

WORK SAFE.

GUIDE FOR A SAFE & THOUGHTFUL REOPENING OF YOUR SUMTER
BUSINESS ENSURING THE RESTORATION OF CONSUMER
CONFIDENCE IN THE AGE OF COVID-19



**CHAMBER
of COMMERCE**

Sumter, South Carolina





Dear Sumter Businesses,

Over the course of the last few weeks the business climate in Sumter has undergone a series of massive changes as a result of COVID-19, leaving many of our businesses struggling. In an effort to respond to these concerns, the Greater Sumter Chamber of Commerce has been working closely with the City of Sumter, Sumter County Government, the SC Chamber of Commerce and other partner associations to provide the most accurate and up-to-date information.

On our website you can find information regarding any of the Governor's Executive Orders, loan assistance resources, surveys, webinars, implications for businesses and the economy, etc. Our website is the most comprehensive source I have seen for businesses thus far. Please visit us at www.sumterchamber.com/covid-19-resources. If you have questions about how the health order pertains to your business, please email me at chris.hardy@sumterchamber.com. At the city and county level, efforts are underway to assist individuals, non-profits, and small businesses impacted by COVID-19 by way of tax relief along with a possible Small Business Loan Fund. Details will be provided once available.

With respect to Sumter, we ask that you support local businesses as much as possible. In March, the Chamber of Commerce launched a Facebook page titled Sumter County, SC Eat Drink & Shop Local. We have had tremendous support for this page since its launch and it has been a valuable resource for our restaurants and small businesses during this time.

Tests are currently being conducted at Prisma Health Tuomey Hospital, Colonial Family Health Care and McLeod Health. If you have any questions not answered by the resources listed here, please call me directly, 803-774-2402 or email me at chris.hardy@sumterchamber.com. The Greater Sumter Chamber of Commerce will continue to send out updates via email and will post helpful information to our website.

Sincerely,

Chris Hardy, CCE, IOM
President & CEO



As the voice of business in Sumter, SC, we advocate for a **return to economic activity** in accordance with **public health** and **safety**, as well as in conjunction with **the State of South Carolina's** coordinated economic revitalization plan. Any business that can have employees work remotely is still encouraged to do so.

The following best practices are drawn from conversations with business owners and local public health officials. Business practices should be implemented in parallel with CDC and local and state Department of Health guidelines.

We urge policymakers at the local and state level to consider businesses that follow these criteria as part of the phased reopening of our economy. These guidelines are not exhaustive, nor do they encompass every industry, but rather represent a robust starting point for how general businesses can operate again safely, while protecting employees and customers.



Businesses should aggressively communicate their safe to work practices to their customers. Demonstrating that it is safe to work, safe to shop, and otherwise safe to do business once again will be key in the coming weeks and months.

Again, any phased reopening must be in accordance with sound public health decisions, and with proper safety protocols outlined here and by local and state health departments. More information from the experts and elected leaders may add to or alter these guidelines.

In support of the State of South Carolina plan for economic reopening, the business community of Sumter, SC stands ready to move our region and state towards economic prowess once again, while protecting against a renewed spread of coronavirus.

GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS



- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.



- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers must be at least six feet apart.
- The number of people inside the store will be limited to 20% of retail space or 5 people per 1,000 square feet – whichever is less.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- A sign will be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and DHEC.
- Encourage workers to report any safety and health concerns to the employer.



- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers will be required to use hand sanitizer upon entering the store.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

KEEPING THE WORKPLACE SAFE



**PRACTICE GOOD
HYGIENE**



**STOP HANDSHAKING &
AVOID TOUCHING FACE**



**INCREASE
VENTILATION**



**USE
VIDEOCONFERENCING**



**ADJUST/POSTPONE
LARGE GATHERINGS**



**LIMIT BUSINESS
TRAVEL**



**LIMIT FOOD
SHARING**



**STAY HOME IF YOU OR
A FAMILY MEMBER
IS SICK**



**USE BOOKING SYSTEM
TO STAGGER
CUSTOMERS**



**LIMIT CASH
HANDLING**



**USE ONLINE
TRANSACTIONS**



**PRACTICE SOCIAL
DISTANCING**



**HOLD MEETINGS IN
OPEN SPACES**



**REMIND STAFF OF
HAND WASHING**



**SANITIZE HIGH
TRAFFIC AREAS**



**COMMUNICATE
COVID-19 PLAN WITH
STAFF**

COMMUNICATING WITH YOUR TEAM

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.



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.



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.



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



Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.



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.



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.



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the Disaster Distress Helpline: 1-800-985-5990.

PREPARING YOUR SPACE

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.



Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.



Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.



Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK!

DEEP CLEANING

COVID-19 “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste.
- Proper equipment and PPE to perform the task.
- All necessary procedures and local authorizations or permit to perform disinfection services and manage any wastes generated.
- Use of approved COVID-19 disinfectant chemicals to perform this activity.

CLEANING & DISINFECTING AFTER OPENING

CLEAN



Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

DISINFECT



We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label).
- **Leave solution on the surface for at least 1 minute. Alcohol solutions with at least 70% alcohol may also be used.**
- Precautions such as wearing gloves and making sure you have good ventilation during use.
- **Water-diluted household bleach solutions may also be used if appropriate for the surface.**
- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Follow manufacturer's instructions for application and proper ventilation. **Never** mix household bleach with ammonia or any other cleanser.

ELECTRONICS



For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting.
 - If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol.
 - Dry surface thoroughly.

LAUNDRY



For clothing, towels, linens and other items:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick. Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

HOW LONG COVID-19 LIVES ON SURFACES

ALUMINUM
Ex. Soda cans,
tinfoil
2-8 HOURS

CARDBOARD
Ex. Shipping
boxes
24 HOURS

CERAMICS
Ex. Dishes,
pottery, mugs
5 DAYS

COPPER
Ex. Pennies,
teakettles,
cookware
5 DAYS

GLASS
Ex. Dishes,
windows
5 DAYS

METAL
Ex. Doorknobs,
tools, jewelry
5 DAYS

PAPER
Ex. Mail, money,
magazine
Minutes - 5 DAYS

PLASTICS
Ex. Bottles,
buttons
2-3 DAYS

**STAINLESS
STEEL**
Ex. Pots, pans,
sinks
2-3 DAYS

WOOD
Ex. Furniture,
decking
4 DAYS

Food

Coronavirus doesn't seem to spread through exposure to food. Still, it's a good idea to wash fruits and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the supermarket. If you have a weakened immune system, you may consider buying frozen or canned produce.

Water

Coronavirus hasn't been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

A background image showing several people sitting at a long wooden table, possibly in a meeting or workshop. One person in the foreground is writing in a notebook. The image is partially covered by a blue header and a text box.

BEST PRACTICES FOR GENERAL BUSINESSES - OFFICES, PRODUCTION, MANUFACTURING FACILITIES, ETC.



It is suggested to follow all general recommendations listed above in addition to the industry specific recommendations listed here. This playbook provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus's spread.

It is also important that businesses take responsibility to insure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15-day supply at all times.

SUGGESTED MEASURES

General Businesses

offices, production, manufacturing, etc.

1) All on-site workers have their temperatures taken each day prior to entering the building. Anyone with a fever will be required to self-isolate at home for 14 days.



2) Employees wear masks, and safety glasses if needed.

3) Breaks and lunches staggered in groups of 10 or less; and break rooms or common areas arranged so individuals are all at least six feet apart. Also consider breaks outdoors.



4) Create staggered or rolling employee work groups that work on different days, with no "cross-pollination" between groups.

5) Every two hours, employees stop working and wipe down their work areas with sanitizing/disinfecting cleaning supplies, and wash hands with soap and water for at least 20 seconds.



6) Regularly disinfect or sanitize all handles and flat surfaces in common areas, preferably with a substance approved by the EPA for fighting SARS-CoV-2. [Click here for that list.](#)

7) Weekly on a non-working day or non-working time, disinfect buildings through fogging, electrostatically spraying, or something similar, and emphasize high-traffic areas. We recommend using an experienced contractor that uses both EPA approved disinfectants and methods, as well as using an established commercial janitorial company or disaster response company for these services.



ADDITIONAL PRACTICES FOR FOOD & BEVERAGE SERVICE INDUSTRIES

CHAMBER
of COMMERCE
Sumter, South Carolina

Restaurants and food establishments already comply with many sanitation and hygiene regulations. With some simple additions to current practices, dining rooms could begin to safely reopen dependent on public health data.

This is an additional list of recommendations that provides more detail for this industry. Individual establishments should review and make decisions in accordance with their needs and in consultation with local and state health department guidelines.



SUGGESTED MEASURES

Food & Beverage Service Industry

restaurants, bars, coffee shops, bakeries, etc.

- 1) Dining rooms should be sanitized with a quat sanitizer, bleach water mixture, or other commercial grade sanitizer before service, through-out service by a dedicated employee, and at the end of service. This includes all tables, chairs, door handles and any hard surface touched by the public.
- 2) Gloves should be provided upon request of the customer. Latex gloves may be provided, but Nitrile or Vinyl gloves should be available for customers with a Latex allergy. It is not required for customers to wear gloves but is strongly encouraged.
- 3) Masks and gloves shall be worn by all service staff. Gloves must be changed at the time limits set by the local and state health departments. Every 30 minutes is recommended.



- 4) Non-Signature methods of payment are encouraged. Where signature credit card slips, cash, and checks are used, these should be placed in a clean envelope delivered by the server to limit contact with the customer's payment method. Checkbooks are not to be used (only single use disposable envelopes that are discarded when customer is finished).
- 5) Credit cards should be handled as little as possible. Gloves should be changed frequently by staff handling the payment method. Cards and payment stations shall be sanitized after each use.
- 6) Kitchen and Service staff shall use gloves when handling ready-to-eat foods and must wash hands frequently and consistently. Guidelines from local and state health departments for safe food handling shall be followed at all times. Gloves are not required for foods that have yet to be cooked but are encouraged. Gloves are not required when handling dough in bakeries, pizza shops, or restaurants where it will be baked before serving to the public. If serving raw cookie dough, that has the potential to be eaten before baking, gloves must be worn while handling it. Service Staff must have temperature taken before the shift and a log must be kept. This log must be available for inspection by the local or state health department upon request. Thermometers must be no contact or forehead thermometers. Infrared thermometers are acceptable.



- 7) Gloves must be available inside and outside bathroom doors, so patrons can put on a fresh set of gloves going into the bathroom and coming out of the bathroom. This will help maintain safe hard surface contact.
- 8) Cups, lids and straws will be available for drinks, but must not be out for the public to take. Paper products must be provided by the restaurant upon request and be kept where the public cannot have access to them. Communal type dispensers (i.e. napkin dispensers) cannot be available to the public. Single use dispensers are acceptable.
- 10) Plastic flatware must come pre-wrapped. Loose plastic flatware is unacceptable.
- 11) To go boxes, pizza boxes, paper cups, and any other paper product that touches food, must be treated as food. Any time they are handled, gloves should be worn to prevent bare hand touching, especially in regard to folding pizza boxes.
- 12) Ice is a ready-to-eat food and must be treated as such. Hands must be gloved when filling ice machines, and masks must be worn.
- 13) Servers and service staff should submit to COVID-19 testing before being allowed back to work. In the case of a positive test, service staff should follow instructions given by the local health department before being cleared to return to work.



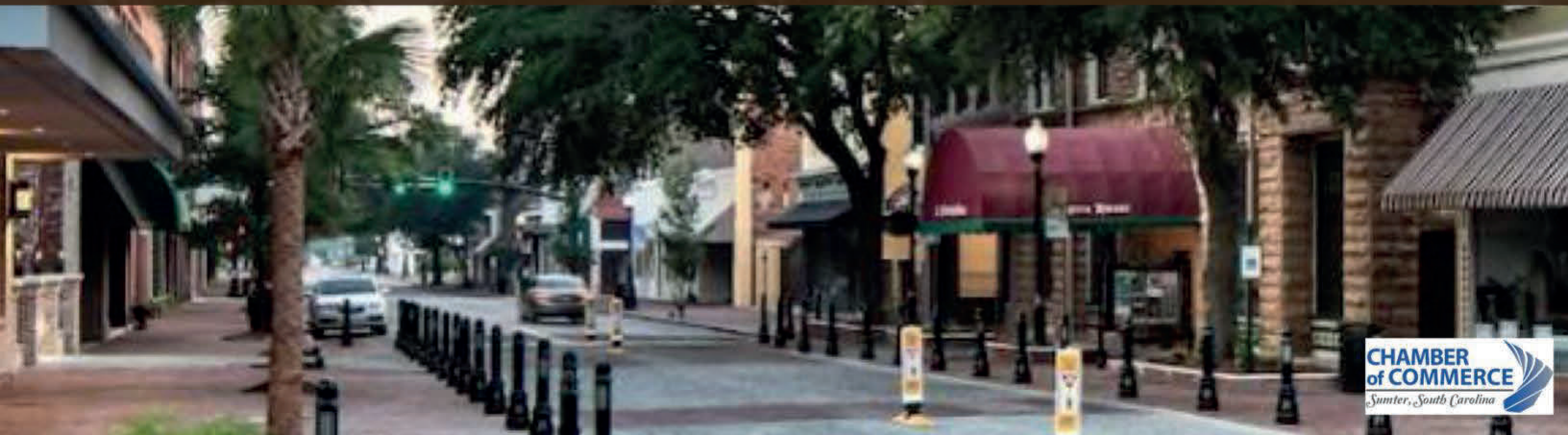
- 14) Ensure patrons not in the same party are more than six feet apart from one another. This can be accomplished by spacing tables out or by placing patrons at every other table, with the minimum required distance. In restaurants where customers seat themselves, tape should be placed at tables not to be used.
- 15) Playgrounds in restaurants should remain closed.
- 16) Restaurants with queues or lines should ensure social distancing procedures with visual or physical markers, and not allow more than 10 people in their waiting area at a time. A list should be kept, and names and numbers taken. Customers should then be asked to wait outside or in their cars. Text messages should be sent when their table is ready.
- 17) Menus, tables, chairs, saltshakers, or any other objects used by customers shall be sanitized between each use. Single use paper menus are highly recommended.
- 18) Large, non-immediate familial parties are discouraged.
- 19) All You Can Eat Buffets should have attendants to serve food. Social distancing should be maintained at all times.

- 20) Buffet Lines should be sanitized at all times. Single use plates should be used.
- 21) Table spacing is important in buffet dining rooms and should maintain a six-foot minimum between patrons not in the same party.
- 22) Buffet queues for payment should have six-foot gaps. A wait list shall be made for customers in the event that the restaurant is full, and customers should be asked to wait outside or in their cars. When a table opens up, customers should be sent a text to alert them that they are ready.



[CLICK HERE](#)

SAFE. TO. WORK.



These guidelines are not exhaustive but offer a valuable starting point for discussing how best to restart our economy. More information will come from both state and local health departments in conjunction with the State of South Carolina plan. We will continue to foster dialogue among businesses, health officials, and elected leaders to ensure we get our businesses and our residents back to work in a safe manner. Please visit our website at sumterchamber.com for ongoing updates.



The Chamber's #1 priority is the safety of it's staff, members & community.

We want to help you make thoughtful decisions that are best for your organization during the pandemic. We encourage you to submit any questions/concerns you may have regarding the anticipated phased re-opening of Sumter. All questions will be answered as best they can by staff or private sector professionals.

NOTE: THE CHAMBER ENDORSES A GRADUAL RE-OPENING OF THE ECONOMY AS SOON AS IT IS FEASIBLE, RECOGNIZING THE IMPERATIVE IMPORTANCE OF HEALTH & SAFETY.

TOGETHER, The Sumter business community will get back to a level of operations that resemble some sense of normalcy.

#TheBestIsYetToCome
#ItTakesATownLikeSumter
#IAmSumterChamber



Have Unanswered Questions? WE CAN HELP!

Submit your questions/concerns regarding the proposed re-opening of Sumter and/or any general pandemic questions.

You will receive an answer from our staff and/or private sector professionals.

E-mail questions to Chamber, CEO, [Chris Hardy by clicking here.](#)

Visit www.sumterchamber.com for COVID-19 Updates

Follow our [Facebook Page @SumterSCChamber](#)

Call our COVID-19 Small Business Hotline 803.774.2402

