

**VILLAGE OF ORLAND PARK
BACK TO NORMAL PLAN**

April 24, 2020

Update 1: May 4, 2020

Update 2: May 15, 2020

Update 3: July 6, 2020

Update Summary (May 4, 2020)

This update eliminates Phase 0 as most of those businesses began at least partial operations via the Governor's 4/30 Executive Order. The remaining businesses were added to Phase 1. Additionally, new information was added to Phase 1 and Phase 2.

Update Summary (May 15, 2020)

This update incorporates the applicable portions of the Restore Illinois Plan. Those parts of the plan that are not added are noted.

Update Summary (July 6, 2020)

This update provides an update to the current situation and modifies parts of the plan to reflect the latest CDC guidance and parts of Restore Illinois.

PURPOSE

This plan represents the Village of Orland Park's best efforts to provide guidance for businesses and residences. While adherence to this guidance is recommended, compliance is voluntary. We strongly recommend that all businesses conduct an internal analysis to determine other steps that can be taken to help ensure employee and customer safety. Advisors such as risk managers, insurance companies and safety consultants may be helpful in this endeavor.

This plan, as well as other COVID-19 recovery plans, are subject to change based on newly acquired data or circumstances regarding COVID-19 and economic recovery. Updates will be posted on our website at www.orlandpark.org.

DISCLAIMER

Adherence to any recommendations included in these guidelines, by individuals and/or businesses, will not prevent the communication of disease, including COVID-19, in every situation. Furthermore, the recommendations contained in these guidelines should not be interpreted as setting a standard of precaution or care, or be deemed inclusive of all proper methods of precaution or care, nor exclusive of other methods of precaution or care reasonably directed to obtaining the same results.

All information, content, and material contained herein is for informational purposes only and are not intended to serve as a substitute for the consultation, diagnosis, and/or medical treatment of a qualified physician or healthcare provider.

The ultimate judgment regarding the propriety of any specific action must be made by each individual in consultation with his or her physician and in light of all the circumstances presented by the current pandemic, and the known variability and biological behavior of the individual's medical condition.

These guidelines and their conclusions and recommendations reflect the best available information at the time they were prepared. The results of future studies may require revisions to the recommendations in these guidelines.

The Village of Orland Park does not make, and hereby disclaims, any warranty, express or implied, as to the accuracy or completeness of these guidelines whether authored by the Village of Orland Park or others or any of the measures described therein, and undertakes no obligation and assumes no responsibility for any injury or damage to persons or property arising out of or related to any use of these guidelines and any information provided therein or for any errors or omissions. The sole risk of relying on these guidelines is that of each individual alone.

The Village of Orland Park disclaims any liability based on information provided in these guidelines.

If you have a medical emergency, call you doctor or 911 immediately.

1. EXECUTIVE SUMMARY

On April 23rd, Governor Pritzker extended the stay at home order until May 31st. Prior to this extension, the Village of Orland Park created this plan to return to normal. This plan is our effort to provide guidance to businesses and residents to help facilitate returning to normal. Governor Pritzker revealed his plan on May 5, 2020, called Restore Illinois.

The data provided by IDPH indicates that hospital resource usage related to COVID-19 peaked on or about April 28, 2020. The University of Washington IHME model indicates the State of Illinois' peaked on or about May 1, 2020. The Office of the Governor has yet to share the modeling used as the basis for Governor's decision-making.

The State of Illinois is overwhelmed with unemployment claims and projects \$2.7 billion and \$4.6 billion in revenue losses in 2020 and 2021, respectively. The State of Illinois has also failed in its responsibilities to have required medical supplies and PPE available in the event of an emergency. Additionally, the State of Illinois has failed in its responsibility to the most vulnerable, with 55% of statewide deaths tracing back to long-term care facilities according to IDPH as of July 5, 2020.

The Restore Illinois Plan, issued on May 5, 2020, was issued via an Executive Order. On July 2, 2020, a Clay County, Illinois judge ruled Governor Pritzker did not have the authority to extend Illinois' public health disaster declaration longer than its initial 30 days of business closures.

Our economy will return to normal using measured and staged approaches, which will allow people return to work, minimize revenue losses at the State and local levels and help our community return to a sense of normalcy.

All phases will require tracking of specific data to move to each subsequent phase. Also, prior to moving to the next phase, trends will be monitored that will indicate when moving to the next phase is warranted.

According to the Centers for Disease Control and Prevention (CDC), moving from Phase to Phase requires:

- Downward trajectory of documented cases within a 14-day period – this assumes that testing levels are consistent and uses a 3-day rolling average to determine the case trajectory. Additionally, a 5-day grace period applies (if 5 days of consecutive increase does not occur during a downward trajectory). Moreover, if a locality has a low incidence plateau (less than 10 cases per 100,000 population over 2 weeks) then it is considered low incidence.
- Downward trajectory of positive tests as a percent of total tests within a 14-day period with stable or increasing test volume.
- ICU Bed and Ventilator usage due to COVID should be steady or declining and capacity should be available.

Other factors to consider:

- Intensive care unit (ICU) bed and ventilator availability is over 14% in the southwest suburbs.

- Hospital admissions for COVID-19 remain stable or declining in suburban Cook County. This could increase slightly if these hospitalizations remain well below the peak.
- Deaths from COVID 19 remains stable or declining in suburban Cook County. This could increase slightly if these hospitalizations remain well below the peak.

A phased approach to returning to normal is a measured way to restore the economy while keeping our residents safe. The phases are as follows:

- Phase One – Recovery (Equivalent to Restore Illinois Phase 3).
- Phase Two – Revitalization (Equivalent to Restore Illinois Phase 4).
- Phase Three – Normal Operations (Equivalent to Restore Illinois Phase 5).
- Monitoring Phase – Monitor progress and implement social distancing measures, if needed.

The development of this plan includes information from the CDC, The American Enterprise Institute, and the White House, Boston Consulting Group, national plans, state plans, regional plans, business plans as well as reviews from health professionals, business leaders and neighboring government entities.

This document is a plan that is meant to be adapted and adjusted to the changing environment while providing guidance to businesses and residents when the decision is made to starting to return to normal.

2. CURRENT SITUATION

Since the onset of the COVID-19 pandemic, Governor Pritzker issued a series of Executive Orders. The Restore Illinois Plan, issued on May 5, 2020, was issued via an Executive Order. On July 2, 2020, a Clay County, Illinois judge ruled Governor Pritzker did not have the authority to extend Illinois' public health disaster declaration longer than its initial 30 days of business closures.

Much of the Restore Illinois Plan followed CDC and expert guidance. However, several portions of the plan do not follow this guidance, including:

- Currently, the Restore Illinois Plan calls for phases that are 28 days in length. This is 14 days longer than the guidance from the federal government, the CDC and other experts.
- The Restore Illinois Plan does not adequately address vulnerable populations and long-term care facilities. People over the age of 60 represent approximately 87% of all deaths in Illinois, while long-term care facilities account for approximately 55% of all deaths in Illinois. The Restore Illinois Plan should encourage those people who are most vulnerable to continue to “stay-at-home” or limit non-essential activities where social distancing measures cannot be practiced until Phase 5 of the Restore Illinois Plan is implemented.
- Capacity limitations are extremely inconsistent across businesses and appear to be capricious without any science or data to support them.
- Restore Illinois Phase 5 opening requirements are overly stringent and likely not realistic. A vaccine in mass quantities is likely to be at least 2 years away and, similar to other viruses, may never be completely successful. Developing an effective treatment also could take decades. Lastly, the goal of zero new cases is likely impossible. In human history, only one human virus has been successfully eliminated - small pox, and that took the better part of a century.

Without a realistic Restore Illinois Phase 5 plan, unemployment will continue to be a major source of despair in Illinois. Employment levels in Illinois are 13.8% lower than a year ago, with 955,000 fewer people in the workforce. Enhanced unemployment benefits have expired, the Illinois Department of Employment Security (IDES) is overwhelmed, and the State of Illinois failed in its handling of these benefits. The ideal way to improve this situation is to reduce demand by increasing employment. The only sustainable way to increase employment is to increase consumer demand; which, in this case, can be accomplished by restoring normal operations and improving access to businesses in a safe and controlled manner.

From a revenue standpoint, both the state and municipalities like Orland Park will be significantly impacted by the Governor's stay-at-home order and subsequent extensions. Based on estimates from the Governor's Office of Management and Budget, the Village of Orland Park is expected to lose \$2.6 Million in sales tax and \$412,000 in income tax in this budget year. Other revenue losses exceed \$1.5 Million.

Additionally, the federal government provided the State of Illinois with over \$3.5 billion, of which over \$1.5 billion was specifically earmarked for municipalities. In the most recent budget

the State of Illinois indicated that it would share only \$250 million and specifically excluded 5 counties including the counties of Cook and Will.

Economic fallout from the coronavirus outbreak will cost Illinois \$7.3 billion in revenue for the current and next fiscal year, Governor Pritzker announced on April 15, 2020. Revenue revisions released by the Governor's Office indicated drops of \$2.7 billion in fiscal year 2020, which ended on June 30, and \$4.6 billion in fiscal year 2021, due mainly to lower income and sales tax collections as unemployment skyrockets and consumer spending falls. Even before the health crisis Illinois, the lowest-rated U.S. state, was on shaky financial ground with a huge unfunded pension liability and chronic structural budget deficits.

The State of Illinois has seen a 10.5% decrease in sales tax revenue in June, 2020 compared to June 2019, and a 5.4% decline in year to date income tax revenue. State of Illinois major revenues for only the months of April and May, 2020, are a full 31%, or \$3.2 billion lower than the same months of 2019.

At present, most businesses are operating in a limited capacity. However some businesses have remained closed. Getting back to normal, using the measured and staged approach that follows, will help people return to work, minimize the revenue losses at the State and local level and help communities return to a sense of normalcy.

3. GUIDELINES FOR ALL PHASES

The following data needs to be tracked to move to each subsequent phase:

- COVID-19 cases by report date
- Hospitalizations for COVID-19 by date
- Percentage of positive tests
- ICU bed and Ventilator usage from COVID
- ICU Bed and vent availability
- Number of deaths

Prior to moving to the next phase, the following trends over the previous two weeks will be monitored:

- Downward trajectory of documented cases within a 14-day period – this assumes that testing levels are consistent and uses a 3-day rolling average to determine the case trajectory. Additionally, a 5-day grace period applies (if 5 days of consecutive increase does not occur during a downward trajectory).
- Downward trajectory of positive tests as a percent of total tests within a 14-day period with stable or increasing test volume.
- ICU bed and ventilator usage due to COVID-19 should be steady or declining and the availability of both should be over 14% in the southwest suburbs.
- Other factors to consider:
 - Hospital admissions for COVID-19 remains stable or declining in suburban Cook County. This could increase slightly if these hospitalizations remain well below the peak.
 - Deaths from COVID-19 remains stable or declining in suburban Cook County. This could increase slightly if these hospitalizations remain well below the peak.

What efforts will Orland Park take to support businesses returning to normal operation?

- Marketing and advertising efforts to encourage people to shop locally and safely.
- Positive messaging encouraging people to start engaging with society again and adapt to the new normal.
- Help businesses source hard-to-find supplies:
 - Surgical Masks
 - N-95 or KN-95 Masks for close contact businesses (e.g. salons)
 - Hand sanitizer
- Make personnel available to augment state and county contact tracing of positive cases.
- Use serologic testing as part of a strategy to assess immunity.
- Encourage standup of testing facilities for both serology and active testing.
- Share information and data with county, state and federal data systems.
- Isolate and quarantine positive cases and close contacts of those cases.
- Communicate to residents about the current situation, decisions under consideration, and clear guidance for adhering to mitigation levels.

- Tailor mitigation strategies as needed to address unique community characteristics and protect older adults and other high-risk individuals.

What efforts should individuals take?

- Continue to practice good hygiene
 - Wash hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
 - Avoid touching your face.
 - Sneeze or cough into a tissue, or in the inside of your elbow.
 - Disinfect frequently used items and surfaces as much as possible.
 - Consider using face coverings while in public, and particularly when using mass transit.
- **People who feel sick should stay home and contact their physician for guidance.**
- Follow CDC guidance regarding the usage of masks if social distance cannot be maintained, particularly in indoor settings.
- Visits to special needs and/or long-term care facilities and hospitals shall not be permitted until normal operations are restored.

What efforts should employers take?

- 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
 - Testing and isolating
 - Sanitation
 - Use and disinfection of common areas and high-traffic areas
 - Business travel
- Monitor workforce for indicative symptoms. Do not allow people with known exposure to COVID-19 positive individuals to physically return to work until cleared by a medical provider (or 14 days)
- Develop and implement policies and procedures for workforce contact tracing following employee COVID positive test

4. Phase One – Recovery (Equivalent to Restore Illinois Phase 3)

This phase can occur at any time after achieving a steady or declining COVID hospitalizations, cases, and positive tests for 14 days have been observed in suburban Cook County. Additionally, ICU bed and ventilator usage due to COVID-19 should be steady or declining and the availability of both should be over 14% in the southwest suburbs.

The Village should help businesses with their critical supplies if we have them. While we should not wait for supplies to be in stock, we should have them ordered with expected delivery dates.

It will be critical to track data, test and follow the plan for moving onto Phase 2.

Figure 1. Phase One- Recovery

TYPE OF BUSINESS	RECOMMENDED RESTRICTIONS	RATIONALE
Barbershops, Beauty salons, Nail salons, etc.	<p>N95 or KN95 masks for all persons in direct customer contact</p> <p>Surgical masks for all other employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Sanitize chairs and equipment after each use</p> <p>Provider must wash hands between each separate customer interaction</p>	Required for personal hygiene
Book Stores	<p>Surgical masks for indoor employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shields for checkout clerks</p>	Supports e-learning and is a critical activity for staying at home.
Golf Courses	<p>Locker rooms remain closed</p> <p>Surgical masks for pro-shop, indoor employees</p> <p>Hand sanitizer at pro-shop entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Schedule tee times to avoid congregation at tee area</p> <p>Flagsticks are not to be removed</p> <p>One person per cart, unless family members</p> <p>Carts and pull-carts sanitized after each use</p> <p>Forecaddies only – cannot handle players equipment</p> <p>Shields for pro-shop clerks</p> <p>Driving Ranges – every other stall</p> <p>Putting greens – maintain social distancing</p> <p>Foursomes are allowed</p>	Outdoor activity and exercise are encouraged as part of the stay at home order. This activity is outdoors and by its very nature maintains substantial social distance.

Hotels	<p>Housekeeping services only clean upon request, or when guests depart</p> <p>Room service only to guest's doors</p> <p>Encourage social distancing for all guests and staff</p> <p>Additional sanitization services of rooms on departures</p> <p>Surgical mask for indoor employees</p> <p>Hand sanitizer at entries</p> <p>Shields at front-desk</p> <p>Pool furniture and gates to be sanitized regularly</p>	
Libraries	<p>Surgical masks for indoor employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas & spread out seating areas</p> <p>Shields for checkout staff</p>	Supports e-learning and is a critical activity for staying at home.
Manufacturing	Appropriate industry measures should be taken based on the type of manufacturing	
Offices – all offices can open	<p>Teleworking is still encouraged to minimize the number of people in one space</p> <p>Social distancing should be maintained at work</p> <p>Encourage visitors by appointment to minimize working</p>	Many essential businesses have stayed open during the stay at home with no issues.
Outdoor Spaces (except playgrounds)	<p>Groups of less than 10 allowed</p> <p>Social distancing to be maintained</p>	This has already been allowed in many parks with no known issues
Religious services	<p>Maintain social distancing at all services</p> <p>Ensure seating separated by 6 feet (except family groups)</p> <p>If possible, offer more services to keep number of worshipers lower</p>	The is a First Amendment right

	<p>Disinfect seating areas after each service</p> <p>Develop procedures for entry and exit that allows for social distancing</p> <p>Surgical masks for all employees</p> <p>Hand sanitizer at all entrances</p> <p>Use disposable cups</p>	
Restaurants	<p>Surgical masks for all customer-facing employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>No groups larger than six, unless children are included in the group</p> <p>Space tables and seating to allow for 6-foot separation (blocking tables will be allowed)</p> <p>Sanitize tables and chairs after each use</p> <p>Conduct a pre-shift health check of every employee</p> <p>(see Appendix B)</p>	<p>Restaurants have been operating and making food with no issues. The concentration of people is less than some other essential businesses.</p>
Retail Stores – Outdoor facing entrances	<p>Surgical masks for indoor employees</p> <p>Sanitize shopping carts</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shield for checkout clerks</p> <p>Create one-way traffic flow</p>	<p>Many essential businesses were retail stores that have been able to operate safely.</p>
Retail Stores – Orland Square Mall	See Appendix A for Simon Properties Plan	

- All vulnerable people should continue to “stay-at-home”:
 - Elderly individuals
 - Individuals with serious underlying health conditions, including but not limited to high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as chemotherapy for cancer and other conditions requiring such therapy
- When in public, people should maintain appropriate social distance from others.

- Avoid socializing in groups more than 10 where possible.
- Non-essential travel should be minimized.
- Work from home whenever possible.
- If possible, return to work in phases.
- If possible, employers should close common areas where personnel are likely to congregate and interact.
- Strongly consider special accommodations for personnel who are members of a vulnerable population.
- Schools and youth activities remain closed.
- Large public venues should remain closed.
- Visitations at special needs, long-term care facilities or hospitals are not permitted.

5. Phase Two – Revitalization (Equivalent to Restore Illinois Phase 4)

Business operations in this Phase 2 can occur 14 days after implementation of Phase One if the following conditions are met. Steady or declining COVID-19 hospitalizations, cases, and positive tests observed for 14 days in suburban Cook County. Additionally, ICU bed and ventilator usage due to COVID-19 should be steady or declining and the availability of both should be over 14% in the southwest suburbs.

These operations need to follow social distancing and hygiene measures that are currently in place, however mask usage can be relaxed and CDC recommendations should be followed. The Village should help businesses with their critical supplies if we have them. While we should not wait for supplies to be in stock, we should have them ordered with expected delivery dates.

It will be critical to track data, test and follow the plan for moving onto Phase Two.

Figure 2. Phase Two – Revitalization

TYPE OF BUSINESS	RECOMMENDED RESTRICTIONS	RATIONALE
Gyms/Fitness Facilities	Sanitize equipment after each use Maintain social distancing Groups to stay less than 50 people	
Golf Courses and Driving Ranges	Locker rooms available One person per cart, unless family members Carts and pull-carts sanitized after each use Forecaddies only – cannot handle players equipment	Outdoor activity and exercise are encouraged as part of the stay at home order. This activity is outdoors and by its very nature maintains substantial social

		distance.
Massage	<p>N95 or KN95 masks required</p> <p>Wash hands between each customer</p> <p>Disinfect all equipment</p>	
Movie Theaters	<p>Seating in family groups with 6 feet between</p> <p>Provide sanitary wipes to customers to wipe seats</p> <p>Follow restaurant guidelines for food service areas (see Appendix B)</p>	
Nurseries and daycare centers	<p>Surgical masks for all employees</p> <p>Encourage regular hand washing and hand sanitization</p> <p>Increased cleaning and sanitization of equipment and toys.</p> <p>Use alternate curbside pick-up and drop-off routines that enable social distancing</p>	
Organized Youth Activities	<p>Resume</p> <p>Spectators should maintain social distancing</p> <p>Bleachers to remain closed</p>	
Outdoor events	<p>Can resume with moderate social distancing rules.</p> <p>50% capacity at outdoor venues.</p> <p>Group sizes should be less than 50.</p> <p>Groups larger than 10 should social distance by 30 feet.</p>	
Religious services	<p>Maintain social distancing at all services</p> <p>Ensure seating separated by 6 feet (except family groups)</p> <p>If possible, offer more services to keep number of worshipers lower</p> <p>Disinfect seating areas after each service</p> <p>Develop procedures for entry and exit that allows for social distancing</p>	The is a First Amendment right

	<p>Surgical masks for all employees</p> <p>Hand sanitizer at all entrances</p> <p>Use disposable cups</p>	
Restaurants	<p>Surgical masks for all customer-facing employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>No groups larger than ten, unless children are included in the group</p> <p>Space tables and seating to allow for 6-foot separation (blocking tables will be allowed)</p> <p>Sanitize tables and chairs after each use</p> <p>Conduct a pre-shift health check of every employee</p> <p>Overall capacity of 75%, keep bar capacity at 25% with no standing areas in rooms</p> <p>(see Appendix B)</p>	<p>Restaurants have been operating and making food with no issues. The concentration of people is less than some other essential businesses.</p>
Retail Stores – Outdoor facing entrances	<p>Surgical masks for indoor employees</p> <p>Sanitize shopping carts</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shield for checkout clerks</p> <p>75% building capacity</p>	<p>Many essential businesses were retail stores that have been able to operate safely.</p>

- Non-essential travel can resume.
- All vulnerable people should continue to “stay-at-home”:
 - Elderly individuals
 - Individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as chemotherapy for cancer and other conditions requiring such therapy
- Gatherings of more than 50 people should be avoided.
- In public, individuals should maximize physical distance from others.
- People remain encouraged to work from home.

- Employers should close common areas where personnel are likely to congregate and interact.
- Employers should strongly consider special accommodations for personnel who are members of a vulnerable population.
- Visitations to special needs, long-term care facilities or hospitals are not permitted.

6. Phase Three – Normal Operations (Equivalent to Restore Illinois Phase 5)

Normal operations can resume in Phase Three 14 days after implementation of Phase Two if the following conditions are met. Steady or declining COVID hospitalizations, cases, and positive tests observed for 14 days, ICU bed and ventilator usage due to COVID-19 should be steady or declining and the availability of both should be over 14% in the southwest suburbs. Social distancing may still be considered where possible.

- Vulnerable populations can resume public interaction but should practice social distancing and avoiding gatherings of greater than 50 people.
- All businesses will be allowed to operate normally without restrictions, though social distancing may be considered where possible.
- Employers can resume unrestricted staffing at work.
- Visits to special needs and/or long-term care facilities and hospitals can resume.
- Large venues can operate under limited physical distancing protocols.
- Gyms can resume normal operations.

7. Monitoring Phase

Monitoring of cases should continue into the near future. If there is an increase in cases that warrant increased mitigation, the following approaches should be attempted in order with sufficient time to evaluate each step:

- Social Distancing Strategy:
 - Vulnerable population should resume “stay-at-home” practices.
 - Visits to special needs and/or long-term care facilities and hospitals are not permitted.
 - Work at home strategies should be implemented.
 - Everyone else should use 6-foot social distancing wherever possible.
 - Intense communication strategy with residents and businesses.
- Reinstate Phase Two
- Reinstate Phase One

Sources

“Guidelines, Opening UP America Again,” CDC & The White House, April 16, 2020

“National Coronavirus Response, A Road Map to Re-opening”, American Enterprise Institute, March 28, 2020. Scott Gottlieb, MD, Caitlin Rivers, PHD, MPH, Mark B. McClellan, MD, PHD, Lauren Silvis, JD, Crystal Watson, DrPH, MPH

“Work for America”, CDC, 2020

“Lithuania Publishes Four-Stage Quarantine Exit Plan”, LRT, April 15, 2020.

“Hi-tech and Preschools First, Malls and Sports Last: Israel’s Coronavirus Exit Strategy,” Israel News, Noa Landau, April 13, 2020.

“April 2020 Revenue Forecast Revision”, Governor’s Office of Management & Budget, April 15, 2020

“Beyond the Curve: How to Restart in the Wake of COVID-19”, Boston Consulting Group, April 16, 2020.

Restore Illinois Plan, Governor Pritzker & IDPH, May 5, 2020.

Simon Properties COVID-19 Exposure Mitigation Protocols

ICSC, COVID-19 Re-Opening Best Practices

Guidelines for Re-opening Theme Parks in Central Florida, Orange County Economic Recovery Task Force

National Restaurant Association COVID-19 Reopening Guidance

City of Peoria, Peoria County and Peoria Department of Public Health

Advisory Group

The development of this document included business leaders, government leaders, health professionals and public safety personnel. A few of those advisors are listed below.

Frank Fleischer, Mayor, Village of Mokena

John Mahoney, Mayor, Village of Palos Park

Keith Pekau, Mayor, Village of Orland Park

Michael Hardek, Vice President, First Secure Bank & Trust

Ramzi Hassan, President, Edwards Realty

Raymond Klosowski, President, Orland Park Area Chamber of Commerce

Michael Romstad, Executive Vice President, Simon Management

Appendix A



Simon Property

COVID-19 Exposure Mitigation Protocols

1.0 Purpose

The Simon Property Group (Simon) Exposure Mitigation Protocols (Protocols) are designed to mitigate property employees, store employees and shoppers from potential COVID-19 exposure by means of identification, evaluation, and control of pathogen transmission factors in the workplace. These Protocols are intended to establish procedures to address known or suspected pathogen transmission pathways and for mitigating the spread of COVID-19 in the community.

This document has been prepared and approved by the following:

- Mr. Daniel Engling, Certified Industrial Hygienist – Director of Industrial Hygiene Services, KERAMIDA, Inc. Mr. Engling earned his BS in Public Health from the Indiana University Fairbanks School of Public Health
- Dr. Jiali Han, Ph.D., Principal at Integrative Precision Health LLC. Dr. Han is a world-renowned epidemiologist and public health researcher. Dr. Han earned his Ph.D. in Biological Sciences in Public Health from Harvard University. He has twenty years of research experience with over 220 peer-reviewed publications

2.0 Responsibilities

- Corporate Management – Ensures that the content of these Protocols are managed effectively, and that these Protocols are reviewed and evaluated for effectiveness and updated as necessary
- Property Management – Ensures that these Protocols are appropriately supported and implemented. Property Management will also ensure these Protocols are readily available for examination and copying, upon request, by each employee and their designated representatives

- Simon Employees – Ensure that these Protocols are understood and followed. Any deviations from these Protocols through work practices or changes/failures in equipment are to be promptly reported to supervisors.
- Pathogen – Organisms (e.g. bacteria, viruses, parasites and fungi) that cause disease in human beings (CDC)
- Exposure – Contact with a substance by swallowing, breathing, or touching the skin or eyes (CDC)
- COVID-19/SARS-CoV-2 – COVID-19 is the condition caused by the SARS-CoV-2 virus
- COVID-19 Symptoms – Fever (body temperature greater than 100.4°F), dry cough, shortness of breath or difficulty breathing, and other flu-like symptoms (e.g., chills, repeated shaking with chills, muscle pain, headache, sore throat) (CDC)
- Hand Sanitizer – Hand hygiene fluid with greater than 60% alcohol (CDC)

4.0 References

- www.cdc.gov
- www.epa.gov

5.0 Property Operations

5.1 Measures to Reduce Employee Exposure

Work Attendance

- **Preemption** – Employees capable of carrying out work duties from home will be directed to do so
- **Self-Screening** – Our employees will be informed that they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift. Any symptoms should be communicated to their respective supervisor
- **Pre-Work Screening** – Upon reporting to work, employees' body temperatures will be measured with a thermometer and assessed. Employees with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches) will not perform on-site work duties and will be directed to return to their homes. Any symptoms should be communicated to their respective supervisor

Property Employee / Back of House Practices

- **Training** – Our employees will be trained in COVID-19 safety guidelines and these Protocols. We will encourage our tenants, vendors and contractors to implement this training
- **Social Distancing**
 - Desks and workstations will be separated by 6 feet or more or separated by a barrier
 - Employees will be required to adhere to state and local guidelines for social distancing which are generally 6 feet of distance between individuals
 - Signage will be posted reminding employees of CDC hygiene and safety guidelines
- **Personal Protection Equipment (PPE) Use** – Facial coverings, as recommended by the CDC, will be worn by our employees while on property performing work duties or interacting with other persons or as mandated by state and local jurisdictions. We will encourage our tenants, vendors and contractors to implement the same precautions.
- **Personal Hygiene** – Our employees will be allowed and encouraged to take frequent breaks for handwashing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC
- **Enhanced Sanitizing and Disinfecting**
 - The following areas will be disinfected regularly during the day and upon indication of additional need
 - Breakrooms
 - Restrooms
 - Counters
 - Workstations
 - Employee-Only Areas
 - Touchpoints, including the following, will be disinfected frequently and upon indication of additional need:
 - Transaction Registers/Computer Touchscreens/Keyboards
 - Shared Communications Equipment Including: Phones, Radios, etc.

- Light Switches
- Doorknobs/Door Handles
- Copy Machines/Multi-Function Machines
- Counters
- Drawer Handles, Etc.
- **Self-Service Customer Transactions**
 - When paying by credit/debit card, Customers should utilize credit card receptacles without exchanging the card with an employee
 - During each transaction, employee and Customer should maintain at least 6 feet of separation or be separated by a transparent barrier
 - Employees should wash hands or utilize hand sanitizer after each Customer transaction
- **COVID-19 Case Notification and Mall Office Recovery** – In the event one of our employees tests positive for COVID-19, we will notify the appropriate public health care authorities, and take the necessary steps to deep clean and sanitize the affected workspace

5.2 Measures to Protect Customers/Public

- **Reduced Occupancy** – Human occupancy within the property will be limited to a maximum density of 50 square feet per person. If the targeted occupancy is achieved, other Customers/Public will be asked to wait in their cars or in queue lines outside, spaced 6 feet apart
- **Social Distancing**
 - Dividers will be placed in entryways requiring incoming traffic to walk on only one side of entry, and outgoing on the other side to encourage visitor separation of at least 6 feet
 - On-property security staff will actively remind and encourage Customers/Public to comply with the social distancing standards
 - Social distancing markers will be placed in queue areas (e.g., food courts, restrooms)
 - Elevator occupancy will be limited to encourage proper spacing (max. of 4 per cab)
 - Public seating and eating areas will be reduced and/or reconfigured to allow for minimum separation of 6 feet between persons

- Dining Pavilion seating area will be opened up section by section as occupancy requires, while still maintaining the required spacing. This will allow cleaning crews to concentrate their efforts and increase the frequency of cleaning. No reusable customer service items will be available (e.g., trays, utensils, cups)
- Order areas and delivery areas will be separated to encourage social distancing
- Customers/Public in queue lines or on escalators will be directed to maintain a distance of 6 feet from other individuals by means of signage and/or other markings at 6-foot intervals
- In restrooms, every other sink and urinal will be taped off to encourage proper spacing, and signage will be posted encouraging proper hygiene
- The following interior touchpoints will be temporarily placed out of service:
 - § Child Play Areas
 - § Drinking Fountains
 - § Valet Use
- Signage and floor decals will be placed to encourage social distancing throughout the property
- **Enhanced Sanitizing and Disinfecting**
 - Soap and water will be made available to employees and Customers/Public in restrooms
 - Hand sanitizer or sanitizing materials, compliant with CDC standards, will be available to everyone in common areas and retail spaces. Signage and/or staff will be deployed to encourage the use of hand sanitizer
 - Limited Large On-Property Events – Large marketing events and activities that draw big crowds have been postponed

5.3 Retail Store Measures to Protect Customers/Public

Stores will be asked to follow the procedures below:

- **Training** – Store employees should be trained in COVID-19 safety guidelines
- **Self-screening** – Store employees should be informed that they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift. Any symptoms should be communicated to their respective supervisor
- **Pre-Work Screening** – Upon reporting to work, the store employees' body temperatures should be measured with a thermometer and assessed. Employees

with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches) should not perform on-site work duties and should return to their homes. Any symptoms should be communicated to their supervisor

- **Personal Protection Equipment (PPE) Use** – Tenants should provide masks or facial coverings as recommended by the CDC and sanitizing products for their employees. Store employees should wear masks or facial coverings while on property and frequently wash or otherwise sanitize their hands
- **Reduced Occupancy** – Tenants should monitor and manage store occupancy to targeted level set by state or local authorities
- **Personal Hygiene** – Employees should be allowed and encouraged to take frequent breaks for handwashing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC
- **Social Distancing** – Steps should be taken to encourage 6 feet of distance between individuals on properties. Signage, stanchions and other appropriate measures should be implemented to maintain and encourage social distancing requirements
- **Enhanced Sanitizing and Disinfecting**
 - Regularly sanitize and disinfect high touchpoint areas (e.g., counters, POS terminals/cash wraps, screens) throughout the day
 - Provide enhanced sanitizing and disinfecting every evening after the store closes
 - All sanitizing and disinfecting should be performed with CDC-compliant cleaning products
- **Self-Service Customer Transactions** – Customers should be encouraged to pay using mobile technology or self-service POS terminals wherever possible
- **Package Handling** – Store employees should follow the latest guidelines on the handling and processing of inbound/outbound packages
- **Sampling** – Tenants should reduce, reconfigure or eliminate product sampling, or tasting
- **COVID-19 Case Notification and Store Recovery** – In the event an employee tests positive for COVID-19, the tenant should immediately notify the CDC and local public health officials and take necessary steps recommended by the CDC, which include thoroughly sanitizing and disinfecting the store and affected work areas

5.4 Customer/Public Guidelines

Customers/Public will be encouraged to:

- **Self-Screening** – Perform a self-health check prior to visiting the property. Anyone with a temperature greater than 100.4°F or who has flu-like symptoms (e.g., cough, body aches) will be advised not to visit the property
- **Personal Protection Equipment (PPE) Use**
 - Customers will be encouraged to wear facial coverings as recommended by the CDC
 - Free masks and sanitizing wipe packets will be available to shoppers at designated entrances or the mall office
- **Social Distancing** – Customers will be encouraged and reminded to maintain 6 feet of separation with others by way of:
 - On-property signage
 - Public service announcements
 - Active and ongoing encouragement by property security staff
- **Personal Hygiene**
 - Refrain from touching their nose, mouth, and eyes
 - Wash their hands frequently with soap and warm water for at least 20 seconds
 - Use sanitizer stations in the common areas of the property to keep their hands clean

5.5. Digital Communication and Signage

- At all public entrances, customers will be asked to refrain from entering the property if they, or anyone they have been in contact with, are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior
- Measures (signage or staff) will be deployed to encourage the use of hand sanitizer
- While visiting the property, customers will be instructed to adhere to state and local guidelines for social distancing which are generally 6 feet of distance between individuals, including at the following locations:
 - Entrances
 - Escalator and Elevator Landings

- Directories
- Restaurant Counters
- Directional floor decals and arrows will be used to promote better traffic flow in the property
- Directional entrance door signage will be used to separate shoppers entering and exiting the property
- Signage will be posted at gift card check-out workstations with customer-facing instructions for conducting transactions
- Regular announcements will be made over the property's audio system reminding shoppers of their part to keep everyone safe

Property Cleaning/Sanitation

- **Personal Protective Equipment (PPE)** – All janitorial staff will be equipped with personal protection equipment, including facial coverings and gloves recommended by the CDC
- **CDC Recommended Disinfectants**
 - Disinfectant and disinfectant materials, as recommended by the CDC, and related supplies will be made available to all janitorial employees assigned to sanitation tasks
 - Disinfectants will be selected from the EPA list of chemicals designated as effective against SARS-CoV-2 virus and used in accordance with or exceeding CDC sanitation guidelines
- **Enhanced Sanitizing and Disinfecting**
 - The following will be disinfected regularly throughout the day and upon indication of additional need:
 - § Restrooms
 - § Directories
 - § Seating areas
 - § Wheelchairs
 - § Strollers
 - § Tables
 - § Recharging Stations
 - § Chairs

- **High Touchpoint Areas** – Interior high touchpoints areas, including the following, will be disinfected frequently and upon indication of additional need, using EPA-approved sanitation chemicals and in accordance with CDC guidelines:
 - § Food court tables, chairs and counters
 - § Restrooms
 - § Seating Areas
 - § Directories
 - § Door Handles/Doorknobs
 - § Elevator Buttons
 - § Escalator Handrails
 - § Stair Railings
 - § Trash Bins
 - § Guest Service Counters, Phones, POS terminals and Workstations
 - § Other Touchpoints, as needed
- **Enhanced Overnight Sanitizing and Disinfecting** – Properties will be thoroughly cleaned during non-operating hours meeting or exceeding CDC guidelines and recommendations
- **HVAC Systems** – Air quality testing has been completed showing that the indoor air quality at our properties is better than outside air quality. Filters will be cleaned and replaced regularly
- **Reduced Business Hours** – Business hours will be limited to allow for enhanced workspace cleaning and sanitizing

Appendix B (source: National Restaurant Association)





TO RESTAURANT OPERATORS GETTING READY TO REOPEN...

The purpose of guidance is just that, to offer you direction and provide a framework for best practices as you reopen.

But as the saying goes, the devil is in the details, and not every restaurant is the same and not every opening scenario will align. We recognize that not everyone has access to guidance, and that is where the National Restaurant Association can provide help.

- Make sure your person-in-charge has an up-to-date ServSafe Food Manager certification. The Food and Drug Administration requires every facility to have a person in charge on site during open hours and also directs that the person in charge should have a food manager certification.
- Provide ServSafe food handler training for your workers. They're your front line; educating them protects them, you and your guests.
- Make technology your friend. Contactless payment systems, automated ordering systems, mobile ordering apps, website updates and simple texts can help you to communicate and conduct business with reduced need for close contact. As you begin to reopen, keep communicating with customers (your hours, menu items, reservations, etc.), and help promote your social distancing and safety efforts.
- And some of the best advice comes from the Food and Drug Administration, which develops the Food Code we all rely on. Its newest guide, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*, was just released. You can link to it [here](#).

As we continue to learn more about operating businesses during the COVID-19 pandemic, it's important to share with you the most current direction and advice from the experts at FDA, the Centers for Disease Control and Prevention, the Environmental Protection Agency, and other agencies. These documents will continue to reflect those best practices and will continue to be updated.

REOPENING GUIDANCE TASK FORCE

Frank Yiannas,

Deputy Commissioner, Food Policy & Response, FDA

Dr. Mark Moorman,

Director, Office of Food Safety, FDA

Dr. David McSwane,

Executive Director, Conference for Food Protection

Dr. Benjamin Chapman,

Professor, Food Science, North Carolina State University

Dr. Donald Schaffner,

Distinguished Professor, Food Science, Rutgers University

Patrick Guzzle,

Idaho Department of Health, Past Chairman, CFP

Greg Cocchiarella,

Vice President, Industry Relations, Ecolab

Larry Lynch,

Senior Vice President, Science and Industry, National Restaurant Association

The National Restaurant Association partnered with representatives of the Food and Drug Administration, academia, the Conference for Food Protection, Ecolab, public health officials and industry representatives to develop a set of opening and operating guidelines to help restaurants return to full operation safely when the time comes.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus, including:

- ✓ Food safety
- ✓ Cleaning and sanitizing
- ✓ Employee health monitoring and personal hygiene
- ✓ Social distancing

Combine this guidance with your existing policies as well as this new resource from the FDA, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*.

Armed with information, ServSafe training and the recommendations of your local health departments, you can help secure a safe opening.

For the most comprehensive and up-to-date COVID-19 resources and information for the restaurant industry, visit restaurant.org/COVID19.

RETURNING
RESTAURANTS
TO SERVICE

SAFELY



COVID-19

RESTAURANT RESPONSE

Food safety has always been a priority for the restaurant industry, for both guests and employees.

The basis of an effective food safety culture is the Food and Drug Administration Food Code, which for decades has served as the foundation for restaurant operating procedures as they relate to safe food handling. The guidance outlined in the Food Code is science-based and is designed to reduce and prevent the incidence of foodborne illness. Food Code requirements related to sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19.

Local, state and federal regulators use the FDA Food Code as a model to develop or update their own food safety rules and to be consistent with national food regulatory policy.

AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- ✔ Prohibiting sick employees in the workplace
- ✔ Strict handwashing practices that include how and when to wash hands
- ✔ Strong procedures and practices to clean and sanitize surfaces
- ✔ Ensuring the person in charge of a foodservice facility is a certified food safety manager
- ✔ Ensuring the person in charge is on site at all times during operating hours



FOR MORE THAN 30 YEARS, THE NATIONAL RESTAURANT ASSOCIATION'S SERVSsafe PROGRAM HAS PROVIDED FOOD SAFETY TRAINING FOR BOTH MANAGERS AND FOOD HANDLERS.

ServSafe certifies food safety managers through an independently developed certification exam, which follows standards adopted by the Conference for Food Protection.

The Conference for Food Protection also collaborates with the FDA to develop the Food Code.

THE PURPOSE OF THIS GUIDANCE IS TO BUILD ON THE ALREADY ESTABLISHED BEST PRACTICES AND REQUIREMENTS AVAILABLE

that address specific health and safety concerns related to the spread of COVID-19, and to put those protocols into practice as state and local officials begin to open communities and businesses.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening phase-in.



REOPENING GUIDANCE FOR EMPLOYERS

State and local officials may tailor the application of opening criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks vs. rural and suburban areas where outbreaks have not occurred or have been mild).

To prepare to comply with opening procedures, operators should update their existing policies and operating procedures in accordance with the latest FDA, Centers for Disease Control and Prevention, and Environmental Protection Agency guidance and in accordance with local and state officials regarding:

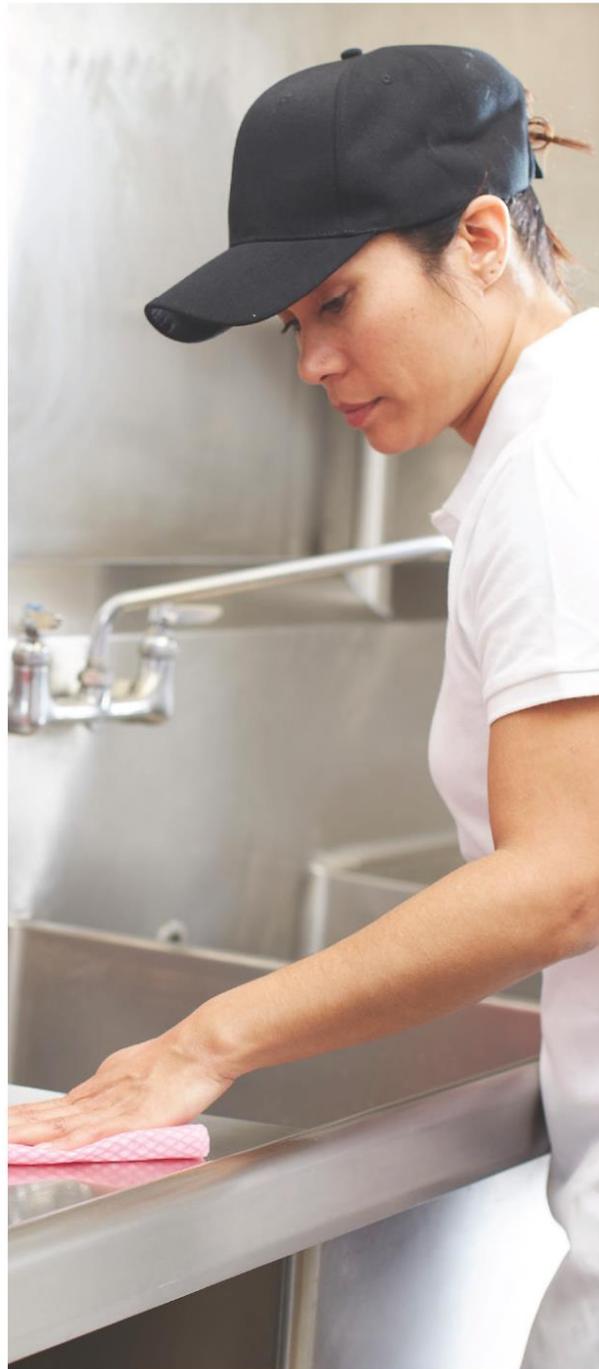
- ✓ Social distancing and protective equipment
- ✓ Employee health
- ✓ Cleaning/sanitizing/disinfecting

ON FOOD SAFETY

- ✓ Discard all food items that are out of date.
- ✓ Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place.
- ✓ If providing a "grab and go" service, stock coolers to no more than minimum levels.
- ✓ Ensure the person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees.

REOPENING GUIDANCE FOR CLEANING AND SANITIZING

- ✔ Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.
- ✔ Avoid all food contact surfaces when using disinfectants.
- ✔ Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.
- ✔ Remove lemons and unwrapped straws from self-service drink stations.
- ✔ Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.
- ✔ Check restrooms regularly and clean and sanitize them based on frequency of use.
- ✔ Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.





REOPENING GUIDANCE **ON MONITORING EMPLOYEE HEALTH & PERSONAL HYGIENE**

✔ Per existing FDA Food Code requirements, employees who are sick should remain at home.

✔ If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication.

✔ Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100°F.

✔ Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance. In some states and local jurisdictions, face coverings are required by government officials; some employers require them, too. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance. CDC provides overall cleaning guidance [here](#).

✔ Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.



REOPENING GUIDANCE **ON SOCIAL DISTANCING**

- ✔ Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than the established "maximums approved" as recommended by CDC or approved by local and state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.
- ✔ Any social distancing measures based on square footage should take into account service areas as well as guest areas.
- ✔ Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- ✔ Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- ✔ Limit contact between waitstaff and guests. Where face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests.
- ✔ If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable.
- ✔ Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.
- ✔ Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.
- ✔ Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- ✔ Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.

Note: Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap. If not mandated, face coverings are recommended by CDC and, when worn, they should be cleaned daily according to CDC guidance.
- ✔ Limit the number of employees allowed simultaneously in break rooms.
- ✔ With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.

BEST PRACTICES

FOR RETAIL FOOD STORES, RESTAURANTS & FOOD/PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

FDA is sharing information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
 - Signs
 - Audio messages
 - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
 - Use shopping lists
 - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

PICK-UP & DELIVERY



- If offering delivery options:
 - Ensure coolers and transport containers are cleaned and sanitized
 - Maintain time and temperature controls
 - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks



COVID-19

REOPENING GUIDANCE

A GUIDE FOR THE
RESTAURANT INDUSTRY

For other resources:
[RESTAURANT.ORG/COVID19](https://www.restaurant.org/covid19)



Appendix C (source: City of Peoria)

BUSINESS MANUFACTURING – Phases 1 & 2

Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
 - Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
 - Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
 - Sneeze or cough into a cloth or tissue or, if unavailable, into one’s arm.
 - Avoid shaking hands or engaging in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees.
- Other measures to protect employees (specify): _____

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.

- Employee(s) assigned to regularly disinfect items frequently touched by visitors.
- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.
- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot 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.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (explain): _____
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- For Food & Meat Processing, facilities must adhere to appropriate standards from the USDA, the IDPH, and/or the ILGAR.
- For Manufacturing/Assembly Work, facilities may open with restrictions.
- Prevent visitors from self-serving any food items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.
- Other measures to prevent unnecessary contact (specify): _____

EDUCATION & CHILD CARE – STAGES 1, 2, & 3

Signage:

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol.

Measures to Protect Employee Health (where applicable to the facility):

- For schools K-12, in accordance with ISBE guidelines. For Childcare, to include daycare and preschool, per DCFS standards and additional staffing and child screenings every 4-6 hours
 - Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
 - All employees have been told not to come to work if they are sick.
 - Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
 - Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
 - Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms:

 - Restrooms:

 - Other:

 - Disinfectant and related supplies are available to all employees at the following locations (specify):

 - Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

 - Soap and water are available to all employees at the following locations (specify):

 - Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
 - Copies of this Protocol have been distributed to all employees.
- Other measures to protect employees (specify): _____

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.
- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.

- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot 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.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (explain): _____
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- Prevent visitors from self-serving any food items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.
- Other measures to prevent unnecessary contact (specify): _____

NON-ESSENTIAL BUSINESSES – PHASE 1

Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
 - Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
 - Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
 - Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
 - Not shake hands of engage in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees. Other measures to protect employees (specify):

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.
- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.

- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot 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.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (explain): _____
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- For Offices (including public-facing government buildings), occupancy is limited to 50% based on the Fire Code. Remote working is encouraged where feasible. Measures must be implemented to minimize shared office supplies and ensure shared office equipment is regularly cleaned.
- Indoor Recreation facilities are to remain closed.
- Dance Halls and Nightclubs are to remain closed.
- Places of Worship are limited to 50% occupancy based on Fire Code.
- Libraries and Community Centers are limited to 50% occupancy based on Fire Code.
- Prevent visitors from self-serving any food items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.
- Other measures to prevent unnecessary contact (specify): _____

NON-ESSENTIAL BUSINESS – PHASE 2

Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
 - Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
 - Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
 - Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
 - Not shake hands of engage in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees. Other measures to protect employees (specify):

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.
- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.

- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot 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.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (explain): _____
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- For Offices (including public-facing government buildings), occupancy is limited to 75% occupancy based on Fire Code. Remote working is encouraged. Measures should be in place to minimize shared office supplies.
- Indoor Recreation facilities may reopen with 50% occupancy based on Fire Code. Facilities must be fully cleaned between customer groups. Additional guidance applies for specific cleaning by activity. Specific areas may remain closed.
- Dance Halls and Nightclubs may open with 25% occupancy based on Fire Code. No sharing of food or drinks.
- Places of Worship may hold services with 75% occupancy based on Fire Code.
- Libraries and Community Centers may open with 75% occupancy based on Fire Code.
- Prevent visitors from self-serving any food items.
- Bulk-item food or supply bins are not available for customer self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.
- Other measures to prevent unnecessary contact (specify): _____

OUTDOOR RECREATION – PHASE 1

Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
 - Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
 - Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
 - Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
 - Not shake hands or engage in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees. Other measures to protect employees (specify):

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.

- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.
- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot 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.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (explain): _____
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- Parks, trails, etc. may open provided that visitors maintain 6 feet of separation.
- Contact sports are prohibited. Non-contact sports are allowed per general guidance.
- Indoor swimming pools may open for lap swimming only, no swim classes. Outdoor pools are to remain closed. Alternative CPR approach measures must be in place for lifeguards.
- Saunas, steam rooms, and hot tubs are to remain closed. No changing or showering on site. Locker rooms are for restroom use only.
- Prevent visitors from self-serving any food items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.

OUTDOOR RECREATION – PHASE 2

Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
 - Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
 - Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
 - Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
 - Not shake hands or engage in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees.
- Other measures to protect employees (specify): _____

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.
- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.

- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot 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.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (explain): _____
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- Parks, trails, etc. may open provided that visitors maintain 6 feet of separation.
- Public playgrounds are open. Summer camps must follow American Camp Association Guidance and provide additional staffing and child screenings every 4-6 hours.
- Contact sports are permitted, provided no personal equipment is shared, no team water coolers or similar are made available, and spectators maintain 6-foot separation and/or wear face coverings. Non-contact sports are allowed per general guidance.
- Swimming pools may open for general swimming. Visitors on the pool deck must maintain 6 feet of separation. Alternative CPR approach measures for life guards must be in place.
- Saunas, steam rooms, and hot tubs are to remain closed. No changing or showering on site. Locker rooms are for restroom use only.
- Prevent visitors from self-serving any food items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use.

Consider providing specific hours only for specific populations such as seniors and pregnant women.

Other measures to prevent unnecessary contact (specify): _____

GYMS & FITNESS CENTERS – PHASE 2

Signage:

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol.

Measures to Prevent Unnecessary Contact/Crowding:

- Maximum capacity of 50% building capacity (including employees and members), including up to 50 people per group. Staff will limit number of members in the gyms to ensure social distancing of a minimum of six feet between people.
- No group activities or classes over 50 individuals.
- Stagger classes to allow for a full cleaning between groups.
- Restrict communal and common areas or space out to meet social distancing guidelines.
- Arrange usable equipment to maintain six-foot distance.

Measures to Increase Sanitation:

- Enhanced cleaning protocols of facility and equipment.
- Eliminate/restrict use of equipment that cannot be cleaned frequently.
- Locker rooms are open.
- Limit use of water fountain to refill bottles only.
- Tanning beds must be cleaned property between every use.

Measures to Protect Employee Health:

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Train staff on personal hygiene, sanitation and food handling for epidemic prevention and control.
- Train staff to recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- Provide protective face masks/face coverings and gloves to all staff, especially those who handle front-desk/check-in responsibilities.
- Require staff to replace handshakes, etc. with other touch-less forms of greeting.

SPAS & PERSONAL HEALTHCARE – PHASE 2

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol.

Measures to Prevent Unnecessary Contact/Crowding:

- Maximum capacity of 50% building capacity (including employees and members), including up to 50 people per group. Staff will limit number of customers in salons and health clubs to ensure social distancing of a minimum of six feet between people.
- Eliminate/restrict use of equipment that cannot be cleaned frequently.
- Restrict communal and common areas or space out to meet social distancing guidelines
- Operate on Appointment-Only scheduling.

Measures to Increase Sanitation:

- Clean and disinfect all surfaces between customers.
- Face covering must be worn by all staff and customers.
-
- Limit use of water fountain to refill bottles only.
- Staff must wear gloves when working

Measures to Protect Employee Health:

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space. Train staff on personal hygiene, sanitation and food handling for epidemic prevention and control.
- Train staff to recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- Provide protective face masks/face coverings and gloves to all staff, especially those who handle front-desk/check-in responsibilities.
- Require staff to replace handshakes, hugs, etc. with other touch-less forms of greeting.

SPAS & PERSONAL HEALTHCARE – PHASE 2

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol.

Measures to Prevent Unnecessary Contact/Crowding:

- Maximum capacity of 75% building capacity (including employees and members). Staff will limit number of customers in salons and health clubs to ensure social distancing of a minimum of six feet between people.
- Eliminate/restrict use of equipment that cannot be cleaned frequently.
- Restrict communal and common areas or space out to meet distancing guidelines. Operate on Appointment-Only scheduling.

Measures to Increase Sanitation:

- Clean and disinfect all surfaces between customers.
- Face covering must be worn by all staff **and** customers.
- Limit use of water fountain to refill bottles only.
- Staff must wear gloves when working

Measures to Protect Employee Health:

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Train staff on personal hygiene, sanitation and food handling for epidemic prevention and control.
- Train staff to recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- Provide protective face masks/face coverings and gloves to all staff, especially those who handle front-desk/check-in responsibilities.
- Require staff to replace handshakes, hugs, etc. with other touch-less forms of greeting.

RESTAURANTS – PHASE 1

Signage:

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol

Measures to Prevent Unnecessary Contact/Crowding:

- Maximum capacity of 50% building capacity (including employees, customers and vendors). Staff will limit number of customers in the restaurant to ensure social distancing of a minimum of six feet between people at adjoining tables, not including impermeable internal or external walls or dividers at least eight feet high.
- Adjust layout of dining area/seating to maintain social distance between groups of customers (such as removing seating or tables to provide more space between tables and customers).
- Tables will be limited to no more than 6 customers per table.
- Mark any indoor or outdoor waiting area so that social distancing standards are met (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area).
- Live music is prohibited.
- Bar areas must be closed. Food and beverages must be served to customers seated at tables for onsite consumption.
- Continue to encourage and promote take-out and delivery services.

Measures to Increase Sanitation:

- Require employees preparing or serving food and employees with interaction with the public wear masks and gloves.
- Limit use of communal items (i.e. containers on tables, writing utensils, paper/disposable menus). Any communal items that must be utilized shall be disinfected frequently.
- Table and seating must be disinfected after each guest.
- Encourage customers to visit online menu on his/her personal mobile device for ordering. Use disposable menus, if feasible, and dispose of the menus after each use. Laminated menus must be disinfected after each use.
- Garnishes for food or drinks (such as lemons, etc.) shall be handled by utensils such as tongs only. Such garnishes shall not be handled by hand.
- High contact areas (i.e. waiting areas, door handles, etc.) must be cleaned and disinfected frequently (at least every 2 hours).
- Drink refills shall be in clean/unused glasses/cups.

- Straws should not be touched or otherwise handled by employee unless it is an individually packaged straw.
- Discontinue self-service food stations and buffets.
- Contactless payment – no reused bill holder, etc.
- Have different staff delivering and removing food and drinks for tables.

Measures to Protect Employee Health:

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Train staff on personal hygiene, sanitation and food handling for epidemic prevention and control.
- Train staff to recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- Provide protective face masks/face coverings and gloves to all staff, especially those who handle cash or credit cards.
- Require staff to replace handshakes, etc. with other touch-less forms of greeting.

RESTAURANTS – STAGE 2

Signage:

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol

Measures to Prevent Unnecessary Contact/Crowding:

- Maximum capacity of 75% building capacity (including employees, customers and vendors). Staff will limit number of customers in the restaurant to ensure social distancing of a minimum of six feet between people at adjoining tables, not including impermeable internal or external walls or dividers at least eight feet high.
- Adjust layout of dining area/seating to maintain social distance between groups of customers (such as removing seating or tables to provide more space between tables and customers).
- Tables will be limited to no more than 10 customers per table.
- Mark any indoor or outdoor waiting area so that social distancing standards are met (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area).
- Indoor live music is prohibited, outdoor live music is allowed.
- Bar area capacity is 25% with no standing areas. Food and beverages must be served to customers seated at tables for onsite consumption.
- Continue to encourage and promote take-out and delivery services.

Measures to Increase Sanitation:

- Require employees preparing or serving food and employees with interaction with the public wear masks and gloves.
- Limit use of communal items (i.e. containers on tables, writing utensils, paper/disposable menus). Any communal items that must be utilized shall be disinfected frequently.
- Table and seating must be disinfected after each guest.
- Encourage customers to visit online menu on his/her personal mobile device for ordering. Use disposable menus, if feasible, and dispose of the menus after each use. Laminated menus must be disinfected after each use.
- Garnishes for food or drinks (such as lemons, etc.) shall be handled by utensils such as tongs only. Such garnishes shall not be handled by hand.
- High contact areas (i.e. waiting areas, door handles, etc.) must be cleaned and disinfected frequently (at least every 2 hours).
- Drink refills shall be in clean/unused glasses/cups.

- Straws should not be touched or otherwise handled by employee unless it is an individually packaged straw.
- Discontinue self-service food stations and buffets.
- Contactless payment – no reused bill holder, etc.
- Have different staff delivering and removing food and drinks for tables.

Measures to Protect Employee Health:

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Train staff on personal hygiene, sanitation and food handling for epidemic prevention and control.
- Train staff to recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- Provide protective face masks/face coverings and gloves to all staff, especially those who handle cash or credit cards.
- Require staff to replace handshakes, etc. with other touch-less forms of greeting.

RETAIL – PHASE 1

Signage:

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol

Measures to Prevent Unnecessary Contact/Crowding:

- Maximum capacity of 50% building capacity (including employees and members). Staff will limit number of customers in retail establishments to ensure social distancing of a minimum of six feet between people.
- Restrict common area access – waiting/lounging seating.

Measures to Increase Sanitation:

- Clean and disinfect all surfaces between customers.
- Face covering must be worn by all staff **and** customers.
- Staff must wear gloves when working

Measures to Protect Employee Health:

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Train staff on personal hygiene, sanitation and food handling for epidemic prevention and control.
- Train staff to recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- Provide protective face masks/face coverings and gloves to all staff, especially those who handle front-desk/check-in responsibilities.
- Require staff to replace handshakes, etc. with other touch-less forms of greeting.

RETAIL – PHASE 2

Signage:

- Place appropriate signage near entrances outlining the social distancing guidelines and informing guests of operational changes and sanitation practices required herein and in the general COVID-19 Compliant Protocol

Measures to Prevent Unnecessary Contact/Crowding:

- Maximum capacity of 75% building capacity (including employees and members). Staff will limit number of customers in retail establishments to ensure social distancing of a minimum of six feet between people.
- Restrict common area access – waiting/lounging seating.

Measures to Increase Sanitation:

- Clean and disinfect all surfaces between customers.
- Face covering must be worn by all staff **and** customers.
- Staff must wear gloves when working

Measures to Protect Employee Health:

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Train staff on personal hygiene, sanitation and food handling for epidemic prevention and control.
- Train staff to recognize the symptoms of COVID-19 and know how to act responsibly if they detect or exhibit symptoms.
- Provide protective face masks/face coverings and gloves to all staff, especially those who handle front-desk/check-in responsibilities.
- Require staff to replace handshakes, etc. with other touch-less forms of greeting.

GATHERINGS - PHASE 2

Signage:

- Post a sign at each public entrance to the facility to inform all employees and visitors that they should:
- Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
- Maintain a minimum six-foot distance between individuals, or entire household units of up to fifty persons defined as residing at the same address, and other individuals.
- Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
- Avoid shaking hands or engaging in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees require them to cover their face per CDC recommendations.
- Copies of this Protocol have been distributed to all employees.
- Other measures to protect employees (specify): _____

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as doorknobs and handles.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.

- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.
- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors (specify):

Measures to Ensure Physical Separation (Check only one type of event)

Small Indoor Events (50 or Fewer People)

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to no more than 50% occupancy per the Fire Code.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high, limited to no more than 50% occupancy per the Fire Code.
- Post an employee or volunteer at entrance doors to ensure that the maximum number of visitors in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in visitor or employee line areas inside facilities and on sidewalks at public entrances with signs directing visitors to use the markings to maintain distance.
- Instruct employees to maintain at least a six-foot distance from visitors and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Other measures to ensure physical separation (specify): _____

Small Outdoor Events (50 or Fewer People)

- For outdoor venues and events with fewer than 50 people, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit/group to the next closest person, hand sanitizer, soap and water, or other disinfectant effective against COVID-19 must be available to visitors, and the area must be cleaned after use.
- Post an employee or volunteer at entrances to ensure that the maximum number of visitors, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in visitor or employee line areas inside facilities and on sidewalks at public entrances with signs directing visitors to use the markings to maintain distance.
- Instruct employees to maintain at least a six-foot distance from visitors and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Other measures to ensure physical separation (specify): _____

Large Outdoor Events (50 or More People)

- For outdoor venues and events with more than 50 people, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit/group to the next closest person, hand sanitizer, soap and water, or other disinfectant effective against COVID-19 must be available to visitors, and the area must be cleaned after use.
- Post an employee or volunteer at entrances to ensure that the maximum number of visitors, 50% of venue capacity, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in visitor or employee line areas inside facilities and on sidewalks at public entrances with signs directing visitors to use the markings to maintain distance.

Measures to Prevent Unnecessary Contact:

- Prevent visitors from self-serving any food items from concession areas.
- Provide items such as lids for cups and condiments by staff. Visitors may not procure these on their own.
- Bulk-item food or supply bins are not available for self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.
- Other measures to prevent unnecessary contact (specify): _____

HEALTHCARE - PHASE 1

Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
 - Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19.
 - Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
 - Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
 - Not shake hands or engage in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees.
- Other measures to protect employees (specify): _____

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.

- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.
- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- For entities and indoor locations where staff and/or visitors generally circulate, limit the number of visitors in the facility at any one time to occupancy percentages specified in the framework.
- For entities and indoor locations where staff and/or visitors are generally stationary, people must be kept a minimum of six feet apart as measured in a straight line from one person or member of a household unit to the next closest person, not including an impermeable internal or external wall or divider of at least eight feet high.
- Post an employee at entrance doors to ensure that the maximum number of customers in the facility, as specified above, is not exceeded.
- Place signs outside the facility reminding people to be at least six feet apart when inside the facility, including when in any lines.
- Placing tape or other markings at least six feet apart in customer or employee line areas inside facilities and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery/fulfillment areas to prevent customers from gathering.
- Instruct employees to maintain at least a six-foot 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.
- To reduce crowds and lines, place per-person or household unit limits on goods that are selling out quickly (explain): _____
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- Prevent visitors from self-serving any food items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.
- Other measures to prevent unnecessary contact (specify): _____

HEALTHCARE - PHASE 2

Signage:

- Post a sign at each public entrance to the facility to inform all employees and customers that they should:
- Avoid entering the facility if they have a cough, fever, or other signs/symptoms of COVID-19
- Maintain a minimum six-foot distance between individuals, or entire household units of up to six persons defined as residing at the same address, and other individuals.
- Sneeze or cough into a cloth or tissue or, if unavailable, into one's arm.
- Avoid shaking hands or engaging in any unnecessary physical contact.
- Post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

Measures to Protect Employee Health (where applicable to the facility):

- Everyone who can carry out their work duties from home, as determined by their employer, has been directed to do so.
- All employees have been told not to come to work if they are sick.
- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Break rooms, restrooms, other common areas, and high-touch surfaces are being disinfected frequently, on the following schedule (specify):
 - Break rooms: _____
 - Restrooms: _____
 - Other: _____
- Disinfectant and related supplies are available to all employees at the following locations (specify):

- Hand sanitizer effective against COVID-19 is available to all employees at the following locations (specify):

- Soap and water are available to all employees at the following locations (specify):

- Facial coverings are available to all employees whose duties and interactions with fellow employees subject them to CDC recommendations requiring them.
- Copies of this Protocol have been distributed to all employees.
- Other measures to protect employees (specify): _____

Measures to Protect Visitor/Customer Health:

- Disinfecting wipes or comparable disinfectants that are effective against COVID-19 are available near items frequently touched by visitors, such as shopping carts or baskets.
- Employee(s) assigned to regularly disinfect items frequently touched by visitors.

- Hand sanitizer, soap and water, or other disinfectant effective against COVID-19 are available to visitors at or near the entrance of the facility and at transaction points.
- All methods for contactless transactions are implemented. Where this is not feasible, components of transaction points such as portals, pens, and styluses are disinfected after each use.
- All other high-contact surfaces must frequently be disinfected. Other measures to protect visitors/customers (specify): _____

Measures to Ensure Physical Separation:

- See specific CDC, AMA, ADA, and IDPH guidance.
- Follow all professional regulations.
- Other measures to ensure physical separation (specify): _____

Measures to Prevent Unnecessary Contact:

- Prevent visitors from self-serving any food or beverage items.
- Provide items such as lids for cups and condiments by staff, not for customers to procure on their own.
- Bulk-item food or supply bins are not available for customer self-service use.
- Consider providing specific hours only for specific populations such as seniors and pregnant women.