



Business Toolkit

Resources to reopen responsibly

Included in this REOPEN TOOL KIT are guidelines to help your business start the process of reopening or to put in place Best Practices. The checklist provided is meant to be placed on your front entry point of the business. It is to ensure the public you have put in place Best Practices for preventing the spread of COVID-19.

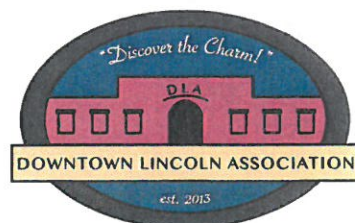
Tool Kit includes:

Mask, floor stickers for customer spacing, checklist to be posted, Appendix A from Placer County to be filled out and kept on file and various flyers to post around your establishment.

FOR THE MOST UP TO DATE INFORMATION ON THE STATES RESILIENCE ROADMAP TO RECOVERY GO TO: <http://covid19.ca.gov/roadmap/>

IF YOU HAVE ANY QUESTIONS PLEASE CALL OR EMAIL

ED@Lincolnchamber.com or call 916-645-2035





BEST PRACTICES

for employee & consumer safety

SOCIAL DISTANCING PROTOCOL: Please keep a minimum of six feet apart from employees and customers.

- ☐ Customer line spacing markers in place on floor
- ☐ Appendix A protocol on display
- ☐ Designate separate area for Delivery/Takeout pickup
- ☐ Reminder signage of SOCIAL DISTANCING in multiple locations

Employee Safety:

- ☐ Employees must be trained on proper hand washing, sanitizing & PPE protocols
- ☐ Masks, Gloves and Safety Glasses available when appropriate
- ☐ Recommend Face Coverings when physical distancing is not feasible
- ☐ Staggered Breaks and Lunch protocol in place
- ☐ Employees ability to work from home in place
- ☐ Employee work stations sanitized every hour
- ☐ Employee uniforms clean and washed daily
- ☐ Employees DO NOT come to work if sick

Restroom Protocol:

- ☐ Restrooms sanitized every 30 minutes
- ☐ Restrooms to be used by employees and customers ONLY

Customer Crowds and Gathering:

- ☐ Maximum customers allowed at any one time is: _____
- ☐ Please adhere to table and chair configuration put in place to comply with social distancing
- ☐ Per Person LIMITS on merchandise that tends to sell out quickly are clearly marked
- ☐ All customer table and chairs to be sanitized after each use

Unnecessary Contact:

- ☐ No self-serving food related products
- ☐ No customer reusable cups, bags and mugs allowed at this time
- ☐ Hand Sanitizer provided at customer service counter

IF YOU FEEL SICK PLEASE DO NOT ENTER

These guidelines are not exhaustive. Please refer to placer.ca.gov/reopen for more information.



General Guidelines for EMPLOYERS

Best Practices for Preventing the Spread of COVID-19 (Coronavirus)

- Stay home if you feel unwell or have symptoms* including cough, shortness of breath or fever
- Maintain six feet of distance between other people, whether they are employees or customers
- Sneeze/cough into a cloth or tissue
- Encourage employees and customers to wear a face covering when they are unable to maintain six feet of distancing
- Avoid unnecessary contact such as shaking hands

* For a current list of COVID-19 symptoms, please refer to the CDC website at [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Preparing your Business

- Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact in the workplace
- Consider what additional supplies might be necessary (e.g., cleaning supplies, gloves or other protective equipment, additional office supplies, single-use or disposable items)
- Prepare for potential absences due to many scenarios, including illness or child care availability
- Consider impacts if the supply of goods or services is potentially disrupted
- Access a free business toolkit including signage and other resources at placer.ca.gov/reopen

Protecting Employee Health

- Encourage telework whenever possible
- Emphasize the importance of staying home if an employee is feeling sick
- Check employees for signs or symptoms of illness, including fever, before entering the facility
- Stagger workstations or encourage alternate work schedules to allow for physical distancing
- Regularly clean and disinfect bathrooms, breakrooms, common areas and shared equipment
- Make hand sanitizer, disinfectant and cleaning supplies available to employees

Protecting Others

- Prevent group gatherings; if your business involves a waiting area, ask customers to wait outside or in their cars when possible
- Encourage vulnerable populations to stay home

Communicating with Staff and Customers

- Ensure a plan is in place to reach employees quickly and that every employee's contact numbers and emergency contact details are up to date
- Post signage at public entrances to inform employees and customers that they should avoid entering if they have any COVID-19 symptoms including a cough or fever.
- Make regular announcements to remind employees and customers to follow distancing guidelines
- Consider using floor markings to indicate appropriate physical distance in common areas
- Encourage the use of digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas)
- Avoid in-person meetings and recommend video conferencing, email or phone communication even when people are in the same building

Compliance/Enforcement

These resources are provided to Placer County businesses to provide safeguards to reopen responsibly. Businesses are encouraged to implement these measures to ensure the safety of employees and customers and to act responsibly in the conduct of their establishment.

Support for Local Businesses

Free business assistance is available through the Placer Business Resource Center. Call (916) 770-8380 or visit placer.ca.gov/brc





Guidelines for RESTAURANTS

Physical Distancing

- Physical distancing should be maintained in indoor and outdoor waiting areas
- Display signage to encourage proper distancing between non-household members
- Hosts preferably open doors for customers and guide them to their seats to prevent traffic or contamination
- Playgrounds in restaurants remain closed

Guest Tables

- Space tables to meet physical distancing recommendations between seated groups
- Staff should avoid touching items that have been placed on the table (menus, plates, cutlery, pens, cups, etc.)
- The table should be cleared by a dedicated staff member once the guests have left
- Areas occupied by customers should be cleaned and sanitized after use, including tables, menus, tablecloths, salt and pepper shakers, pens, etc.
- Avoid placing utensils on the table until patron is seated
- Consider using disposable or individually packaged items such as paper menus, bottled water, condiments, utensils, etc.

Food Service and Handling

- Cups, lids, and straws should not be out for the public to handle and should be handed directly to customers by staff instead
- Self-serve food service and buffet options are not recommended unless food is pre-packaged
- Staff should use gloves when handling ready-to-eat foods (including ice). Gloves are not required when handling foods that have yet to be cooked
- To-go boxes, pizza boxes, disposable cups, and other food containers should be handled with gloves

Cleaning and Sanitation

- Regular restaurant cleaning and disinfecting should include all tables, chairs, door handles, floors, bathrooms, and any high-touch surfaces
- Use proper PPE, EPA-approved disinfectants and sanitizers, soap, and other necessary cleaning supplies
- Cleaning supplies should be single use (paper towels, disposable mop heads, etc.) or laundered between every use (dishtowels, mop heads, etc.)

Hygiene

- Hand sanitizer, disinfecting wipes or soap and water should be readily available to customers
- Staff should wear face coverings at all times and perform hand hygiene between interactions with each table

Restaurant Staff

- Check employees and visitors for symptoms of COVID-19* including cough, shortness of breath, or fever before entering the restaurant
- Remind employees not to come to work if sick
- Organize staff into teams to reduce interaction between the groups and stagger workstations to allow proper distancing

Accepting Payments

- Encourage contactless payment methods
- Staff should sanitize hands between handling payments and food containers

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RESTAURANTS

Checklist to Reopen Responsibly

Implement Recommended Guidance

- ☐ Refer to the *General Guidelines for Employers and Guidelines for Restaurants*

Implement Placer County Public Health Guidelines

- ☐ Download signage and other resources at placer.ca.gov/reopen

Protect Community Health

- ☐ Check employees and visitors for symptoms of COVID-19* including cough, shortness of breath, or fever before entering the facility
- ☐ Recommend face coverings when physical distancing is not feasible
- ☐ Consider installing a plastic barrier at checkout counters and between booths

Support Physical Distancing

- ☐ Increase the space between or remove tables to allow appropriate distancing
- ☐ Use floor markings to indicate appropriate physical distance in customer lines and other waiting areas

Discourage Crowds from Gathering

- ☐ Encourage reservations to prevent customers from gathering in lobby area

Prevent Unnecessary Contact

- ☐ Offer curbside pick-up or delivery
- ☐ Encourage contactless payment methods
- ☐ Consider use of disposable or individually packaged items

Increase Sanitation

- ☐ Provide access to soap and water, hand sanitizer or disinfecting wipes
- ☐ Staff should sanitize hands between handling payments and food containers
- ☐ Regularly clean and disinfect tables, seating areas, menus, condiment bottles and other high-touch areas

* For a current list of COVID-19 symptoms, please refer to the CDC website at cdc.gov/coronavirus





CURBSIDE RETAIL

Checklist to Reopen Responsibly

Implement Recommended Guidance

- ☐ Refer to the *General Guidelines for Employers*

Implement Placer County Public Health Guidelines

- ☐ Download signage and other resources at placer.ca.gov/reopen

Protect Community Health

- ☐ Check employees for symptoms of COVID-19* including cough, shortness of breath, or fever before entering the facility
- ☐ Recommend face coverings when physical distancing is not feasible

Support Physical Distancing

- ☐ Stagger workstations to allow appropriate distancing between individuals

Prevent Unnecessary Contact

- ☐ Consider "call ahead" options allowing customers to stay inside their vehicle
- ☐ If customers must leave their vehicles, designate a pickup space at the front entrance rather than allowing customers to enter the facility
- ☐ Use single-use shopping bags or packing materials
- ☐ Encourage contactless payment methods

Increase Sanitation

- ☐ Sanitize hands between handling payment options and fulfilling orders
- ☐ Provide access to soap and water, hand sanitizer or disinfecting wipes
- ☐ Frequently clean and disinfect high-touch areas

* For a current list of COVID-19 symptoms, please refer to the CDC website at cdc.gov/coronavirus



We are practicing **PHYSICAL DISTANCING**



Avoid entering the facility if you are feeling unwell



Maintain 6 feet of distance between you and others



Sneeze or cough into a tissue, cloth or your elbow



Consider wearing a face cover in public



Avoid physical contact such as shaking hands

Learn more about reopening responsibly:
placer.ca.gov/reopen

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IN-STORE RETAIL

Checklist to Reopen Responsibly

Implement Recommended Guidance

- ☐ Refer to the *General Guidelines for Employers*

Implement Placer County Public Health Guidelines

- ☐ Download signage and other resources at placer.ca.gov/reopen

Protect Community Health

- ☐ Check employees and visitors for symptoms of COVID-19* including cough, shortness of breath, or fever before entering the facility
- ☐ Recommend face coverings when physical distancing is not feasible
- ☐ Consider installing a clear plastic barrier at checkout counters
- ☐ Reserve special shopping hours for vulnerable groups

Support Physical Distancing

- ☐ Identify one-way foot traffic on narrow shopping aisles
- ☐ Use floor markings to indicate appropriate physical distance in customer lines and other waiting areas

Discourage Crowds from Gathering

- ☐ Consider reducing facility occupancy
- ☐ Place per-person limits on goods that sell out quickly

Prevent Unnecessary Contact

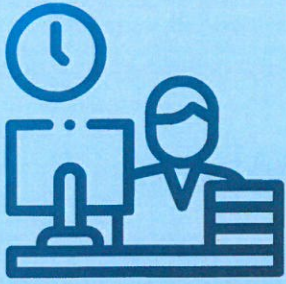
- ☐ Offer curbside pick-up or delivery
- ☐ Use single-use shopping bags or packing materials
- ☐ Encourage contactless payment methods

Increase Sanitation

- ☐ Provide access to soap and water, hand sanitizer or disinfecting wipes
- ☐ Frequently clean and disinfect shopping carts, baskets and high-touch areas

* For a current list of COVID-19 symptoms, please refer to the CDC website at cdc.gov/coronavirus





OFFICES

Checklist to Reopen Responsibly

Implement Recommended Guidance

- ☐ Refer to the *General Guidelines for Employers*

Implement Placer County Public Health Guidelines

- ☐ Download signage and other resources at placer.ca.gov/reopen

Protect Community Health

- ☐ Check employees and visitors for symptoms of COVID-19* including cough, shortness of breath, or fever before entering the facility
- ☐ Recommend face coverings when physical distancing is not feasible
- ☐ Consider installing a plastic barrier at reception counters

Support Physical Distancing

- ☐ Encourage telework whenever possible
- ☐ Stagger workstations or encourage alternate work schedules
- ☐ Limit use of common areas

Prevent Unnecessary Contact

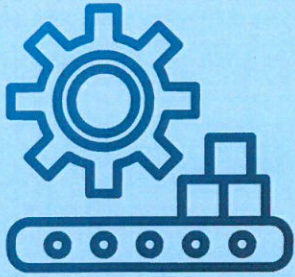
- ☐ Recommend video conferencing, email or phone communication even when people are in the same building
- ☐ Encourage the use of digital forms and documents
- ☐ Reduce the need for employees to share office supplies and equipment, or disinfect between uses
- ☐ Consider organizing staff into teams to reduce interaction between groups

Increase Sanitation

- ☐ Provide access to soap and water, hand sanitizer or disinfecting wipes

* For a current list of COVID-19 symptoms, please refer to the CDC website at cdc.gov/coronavirus





MANUFACTURING

Checklist to Reopen Responsibly

Implement Recommended Guidance

- ☐ Refer to the *General Guidelines for Employers*

Implement Placer County Public Health Guidelines

- ☐ Download signage and other resources at placer.ca.gov/reopen

Protect Community Health

- ☐ Check employees and visitors for symptoms of COVID-19* including cough, shortness of breath, or fever before entering the facility
- ☐ Recommend face coverings when physical distancing is not feasible

Support Physical Distancing

- ☐ Encourage telework whenever possible
- ☐ Stagger workstations or encourage alternate work schedules

Prevent Unnecessary Contact

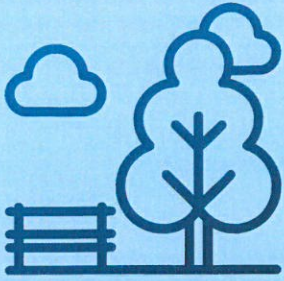
- ☐ Encourage electronic documents including estimates, invoices and work orders
- ☐ Consider organizing staff into teams to reduce interaction between groups
- ☐ Reduce the need for employees to share tools and other equipment, or disinfect between uses

Increase Sanitation

- ☐ Provide access to soap and water, hand sanitizer or disinfecting wipes
- ☐ Wash or sanitize hands before and after leaving a job site
- ☐ Frequently clean project sites and high-touch surfaces

* For a current list of COVID-19 symptoms, please refer to the CDC website at cdc.gov/coronavirus





PUBLIC SPACES

Checklist to Reopen Responsibly

Implement Recommended Guidance

- ☐ Refer to the *General Guidelines for Employers*

Implement Placer County Public Health Guidelines

- ☐ Download signage and other resources at placer.ca.gov/reopen

Protect Community Health

- ☐ Recommend face coverings when physical distancing is not feasible
- ☐ Consider alternate work schedules or telework when appropriate

Support Physical Distancing

- ☐ Encourage appropriate distancing between non-household members

Discourage Crowds from Gathering

- ☐ Consider measures to reduce occupancy, such as reducing the number of parking spaces
- ☐ Post signage or other notifications regarding limited access or amenities

Prevent Unnecessary Contact

- ☐ Discourage use of high-touch surfaces such as: playgrounds, benches and picnic areas
- ☐ In public meeting spaces, recommend video conferencing, email or phone communication

Increase Sanitation

- ☐ Provide access to soap and water, hand sanitizer or disinfecting wipes
- ☐ Frequently clean and disinfect restrooms





Providing a safe **WORKPLACE**



Maintain six feet of distance between individuals, whether they are employees or customers



Encourage employees and customers to wash or sanitize their hands often



Recommend face coverings when physical distancing is not feasible



Avoid unnecessary physical contact such as shaking hands



Check employees and visitors for signs or symptoms of illness, including fever, before entering the facility



Limit the need for employees to share phones, desks and other equipment



Emphasize the importance of staying home if an employee is feeling sick



Avoid in-person meetings in favor of video conferencing, email or phone communication



Frequently clean and disinfect high-touch areas and shared equipment

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We are working hard to **KEEP YOU HEALTHY**



Routinely sanitizing
high-touch surfaces



Supporting 6' of physical
distancing between people



Reminding people to stay
home if they feel unwell



Encouraging the use of
face coverings in public



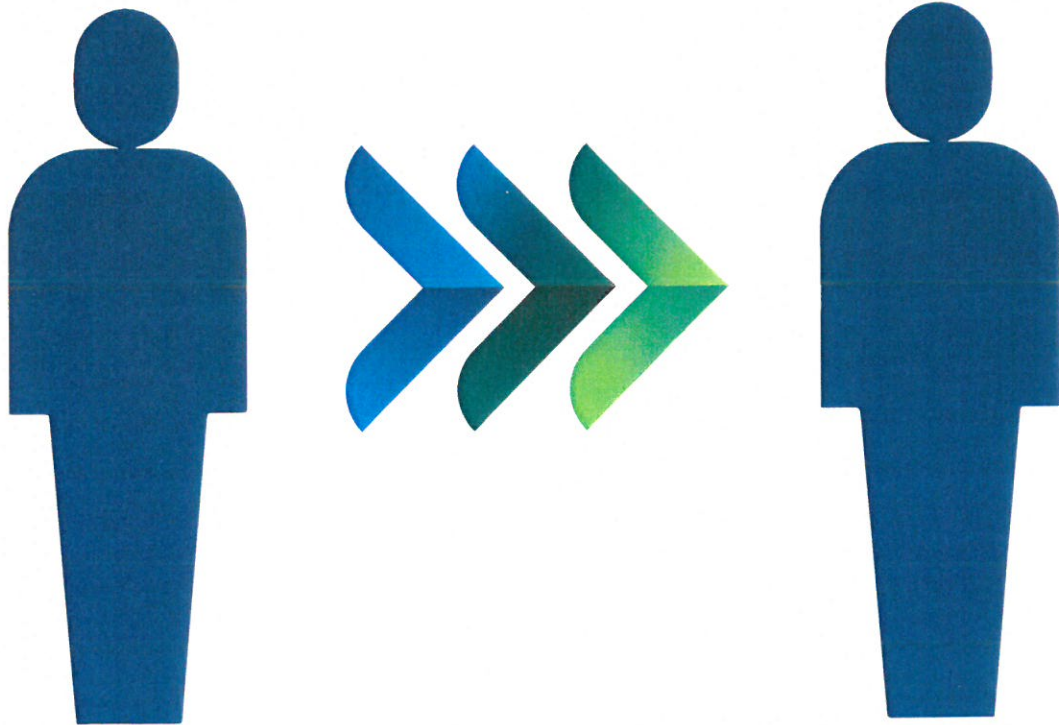
Implementing Public Health
recommendations

Learn more about reopening responsibly:
placer.ca.gov/reopen

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Keep Placer Healthy

**THANK YOU
FOR STAYING
6 FEET APART.**



Learn more about reopening responsibly:
placer.ca.gov/reopen

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Appendix A: Physical Distancing Protocol

Business Name: _____

Facility Address: _____

Approximate gross square footage of space open to the public: _____ ft²

Businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

When completing this form, mark all checkboxes applicable to the facility.

Signage

- ☐ Place a sign at each public entrance of the facility to inform all employees and customers that they should: avoid entering the facility if they have a cough or fever; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; not shake hands or engage in any unnecessary physical contact, and wear a face covering.
- ☐ Post a copy of this Physical Distancing Protocol at each public entrance to the facility.

Measures to Protect Employee Health

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ All employees have been told not to come to work if sick.
- ☐ Symptom checks are being conducted before employees may enter the work space.
- ☐ All desks or individual work stations are separated by at least six feet.
- ☐ Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:
 - ☐ Break rooms: _____
 - ☐ Bathrooms: _____
 - ☐ Other: _____
- ☐ Disinfectant and related supplies are available to all employees at the following location(s): _____
- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s): _____

☐ Soap and water are available to all employees at the following location(s):

☐ Encourage employees and customers to wear a face covering that covers the nose and mouth at all times when in the facility. Provide such face coverings to employees if needed.

☐ Copies of this Protocol have been distributed to all employees.

☐ Optional—Describe other measures:

Measures to Prevent Crowds from Gathering

☐ Limit the number of customers in the facility at any one time to [insert maximum number here], which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times.

☐ Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded.

☐ Placing per-person limits on goods that are selling out quickly to reduce crowds and lines. Explain:

☐ Optional—Describe other measures:

Measures to Keep People at Least Six Feet Apart

☐ Placing signs outside the store reminding people to be at least six feet apart, including when in line.

☐ Placing tape or other markings at least six feet apart in customer line areas inside the facility and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.

☐ Separate order areas from delivery areas to prevent customers from gathering.

☐ All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

☐ Optional—Describe other measures:

Measures to Prevent Unnecessary Contact

- ☐ Preventing people from self-serving any items that are food-related.
 - ☐ Lids for cups and food-bar type items are provided by staff and not available for self-service.
 - ☐ Bulk-item food bins are not available for customer self-service use.
- ☐ Not permitting customers to bring their own bags, mugs, or other reusable items.
- ☐ Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe:

- ☐ Optional—Describe other measures (e.g., providing senior-only hours):

Measures to Increase Sanitization

- ☐ Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.
- ☐ Employee(s) assigned to disinfect carts and baskets regularly.
- ☐ Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.
- ☐ Disinfecting all payment portals, pens, and styluses after each use.
- ☐ Disinfecting all high-contact surfaces frequently.
- ☐ Optional—Describe other measures:

* Any additional measures not included here should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this Protocol:

CONTACT NAME:

CONTACT PHONE:

