



Phase I

Business Guidance and Information for Reopening

It is important to note that COVID-19 remains a threat to our community

Please follow the following guidelines and recommendations
to reduce the spread of COVID-19

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Appendices (separate PDFs)

Appendix A	CCHD Guidance Packet for Reopening Retail/Other Business
Appendix B	DPHHS Food & Consumer Safety Packet for Bars & Retail Food

Employers:

State Guidelines:

- Develop and implement appropriate policies, in accordance with federal, state, and local regulations and guidance, and informed by industry best practices, regarding:
 - Social distancing and protective equipment.
 - Temperature checks and/or symptom screening.
 - Testing, isolating, and contact tracing, in collaboration with public health authorities.
 - Sanitation.
 - Use and disinfection of common and high-traffic areas.
- Monitor workforce for indicative symptoms. Do not allow people with symptoms of COVID-19 to work.
- Collaborate with public health officials when implementing policies and procedures for workforce contact tracing following an employee's COVID-19 positive test result.
- Continue to encourage telework whenever possible and feasible with business operations.
- When telework is not feasible, employers are encouraged to accommodate alternative work schedules such as shift work and staggered scheduling in order to adhere to social distancing guidelines.
- Close common areas where personnel are likely to congregate and interact, or enforce strict social distancing protocol

CCHD Recommendations:

- Use online conferencing, email, or telephone in place of in-person meetings, even when people are in the same building.
- Encourage digital files rather than paper formats (e.g. documentation, invoices, inspections, forms, agendas).
- Consider what reserve supplies may be necessary to obtain (e.g., cleaning supplies, gloves or other protective equipment)
- Educate workforce about the threat of the COVID-19 pandemic, what the business is doing for prevention measures.
- Prepare for absenteeism—not only sick employees will stay home; others may need to care for the sick or children if schools close; those employees should notify their supervisors
- When possible, discourage sharing of work tools and equipment

- Make a list of high-touch surfaces requiring routine disinfecting and perform routine environmental cleaning (e.g., elevator buttons, workstations, countertops, handrails, doorknobs, breakrooms, bathrooms, common areas), either twice a day or after each use. Keep a logbook of cleaning regimen.
- Minimize face-to-face interactions, including with customers (e.g. utilize drive-thru, install partitions).
- Eliminate unnecessary travel and cancel or postpone in-person meetings, conferences, workshops, and training sessions.
- Require employees to self-quarantine for 14 days when returning from out-of-state travel.

Places of Worship (Effective Sunday, April 26, 2020)

State Guidelines:

Places of worship can become operational with reduced capacity and where strict physical distancing protocols can be maintained between non-household members.

- Places of worship should avoid gathering in groups of more than 10 people in circumstances that do not readily allow for appropriate physical distancing.

CCHD Recommendations:

- Limit number of people at gatherings to 10 people
- Offer more services with limited occupancy
- Rearrange seating to comply with social distancing
- Remind parishioners to only sit near members of their household
- Refrain from handshakes, hugs or physical contact
- Continue to hold virtual services
- Communicate regularly with staff, volunteers, and members, urging them to stay home if sick

Cloth face masks

- Implement the use of cloth face masks for attendees and staff, if possible.
 - Refer to CDC guidance for further information regarding cloth face coverings: [CDC Use of Cloth Face Coverings](#)

Cleaning and disinfecting

- Clean all “high touch” areas such as counters, doorknobs, tables, benches, chairs, etc. frequently.
- Clean more often if surfaces become visibly soiled.
- Clean any surfaces that may have blood, body fluids, and/or secretions on them.
- Wear disposable gloves when cleaning surfaces.
- Clean and disinfect all surfaces after every service.
- Visit the CDC website to view a list of [EPA-approved disinfectants](#).

Provide additional hand washing or hand sanitizing options for parishioners:

- Hand sanitizer should be provided at each entrance
- Post signs directing parishioners to hand-washing areas

Considerations for vulnerable employees and customers

The following groups are considered high-risk for developing severe complications from COVID-19:

- People aged 65+
- People who live in a nursing home or long-term care facility
- People who are immunocompromised
- People with underlying medical conditions

Vulnerable populations are still encouraged to stay home as much as possible.

Retail Businesses (Effective Monday, April 27, 2020)

State Guidelines:

- Health assessments must be conducted for all employees at the beginning of each shift.
- In establishments where customers wait in a line, non-household customers should remain physically distanced by a minimum of 6 feet.
- Waiting areas where adequate physical distancing cannot be maintained must be closed.
 - Customers should be encouraged to call for a reservation or an appointment, or establishments should use an online wait listing application.
- Physical distancing of 6 feet must be maintained between non-congregate customers, this may require:
 - A reduction in capacity;
 - A reduction of seating in service and waiting areas;
 - Management of waiting areas and waiting lines; or
 - Systems that reduce the amount of contact time between customers and staff.

CCHD Recommendations:

- Implement “retail-to-go” methods
 - Allow online shopping and shipping options.
 - Utilize curbside pick-up options.
- Limit the number of shoppers in the store at any given time.
 - Stores must function at a reduced capacity.
- Rearrange the sales floor to provide adequate social distancing (e.g. moving clothing racks farther apart). Where appropriate, “one way” aisles is a simple and effective intervention.
- Consider the temporary closure of dressing rooms.
- Open every other check-out line/area.
- Consider reserving special hours for at-risk populations.
- Encourage patrons to shop alone, if possible.
- One-way aisles to support physical distancing.
- Make regular announcements to remind customers to follow physical distancing and one-way aisle guidelines.
- Separate order and delivery areas to keep customers from waiting in confined areas together.

Cloth face masks

- Implement the use of cloth face masks for customers and staff, if possible.
 - Refer to CDC guidance for further information regarding cloth face coverings: [CDC Use of Cloth Face Coverings](#)

Cleaning and disinfecting

See Environmental Protection Agency for [Information on Disinfectants](#).

Clean all “high touch” areas such as counters, doorknobs, tables, benches, chairs, registers, card machines, etc., every 2-4 hours (or more frequently if possible).

- Clean more often if surfaces become visibly soiled.
- Clean any surfaces that may have blood, body fluids, and or secretions on them.
- Wear disposable gloves when cleaning surfaces.
- Dishes and eating utensils should be cleaned with soap and hot water.
- Use of a dishwasher also provides sufficient cleaning.
- Assign an employee to disinfect carts and baskets after each use.

Provide additional hand washing or hand sanitizing options for customers:

- Hand sanitizer should be provided at each entrance
- Post signs directing parishioners to hand-washing areas

Considerations for vulnerable employees and customers

The following groups are considered high-risk for developing severe complications from COVID-19:

- People aged 65+
- People who live in a nursing home or long-term care facility
- People who are immunocompromised
- People with underlying medical conditions

Vulnerable populations are still encouraged to stay home as much as possible.

Personal Care: Salons, Massage, Body Art, Etc. (Effective Monday, April 27, 2020)

State Guidelines:

- Operations that require close personal contact for an extended period expose staff and customers to greater levels of risk. These situations require additional safety and health precautions.
- Screen customers prior to appointment for symptoms of fever, shortness of breath, or a cough. Customers that have any of these symptoms must be rescheduled.
- Utilize a face mask for staff and for customers when practical.
- Stylist/artist/service-provider and customer, together, are considered a “station.” Each “station” must be 6 feet away from other “stations.”
- Provide for 6 feet of physical distancing between stations, this may require:
 - A reduction in capacity;
 - Increasing spacing, removing stations, or marking stations as closed;
 - Providing for a physical barrier between stations;
 - A reduction of seating in service and waiting areas; or
 - Systems that reduce the amount of contact time between customers and staff.

CCHD Recommendations:

- Limit the numbers of clients and staff in the building at any given time.
 - Utilize a scheduling system. Do not allow walk-in services.
 - Have clients wait in their vehicles for services instead of in the facility’s waiting areas.
- Rearrange the salon, spa, or parlor to provide for adequate social distancing.
 - Only provide services at every other booth/station.
- Clients must come to appointments alone to provide one-on-one services.
 - If necessary, minors should only bring one parent/guardian with them to the appointment.
- Consider reserving special service hours for at-risk populations.
- Consider limiting face services (e.g. lashes, facial waxing, beard trims).
 - Limit cash transactions and utilize “no-touch” payment options, such as paying over the phone or paying online.

Symptom monitoring

- Consider implementing policies asking clients to not book appointments within 14 days of returning from travel.
- Ask clients to monitor themselves for signs and symptoms such as fever, cough, or shortness of breath prior to coming into the business.
- Confirm that the client is not sick during the appointment confirmation call.
- Actively encourage clients to stay home and reschedule if they are sick.

Cloth face masks

- Implement the use of cloth face masks for attendees and staff, if possible.
 - Refer to CDC guidance for further information regarding cloth face coverings: [CDC Use of Cloth Face Coverings](#)

Cleaning and disinfecting

See Environmental Protection Agency for [Information on Disinfectants](#)

Follow all routine cleaning guidelines and procedures as dictated by state and federal regulations.

Clean all “high touch” areas such as counters, doorknobs, tables, benches, chairs, registers, card machines, etc. frequently.

- Wipe down booth station between each client.
- Clean more often if surfaces become visibly soiled.
- Clean any surfaces that may have blood, body fluids, and or secretions on them.
- Wear disposable gloves when cleaning surfaces.
- Schedule appointments with enough time allowed to disinfect all procedure surfaces between services.

Provide additional hand washing or hand sanitizing options for customers:

- Hand sanitizer should be provided at each entrance
- Post signs directing parishioners to hand-washing areas

Restaurants, Bars, Breweries, Distilleries, Casinos (Effective Monday, May 4, 2020)

State Guidelines:

- **A specific cleaning plan must be implemented, and employees must be trained in proper sanitation practices. Materials will be available on the Montana Department of Public Health and Human Services (DPHHS) [Food and Consumer Safety website](#). Materials for food establishments are also attached to this document in Appendix B—filling out these forms and following these plans is a requirement for receiving signage for safe operation from the Chamber of Commerce & CCHD.**
- Capacity must be limited to 50% of normal operating capacity to allow for adequate group spacing.
- Tables must be limited to six people per table.
- Establishments must provide for 6 feet of physical distancing between groups and or tables by:
 - Increasing table spacing, removing tables, or marking tables as closed;
 - Providing for a physical barrier between tables; or
 - Back-to-back booth seating provides adequate separation.
- In-house dining for quick service restaurants should remain closed, including the cleaning of every table/chair between customers, unless all guidelines can be met.
- Sitting or standing at bars or counters is not allowed.
- In bars, drinks and food must be served to customers at a table.
- Self-service buffets and condiments must be eliminated.
- Drink refills are not allowed. A new glass/cup must be provided.
- Self-service cups, straws and lids should be behind a counter and handed to customers.
- Gaming machines that are operational must be separated by a 7-foot distance, center to center. Machines must be placed out of service if adequate spacing cannot be assured.
- All surfaces occupied must be cleaned in between customers, including tables, chairs, booths, and highchairs.
- Table items including, condiments, menus, napkins, and décor, should be removed from the table unless they can be adequately cleaned between customers.
- Menus must be cleaned between customers.
- Growlers and refillable or reusable containers must be cleaned prior to being refilled.
- Gaming machines must be adequately cleaned between customers.

CCHD Recommendations:

Restaurant staff precautions

Employee illness

- Do not allow employees to come to work if sick.
- Supply kitchen staff with masks when social distancing is not feasible.
- If employee is sick with COVID-19 symptoms, such as cough, fever or shortness of breath, please encourage them to go in for testing and follow CDC guidelines to wait for results before returning to work.
- If an employee informs management that they have tested positive for COVID-19, please call CCHD immediately for additional sanitation guidance. Please be aware that we will not be able to confirm or deny your employee's test results or give out any personal identifying information.

Prevention

- Encourage frequent, thorough handwashing.
- Have employees take temperatures and assess other symptoms.
- Restructure staffing so that those who handle food do not handle money.
- Provide masks and gloves for employees who are taking transactions and ensure employees are using their PPE appropriately.
- Post signage reminding to patrons not to enter if immunocompromised or ill.
- Establish an illness/leave policy for employees.

Social distancing ideas:

Physical controls

- Space out tables and seating.
 - Use every other table, remove tables, remove bar stools, and/or mark off/close every other table.
- Do not allow groups to assemble within establishment or outside establishment. No standing around waiting for tables or mingling within establishment.
- No unseated guests.
- Mark off the bar stools or table with information explaining why those areas must remain empty.
- Utilize curb side pick-up or delivery if possible, use proper PPE when delivering, such as masks and gloves.
- No parties larger than 6 people.

- Music may be played but discourage people from dancing, close contact, or other social gathering.

Sanitary practices and no-touch methods

- Instead of reusable menus, utilize paper menus that can be discarded after one use.
- Use whiteboards or a scroll board to eliminate the need of reusable menus.
- Limit menu use among customers.
- No pre-set silverware.
- Allow for reservations. Have individuals wait for tables in their vehicles rather than in the waiting room, and text them when their table is ready.
- Supply plastic or glass shields for host/hostess stations. Similar to grocery stores.
- No self-service areas (salad bar, buffets, etc., if not prewrapped).

Money handling

- Have individuals pay before pick-up with credit card.
- Encourage customers to use check or credit card, instead of cash.

Casino-specific recommendations

- Full disinfection between customers use of machines.
- Provide disinfecting wipes for customers to wipe down machines.
- Space out machines or close every other machine to allow adequate spacing.

Cleaning and disinfecting

See Environmental Protection Agency for [Information on Disinfectants](#)

Clean all “high touch” areas such as counters, doorknobs, tables, benches, chairs, registers, card machines, restrooms frequently. Suggested time is every 2-3 hours but more frequently is encouraged.

- EPA approved disinfectants
- 1/3 cup of bleach per gallon of water

Provide additional hand washing or hand sanitizing options for customers:

- Hand sanitizer should be provided at each entrance
- Post signs directing parishioners to hand-washing areas

Cloth face masks

- Implement the use of cloth face masks for attendees and staff, if possible.
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Frequently Asked Questions

Guidance from State DPHHS

- I. Organized youth activities
 - a. Gymnastics
 - b. Dance
 - c. Vacation Bible schools
 - d. Softball
 - e. Baseball

The directive provides that organized youth activities can become operational subject to adhering to strict physical distancing between groups and the exercise of frequent sanitation protocols. [Governor's Directive](#), page 5. Each of the above listed activities are permissible if appropriate physical distancing and sanitation protocols are in place.

- II. Fitness facilities/operations
 - a. Yoga studios
 - b. Boutique fitness studios

The directive provides that gyms are to remain closed until further notice. [Governor's Directive](#), page 5. Yoga studios and boutique fitness studios are considered gyms and must remain closed at this time.

- III. Recreational facilities
 - a. Trampoline parks
 - b. Roller skating rinks
 - c. Ice rinks
 - d. Drive-in movie theatres

The directive provides that other places of assembly must remain closed until further notice. [Governor's Directive](#), page 5. Each of the above listed operations constitute other places of assembly that must remain closed at this time.

- IV. Pre-schools (some of which are also childcare facilities)

The directive provides that childcare facilities may remain operational subject to the April 1, 2020, directive on childcare. [Governor's Directive](#), page 6. Pre-schools and childcare facilities can operate subject to the requirements set forth in the Governor's April 1, 2020, [Childcare Directive](#).

V. Auctions

The directive provides that other places of assembly must remain closed until further notice. [Governor's Directive](#), page 5. In-person auctions are considered other places of assembly that would have to remain closed at this time. They may want to consider moving to an online or telephonic format for the time being.

VI. Rodeos – indoor & outdoor

The directive provides that other places of assembly must remain closed until further notice. [Governor's Directive](#), page 5. Rodeos, whether indoor or outdoor, constitute another place of assembly and are not permitted at this time.