disinfectant (for Norovirus, hepatitis A or blood, vomit, and human waste)**
  - Mix 1 cup of bleach with 1 gallon of water
  - Prepare this mixture when a confirmed or suspected hepatitis A case has visited or spent time at your site, and for disinfecting after a blood, vomit, or human waste spill.

SHELF LIFE OF BLEACH WATER SOLUTIONS

- Solutions added to **spray bottles must be remade every 24 hours.** *Use single-use paper towels with spray-bottle solutions and cleaning chemicals.*

- Solution prepared in **buckets must be remade every 2-4 hours, or when the water becomes cloudy.** *Use wiping cloths or single-use paper towels.*
What should I do if a food worker is diagnosed with COVID-19?

The following is the information needed and steps to take in the event that a food worker has been tested positive for COVID-19.

1. **Immediately send the sick employee home.** A person who has tested positive for COVID-19 should remain under home isolation precautions for **7 days after symptoms begin OR until 72 hours** after fever is gone and symptoms get better, whichever is longer.

2. Any staff that **HAVE been in close contact** with the sick person, but who are **not** presently sick, should **NOT go to work for 14 days** after their last close contact and quarantine themselves. They should watch for symptoms of fever, cough and shortness of breath. Close contact includes **being within 6 feet of a sick person with COVID-19 for about 10 minutes.**

3. If staff have **not been in close contact** with the sick person, and are **not** sick, they are considered to be at low risk for infection. They can continue to go to work, but should monitor their health for 14 days and stay away from others if they get sick.

4. If staff **has fever with cough or shortness of breath**, but **have not been exposed** to someone with COVID-19 and have **not tested positive** for COVID-19, they should stay home away from others and avoid public places until **72 hours** after the fever is gone and symptoms get better.

5. Currently there is no required testing for Coronavirus (COVID-19). The decision to be tested is left to individuals and their physicians.

6. Normal cleaning and sanitizing procedures should be followed, with extra attention to high touch surfaces, such as door knobs, tables and condiment containers. Ensure food surfaces and high touch surfaces are cleaned and sanitized, using food grade sanitizer, such as chlorine based or quats sanitizer, at the manufacturer's recommended concentrations for food facilities. (50-100 ppm chlorine or 200-400 ppm quats) Disinfectant should be used on non-food areas, such as restrooms and floors.

Please review employee health policies and procedures with staff. Employee health policies should prohibit food workers from working in food establishments while sick.

The following are links to a King County Public Health handout on recommendations for food establishments as well as original document sources for the above information.

- Guidelines for restaurants and other food businesses
- What to do if you have confirmed or suspected coronavirus disease (COVID-19)
- What to do if you were potentially exposed to someone with confirmed coronavirus disease (COVID-19)
- What to do if you have symptoms of coronavirus disease 2019 (COVID-19) and have not been around anyone who has been diagnosed with COVID-19
- Food Worker and Establishment Guidance on COVID-19
As an essential business, grocery stores can play an important role in protecting their employees and customers from COVID-19 by following these practices:

- **Apply the social distancing recommendations to lines formed inside or outside of the store.**
  - Limit the numbers of shoppers in the establishment. Those waiting outside must be at least 6 feet apart.
  - Use one-way traffic through the aisles. (can use tape to create arrow direction of flow)
  - At checkout lines, put tape on the floor at least 6 feet apart to space out customers.

- **No self-serve foods are allowed at this time.** This includes hot bars, cold bars, buffets and bulk foods. Consider packaging these foods for to-go.

- **No food samples allowed.**

- **Clean and sanitize commonly touched surfaces and meet the cleaning guidelines set by the CDC.**
  - Clean and sanitize surfaces such as doorknobs, shopping cart and basket handles, credit card key pads, cashier stations, faucet handles throughout the day.
  - Bleach water solution: 1 teaspoon unscented bleach to 1-gallon cool water.
    - Change the sanitizer solution every 2-3 hours.

- **Every day check employees for symptoms of illness** at the start of their work shift. People with these symptoms may have COVID-19: cough, shortness of breath, or difficulty breathing. They may also have COVID-19 if they have at least two of the following: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell.
  - Employees must stay home if they are sick with symptoms.

- **Employees must wash their hands with soap and warm water** for 20 seconds at the start of work, after using the restroom, before and after eating and throughout the day. Avoid touching your eyes, nose or mouth.

- **Have alcohol based (60%) hand sanitizers available** for employees and customers. Place sanitizers at convenient locations such as store entrances and cashier stations.

- **Discourage high-risk employees from working with the public.** High-risk employees include those over the age of 60, pregnant, or have chronic health conditions (e.g. diabetes, heart conditions.)

- **Offer special shopping hours for high-risk customers.**

- **Employees and customers are strongly urged to wear cloth face coverings under the new Local Health Officer Directive.** Download posters here.

- **Put up a poster in the store** that tells customers and staff the steps that are being taken to minimize the risk of COVID-19. Download posters here.

If you are a food business owner or a food worker and have questions related to your operation, please reach out to your Environmental Health Investigator or call 206-263-9566 to speak with office staff. For the latest information, please visit the following site: [www.kingcounty.gov/covid](http://www.kingcounty.gov/covid)
Phase 1 Curbside Retail COVID-19 Requirements

For the purposes of this document, this does not include requirements for in-store retail activity. In-store retail activity is not authorized under these Phase 1 requirements.

Safety and Health Requirements

All curbside retail establishments have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces and the Washington State Department of Health Workplace and Employer Resources & Recommendations at https://www.doh.wa.gov/Coronavirus/workplace.

Employers must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer’s COVID-19 policies.
- **Maintain minimum six-foot separation between staff and customers in all interactions at all times.** When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee on the jobsite unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance.** Refer to Coronavirus Facial Covering and Mask Requirements for additional details. A cloth facial covering is described in the Department of Health guidance, https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the cleaning guidelines set by the CDC to deep clean and sanitize.

A site-specific COVID-19 Supervisor shall be designated by the employer at each job site to monitor
the health of employees and enforce the COVID-19 job site safety plan.

A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.

**Curbside Retail Operations specific requirements**

1. In-store operations should be limited to those employees who are responsible for the operations required for curbside delivery. Employees should adhere to all social distancing, hygiene, and sanitation guidelines.

2. Customer transactions may be handled through multiple channels, including phone transactions, on-line transactions, or point-of-sale transactions.

3. Designated employees will deliver products directly to the customer through curbside drop-off.
   a. Products should be placed directly in a customer’s vehicle when possible.
   b. If delivered to a home or business, merchandise should be placed on the doorstep or another agreed upon location outside of the residence or business.
   c. Customers are urged to use face coverings during delivery to the curb, residence, or business.
   d. All delivery tools (e.g. hand trucks and dollies) shall be sanitized frequently throughout the day.

4. Designated pickup areas may be determined by the shopping center or by the specified retailer for safe transfer of merchandise and delivery to the customer. Downtown or main street retailers may offer curbside delivery options.
   a. Drop off areas can be color-coded or marked in a manner that allows customer to easily locate the delivery area.

5. The customer will notify the retailer by text message, email, or phone once they arrive. The customer should be asked to remain in their vehicle until the store employee safely delivers the purchase.

6. Retailers must develop individualized store guidelines based on their merchandise, store footprint, location, and curbside/parking options.

**Curbside Retail Specific Health Protocols**

7. Sanitation
a. Providing disinfectant and sanitation products for workers to clean their workspace, equipment, tools, and common areas.
b. Placement of hand sanitizer at check-out counters and distributed throughout the retail business, storage areas, and administrative offices.
c. Frequent sanitization of working surfaces, particularly check-out counters, electronic pin pads, and other areas contacted by customers and employees.
d. Require hourly hand washing or sanitation by employees.
e. No physical contact with a customer, vendor, or supplier is permitted under any circumstances.

8. Employees
f. Stagger shifts to limit the number of employees in the business at one time.
g. Prohibit gatherings of employees:
   i. Stagger break time, limit the number of people in break rooms, and rearrange break room furniture as needed to abide by distancing standards;
   ii. Permit workers to take breaks and meals outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
h. Encourage “working from home” for all employees who can perform needed functions remotely.
i. Hold all meetings and conferences virtually, wherever possible.

9. Payment
j. Retail establishments must use electronic payment methods to reduce handling of currency between employee and customer whenever possible. If payment by currency is the only possible method of transaction, employees must adhere to social distancing and sanitation standards in this document.

10. Returns and Exchanges:
  k. Modify return and exchange policies to establish procedures for processing, handling, and disinfecting returns and exchanges such as:
     i. Require returned items to be sealed and stored separately.
     ii. Employees who process returned items need proper PPE.
     iii. Disinfect items and store them in isolation for a safe time period before returning them to active inventory.

**Sick Employee Plan**

11. Screen all workers at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell.

12. Ask employee to take their temperature at home prior to arriving at work or take their temperature when they arrive. Thermometers used shall be ‘no touch’ or ‘no contact’ to the greatest extent possible. If a ‘no touch’ or ‘no contact’ thermometer is not available, the thermometer must be properly sanitized between each use. Any worker with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

13. Create policies which encourage workers to stay home or leave the location when feeling
sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer.

14. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.

15. Instruct workers to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the worker should be immediately sent home. If symptoms develop while the worker is not working, the worker should not return to work until they have been evaluated by a healthcare provider.

16. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

Training

17. All on-site employees must be trained on the worksite’s policies, these requirements and all relevant sanitization and social distancing protocols. They must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, or COVID site supervisor.

No curbside retail establishment may operate until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.

All issues regarding worker safety and health are subject to enforcement action under L&I’s Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 prevention advice and help from L&I’s Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.
- General questions about how to comply with the agreement practices can be submitted to the state’s Business Response Center at https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5.
WHEREAS, on February 29, 2020, I issued Proclamation 20-05, proclaiming a State of Emergency for all counties throughout Washington as a result of the coronavirus disease 2019 (COVID-19) outbreak in the United States and confirmed person-to-person spread of COVID-19 in Washington State; and

WHEREAS, as a result of the continued worldwide spread of COVID-19, its significant progression in Washington State, and the high risk it poses to our most vulnerable populations, I have subsequently issued amendatory Proclamations 20-06 through 20-53 and 20-55, exercising my emergency powers under RCW 43.06.220 by prohibiting certain activities and waiving and suspending specified laws and regulations; and

WHEREAS, the COVID-19 disease, caused by a virus that spreads easily from person to person which may result in serious illness or death and has been classified by the World Health Organization as a worldwide pandemic, has broadly spread throughout Washington State, and significantly increasing the threat of serious associated health risks statewide; and

WHEREAS, the health care personal protective equipment supply chain in Washington State has been severely disrupted by the significant increased use of such equipment worldwide, such that there are now critical shortages of this equipment for health care workers. To curtail the spread of the COVID-19 pandemic in Washington State and to protect our health care workers as they provide health care services, it is necessary to prohibit all medical, dental and dental specialty facilities, practices, and practitioners in Washington State from providing non-urgent health care and dental services, procedures and surgeries unless specific procedures and criteria are met; and

WHEREAS, the extensive public-private collaboration between our state and local governments, and the state’s hospitals, health systems, and other providers of clinical services in addressing the health care issues created for people and communities by the COVID-19 pandemic is commendable; and

WHEREAS, Washington State’s collaborative approach has been effective in addressing the significant public health issues associated with the disease, while greatly expanding the clinical and operational capacity of the health system to effectively care for COVID-19 patients and safely provide preventive, diagnostic, outpatient, ambulatory, acute, and post-acute care for all people in need of care...
via both in-person and virtual means. The professionalism, expertise, and compassion of Washington’s clinicians, nurses, and other health care professionals during the COVID-19 pandemic has been exemplary; and

WHEREAS in the early days of the pandemic, I, in collaboration with the Washington State Department of Health and health care system partners, established a data-driven approach to addressing the health and safety of Washington’s citizens and communities. The actions taken pursuant to this approach reduced the impact of the disease in the State. As the State moves into its Safe Start of the economy, it is important that the healthcare system move rapidly towards a more normal operating position and expand access to care for patients in a manner that is safe and equitable; and

WHEREAS, I support extending Proclamation 20-29, which requires telemedicine payment parity through year-end 2020, when the new parity law in SB 5385 will formally take effect. However, the extension must be approved by the Legislature.

WHEREAS, recognizing that health status is impacted both by social determinants of health and untreated health conditions, it is vital that public and private sector participants in the health care system work to enhance public health capabilities and capacity, such as testing, contact tracing and follow-up, and that access to appropriate care be expanded as safely as possible; and

WHEREAS, the exercise of clinical judgement by healthcare and dental professionals related to the care of patients is essential, and it is essential for all of our health and dental partners to follow the same procedures as outlined in this proclamation and work together to protect the health of all of our residents; and

WHEREAS, the worldwide COVID-19 pandemic and its progression throughout Washington State continues to threaten the life and health of our people as well as the economy of Washington State, and remains a public disaster affecting life, health, property or the public peace; and

WHEREAS, the Washington State Department of Health continues to maintain a Public Health Incident Management Team in coordination with the State Emergency Operations Center and other supporting state agencies to manage the public health aspects of this ongoing incident; and

WHEREAS, the Washington State Military Department Emergency Management Division, through the State Emergency Operations Center, continues coordinating resources across state government to support the Department of Health and local health officials in alleviating the impacts to people, property, and infrastructure, and continues coordinating with the Department of Health in assessing the impacts and long-term effects of the incident on Washington State and its people.

NOW, THEREFORE, I, Jay Inslee, Governor of Washington, as a result of the above-noted situation, and under Chapters 38.08, 38.52 and 43.06 RCW, do hereby proclaim that a State of Emergency continues to exist in all Washington State counties, that Proclamation 20-05 and all amendments thereto remain in effect, and that Proclamations 20-05 and 20-24 are amended to immediately prohibit certain medical and dental procedures, with exceptions, and as provided herein.
I again direct that the plans and procedures of the Washington State Comprehensive Emergency Management Plan be implemented throughout state government. State agencies and departments are directed to continue utilizing state resources and doing everything reasonably possible to support implementation of the Washington State Comprehensive Emergency Management Plan and to assist affected political subdivisions in an effort to respond to and recover from the COVID-19 pandemic.

I continue to order into active state service the organized militia of Washington State to include the National Guard and the State Guard, or such part thereof as may be necessary in the opinion of The Adjutant General to address the circumstances described above, to perform such duties as directed by competent authority of the Washington State Military Department in addressing the outbreak. Also, I continue to direct the Department of Health, the Washington State Military Department Emergency Management Division, and other agencies to identify and provide appropriate personnel for conducting necessary and ongoing incident related assessments.

FURTHERMORE: based on the above situation and under the provisions of RCW 43.06.220(1)(h), to help preserve and maintain life, health, property or the public peace, I hereby prohibit all medical, dental and dental specialty facilities, practices, and practitioners in Washington State from providing non-urgent health care and dental services, procedures, and surgeries unless they act in good faith and with reasonable clinical judgment to meet and follow the procedures and criteria provided below:

COVID Assessment:
Local health jurisdictions (LHJs) in collaboration with their health partners, should assess the COVID-19 status in the communities they serve. This assessment should be updated on a regular basis. Important COVID-19 disease information relevant to this assessment is available at https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/DataDashboard, and LHJs should have relevant information as well.

Expansion/Contraction of Care Plan
Each health care, dental or dental specialty facility, practice, or practitioner must develop an expansion/contraction of care plan that is both congruent with community COVID-19 assessment described above, consistent with the clinical and operational capabilities and capacities of the organization, and responsive to the criteria provided below.

Expansion/contraction of care plans should be operationalized based on the standards of care that are in effect in the health care facility, practice or practitioner’s relevant geography as determined by that region’s emergency health care coalition, as follows:

- Conventional Care Phase – All appropriate clinical care can be provided.
- Contingency Care Phase – All appropriate clinical care can be provided so long as there is sufficient access to PPE and, for hospitals, surge capacity is at least 20%.
- Crisis Care Phase – All emergent and urgent care shall be provided; elective care, that the postponement of which for more than 90 days would, in the judgement of the clinician, cause harm; the full suite of family planning services and procedures, newborn care, infant and pediatric vaccinations, and other preventive care, such as annual flu vaccinations, can continue.
Criteria for Resuming Non-Urgent Procedures

Until there is an effective vaccine, effective treatment, or herd immunity and until supply chains for PPE return to a more normal status, hospitals and LHJs will work together to maintain some level of surge capacity in our health care system and prudently use PPE so that we can keep health care workers safe and provide the needed health care to our communities. To this end, the following must be met by health care, dental and dental specialty facilities, practices, and practitioners:

- Exercise clinical judgment to determine the need to deliver a health care service, in the context of the broader health care and dental needs of patients and communities and in the context of the pandemic, and within the parameters of operation provided by the health care, dental or dental specialty facility, practice or practitioner setting in which they are providing services.
- Continuously monitor capacity in the system to ensure there are resources, including ventilators, beds, PPE, blood and blood products, pharmaceuticals, and trained staff available to combat any potential surges of COVID-19, participation, as required by Department of Health guidelines, with the WA HEALTH data reporting system to allow for a state-wide common operating perspective on resource availability.
- Follow Department of Health’s current PPE conservation guidance, which will be regularly reviewed and updated by the Department of Health, as published on the Department of Health website at https://www.doh.wa.gov/Emergencies/Coronavirus. If the health care facility, practice or practitioner’s PPE status deteriorates, adjustments to expansion of care will be required.
- Review infection prevention policies and procedures and update, as necessary, to reflect current best practice guidelines for universal precautions.
- Develop a formal employee feedback process to obtain direct input regarding care delivery processes, PPE, and technology availability related to expansion of care.
- Appropriately use telemedicine. Appropriate use of telemedicine will facilitate access to care while helping minimize the spread of the virus to other patients and/or health care workers.
- Use on-site fever screening and self-reporting of COVID-19 symptom screening for all patients, visitors and staff prior to (the preferred approach), or immediately upon, entering a facility or practice.
- For clinical procedures and surgeries, develop and implement setting-appropriate, pre-procedure COVID-19 testing protocols that are based on availability, Department of Health guidance, if any, and/or relevant and reputable professional clinical sources and research.
- Implement policies for non-punitive sick leave that adhere to U.S. Centers for Disease Control and Prevention (CDC) return-to-work guidance.
- Post signage that strongly encourages staff, visitors and patients to practice frequent hand hygiene with soap and water or hand sanitizer, avoid touching their face, and practice cough etiquette.
- Maintain strict social distancing in patient scheduling, check-in processes, positioning and movement within a facility. Set up waiting rooms and patient care areas to facilitate patients, visitors and staff to maintain ≥6 feet of distance between them whenever possible, consider rooming patients directly from cars or parking lots, space out appointments, and consider scheduling or spatially separating well visits from sick visits.
• Limit visitors to those essential for the patient’s well-being and care. Visitors should be screened for symptoms prior to entering a health care facility and ideally telephonically prior to arriving. Visitors who are able should wear a mask or other appropriate face covering at all times while in the health care facility as part of universal source control.

• Ambulatory patients, who are able and when consistent with the care being received, should wear a mask or other appropriate face covering at all times while in the health care facility as part of universal source control.

• Frequently clean and disinfect high-touch surfaces regularly using an EPA-registered disinfectant.

• Identify and implement strategies for addressing employees who have had unprotected exposures to COVID-19 positive patients, are symptomatic, or ill, which should include requiring COVID-19 positive employees to stay at home while infectious, and potentially restricting employees who were directly exposed to the COVID-19 positive employee. Timely notification of employees with potential COVID-19 exposure and appropriate testing of employees who are symptomatic should be a component of these strategies. Follow CDC cleaning guidelines to deep clean after reports of an employee with suspected or confirmed COVID-19 illness. This may involve the closure of the business until the location can be properly disinfected.

• Educate patients about COVID-19 in a language they best understand. The education should include the signs, symptoms, and risk factors associated with COVID-19 and how to prevent its spread.

• Follow requirements in Governor Inslee’s Proclamation 20-46 - High-Risk Employees – Workers’ Rights.

ADDITIONALLY, for purposes of this Proclamation, evaluation of “harm” is the same as described in the May 7, 2020, Updated Interpretive Statement related to Proclamation 20-24, and is repeated here: The decision to perform any surgery or procedure in hospitals, ambulatory surgical facilities, dental, orthodontic, and endodontic offices, including examples of those that could be delayed should be weighed against the following criteria when considering potential harm to a patient’s health and well-being:

• Expected advancement of disease process
• Possibility that delay results in more complex future surgery or treatment
• Increased loss of function
• Continuing or worsening of significant or severe pain
• Deterioration of the patient’s condition or overall health
• Delay would be expected to result in a less-positive ultimate medical or surgical outcome
• Leaving a condition untreated could render the patient more vulnerable to COVID-19 contraction, or resultant disease morbidity and/or mortality
• Non-surgical alternatives are not available or appropriate per current standards of care
• Patient’s co-morbidities or risk factors for morbidity or mortality, if inflicted with COVID-19 after procedure is performed

Furthermore, diagnostic imaging, diagnostic procedures or testing should continue in all settings based on clinical judgement that uses the same definition of harm and criteria as listed above.
**ADDITIONALLY**, when making health system care capacity decisions, health care, dental and dental specialty facilities, practices, and practitioners must, in addition to the above, consider 1) the level and trending of COVID-19 infections in the relevant geography, 2) the availability of appropriate PPE, 3) collaborative activities with relevant emergency preparedness organizations and/or LHJ, 4) surge capacity of the hospital/care setting, and 5) the availability of appropriate post-discharge options addressing transitions of care.

**ADDITIONALLY**, given the geographic diversity of Washington, the variability in COVID-19 disease burden within the state, and health care system capabilities and capacity, no uniform approach to expanding access to care is possible nor would any such approach be effective or wise. It is essential that health care system participants act with good judgment within the context of their patients’ needs, their environment, and their capabilities and capacity.

This Proclamation is retroactive to 11:59 PM on May 17, 2020, and shall remain in effect until the state of emergency, issued on February 29, 2020, pursuant to Proclamation 20-05, is rescinded, or until this order is amended or rescinded, whichever occurs first.

Violators of this order may be subject to penalties pursuant to RCW 43.06.220(5).

Signed and sealed with the official seal of the state of Washington on this 18th day of May, A.D., Two Thousand and Twenty at Olympia, Washington.

By:

/s/
Jay Inslee, Governor

BY THE GOVERNOR:

/s/
Secretary of State
Phase 2 and Phase 3 Restaurant, Tavern, Breweries, Wineries and Distilleries COVID-19 Requirements

Summary of October 6 changes:

- Alcohol service, delivery, and consumption at all establishments must end at 11:00 p.m. until Phase 4.
- In Phase 2 the maximum table size is increased to six (6) individuals and in Phase 3 the maximum table size is increased to eight (8) individuals.
- Removed the household member requirement for in-person dining.
- Other clarifications related to spacing requirements.

Restaurants, taverns, breweries, wineries and distilleries must adopt a written procedure that is at least as strict as the requirements in this document and that complies with the appropriate safety and health requirements and guidelines established by the Washington State Department of Labor & Industries and the Washington State Department of Health.

Prior to recommencing on-site services, all owners are required to develop at each establishment, a comprehensive COVID-19 exposure control, mitigation, and recovery plan which must be adhered to. A site-specific COVID-19 monitor shall be designated at each location to monitor the health of individuals and enforce the COVID-19 job site safety plan. A copy of the plan must be available at all locations and available for inspection by state and local authorities. Failure to meet this requirement may result in sanctions up to, and including, license suspension.

All Establishments

Restaurants, taverns, breweries, wineries and distilleries must ensure strict adherence to all measures established by the Governor’s guidance, the Department of Labor & Industries (L&I) Coronavirus (COVID-19) Prevention: General Requirements and Prevention Ideas for Workplaces, and the Washington State Department of Health Workplace and Employer Resources & Recommendations (DOH). All businesses are required to make their customers to use cloth face coverings when interacting with their staff.

1. Hand sanitizer should be available at entry for all staff and patrons (assuming supply availability).
2. If the establishment does not offer table service (i.e. wait staff), they must have protocols in place to ensure adequate social distancing at food and/or drink pick-up stations, and within their seating area.
3. Tables and booths must be placed a minimum of 6 feet away from adjacent tables, or there must be a physical barrier or wall separating booths or tables.
4. Alcohol service, delivery, and consumption, including beer, wine, and spirits, must end at 11:00 p.m. until Phase 4.
5. Vending and other game areas, including billiards, darts, and video games, are prohibited until Phase 4.
6. No bar area seating is permitted. This is the area with a bar table/counter where patrons sit or stand side-by-side. If an establishment has bar area seating it must be closed off to prohibit use. Counter-style seating is permitted in other areas of the establishment (indoors or outdoors). Six feet of distance is required between other tables.
7. Customers must wear a cloth face covering anytime they are not seated (while being seated or leaving, or while going to the restroom) and while they are talking at tables and not eating.

8. Single use menus or reusable menus that are sanitized after each use are required.

9. Minimize the number of staff serving any given table. It is strongly recommended that one staff person take a table’s order, bring all of their beverages/food/utensils, take their payment, etc.

10. All establishments must have implemented a plan to ensure proper physical distancing in lobby/waiting areas/payment counters.

11. Standing is prohibited in any area of establishment, except for the lobby/waiting area and then must be done while maintaining 6 feet of distance between patrons.

12. All live entertainment is prohibited.

13. For liquor licensees who want to add outdoor seating to their premises, please go to the Washington State Liquor and Cannabis Board (WSLCB) website, here, to access the Liquor Alterations Request Form. Please submit completed forms to liquoralterations@lcb.wa.gov.

14. Where feasible, establishments must keep doors and windows open where possible and utilize fans to improve ventilation. Adjust mechanical ventilation systems to bring in as much outside air as possible. Increase filters to MERV 13 if the HVAC can accommodate.

**For Restaurants**

1. Guest occupancy at restaurants must be 50% of maximum building occupancy or lower as determined by the fire code. Outdoor seating is permitted but must also be at 50% capacity. Outdoor seating does not count toward the building occupancy limit. Outdoor seating must follow all other requirements in this document.

2. In Phase 2 the maximum table size is six (6) individuals and in Phase 3 the maximum table size is eight (8) individuals.

3. For outdoor seating, a temporary structure may be used. Outdoor structures (temporary or permanent) should have no more than two walls to provide appropriate ventilation. The limitation on walls applies to both rigid and flexible walls.

4. Any condiments typically left on the table (ketchup, soy sauce, etc.) must be single-use or sanitized after each use.

5. Buffets and salad bars are permitted and must follow Department of Health guidance.

**For Taverns, Breweries, Wineries and Distilleries**

1. Indoor seating is prohibited unless the establishment provides all of the following:
   a. Provide a reasonable number of menu items such as: sandwiches, salad, soup, pizza, hamburgers, fry orders, or substantial hors d'oeuvres/appetizers.
   b. These menu items must be prepared onsite and may not be offered by a contractor.
   c. Obtain any required food service permit/license from their local jurisdiction.

2. For outdoor seating, a temporary structure may be used. Outdoor structures (temporary or permanent) should have no more than two walls to provide appropriate ventilation. The limitation on walls applies to both rigid and flexible walls.

3. Guest occupancy is limited to 50% capacity. For both indoor and outdoor seating, follow restaurant requirements (above) for table size limits.
**Safety and Health Requirements**

All restaurant, tavern, brewery, winery and distillery owners have a general obligation to maintain a safe and healthy workplace in accordance with state and federal law and safety and health rules for a variety of workplace hazards. In addition, they must comply with the following COVID-19 worksite-specific safety practices as outlined in Governor Jay Inslee’s *Safe Start* Proclamation 20-25.4, the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces, and the Washington State Department of Health Workplace and Employer Resources and Recommendations. All professional services establishments are required to post signage at the entrance to their business requiring their customers to use cloth face coverings. Employer-owners must specifically ensure operations follow the main L&I COVID-19 requirements to protect professional employee-service providers:

Employers must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer’s COVID-19 policies.
- Maintain minimum six-foot separation between all employees (and customers) in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee not working alone on the jobsite unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance.** Refer to Coronavirus Facial Covering and Mask Requirements for additional details. A cloth facial covering is described in the Department of Health guidance.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the cleaning guidelines set by the CDC to deep clean and sanitize.

A site-specific COVID-19 Supervisor shall be designated by the employer at each job site to monitor the health of employees and enforce the COVID-19 job site safety plan.

A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits.
Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances. Additional information is available at https://www.lni.wa.gov/agency/outreach/paid-sick-leave-and-coronavirus-covid-19-common-questions.

No restaurant, tavern, brewery, winery or distillery may operate until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. No reopening inspections are required prior to a restaurant reopening provided they meet and maintain all requirements in this document. All issues regarding worker safety and health are subject to enforcement action under L&I’s Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 prevention advice and help from L&I’s Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.
- General questions about how to comply with agreement practices can be submitted to the state’s Business Response Center at https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries.
- All other violations related to Proclamation 20-25 can be submitted at https://coronavirus.wa.gov/report-safe-start-violation
Phase 2 and 3 Guidelines for King County Food Establishments

September 10, 2020

Public Health – Seattle & King County thanks our licensed food establishment partners for helping reduce the spread of COVID-19. This document outlines a plan for reopening that safely increases business, protects public health and meets Phase 2 requirements. Phase 2 of the Governor’s Safe Start plan allows restaurants and taverns to open with strict safety and health measures.

Restaurants and taverns must develop and adopt a written procedure for dine-in service that meets Phase 2 guidelines listed below. The procedure must also comply with all safety and health requirements made by Public Health – Seattle & King County, Governor Jay Inslee, Washington State Department of Health, and Washington State Department of Labor & Industry. For more information, read Public Health’s COVID-19 Guidance for Restaurants and Workplaces.

A COVID-19 monitor must be designated at each job site to monitor employee health and enforce the COVID-19 safety plan.

*Written procedures do not need to be submitted to Public Health-Seattle & King County for approval, but should be available during inspections.

Dine-in Service Procedure:

1. Provide hand sanitizer for all staff and customers, if available.

2. **Bar-Area Seating** is prohibited in all phases; however, counter-style seating is permitted in other areas of the establishment (indoor and outdoor), with at least six feet separation between parties. Bar-area seating refers to a bar table/counter where patrons sit or stand side-by-side, where alcoholic drinks are typically passed from bartenders directly across the bar to patrons on the other side. No seating, standing or service across the bar is allowed at the bar counter. The bar counter area must be blocked off from use. Dining tables and seating booths are allowed in the bar area if they follow the same dining requirements in this guidance.

   **Counter-style seating** refers to an elevated surface, such as a lunch counter or sushi bar, where food may be served directly across the counter, and patrons from different parties are seated at least 6 feet apart. Staff working behind the counter must remain at least 6 feet from customers as much as possible, with only incidental closer contact.


3. Restaurants that do not have table service must have protocols that ensure adequate social distancing at food and drink pick-up stations and dining area. Table service is when servers take guests’ orders at their table and bring them their food.

4. Restaurants must have implemented a plan to ensure proper physical distancing in the lobby, waiting areas, and payment counters.
5. Standing is prohibited in any area of the establishment, except for the lobby or waiting area and then must be done while maintaining 6 feet of distance between patrons.

6. All parties and tables must have 5 guests or less. Indoor dining at the same table is limited to members of the same household. Staff should ask whether guests are from the same household. If the guests answer in the affirmative, the business has satisfied its obligation.

7. Guest occupancy must be 50% of maximum building occupancy or lower as determined by the local Fire Marshall. Outdoor seating is allowed but must also be at 50% capacity. Outdoor seating does not count toward the building occupancy limit. Outdoor seating must follow all other requirements in this document.

- An outdoor seating permit may be required for expanding or creating a new outdoor seating area on private property or public right-of-way. Obtain the appropriate outdoor seating permit from your local municipality if you are expanding or creating new outdoor seating.
- Physical distancing of more than six feet between chairs of adjacent outdoor tables should be maintained in all sides and at all times and also use only 50% of seating capacity allowed and approved by your local municipality.
- Food establishments that share common walls with adjacent restaurants need to set up their outdoor seating so that they are more than six feet apart or separated by a physical barrier. Physical barriers may be needed in other areas as well to maintain separation from public right-of-ways and other public areas. Please consult with your local municipality on what types of physical barriers are allowed.
- For liquor licensees who want to add outdoor seating to their premises, please go to the Washington State Liquor and Cannabis Board (WSLCB) website to access the Liquor Alterations Request Form. Please submit forms to liquoralterations@lcb.wa.gov.

8. Tables must be far enough apart so that guests are a minimum of 6 feet away from others while seated. A physical barrier or wall separating booths or tables is acceptable.

9. Customers are REQUIRED to wear a face covering anytime they are not seated at the table and eating, with exemptions. Businesses must not allow customers to enter or conduct business unless the customer is wearing a face covering. Customers who cannot wear a face covering for medical reasons should be offered other options, such as curbside service or delivery. Face coverings must be worn by every employee not working alone. Learn more here.

10. Buffets and salad bars and other self-serve food and beverage dispensing service are allowed with the following restrictions:

- Physical distancing of 6 feet between customers, with floor markings
- Hourly utensil replacement or wash/rinse/sanitize
- Staff monitoring to ensure these requirements are met
- Sneeze guard-type covers for open foods
- Provide hand sanitizer for customers at the beginning AND end of the salad bar/buffet
- Signage as a reminder of physical distancing, face coverings, hand sanitizer use, staying home with symptoms, no reuse of utensils or plates
• When catering for approved events, these same guidelines apply
• For any type of self-serve food or beverage dispensing machines, bins or containers, touch points such as handles should be sanitized hourly and washed/rinsed/sanitized at least every 4 hours
• Wrapped single service utensils, such as straws, flatware and stir sticks are highly recommended for self-service use

11. Currently, wedding and funeral receptions are not allowed during this phase. Catering is limited by restrictions placed on events and gatherings. During Phase 2, gatherings are limited to 5 people from different households. During Phase 3, gatherings are limited to 10 people. Please see guidance from the Governor’s office regarding restrictions on gatherings.

12. Maintain a daily log of all guests that voluntarily provide contact information, including customer names, phone/email, and time/date they were in the facility. Maintain the log for 30 days to help with contact tracing. For more information see:
   • Governor’s Customer Log Memo
   • Customer Log Template

13. Minimize the number of staff serving a table. One staff person should take a table’s order, bring their beverages, food, and utensils, and take their payment.

14. Provide a menu using one of the following options; 1) single-use disposable menu, 2) electronic, chalk board, or white board menu, 3) an app service or website for viewing on customer’s personal device, 4) reusable menus are now allowed when sanitized after each use.

15. Any condiments typically left on the table (such as ketchup or soy sauce) must be single-use or sanitized after each use.

16. All alcohol sales, service and consumption for on premises consumption must be discontinued by 10 PM. (This does not apply to hotel room service, or to-go sales for businesses normally approved for this type of service.)

17. All live music and entertainment is prohibited during Phase 2 and Phase 3. See this memo for additional information.

18. Vending and other game areas, including billiards, darts and video games are prohibited.

For Taverns, Breweries, Wineries and Distilleries (Per Liquor & Cannabis Board permits):

1. Indoor seating is prohibited unless the establishment provides all of the following:
   a. Provide no fewer than 3 menu items such as: sandwiches, salads, soups, pizza, hamburgers, fry orders, or substantial hors d’oeuvre/appetizers.
   b. Obtain required approval, upgraded permits, or plan review from Public Health before changing the menu.
For additional information, please refer to Guidance for Liquor & Cannabis Licensees, related to food service and indoor seating requirements.

2. For outdoor seating, a temporary structure may be used. Outdoor structures (temporary or permanent) should have no more than two walls to provide appropriate ventilation. The limitation on walls applies to both rigid and flexible walls.

3. Guest occupancy is limited to 50% capacity. All parties and tables must be limited to five guests or less. Indoor guests must be members of the same household.

**Employee Safety and Health:**

Employers must follow the Washington State Department of Labor & Industry COVID-19 requirements to protect workers:

1. Educate workers about coronavirus and how to prevent spread of disease. Workers should also know the employer’s COVID-19 policies. This should happen in the language workers understand best.

2. Always maintain at least six feet of separation between all employees and customers. If physical distancing is not possible for a specific task, use other prevention measures: use physical barriers, limit the number of people in narrow or enclosed areas, stagger breaks and work shift starts so fewer people are working at the same time.

3. Provide personal protective equipment (PPE) such as gloves, goggles, face shields and facemasks as appropriate to employees for the work activity.

4. Employees must be screened for COVID-19 symptoms before each shift begins. Ask workers if they have any of these symptoms that cannot be attributed to another condition: Fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion, nausea or vomiting, diarrhea. If they have any of these symptoms, they need to stay home. Have them contact their physician for possible testing or learn about free testing at: www.kingcounty.gov/covid/testing.

**Customer Safety and Health:**

Restaurants and taverns must take steps to make sure that customers understand and practice behaviors that will help minimize the spread of COVID-19.

1. Place signs at the entrance to encourage customers to: 1) stay home if ill or having COVID-19 symptoms, 2) wear a face covering unless eating, 3) use hand sanitizer upon entering building, 4) stay six feet away from others at all times.

2. Ensure restrooms are supplied with warm water, soap, and single-use towels for handwashing.
3. Frequently clean and disinfect common surfaces in dining areas and restrooms.

For more information:

The Governor’s [Phase 2 and Phase 3 Restaurant, Tavern, Breweries, Wineries and Distilleries COVID-19 Requirements](#), updated 7/31/20

The Governor’s July 28, 2020 [Memo update on Restaurants, bars, etc.; entertainment, gatherings, etc.](#)
Phase 2 Limited In-Store Retail Operations
COVID-19 Requirements

**Phase II:** The retail establishment must adopt a written procedure for in-store retail activity that is at least as strict as the Phase 2 safety requirements below.

**Requirements Specific to In-Store Retail Operations**

1. **Arrange contactless pay options, pickup, and/or delivery of goods wherever possible.**

2. **Customer Traffic Management**
   a. Guest occupancy must be 30% of maximum building occupancy or lower as determined by the fire code. This limit does not include employees in the calculation.
   b. Place distance markers outside of the facility in order to maintain six-foot physical distancing requirements for customers waiting to enter. Assign employees to assist and monitor customers waiting to enter.
   c. Arrange the flow of customers to eliminate choke points and reduce crowding. Mark high traffic areas with six-foot markers to maintain physical distancing requirements.
   d. Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on face coverings.
   e. Place distance markers in check-out lines in order to maintain six-foot physical distancing requirements for customers waiting to check out.
   f. Ensure minimum six-foot physical distancing requirements are maintained between customers, cashiers, baggers, and other staff except when collecting payments and/or exchanging goods. Sneeze guards or other barriers should be placed throughout the retail establishment at all fixed places of potential interaction between employees that could be less than 6 feet.
   g. When possible, establish hours of operation that permit access solely to high-risk individuals as defined by the CDC.

3. **Sanitation**
   a. Frequently sanitize additional high-touch areas including customer restrooms, fitting rooms, doors, check-out counters, and other areas like shopping cart handles.
   b. Ensure operating hours allow downtime between shifts for thorough cleaning.
   c. Ensure that employee including handhelds/wearables, scanners, radios, or other work tools and equipment are properly cleaned before and after use.

4. **Fitting Rooms**
   a. If and when they are being utilized during in-store operations, fitting rooms should be cleaned with appropriate disinfecting supplies after each new customer use by an employee wearing proper protective equipment.
   b. Any items used by customers in a fitting room and not purchased should be removed from active inventory on the sales floor and stored for a no less than 24 hours.
5. Any in-store sit-down food and beverage services must follow all of the Phase 2 restaurant requirements.

6. Malls and Other Shopping Centers
   a. Apply aforementioned in-store customer traffic management and sanitation guidance as it relates to additional customer common areas in all facilities.
   b. Ensure all tenants adhere to curbside and/or in-store retail guidance.

**Safety and Health Requirements**

All businesses operating during Phase 2 have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces and the Washington State Department of Health Workplace and Employer Resources & Recommendations at [https://www.doh.wa.gov/Coronavirus/workplace](https://www.doh.wa.gov/Coronavirus/workplace). All businesses are required to post signage at the entrance to their business to strongly encourage their customers to use cloth face coverings when in store with their staff.

Employers must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer’s COVID-19 policies.
- Maintain minimum six-foot separation between all employees (and customers) in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee not working alone on the jobsite unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance.** Refer to [Coronavirus Facial Covering and Mask Requirements](https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf) for additional details. A cloth facial covering is described in the Department of Health guidance, [https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf](https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf).
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the [cleaning guidelines set by the CDC](https://www.cdc.gov/coronavirus/2019-ncov/prevention-preparedness/guidelines.html) to deep clean and sanitize.

A site-specific COVID-19 Supervisor shall be designated by the employer at each job site to
monitor the health of employees and enforce the COVID-19 job site safety plan.

A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.

No in store retail establishment may operate until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.

All issues regarding worker safety and health are subject to enforcement action under L&I’s Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 prevention advice and help from L&I’s Division of Occupational Safety and Health (DOSH).

- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.

- General questions about how to comply with the agreement practices can be submitted to the state’s Business Response Center at https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5.

Phase 2 Personal Services
COVID-19 Requirements

**Phase 2:** The personal services establishments must adopt a written procedure for personal services activity that is at least as strict as the Phase 2 safety requirements below.

**Covered Facilities**

Personal service providers covered in these operational guidelines including Cosmetologists, Hairstylists, Barbers, Estheticians, Master Estheticians, Manicurists, Nail Salon Workers, Electrologists, Permanent Makeup Artists, Tattoo Artists, Cosmetology Schools and Esthetics Schools. These employer-owners may contract with employee-service providers to provide these personal services. These personal service providers must be able to comply with the following guidelines before re-opening.

**Safety and Health Requirements**

All personal service businesses have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces and the Washington State Department of Health Workplace and Employer Resources & Recommendations at [https://www.doh.wa.gov/Coronavirus/workplace](https://www.doh.wa.gov/Coronavirus/workplace). All businesses are required to post signage at the entrance to their business to strongly encourage their customers to use cloth face coverings when in store with their staff.

These services are typically offered in a salon and spa environment that is owned and managed by an individual, a group of individuals or a corporation. These employer-owners may contract with employee-service providers to provide these personal services.

Employer-owners must specifically ensure operations follow the main L&I COVID-19 requirements to protect employee-service providers and clients:

- Educate employee-service providers in the language they understand best about coronavirus, how to prevent transmission and the owner's COVID-19 policies.
- Maintain minimum six-foot separation between employee-service providers and clients in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimization of service providers or clients in narrow, enclosed areas and waiting rooms, staggered breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. Require employee-service providers to use personal protective equipment (PPE) such as gloves, gowns, capes, goggles, face shields and facemasks as appropriate or required for the activity being performed. **Cloth facial coverings must be worn by every individual not working alone at the location unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance.** Personal service providers should review the Labor & Industries safety and health rules and guidance carefully to determine the appropriate personal protective equipment requirements. Refer to [Coronavirus Facial](https://www.doh.wa.gov/Coronavirus/workplace).

- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use single use disposable gloves, where safe and applicable, to prevent transmission on tools and items that are shared, and discard after a single use.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched services.
- Screen employee-service providers for signs/symptoms of COVID-19 at start of shift. Make sure sick employee-service providers stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee-service provider with probable or confirmed COVID-19 illness worked, touched surfaces, etc., until the area and equipment is cleaned and disinfected. Follow the cleaning guidelines set by the CDC to deep clean and disinfect.
- Service providers must follow their specific association standards to maintain health standards for owners, service providers and clients.

A site-specific COVID-19 Supervisor shall be designated by the employer-owner at each business to monitor the health of employee-service providers and enforce the COVID-19 safety plan.

An employee-service provider may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for the employer-owner to take adverse action against an employee-service provider who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employee-service providers who choose to remove themselves from a location because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employer-owners must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employee-service providers may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.

All personal service businesses are required to comply with the following COVID-19 facility-specific safety practices:

Below is a list of additional practices for employer-owners and employee-personal service providers to follow in order to provide a safe back to work environment for themselves and clients.

1. Authorized access to the business should primarily be through the front door. Other access points should be kept closed and locked.
2. Client occupancy should be kept at 50% or lower, with the exception of one to one service in an enclosed room.
3. Prior to reopening, all personal service businesses are required to develop and post at each location a comprehensive COVID-19 exposure control, mitigation and recovery plan. The plan must include policies regarding the following control measures: PPE utilization; on-location physical distancing; hygiene; sanitation; symptom monitoring; incident reporting; location disinfection procedures;
COVID-19 safety training; exposure response procedures and a post-exposure incident project-wide recovery plan. A copy of the plan must be available at the location during personal service activities, and available for inspection by state and local authorities. Failure to meet posting requirements will result in sanctions, including the location being shut down.

4. COVID-19 safety information and requirements, such as CDC, DOH, OSHA posters and the employer-owner written policies for COVID-19, shall be visibly posted at each location.

5. Soap and running water shall be abundantly provided at all personal service businesses for frequent handwashing. Employee-service providers should be encouraged to leave their workstations to wash their hands regularly, before and after going to the bathroom, before and after eating and after coughing, sneezing or blowing their nose. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol can also be used but are not a replacement for the water requirement.

6. In areas visible to all workers, post required hygienic practices which include:
   - Not touching the face with unwashed hands or with gloves;
   - Washing hands often with soap and water for at least 20 seconds;
   - Using hand sanitizer with at least 60% alcohol;
   - Cleaning and disinfecting frequently-touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, doors and doorknobs; and
   - Covering the mouth and nose when coughing or sneezing as well as other hygienic recommendations by the U.S. Centers for Disease Control (CDC).

7. All linens, towels, drapes, smocks, etc., must be laundered in accordance with WAC 308-20-110, if applicable.

8. Disinfectants must be available to employee-service providers and clients throughout the workplace and ensure cleaning supplies are frequently replenished.

9. Clean and disinfect high-touch surfaces after each use, including reception area, personal work stations, mirrors, chairs, headrests and armrests, dryers, shampoo bowls, hand tools, other equipment, handrails, restrooms and breakrooms, using soapy water, followed by the appropriate disinfectants. Porous and soft surface tools cannot be disinfected and must be used once and then discarded.

10. Shampoo bowl etiquette includes covering the face of the client with a towel while shampooing to protect their mouth, nose and eyes.

11. If these areas cannot be cleaned and disinfected frequently, the personal service business shall be shut down until such measures can be achieved and maintained.

12. Any personal service businesses must adhere to social distancing requirements and have 6’ of space between booths/stations or have physical barriers between them.

13. Human-machine interfaces such as keyboards, buttons, etc., must be sanitized and disinfected between users. Standard tools like brooms, mops and vacuums need to be sanitized and disinfected
after each use, especially between two separate users.

14. Develop a protocol for any physical sign-off requirements to avoid close contact and limit the common use of writing instruments. If used, writing instruments should be sanitized and disinfected after each use.

15. To the degree possible, assign employees to small groups and assign them to designated separate bathrooms and breakrooms. In order to obtain social distancing, stagger days, shifts, shift changes, breaks and meals to avoid group. Provide additional break seating as needed with greater distancing, outside if possible.

16. Increase ventilation rates where feasible. Evaluate ventilation and utilize U.V. filters with a higher MERV rating.

17. Ensure that tissues and trash cans are placed throughout the business

18. When making personal service appointments, advise clients of new requirements:
   - Client must self-screen for signs and symptoms of COVID-19 before arriving at the service provider location.
   - Clients should not plan on bringing other guests with them, unless they are bringing children younger than 16 for an appointment.
   - Clients should advise personal service providers via call, email or text that they have arrived at the location for the appointment, and are waiting for instructions to enter.
   - Clients should put on a facemask prior to leaving the vehicle, and they should be prepared to wash their hands for at least 20 seconds prior to starting their service.
   - The service provider will wear a clean cape or gown, as well as providing each client with a clean cape or gown. They must be laundered as noted above, or be disposable and thrown away after a single use.
   - Payments for service should be through credit or debit cards or a touchless system to reduce the handling of cash.

19. For walk-in appointments, the employer-owner must post a notice on the front door or window regarding access to the facility. The notice should include the phone number that the guest should call to determine availability of services. If service is available at the time, the walk-up guest will need to answer questions regarding COVID-19 exposure and current health, and put on a mask before entering the location.

**Sick Employee Plan:**

20. Screen all employee-service providers at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches or new loss of taste or smell.

21. Ask employee-service provider to take their temperature at home prior to arriving at the business, or take their temperature when they arrive. Thermometers used at the business shall be ‘no touch’ or ‘no contact’ to the greatest extent possible. If a ‘no touch’ or ‘no contact’ thermometer is not
available, the thermometer must be properly sanitized and disinfected between each use. Any employee-service provider with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

22. Create policies which encourage employee-service providers to stay home or leave the location when experiencing symptoms or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer-owner.

23. Have employee-service providers inform their supervisors if they have a sick household member at home diagnosed with COVID-19. If an employee-service provider has a household member sick with COVID-19, that employee-service provider must follow the isolation/quarantine requirements as established by the State Department of Health.

24. Instruct employee-service providers to report to their employer-owner if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the employee-service provider should immediately report such and be sent home. If symptoms develop while the employee-service provider is not working, the employee-service provider should not return to work until they have been evaluated by a healthcare provider.

25. If an employee-service provider is confirmed to have COVID-19 infection, employer-owner should inform employee-service providers determined to have been in close contact of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer-owner should instruct fellow employee-service providers about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

26. If an employee-service provider reports feeling sick and goes home, the area where that person worked should be immediately disinfected.

Training:

27. All on-site employee-service providers must be trained on the businesses’ policies, these requirements and all relevant sanitization/disinfection and social distancing protocols. Current and new employee-service providers must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, human resources or COVID site supervisor.

All personal service businesses must meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted as appropriate.

All issues regarding worker safety and health are subject to enforcement action under L&I’s Division of Occupational Safety and Health (DOSH).
• Employers can request COVID-19 prevention advice and help from L&I’s Division of Occupational Safety and Health (DOSH).

• Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.

• General questions about how to comply with the agreement practices can be submitted to the state’s Business Response Center at https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5.

• All other violations related to Proclamation 20-25 can be submitted at https://bit.ly/covid-compliance.
Phase 2 Professional Services
COVID-19 Requirements

**Phase 2:** The professional services establishments must adopt a written procedure for professional services activity that is at least as strict as the Phase 2 safety requirements below.

**Covered Facilities**

A professional service provider is defined as an office-based occupation that typically serves a client base. This includes but is not limited to: accountants, architects, attorneys, engineers, financial advisors, information technologists, insurance agents, tax preparers, and other professional service occupations. These employer-owners may contract with employee-service providers to provide these professional services. These professional service providers must be able to comply with the following guidelines before operating.

**Safety and Health Requirements**

All professional service establishments have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces and the Washington State Department of Health Workplace and Employer Resources & Recommendations at [https://www.doh.wa.gov/Coronavirus/workplace](https://www.doh.wa.gov/Coronavirus/workplace). All businesses are required to post signage at the entrance to their business to strongly encourage their customers to use cloth face coverings when in store with their staff.

They must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

Employer-owners must specifically ensure operations follow the main L&I COVID-19 requirements to protect employee-service providers and clients:

- Educate employee-service providers in the language they understand best about coronavirus, how to prevent transmission and the owner’s COVID-19 policies.
- Maintain minimum six-foot separation between employee-service providers and clients in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimization of service providers or clients in narrow, enclosed areas and waiting rooms, staggered breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. Require employee-service providers to have personal protective equipment (PPE) such as gloves, gowns, capes, goggles, face shields and facemasks as appropriate or required for the activity being performed. Cloth facial coverings must be worn by every individual not working alone at the location unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance. Refer to [Coronavirus Facial Covering and Mask Requirements](https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf) for additional details. A cloth facial covering is described in the Department of Health guidance, [https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf](https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf).
• Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use single use disposable gloves, where safe and applicable, to prevent transmission on tools and items that are shared, and discard after a single use.
• Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
• Screen employee-service providers for signs/symptoms of COVID-19 at start of shift. Make sure sick employee-service providers stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee-service provider with probable or confirmed COVID-19 illness worked, touched surfaces, etc., until the area and equipment is cleaned and disinfected. Follow the cleaning guidelines set by the CDC to deep clean and disinfect.

A site-specific COVID-19 Supervisor shall be designated by the employer-owner at each business to monitor the health of employee-service providers and enforce the COVID-19 safety plan.

An employee-service provider may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for the employer-owner to take adverse action against an employee-service provider who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employee-service providers who choose to remove themselves from a location because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employer-owners must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employee-service providers may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, to available employer-granted accrued leave depending on the circumstances.

**All professional service businesses are required to comply with the following COVID-19 facility-specific safety practices:**

Below is a list of additional practices for employer-owners and employee-personal service providers to follow in order to provide a safe back to work environment for themselves and clients.

1. Prior to reopening, all professional service businesses are required to develop and post at each location a comprehensive COVID-19 exposure control, mitigation and recovery plan. The plan must include policies regarding the following control measures: PPE utilization; on-location physical distancing; hygiene; sanitation; symptom monitoring; incident reporting; location disinfection procedures; COVID-19 safety training; exposure response procedures and a post-exposure incident project-wide recovery plan. A copy of the plan must be available at the location and available for inspection by state and local authorities. Failure to meet posting requirements will result in sanctions, including the location being shut down.

2. COVID-19 safety information and requirements, such as CDC, DOH, OSHA posters and the employer-owner written policies for COVID-19, shall be visibly posted at each location.
3. Service providers must follow their specific association standards to maintain health standards for owners, service providers and clients.

4. Authorized access to the business should primarily be through the front door.

5. Minimize the number of persons waiting in the waiting area.

6. Arrange furniture to encourage social distancing, with at least six feet between individual seats.

7. Identify and control “choke points” and “high-risk areas” at locations where employees or clients may typically congregate so that social distancing is always maintained. Consider relocating from small areas into larger rooms to accommodate more room for social distancing.

8. Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use single use disposable gloves, where safe and applicable, to prevent transmission on equipment and items that are shared, and discard after a single use.

9. Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.

10. Keep guest occupancy at 50% of maximum building occupancy or lower, with the exception of one to one service in a fully enclosed service room.

11. Tissues and trash cans must be made available throughout the worksite.

12. Restrict access where unauthorized visitors may enter, most specifically “back of the house” doors and entry points.

13. The employer must increase frequency of HVAC system filter changing.

14. Ensure restrooms are frequently cleaned and appropriately disinfected throughout the day.

15. Face shields or sneeze guards should be placed throughout the worksite at all places of potential interaction between service providers and clients.

16. Post a notice for walk-up guests regarding access to the facility. The notice should include the phone number that the guest should call to determine availability of services. If service is available at the time, the walk-up guest would be allowed access, but the guest will need to answer questions regarding COVID-19 exposure and current health.

17. Gatherings of any size must be prevented by taking breaks, performing activities and lunch in shifts. Any time two or more persons must meet, ensure minimum 6-feet of separation.

18. No more than one person per vehicle for any necessary travel that aren’t part of the same household.
19. Soap and running water shall be abundantly provided at all locations for frequent handwashing. Employees should be encouraged to leave their workstations to wash their hands regularly, before and after all client interactions, before and after going to the bathroom, before and after eating and after coughing, sneezing, or blowing their nose.

20. Hand sanitizer with at least 60% alcohol must be available and distributed throughout the facility. Increase the number of hand sanitizing stations throughout the facility. Ensure cleaning supplies are frequently replenished. Ensure supplies are available in company vehicles as well.

21. Post, in areas visible to all employees and clients, required hygienic practices, including not to touch face with unwashed hands or with gloves; washing hands often with soap and water for at least 20 seconds; use hand sanitizer with at least 60% alcohol; cleaning and disinfecting frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs; covering the mouth and nose when coughing or sneezing as well as other hygienic recommendations by the U.S. Centers for Disease Control (CDC).

22. Frequently clean and disinfect high-touch surfaces at locations and in offices, such as shared tools, machines, vehicles and other equipment, handrails, doorknobs, and restrooms. Sanitation workers disinfecting these areas must be provided appropriate personal protective equipment (PPE) for these work tasks and trained on work expectations. If these areas cannot be cleaned and disinfected frequently, these locations shall be shut down until such measures can be achieved and maintained.

**Sick Employee Plan:**

23. Screen all employee-service providers at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches or new loss of taste or smell.

24. Ask employee-service provider to take their temperature at home prior to arriving at the business, or take their temperature when they arrive. Thermometers used at the business shall be ‘no touch’ or ‘no contact’ to the greatest extent possible. If a ‘no touch’ or ‘no contact’ thermometer is not available, the thermometer must be properly sanitized and disinfected between each use. Any employee-service provider with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

25. Create policies which encourage employee-service providers to stay home or leave the location when experiencing symptoms or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer-owner.

26. Have employee-service providers inform their supervisors if they have a sick household member at home diagnosed with COVID-19. If an employee-service provider has a household member sick with COVID-19, that employee-service provider must follow the isolation/quarantine requirements as established by the State Department of Health.

27. Instruct employee-service providers to report to their employer-owner if they develop symptoms of
COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the employee-service provider should immediately report such and be sent home. If symptoms develop while the employee-service provider is not working, the employee-service provider should not return to work until they have been evaluated by a healthcare provider.

28. If an employee-service provider is confirmed to have COVID-19 infection, employer-owner should inform employee-service providers determined to have been in close contact of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer-owner should instruct fellow employee-service providers about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

Training:

29. All on-site employee-service providers must be trained on the businesses’ policies, these requirements and all relevant sanitization/disinfection and social distancing protocols. Current and new employee-service providers must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, human resources or COVID site supervisor.

All professional services businesses must meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply.

All issues regarding worker safety and health are subject to enforcement action under L&I’s Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 prevention advice and help from L&I’s Division of Occupational Safety and Health (DOSH).

- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.

- General questions about how to comply with the agreement practices can be submitted to the state’s Business Response Center at https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5.

Phase 2 and 3 Library Services
COVID-19 Requirements

Phase 2 and 3: All public libraries, public library systems, institutional & governmental libraries, and libraries at institutions of higher education are permitted to provide limited services to customers in-person. However, in general libraries should continue to facilitate services through the mail or via curbside pick-up where possible to limit interaction between staff and customers within enclosed space. Libraries should continue to utilize the Phase 2 Curbside Guidance where applicable.

1. Prior to reopening any operations, libraries are required to develop a comprehensive COVID-19 exposure control, mitigation, and recovery plan that at least conforms to the requirements of this document. The plan must include policies regarding the following control measures: customer traffic management; PPE utilization; on-location physical distancing; no-contact material returns; hygiene; sanitation; symptom monitoring; incident reporting; disinfection procedures; COVID-19 safety training; exposure response procedures and a post-exposure incident project-wide recovery plan. A copy of the plan must be available at the location for inspection by state and local authorities. Failure to meet planning requirements may result in sanctions, including forced closure of the location.

In-person Library Operations Specific Requirements:

2. In order to open to any in-person services, libraries must require customers to wear a cloth face covering at all times while present within the facility.

3. Customer Traffic Management
   a. Phase 2: Guest occupancy must be 25% of maximum building occupancy or lower as determined by the fire code. This limit does not include employees in the calculation.
   b. Phase 3: Guest occupancy must be 50% of maximum building occupancy or lower as determined by the fire code. This limit does not include employees in the calculation.
   c. Place distance markers outside of the library in order to maintain six-foot physical distancing requirements for customers waiting to enter. Assign employees to assist and monitor customers waiting to enter if necessary.
   d. Arrange the flow of customers to eliminate choke points and reduce crowding. Mark high traffic areas with six-foot markers to maintain physical distancing requirements.
   e. Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on facial coverings.
   f. Reduce or eliminate the use of in-person check-out processes wherever possible. Where they are still necessary, place distance markers in check-out lines in order to maintain six-foot physical distancing requirements for customers waiting to check out materials.
   g. Ensure minimum six-foot physical distancing requirements are maintained between customers and staff, except when exchanging materials. Sneeze guards or other barriers should be placed throughout the facility at all fixed places of potential interaction between customers and employees that could be less than 6 feet.
   h. Where possible, establish hours of operation that permit access solely to high-risk individuals as defined by the CDC.
4. Sanitation
   a. Ensure operating hours allow downtime between shifts for thorough cleaning.
   b. Employees should be encouraged to regularly wash their hands, and must do so before and after using the restroom, eating, or engaging in any activity that involves exposing their hands to other bodily fluids (i.e. coughing, sneezing, blowing nose, etc.)
   c. Libraries must provide disinfectant and sanitation products for employees to clean their workspace, equipment, tools, and common areas. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol must be provided and utilized, but should not supplant regular hand-washing.
   d. Frequent sanitation of surfaces should occur, particularly in high-traffic areas such as restrooms, computer stations, doors, and check-out counters amongst others.
   e. Where feasible, libraries must keep doors and windows open where possible and utilize fans to improve ventilation. Adjust mechanical ventilation systems to bring in as much outside air as possible. Increase filters to MERV 13 if the HVAC can accommodate.

5. Group spaces and public meeting spaces
   a. Generally, libraries are discouraged from allowing the use of group meeting or study spaces by customers. However, at the discretion of the appointed building-specific COVID-19 Supervisor, libraries may allow patrons to utilize these spaces under certain conditions.
   b. Must limit to 5 patrons or less per grouping.
   c. Groups or individual patrons must be far enough apart when measured from occupied space to occupied space, to ensure patrons are a minimum of six feet away from patrons in adjacent space, or there must be a physical barrier or wall separating patrons.
   d. Clean and sanitize any group or public space after each use by patrons, and must ensure a reasonable amount of time passes before allowing subsequent groups or individual patrons to access the space.

6. Computer terminals/stations
   a. If, at the discretion of the appointed building-specific COVID-19 Supervisor, a library chooses to allow customers to access public computer terminals, certain protocols must be followed. Best practice includes the use of an automated reservation system, and use of coverings for screens, keyboards, mouse, and other high-contact areas, but is not required.
   b. Patrons must be far enough apart, when measured from station to station, to ensure a minimum of six feet separation from patrons in adjacent space, or there must be a physical barrier or wall separating.
   c. Clean and sanitize each station after each use, and ensure a reasonable amount of time passes before allowing subsequent access.
   d. Limit patrons’ access to an appropriate amount of time based on number of available spaces, and customer demand, with appropriate time in-between scheduled appointments.

7. Returns
   a. Libraries should continue to utilize no-contact return procedures developed under the Phase 2 Curbside Guidance where possible. Any in-person returns should follow protocols to limit potential staff exposure including:
Requiring returned items to be sealed, stored, and quarantined for **24 hours** before allowing them to return to active inventory for redistribution. Staff who are processing materials as they are returned must wash hands immediately after processing the returned materials.

Employees who process returned items need proper PPE.

8. Library staff must develop individualized library guidelines based on materials offered, library footprint, location, and other local conditions.

In addition to the above, libraries facilitating in-person services should continue to enforce the specific health protocols (8-9), sick employee plan (10-15), and training requirements (16) outlined in the **Phase 2 Curbside Guidance**.

**Safety and Health Requirements**

All libraries and library systems have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 organization-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, the Governor’s “Safe Start” Proclamation 20-25.4, and in accordance with the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces and the Washington State Department of Health Workplace and Employer Resources & Recommendations at [https://www.doh.wa.gov/Coronavirus/workplace](https://www.doh.wa.gov/Coronavirus/workplace).

All libraries must specifically ensure operations follow the main L&I COVID-19 requirements to protect employees and customers:

- Educate all employees in the language in which they are most proficient about coronavirus, how to prevent transmission, and the library’s COVID-19 policies.

- **Maintain minimum six-foot separation between employees and library patrons in all interactions at all times.** When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as the use of barriers, minimizing the number of employees in narrow or enclosed areas, staggered breaks, and work shift starts.

- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. Cloth facial coverings must be worn by every employee within the facility unless their exposure dictates a higher level of protection under Department of Labor and Industries safety and health rules and guidance. Refer to Coronavirus Facial Covering and Mask Requirements for additional details. A cloth facial covering is described in the Department of Health guidance.

- All libraries are strongly encouraged to require customers to use cloth face coverings when interacting with staff.

- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on items that are shared.

- Hand sanitizer should be available at entry for all staff and customers (assuming supply availability.

- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.

- Screen employees for signs/symptoms of COVID-19 at the start of every shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc.,
until the area and equipment is cleaned and disinfected. Follow the cleaning guidelines set by the CDC to deep clean and disinfect.

A building-specific COVID-19 Supervisor shall be designated by each library to monitor the health of employees and enforce the library’s COVID-19 safety plan.

An employee may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for the employer to take adverse action against an employee who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances. Additional information is available at https://www.lni.wa.gov/agency/outreach/paid-sick-leave-and-coronavirus-covid-19-common-questions.

No public libraries or library systems may operate curbside services until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.

All issues regarding worker safety and health are subject to enforcement action under L&I’s Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 prevention advice and help from L&I’s Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via email to adag235@lni.wa.gov.
- General questions about how to comply with the agreement practices can be submitted to the state’s Business Response Center at https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries.
- Disclaimer: Health and safety plans created under this guidance do not need approval or review from local government before reopening. Should additional clarity be needed or for questions, please contact L&I DOSH Safety Call Center: (1-800-423-7233) or via email to adag235@lni.wa.gov.
Phase 2 Curbside Library Services  
COVID-19 Requirements

**Phase 2:** All public libraries, public library systems, institutional & governmental libraries, and libraries at institutions of higher education are permitted to provide limited services to customers by supplying items through the mail, or via curbside pick-up. In-person services other than limited curbside pick-up are not permitted and libraries should remain closed to the public under Phase 2.

**Safety and Health Requirements**

All libraries and library systems have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 organization-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, the Governor’s “Safe Start” Proclamation 20-25.4, and in accordance with the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces and the Washington State Department of Health Workplace and Employer Resources & Recommendations at [https://www.doh.wa.gov/Coronavirus/workplace](https://www.doh.wa.gov/Coronavirus/workplace).

All libraries must specifically ensure operations follow the main L&I COVID-19 requirements to protect employees and customers:

- Educate all employees in the language in which they are most proficient about coronavirus, how to prevent transmission, and the library’s COVID-19 policies.

- **Maintain minimum six-foot separation between employees and library patrons in all interactions at all times.** When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as the use of barriers, minimizing the number of employees in narrow or enclosed areas, staggered breaks, and work shift starts.

- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee within the facility unless their exposure dictates a higher level of protection under Department of Labor and Industries safety and health rules and guidance.** Refer to Coronavirus Facial Covering and Mask Requirements for additional details. A cloth facial covering is described in the Department of Health guidance, [https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf](https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf).

- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on items that are shared.

- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.

- Screen employees for signs/symptoms of COVID-19 at the start of every shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc., until the area and equipment is cleaned and disinfected. Follow the cleaning guidelines set by the CDC to deep clean and disinfect.

- Post a sign strongly encouraging customers to wear cloth facial coverings, and prominently display it at the entrance to the business so that it is immediately noticeable to all customers entering the store. Employers are encouraged to require customers to wear cloth facial coverings, in order to protect their employees.
A building-specific COVID-19 Supervisor shall be designated by each library to monitor the health of employees and enforce the library’s COVID-19 safety plan.

An employee may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for the employer to take adverse action against an employee who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances. Additional information is available at https://www.lni.wa.gov/agency/outreach/paid-sick-leave-and-coronavirus-covid-19-common-questions.

1. Prior to reopening operations for mail and curbside pickup, libraries are required to develop a comprehensive COVID-19 exposure control, mitigation, and recovery plan that conforms to the requirements of this document. The plan must include policies regarding the following control measures: PPE utilization; on-location physical distancing; no-contact material returns; hygiene; sanitation; symptom monitoring; incident reporting; disinfection procedures; COVID-19 safety training; exposure response procedures and a post-exposure incident project-wide recovery plan. A copy of the plan must be available at the location for inspection by state and local authorities. Failure to meet planning requirements may result in sanctions, including forced closure of the location.

**Curbside Library Operations Specific Requirements:**

2. Indoor operations should be limited to those employees who are responsible for the tasks required to facilitate mail or curbside delivery. Employees should adhere to all social distancing, hygiene, and sanitation guidelines.

3. Interactions with library patrons may be handled through multiple channels, including by phone, over the internet, or at the point of pick-up provided that employees maintain safe distance.

4. Designated employees will deliver materials directly to the library patron through curbside drop-off. Library patrons will notify staff by text message, email, phone, or other method once they arrive. If feasible, the patron should be asked to remain in their vehicle until staff safely deliver the requested materials.
   a. Physical materials may be placed directly into a library patron’s vehicle. If not feasible, an outdoor pickup area may be established provided that patrons and library staff maintain at least six feet of separation and all other hygiene and sanitation protocols are followed.
   b. All delivery tools (i.e. delivery carts, dollies, etc.) shall be sanitized frequently throughout the day.
   c. Library patrons are urged to use face coverings during delivery to the curb, residence, or business.
   d. Libraries must use electronic or other ‘no contact’ methods to identify patrons and track borrowed materials.

5. In the case of libraries that share space with other entities permitted to conduct curbside drop-off (i.e. retail establishments), designated pickup areas may be coordinated and specified for each
individual entity. Libraries not sharing space with other entities may independently offer curbside delivery options.

a. Drop-off areas may be color-coded or marked in a manner that allows members of the public to easily locate the delivery area.

6. Returns

a. Libraries must develop or modify ‘no contact’ return policies to establish procedures for processing, handling, and disinfecting returned items such as:
   i. Requiring returned items to be sealed, stored, and quarantined for 24 hours before allowing them to return to active inventory for redistribution. Staff who are processing materials as they are returned must wash hands immediately after processing the returned materials.
   ii. Employees who process returned items need proper PPE.

7. Library staff must develop individualized library guidelines based on materials offered, library footprint, location, and curbside/parking options.

Curbside Library Specific Health Protocols:

8. Sanitation

a. Employees should be encouraged to regularly wash their hands, and must do so before and after using the restroom, eating, or engaging in any activity that involves exposing their hands to other bodily fluids (i.e. coughing, sneezing, blowing nose, etc.)

b. Libraries must provide disinfectant and sanitation products for employees to clean their workspace, equipment, tools, and common areas. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol must be provided and utilized, but should not supplant regular hand-washing.

c. Frequent sanitation of working surfaces should occur, particularly in high-traffic areas.

d. No physical contact with a library patron, or other member of the public is permitted under any circumstances.

e. Where feasible, libraries must evaluate and increase ventilation, and utilize U.V. filters with a higher MERV rating.

9. Employees

a. Limit the number of employees in the library at one time by staggering shifts or other methods.

b. Prohibit gatherings of employees:
   i. Stagger break time, limit the number of people in break rooms, and rearrange break room furniture as needed to abide by distancing standards;
   ii. Permit workers to take breaks and meals outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.

c. Hold all meeting and conferences virtually, wherever possible.

Sick Employee Plan:

10. Screen all employees at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell. Libraries are recommended to develop a Staff Health Self-Assessment procedure for this purpose.

11. Ask employees to take their temperature at home prior to arriving at work or take their temperature when they arrive. Thermometers used shall be ‘no touch’ or ‘no contact’ to the
greatest extent possible. If a ‘no touch’ or ‘no contact’ thermometer is not available, the thermometer must be properly sanitized between each use. Any employee with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

12. Create policies which encourage employees to stay home or leave the location when feeling sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer.

13. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.

14. Instruct employees to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the employee should be immediately sent home. If symptoms develop while the employee is not working, the employee should not return to work until they have been evaluated by a healthcare provider.

15. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

**Training:**

16. All on-site employees must be trained on the library’s policies, these requirements and all relevant sanitization and social distancing protocols. They must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, or COVID site supervisor.

No public libraries or library systems may operate curbside services until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.

All issues regarding worker safety and health are subject to enforcement action under L&I’s Division of Occupational Safety and Health (DOSH).

- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via email to adag235@lni.wa.gov.
- **Disclaimer:** Health and safety plans created under this guidance do not need approval or review from local government before reopening. Should additional clarity be needed or for questions, please contact L&I DOSH Safety Call Center: (1-800-423-7233) or via email to adag235@lni.wa.gov.
ADDITIONAL RESOURCES AND ATTACHMENTS
This guidance is intended for all Americans, whether you own a business, run a school, or want to ensure the cleanliness and safety of your home. Reopening America requires all of us to move forward together by practicing social distancing and other daily habits to reduce our risk of exposure to the virus that causes COVID-19. Reopening the country also strongly relies on public health strategies, including increased testing of people for the virus, social distancing, isolation, and keeping track of how someone infected might have infected other people. This plan is part of the larger United States Government plan and focuses on cleaning and disinfecting public spaces, workplaces, businesses, schools, and can also be applied to your home.

Cleaning and disinfecting public spaces including your workplace, school, home, and business will require you to:

- Develop your plan
- Implement your plan
- Maintain and revise your plan

Reducing the risk of exposure to COVID-19 by cleaning and disinfection is an important part of reopening public spaces that will require careful planning. Every American has been called upon to slow the spread of the virus through social distancing and prevention hygiene, such as frequently washing your hands and wearing face coverings. Everyone also has a role in making sure our communities are as safe as possible to reopen and remain open.

The virus that causes COVID-19 can be killed if you use the right products. EPA has compiled a list of disinfectant products that can be used against COVID-19, including ready-to-use sprays, concentrates, and wipes. Each product has been shown to be effective against viruses that are harder to kill than viruses like the one that causes COVID-19.

For more information, please visit CORONAVIRUS.GOV

CS316485C April 28, 2020 1:36 PM
This document provides a general framework for cleaning and disinfection practices. The framework is based on doing the following:

1. Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure.
2. Disinfection using EPA-approved disinfectants against COVID-19 can also help reduce the risk. Frequent disinfection of surfaces and objects touched by multiple people is important.
3. When EPA-approved disinfectants are not available, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions). Do not mix bleach or other cleaning and disinfection products together—this can cause fumes that may be very dangerous to breathe in. Keep all disinfectants out of the reach of children.

Links to specific recommendations for many public spaces that use this framework, can be found at the end of this document. It’s important to continue to follow federal, state, tribal, territorial, and local guidance for reopening America.

A Few Important Reminders about Coronaviruses and Reducing the Risk of Exposure:

- Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.
- Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading COVID-19 infection.
- Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. EPA-approved disinfectants are an important part of reducing the risk of exposure to COVID-19. If disinfectants on this list are in short supply, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions).
- Store and use disinfectants in a responsible and appropriate manner according to the label. Do not mix bleach or other cleaning and disinfection products together—this can cause fumes that may be very dangerous to breathe in. Keep all disinfectants out of the reach of children.
- Do not overuse or stockpile disinfectants or other supplies. This can result in shortages of appropriate products for others to use in critical situations.
- Always wear gloves appropriate for the chemicals being used when you are cleaning and disinfecting. Additional personal protective equipment (PPE) may be needed based on setting and product. For more information, see CDC’s website on Cleaning and Disinfection for Community Facilities.
- Practice social distancing, wear facial coverings, and follow proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.
DEVELOP YOUR PLAN

Evaluate your workplace, school, home, or business to determine what kinds of surfaces and materials make up that area. Most surfaces and objects will just need normal routine cleaning. Frequently touched surfaces and objects like light switches and doorknobs will need to be cleaned and then disinfected to further reduce the risk of germs on surfaces and objects.

- First, clean the surface or object with soap and water.
- Then, disinfect using an EPA-approved disinfectant.
- If an EPA-approved disinfectant is unavailable, you can use 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions to disinfect. Do not mix bleach or other cleaning and disinfection products together. Find additional information at CDC’s website on Cleaning and Disinfecting Your Facility.

You should also consider what items can be moved or removed completely to reduce frequent handling or contact from multiple people. Soft and porous materials, such as area rugs and seating, may be removed or stored to reduce the challenges with cleaning and disinfecting them. Find additional reopening guidance for cleaning and disinfecting in the Reopening Decision Tool.

It is critical that your plan includes how to maintain a cleaning and disinfecting strategy after reopening. Develop a flexible plan with your staff or family, adjusting the plan as federal, state, tribal, territorial, or local guidance is updated and if your specific circumstances change.

Determine what needs to be cleaned

Some surfaces only need to be cleaned with soap and water. For example, surfaces and objects that are not frequently touched should be cleaned and do not require additional disinfection. Additionally, disinfectants should typically not be applied on items used by children, especially any items that children might put in their mouths. Many disinfectants are toxic when swallowed. In a household setting, cleaning toys and other items used by children with soap and water is usually sufficient. Find more information on cleaning and disinfection toys and other surfaces in the childcare program setting at CDC’s Guidance for Childcare Programs that Remain Open.

These questions will help you decide which surfaces and objects will need normal routine cleaning.

Is the area outdoors?

Outdoor areas generally require normal routine cleaning and do not require disinfection. Spraying disinfectant on sidewalks and in parks is not an efficient use of disinfectant supplies and has not been proven to reduce the risk of COVID-19 to the public. You should maintain existing cleaning and hygiene practices for outdoor areas.

The targeted use of disinfectants can be done effectively, efficiently and safely on outdoor hard surfaces and objects frequently touched by multiple people. Certain outdoor areas and facilities, such as bars and restaurants, may have additional requirements. More information can be found on CDC’s website on Food Safety and the Coronavirus Disease 2019 (COVID-19).

There is no evidence that the virus that causes COVID-19 can spread directly to humans from water in pools, hot tubs or spas, or water play areas. Proper operation, maintenance, and disinfection (for example, with chlorine or bromine) of pools, hot tubs or spas, and water playgrounds should kill the virus that causes COVID-19. However, there are additional concerns with outdoor areas that may be maintained less frequently, including playgrounds, or other facilities located within local, state, or national parks. For more information, visit CDC’s website on Visiting Parks & Recreational Facilities.
Has the area been unoccupied for the last 7 days?

If your workplace, school, or business has been unoccupied for 7 days or more, it will only need your normal routine cleaning to reopen the area. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.

There are many public health considerations, not just COVID-19 related, when reopening public buildings and spaces that have been closed for extended periods. For example, take measures to ensure the safety of your building water system. It is not necessary to clean ventilation systems, other than routine maintenance, as part of reducing risk of coronaviruses. For healthcare facilities, additional guidance is provided on CDC’s Guidelines for Environmental Infection Control in Health-Care Facilities.

Determine what needs to be disinfected

Following your normal routine cleaning, you can disinfect frequently touched surfaces and objects using a product from EPA’s list of approved products that are effective against COVID-19.

These questions will help you choose appropriate disinfectants.

Are you cleaning or disinfecting a hard and non-porous material or item like glass, metal, or plastic?

Consult EPA’s list of approved products for use against COVID-19. This list will help you determine the most appropriate disinfectant for the surface or object. You can use diluted household bleach solutions if appropriate for the surface. Pay special attention to the personal protective equipment (PPE) that may be needed to safely apply the disinfectant and the manufacturer’s recommendations concerning any additional hazards. Keep all disinfectants out of the reach of children. Please visit CDC’s website on How to Clean and Disinfect for additional details and warnings.

Examples of frequently touched surfaces and objects that will need routine disinfection following reopening are:

- tables,
- doorknobs,
- light switches,
- countertops,
- handles,
- desks,
- phones,
- keyboards,
- toilets,
- faucets and sinks,
- gas pump handles,
- touch screens, and
- ATM machines.

Each business or facility will have different surfaces and objects that are frequently touched by multiple people. Appropriately disinfect these surfaces and objects. For example, transit stations have specific guidance for application of cleaning and disinfection.

Are you cleaning or disinfecting a soft and porous material or items like carpet, rugs, or seating in areas?

Soft and porous materials are generally not as easy to disinfect as hard and non-porous surfaces. EPA has listed a limited number of products approved for disinfection for use on soft and porous materials. Soft and porous materials that are not frequently touched should only be cleaned or laundered, following the directions on the item’s label, using the warmest appropriate water setting. Find more information on CDC’s website on Cleaning and Disinfecting Your Facility for developing strategies for dealing with soft and porous materials.
GUIDANCE FOR CLEANING AND DISINFECTING PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES

Consider the resources and equipment needed
Keep in mind the availability of cleaning and disinfection products and appropriate PPE. Always wear gloves appropriate for the chemicals being used for routine cleaning and disinfecting. Follow the directions on the disinfectant label for additional PPE needs. In specific instances, personnel with specialized training and equipment may be required to apply certain disinfectants such as fumigants or fogs. For more information on appropriate PPE for cleaning and disinfection, see CDC's website on Cleaning and Disinfection for Community Facilities.

IMPLEMENT YOUR PLAN
Once you have a plan, it’s time to take action. Read all manufacturer’s instructions for the cleaning and disinfection products you will use. Put on your gloves and other required personal protective equipment (PPE) to begin the process of cleaning and disinfecting.

Clean visibly dirty surfaces with soap and water
Clean surfaces and objects using soap and water prior to disinfection. Always wear gloves appropriate for the chemicals being used for routine cleaning and disinfecting. Follow the directions on the disinfectant label for additional PPE needs. When you finish cleaning, remember to wash hands thoroughly with soap and water.

Clean or launder soft and porous materials like seating in an office or coffee shop, area rugs, and carpets. Launder items according to the manufacturer’s instructions, using the warmest temperature setting possible and dry items completely.

Use the appropriate cleaning or disinfectant product
EPA approved disinfectants, when applied according to the manufacturer’s label, are effective for use against COVID-19. Follow the instructions on the label for all cleaning and disinfection products for concentration, dilution, application method, contact time and any other special considerations when applying.

Always follow the directions on the label
Follow the instructions on the label to ensure safe and effective use of the product. Many product labels recommend keeping the surface wet for a specific amount of time. The label will also list precautions such as wearing gloves and making sure you have good ventilation during use of the product. Keep all disinfectants out of the reach of children.

MAINTAIN AND REVISE YOUR PLAN
Take steps to reduce your risk of exposure to the virus that causes COVID-19 during daily activities. CDC provides tips to reduce your exposure and risk of acquiring COVID-19. Reducing exposure to yourself and others is a shared responsibility. Continue to update your plan based on updated guidance and your current circumstances.

Continue routine cleaning and disinfecting
Routine cleaning and disinfecting are an important part of reducing the risk of exposure to COVID-19. Normal routine cleaning with soap and water alone can reduce risk of exposure and is a necessary step before you disinfect dirty surfaces.
GUIDANCE FOR CLEANING AND DISINFECTING PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES

Surfaces frequently touched by multiple people, such as door handles, desks, phones, light switches, and faucets, should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on level of use. For example, certain surfaces and objects in public spaces, such as shopping carts and point of sale keypads, should be cleaned and disinfected before each use.

Consider choosing a different disinfectant if your first choice is in short supply. Make sure there is enough supply of gloves and appropriate personal protective equipment (PPE) based on the label, the amount of product you will need to apply, and the size of the surface you are treating.

Maintain safe behavioral practices

We have all had to make significant behavioral changes to reduce the spread of COVID-19. To reopen America, we will need to continue these practices:

- social distancing (specifically, staying 6 feet away from others when you must go into a shared space)
- frequently washing hands or use alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available
- wearing cloth face coverings
- avoiding touching eyes, nose, and mouth
- staying home when sick
- cleaning and disinfecting frequently touched objects and surfaces

It’s important to continue to follow federal, state, tribal, territorial, and local guidance for reopening America. Check this resource for updates on COVID-19. This will help you change your plan when situations are updated.

Consider practices that reduce the potential for exposure

It is also essential to change the ways we use public spaces to work, live, and play. We should continue thinking about our safety and the safety of others.

To reduce your exposure to or the risk of spreading COVID-19 after reopening your business or facility, consider whether you need to touch certain surfaces or materials. Consider wiping public surfaces before and after you touch them. These types of behavioral adjustments can help reduce the spread of COVID-19. There are other resources for more information on COVID-19 and how to Prevent Getting Sick.

Another way to reduce the risk of exposure is to make long-term changes to practices and procedures. These could include reducing the use of porous materials used for seating, leaving some doors open to reduce touching by multiple people, opening windows to improve ventilation, or removing objects in your common areas, like coffee creamer containers. There are many other steps that businesses and institutions can put into place to help reduce the spread of COVID-19 and protect their staff and the public. More information can be found at CDC’s Implementation of Mitigation Strategies for Communities with Local COVID-19 Transmission.
### CONCLUSION

Reopening America requires all of us to move forward together using recommended best practices and maintaining safe daily habits in order to reduce our risk of exposure to COVID-19. Remember: We’re all in this together!

**Additional resources with more specific recommendations.**

<table>
<thead>
<tr>
<th>HEALTHCARE SETTINGS</th>
<th>Infection Control in Healthcare Settings</th>
<th>Using Personal Protective Equipment</th>
<th>Hand Hygiene</th>
<th>Interim Guidance for Infection Prevention</th>
<th>Preparedness Checklist</th>
<th>Things Facilities Should Do Now to Prepare for COVID-19</th>
<th>When there are Cases in the Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long-term Care Facilities, Nursing Homes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dialysis Facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blood and Plasma Facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alternate Care Sites</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental Settings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outpatient and ambulatory care facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postmortem Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## COMMUNITY LOCATIONS

<table>
<thead>
<tr>
<th>Location</th>
<th>Interim Guidance</th>
<th>Cleaning and Disinfecting your Facility</th>
<th>FAQ for Administrators</th>
<th>Parent and Teacher Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Infrastructure Employees</td>
<td>Interim Guidance for Critical Infrastructure Employees</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Schools and childcare programs</td>
<td>K-12 and Childcare Interim Guidance</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Colleges and universities</td>
<td>Interim Guidance for Colleges &amp; Universities</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>Guidance for Student Foreign Travel</td>
<td>FAQ for Administrators</td>
</tr>
<tr>
<td>Gatherings and community events</td>
<td>Interim Guidance for Mass Gatherings and Events</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Community- and faith-based organizations</td>
<td>Interim Guidance for Organizations</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Businesses</td>
<td>Interim Guidance for Businesses</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Parks &amp; Rec Facilities</td>
<td>Guidance for Administrators of Parks</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>What Law Enforcement Personnel Need to Know about COVID-19</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Homeless Service Providers</td>
<td>Interim Guidance for Homeless Service Providers</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Retirement Homes</td>
<td>Interim Guidance for Retirement Communities</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
<tr>
<td>Correction &amp; Detention Facilities</td>
<td>Interim Guidance for Correction &amp; Detention Facilities</td>
<td>Cleaning and Disinfecting your Facility</td>
<td>FAQ for Administrators</td>
<td>Parent and Teacher Checklist</td>
</tr>
</tbody>
</table>

## HOME SETTING

<table>
<thead>
<tr>
<th>Topic</th>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventing Getting Sick</td>
<td>How to Protect Yourself and Others</td>
</tr>
<tr>
<td></td>
<td>How to Safely Sterilize/Clean a Cloth Face Covering</td>
</tr>
<tr>
<td></td>
<td>Cleaning and Disinfecting your Home</td>
</tr>
<tr>
<td></td>
<td>Tribal - How to Prevent the Spread of Coronavirus (COVID-19) in Your Home</td>
</tr>
<tr>
<td></td>
<td>Tribal - How to Care for Yourself at Home During Covid-19</td>
</tr>
<tr>
<td>Running Errands</td>
<td>Shopping for Food and Other Essential Items</td>
</tr>
<tr>
<td></td>
<td>Accepting Deliveries and Takeout</td>
</tr>
<tr>
<td></td>
<td>Banking</td>
</tr>
<tr>
<td></td>
<td>Getting Gasoline</td>
</tr>
<tr>
<td></td>
<td>Going to the Doctor and Pharmacy</td>
</tr>
<tr>
<td>If you are sick</td>
<td>Steps to Help Prevent the Spread of COVID19 if You are Sick</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>----------------------------------------------------------------</td>
</tr>
<tr>
<td>Ships</td>
<td>Interim Guidance for Ships on Managing Suspected COVID-19</td>
</tr>
<tr>
<td>Airlines</td>
<td>Cleaning Aircraft Carriers</td>
</tr>
<tr>
<td></td>
<td>Airline Agents Interim Guidance</td>
</tr>
<tr>
<td>Buses</td>
<td>Bus Transit Operator</td>
</tr>
<tr>
<td>Rail</td>
<td>Rail Transit Operators</td>
</tr>
<tr>
<td></td>
<td>Transit Station Workers</td>
</tr>
<tr>
<td>EMS Transport Vehicles</td>
<td>Interim Guidance for EMS</td>
</tr>
<tr>
<td>Taxis and Rideshares</td>
<td>Keeping Commercial Establishments Safe</td>
</tr>
<tr>
<td>RESTAURANTS &amp; BARS</td>
<td>Best Practices from FDA</td>
</tr>
</tbody>
</table>
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-19)** 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 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-ups), 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.
Top 10 Tips to Protect Employees’ Health

Healthy employees are crucial to your business. Here are 10 ways to help them stay healthy.

- Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisals, and ensure employees are aware of these policies.

- Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults (https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html) and those with chronic medical conditions.

- Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.

- Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive “emergency sick leave” policies.

- Promote etiquette for coughing and sneezing (https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html) and handwashing (https://www.cdc.gov/handwashing/index.html). Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.

- Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.

- Perform routine environmental cleaning. Routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.

- Consider the need for travel and explore alternatives. Check CDC’s Travelers’ Health (https://wwwnc.cdc.gov/travel) for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings, when possible.

- Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters (https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html).

- If an employee becomes sick while at work, they should be separated from other employees, customers, and visitors and sent home immediately. Follow CDC guidelines for cleaning and disinfecting (https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html) areas the sick employee visited.