



Released April 30, 2020

WORK HARD. WORK SMART. WORK SAFE.

**PLAYBOOK FOR REOPENING
YOUR BUSINESS IN THE AGE OF COVID-19**



Message from leadership

Dear Business Leaders,

These unprecedented times have been challenging, to say the least. However, we're proud of you for helping our community succeed, from donating meals to essential employees, to sewing masks, to simply sharing resources on social media. We are truly stronger together.

As we move forward, we know you are anxious to reopen your doors. To ensure the safety of our community and to help you navigate the new normal, we have created the *Work Hard. Work Smart. Work Safe.* playbook based on recommendations from the Iowa Department of Public Health and several other resources. This comprehensive guide was patterned after a similar document compiled by the Tuscaloosa Chamber of Commerce in Alabama. We thank them for allowing us to use their framework as the foundation for our efforts. This resource will act as a living document, which we will update as this fluid situation changes.

Though we know we wish to return to our regular lives, we must take necessary precautions during this time. The last thing we want is for the virus to grow during this phase. If you have any questions, please contact any of us. We are here to help you.

Thank you for your support and courage as we continue to navigate through this pandemic together. We'll continue to persevere the only way we know how: together.

Stay safe,

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DISCLAIMER

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other work place requirements in place prior to the age of COVID 19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations.

We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

The PACE Alliance, Knoxville Chamber of Commerce and Pella CVB, bear no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.




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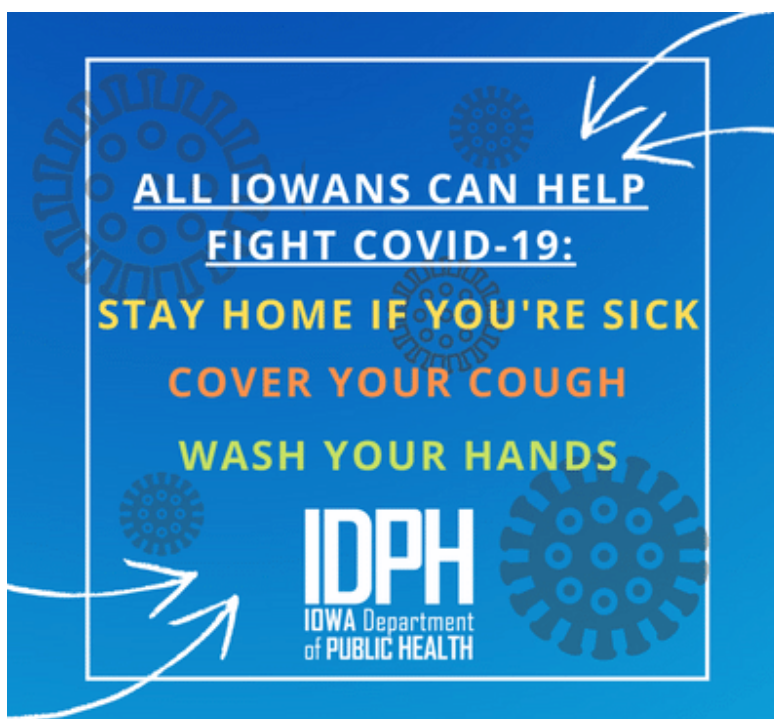
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If you have questions about application of public health principles to your business, please contact Marion County Health Department. We can help you with your questions to determine how to apply information to your particular situation. Email Kim Dorn at kdorn@marioncountyiowa.gov.

general recommendations TO PROTECT EMPLOYEES & CUSTOMERS

Public Health COVID-19 Reopening Guidance

4/27/20

In addition to following all directives of the Governor as outlined in proclamations, entities considering reopening must adhere to the following public health guidance:

1. Follow CDC guidance related to Cleaning and Disinfection for Community Facilities, including frequent cleaning and disinfecting of all high touch surfaces.
2. Encourage and provide supplies to allow for frequent hand washing and hand sanitizing for employees and the public.
3. Provide reminders to employees and members of the public to stay at least 6 feet away from others when in the facility and mark six foot intervals when possible.
4. Post signage at the door indicating no one should enter the establishment if they currently have symptoms or have been around anyone with a confirmed COVID-19 diagnosis in the last 14 days.
5. If an employee or a member of the public becomes ill while at the facility, ask them to share that information with management, leave the facility and then call their health care provider.
6. Members of the public and employees should consider the use of cloth face coverings (when practical) if staying at least 6 feet away from others is not possible.
7. Anyone who is high risk for more severe COVID-19 illness should continue to stay home.
8. Businesses should continue to follow IDPH's business guidance related to preventing, detecting and reporting outbreaks.
9. Businesses should use messaging to remind employees of steps they should be taking to protect their own health while at work.

Source: https://idph.iowa.gov/Portals/1/userfiles/61/covid19/IDPH%20Reopening%20Guidance%204_27_20.pdf

suggestions for keeping the **workplace safe**



Practice good hygiene



Stop handshaking & avoid touching face



Increase ventilation



Use videoconferencing



adjust/postpone large gatherings



limit business travel



limit food sharing



stay home if you or a family member is sick



use booking system to stagger customers



limit cash handling



use online transactions



practice social distancing



hold meetings in open spaces



remind staff of hand washing



sanitize high traffic areas



communicate covid-19 plan with staff

communicating with your TEAM

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.

Educate employees about how they can reduce the spread of COVID-19:



-Employees can take steps to protect themselves at work and at home. Older people and people with serious chronic medical conditions are at higher risk for complications.



-Follow the policies and procedures of your employer related to illness, cleaning and disinfecting, and work meetings and travel.



-Stay home if you are sick, except to get medical care. Learn what to do if you are sick.



-Inform your supervisor if you have a sick family member at home with COVID-19. Learn what to do if someone in your house is sick.



-Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.



-Avoid touching your eyes, nose, and mouth with unwashed hands.



-Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.

-Learn more about coughing and sneezing etiquette on the CDC website.

-Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use products that meet EPA's criteria for use against SARS-CoV-2, the cause of COVID-19, and are appropriate for the surface.

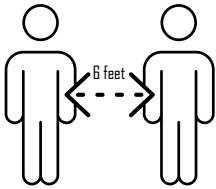
-Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.

-Practice social distancing by avoiding large gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

preparing your space

In the Workplace

Use social distancing
when possible.



Keep at least six feet
apart from other people
as much as possible.

Stay home if you are
feeling ill.

Wash your hands.



Wash your hands often
for at least 20 seconds.

If soap and water are
not available, use hand
sanitizer that contains
60% alcohol.

Avoid touching your
face, nose and eyes.

Wear face masks.



Wear a face mask
covering your nose
and mouth while at the
workplace.

If working at a health care
facility, follow guidelines
for use of other PPE, such
as gloves, gowns, etc.

Clean and disinfect your
workplace.



Clean and disinfect
common spaces
regularly.

Give attention to high-
touch areas.

Do Your Part. Stay Healthy Iowa.

Preventing the Spread of COVID-19 While in the Workplace



DEEP CLEANING



The link below connects you to a list of companies who perform commercial cleaning. This list was compiled by CIRAS at Iowa State.

Resource for Commercial Cleaning Companies in Iowa:

https://www.ciras.iastate.edu/files/publications/COVID-19_Cleaning_Service_Suppliers.pdf

CLEANING + DISINFECTING your facility

CLEAN



Clean surfaces using soap and water, then use disinfectant. Cleaning with soap and water reduces number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces. Practice routine cleaning and disinfection of frequently touched surfaces. More frequent cleaning and disinfection may be required based on level of use. Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

DISINFECT



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

To make a bleach solution, mix:

5 tablespoons (1/3rd cup) bleach per gallon of water

OR

4 teaspoons bleach per quart of water

Bleach solutions will be effective for disinfection up to 24 hours.

Alcohol solutions with at least 70% alcohol may also be used

SOFT SURFACES



For soft surfaces such as carpeted floor, rugs, and drapes. Clean the surface using soap and water or with cleaners appropriate for use on these surfaces. Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely. **OR** Disinfect with an EPA-registered household disinfectant. These disinfectants meet EPA's criteria for use against COVID-19.

ELECTRONICS



For electronics, such as tablets, touch screens, keyboards, remote controls, and ATM machines. Consider putting a wipeable cover on electronics. Follow manufacturer's instruction for cleaning and disinfecting. If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

LAUNDRY



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

SOCIAL DISTANCING



**Protect yourself and others
from virus spread by
keeping a 6 foot distance
from other people.**

reallygreatsite.com



suggestions to **REDUCE** the risk of spread of respiratory illness within the workplace?

The CDC recommends the following as best practices for reducing the spread of illness in the workplace:



- Actively encourage sick employees to stay home:
 - o Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4 F or higher) and any other symptoms for at least 72 hours AND 7 days since onset of symptoms for anything that could be covid.
 - o Ensure that your sick leave policies are flexible and consistent with public health guidance, and that employees are aware of these policies.
 - o Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.
 - o Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work.
 - o Employers should maintain flexible policies that permit employees to stay home to care for a sick family member.
- Separate sick employees:
 - o CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e., cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
- Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:
 - o Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene seen. at the entrance to your workplace and in other workplace areas where they are likely to be
 - o Provide tissues and no-touch disposal receptacles for use by employees.
 - o Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains 60% ethanol or 70% isopropanol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
 - o Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- Perform routine environmental cleaning:
 - o Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
 - o Provide disposable wipes so that commonly used surfaces (for example, doorknobs, key boards, remote controls, desks) can be wiped down by employees before each use.

masks...

Resources for purchasing PPE:

https://www.ciras.iastate.edu/files/publications/Emergency_PPE_Products_Healthcare.pdf

make your own mask

Sewn Cloth Face Covering

Materials:

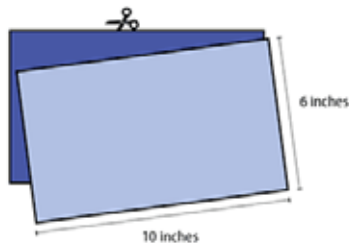
Two 10"x6" rectangles of cotton fabric

Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)

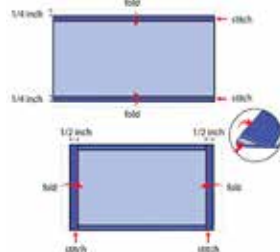
Needle and thread (or bobby pin)

Scissors

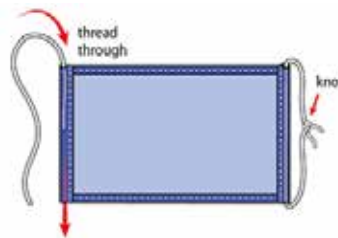
Sewing machine



1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.

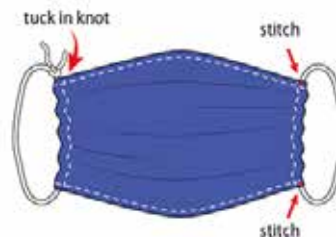


2. Fold over the long sides $\frac{1}{4}$ inch and hem. Then fold the double layer of fabric over $\frac{1}{2}$ inch along the short sides and stitch down.



3. Run a 6-inch length of $\frac{1}{8}$ -inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight.

Don't have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the mask behind your head.



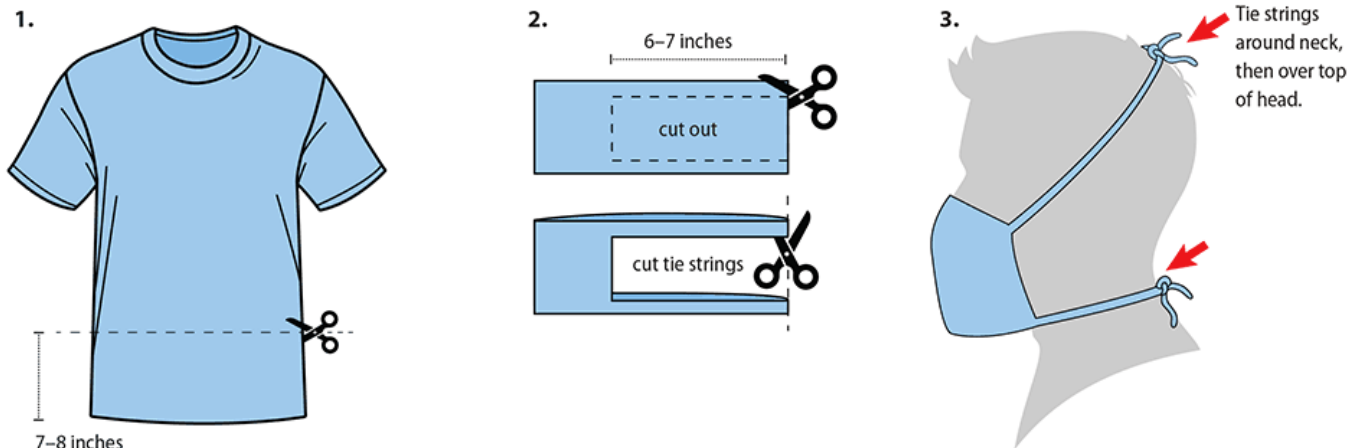
4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

Quick Cut T-shirt Face Covering (no sew method)

Materials:

T-shirt

Scissors



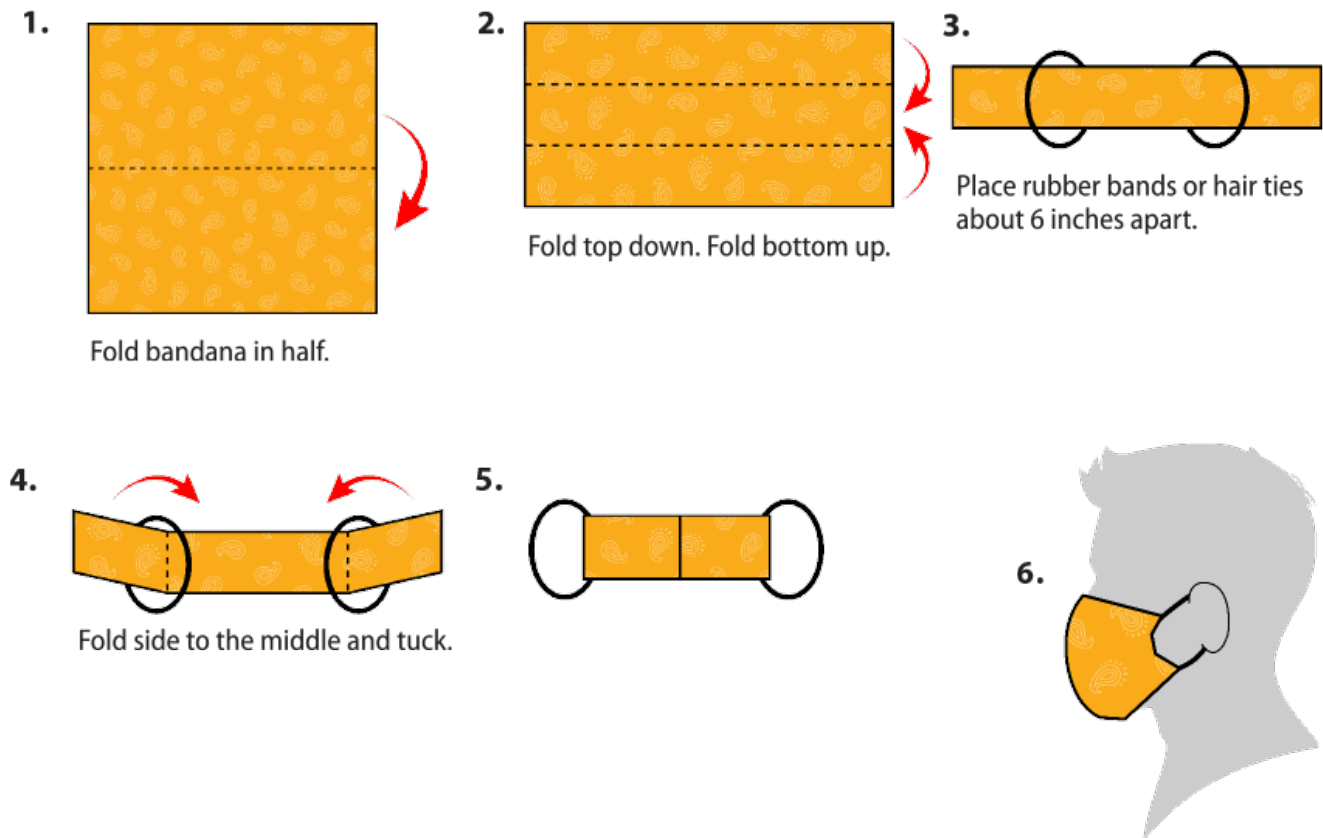
Bandana Face Covering (no sew method)

Materials:

Bandana (or square cotton cloth approximately 20"x20")

Rubber bands (or hair ties)

Scissors (if you are cutting your own cloth)



Tutorials courtesy of CDC. For more information, visit www.cdc.gov/coronavirus/.

NOTE: There are many individuals within our communities making masks for sale. Many businesses have found success by placing a post on their Facebook Page.

how long COVID-19 lives on surfaces...

Cardboard

Examples:
shipping boxes
24 hours

Copper

Examples: pennies,
teakettles,
cookware
4 hours

The most important thing to know about coronavirus on surfaces is that they can easily be cleaned with common household disinfectants that will kill the virus. Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper and less than 24 hours on cardboard.

Plastics

Examples:
bottles, buttons
2-3 days

Stainless steel

Examples:
refrigerators, pots,
pans, sinks
2-3 days

As, always clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose.

Source: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

hiring in the age of COVID-19



Hiring during these unprecedented times can present new challenges. Many businesses were already faced with workforce challenges prior to the pandemic.

While some businesses are placing workers on layoff or furlough, other are needing to hire additional workers to keep up with customer demand. Popular nationwide sites like [indeed.com](https://www.indeed.com), [monster.com](https://www.monster.com) and [careerbuilder.com](https://www.careerbuilder.com) are often popular with job seekers. In addition, the Red Rock Area is part of the Greater Des Moines Partnership. They have a site which you can find jobs and list open positions at...careersdsmusa.com. Also, Iowa

Workforce Development has many tools for employers. www.iowaworkforcedevelopment.gov

re-hire:

Stay up-to-date with rehiring resources.

Visit www.iowaworkforcedevelopment.gov for information.

Guidance for IOWA FARMERS MARKETS During COVID-19

Issued April 24, 2020—Iowa Governor Reynolds

COVID-19 is currently circulating in Iowa communities. All Iowa businesses have a responsibility to take measures to prevent the spread of COVID-19. It is critical that farmers markets institute immediate changes to prevent the spread of COVID-19 among their staff, sellers, and buyers. Farmers markets must ensure the mandatory steps put forth by the Proclamation of Disaster Emergency issued on April 24, 2020, are in place and enforced. This includes the sale of only farm products and food; the prohibition of entertainment, other social activities, and common seating; required six foot minimum vendor spacing and other spacing requirements; and social distancing, hygiene and public health measures. It is critical that market personnel review and enact the requirements in the Governor's proclamation. That proclamation can be found [here](#).

Additionally, the Iowa Department of Agriculture and Land Stewardship (IDALS), the Iowa Department of Inspections and Appeals, Iowa State University Extension and Outreach, and the Iowa Department of Public Health (IDPH) strongly recommend that all farmers markets adhere to the following guidance. Critically evaluate each market to determine whether it needs to be held. If a market opening date is prior to May 1st and can be postponed, please consider doing so. Regardless, take the following protective measures for all days the market is open during this declared emergency:

- Post signage at the entrances that prohibits anyone who has had a fever in the last three days, been ill, or is visibly showing signs of illness (i.e., coughing and sneezing) from entering the market.
- Post signage at the market entrances and exits instructing all staff, sellers, and buyers to practice social distancing, cover coughs and sneezes, and wash hands or use hand sanitizer often.
- Vendors should only allow necessary workers in stalls and other sales outlets; individuals not directly involved in sales are prohibited.
- Provide easy-to-access hand-washing or hand-sanitizing stations for vendor and customer use; if applicable, restock restrooms with hand-washing supplies frequently, including soap and paper towels.
- Encourage vendors who prepare foods at home, such as baked goods, to follow food safety practices during preparations and to securely wrap or package foods prior to bringing them to the market.
- Discourage vendors from offering food samples or serving foods that are intended for immediate or on-site consumption.
- Clean vendor surfaces frequently with soap and water. Use disinfectant wipes or other disinfectants.

The CDC recommends five tablespoons of bleach per gallon of water. If possible, use easy-to-disinfect non-porous plastic tables.

- Encourage limited product-handling by customers and staff.
- Online ordering should be encouraged where available. Pre-bagged orders should be delivered to consumers in designated market delivery areas. (The exchange of goods must take place at the market during designated market hours. It is the responsibility of the vendor to ensure products are delivered to the consumer in a manner that protects foods from temperature abuse or contamination.)
- Reduce money handling (wear gloves when handling money) and promote touchless pay options.

All Iowans have a responsibility to mitigate the impact of this public health crisis. If your farmers market cannot abide by these measures, please cancel your market until such time these guidelines can be followed.

fitness centers

A fitness center, health club, health spa, or gym may reopen, but only to the extent that it complies with the following requirements:



Capacity limited: The establishment must limit the number of customers present to 50% of its maximum legal occupancy capacity.



Social distancing: The establishment must ensure that all equipment, such as treadmills, bikes, weight machines, benches, and power racks, are spaced at least six feet apart or take other appropriate measures to ensure that more closely spaced equipment is not used.



Group activities: Any group activities or classes must be limited to ten or fewer people and all people participating must maintain a distance of six feet apart at all times.



Social distancing, hygiene, and public health measures: The establishment shall also implement reasonable measures under the circumstances of each establishment to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19 consistent with guidance issued by the Iowa Department of Public Health.

Source: Gov. Reynolds Proclamation, April 27, 2020

restaurants | coffee shops

Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic



FDA is sharing information about best practices to operate retail food stores, restaurants, 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 at retail can be safely handled and delivered to the public, as well as key best practices for employee health, cleaning and sanitizing, and personal protective equipment (PPE). This is not a comprehensive list. We encourage 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)

- Instruct employees with symptoms associated with COVID-19 to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC's [What to do if you are sick with coronavirus disease 2019 \(COVID-19\)](#). Consult with the local health department for additional guidance.
- If employees are sick at work, send them home immediately. [Clean and disinfect](#) surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet) of the employee during this time should be considered exposed.
- Instruct employees who are well, but know they have been exposed to COVID-19, to notify their supervisor and follow CDC-recommended precautions (see below).
- Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.
- Implement workplace controls to reduce transmission among employees, such as those described below that are included in [CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#).
 - Employers - Pre-screen (e.g., take temperature and assess symptoms prior to starting work).
 - Employers - Disinfect and clean work spaces and equipment, and consider more frequent cleaning of high touch surfaces.
 - Employees - Regularly self-monitor (e.g., take temperature and assess [symptoms of coronavirus](#)).
 - Employees - Wear a mask or face covering.
 - Employees - Practice social distancing and stay at least 6 feet from other people whenever possible.
- For additional information when employees may have been exposed to COVID-19, refer to [CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#).
- For additional information on employee health and hygiene and recommendations to help prevent worker transmission of foodborne illness, refer to [FDA's Employee Health and Personal Hygiene Handbook](#).
 - If FDA recommendations differ from CDC's regarding employee health and COVID-19, follow CDC.
- For returning previously sick employees to work, refer to [CDC's Guidance for Discontinuation of Home Isolation for Persons with COVID-19](#).
- Follow [CDC](#) and [FDA](#) information on PPE (i.e., gloves, face masks/coverings, and protective gear).
- Frequently review CDC's [Interim Guidance for Business and Employers to Plan and Respond to Coronavirus Disease 2019](#).
- Understand risk at the workplace — use [OSHA's Guidance on Preparing Workplaces for COVID-19](#).

Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

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 curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks

For more information, see [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic](#)

April 2020

<https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19>

more food service resources

National Restaurant Association: restaurant.org/Covid19

FDA: fda.gov

CDC: cdc.gov

Iowa Restaurant Association: restaurantiowa.com

IOWA Restaurants:



Iowa restaurants have a responsibility to take measures to prevent the further spread of COVID-19. The Governor's Proclamation of Disaster Emergency issued on April 27, 2020, allows restaurants in all counties except the following to resume limited on-premises dining service effective 5 a.m. on May 1, 2020, until 11:59 p.m. on May 15, 2020: Allamakee, Benton, Black Hawk, Bremer, Dallas, Des Moines, Dubuque, Fayette, Henry, Iowa, Jasper, Johnson, Linn, Louisa, Marshall, Muscatine, Polk, Poweshiek, Scott, Tama, Washington, or Woodbury.

It is critical that restaurant personnel review, and restaurants must ensure the following mandatory requirements included in the governor's proclamation are in place and enforced:

- Limit indoor and outdoor seating capacity to 50 percent of normal operating capacity.

- Limit group size to no more than six people.

- Arrange seating to provide a minimum of six feet between tables.

- Disallow customer self-service of food or beverages, including buffets and salad bars.

- Implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

Additionally, the Iowa Department of Inspections and Appeals and the Iowa Department of Public Health strongly recommend that all restaurants adhere to the following guidance:

- To the extent possible, eliminate seating at bars within restaurants.

- Eliminate entertainment operations or activities.

- Serve alcohol to a guest only if the guest is also ordering and consuming food items.

- Disinfect tables and chairs after each customer use.

- Clean and sanitize table condiments, reusable menus, digital ordering devices, check presenters, pens, napkin dispensers, salt and pepper shakers, and other commonly-touched items between each customer use.

- Use prewrapped silverware and eliminate table presets including table tents, menus, salt and pepper shakers, napkin dispensers, and condiments.

- Eliminate refilling customer beverages from common containers (i.e., pitchers).

- Discard single-use or paper articles, such as paper menus, after each use.

- Create and implement an enhanced cleaning/sanitizing schedule for all food contact surfaces, and cleaning/disinfecting of non-food contact surfaces.

- Disinfect commonly-touched surfaces throughout entire facility (both front and back-of-house) such as door handles, credit card machines, bathrooms, etc., at least once every hour.

- To the extent possible, on-premises dining should be by reservation only and customers should be screened upon reservation and arrival as to whether anyone in the party is positive, has any symptoms, is under quarantine, or has been exposed to COVID-19.

- Post signage on entrance door that no one with a fever or symptoms of COVID-19 will be permitted in the restaurant.

- Screen all employees each shift before entering the facility for symptoms (i.e., fever of 100° F or higher, cough, shortness of breath, runny or stuffy nose, sore throat, muscle aches, fatigue, diarrhea, or vomiting). Immediately exclude anyone with symptoms from entering.

- Where possible, workstations should be staggered to avoid employees standing directly opposite one another or next to each other, and maintain six feet of social distance.

Require employees with direct customer contact to wear cloth or other mask that is laundered or replaced daily.

Frequently monitor employee handwashing and ensure no bare hand contact with ready-to-eat foods.

Notify customers by signage to report concerns of social distancing infractions to the restaurant manager.

Use technological solutions where possible to reduce person-to-person interaction (e.g. mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, contactless payment options).

Enhance employee safety training, emphasizing employee health, handwashing, and personal hygiene practices.

Have hand sanitizer and sanitizing products readily available for employees and customers.

Designate with signage, tape, or by other means appropriate social distancing spacing for employees and customers. Facilitate and designate social distancing for those waiting to enter your establishment.

If possible, provide distinct walking lanes to minimize close contact as customers are being seated to conform to social distancing practices. For example, in a table/booth layout, central tables can be removed, and markings can be installed designating the path for seating.

Assign an employee each shift to monitor social distancing, sanitation, and hygiene protocols.

Source: Governor Reynolds Proclamation, 4/27/20

COVID-19: Frequently-Asked Questions for May 1, 2020, Restaurant Reopening

Issued April 28, 2020

Iowa restaurants have a responsibility to take measures to prevent the further spread of COVID-19. The [Governor's Proclamation of Disaster Emergency issued on April 27, 2020](#), allows restaurants in all counties **except** the following to resume limited on-premises dining service effective 5 a.m. on May 1, 2020, until 11:59 p.m. on May 15, 2020: Allamakee, Benton, Black Hawk, Bremer, Dallas, Des Moines, Dubuque, Fayette, Henry, Iowa, Jasper, Johnson, Linn, Louisa, Marshall, Muscatine, Polk, Poweshiek, Scott, Tama, Washington, or Woodbury.

RQ1: Is a restaurant required to physically remove tables or booths?

A: If a facility is unable to remove tables or booths to ensure a minimum of six feet between guests, tables or booths which are not available for seating guests must be identified by signage.

RQ2: Is a restaurant required to take an employee's temperature before allowing the employee to enter the facility?

A: This is strongly encouraged. Anyone with COVID-19 symptoms must be excluded from work. This is a reasonable public health measure that a restaurant can implement.

RQ3: What social distancing strategies should I use?

A: Do not allow guests to congregate in waiting or bar areas. Design a process to ensure guest separation while waiting to be seated. This can include adding floor markings, enforcing social distancing outside the restaurant, having customers wait in cars, etc. Consider also using a facility exit separate from the main entrance, in addition to the main entrance. Predetermine traffic paths to/from restrooms to limit proximity for guests and staff.

RQ4: Can a restaurant located in a mall or food court allow guests to utilize common seating in malls, food courts, or in other venues where there is normally common seating?

A: Common seating areas outside restaurant dining rooms remain closed. Restaurants that utilize only common seating (e.g., food courts) may continue to offer carry-out and delivery options only.

RQ5: Can restaurants refill customer beverages?

A: Refilling beverages at the table or from common containers (e.g., pitchers, carafes, decanters, bottles, kettles, etc.) is strongly discouraged. We recommend using clean glassware to provide customer refills.

RQ6: Can a bowling alley or other entertainment venue with a restaurant reopen for on-premise dining?

A: Bingo halls, bowling alleys, pool halls, arcades, and amusement parks remain closed to the public. The restaurant area of the facility may reopen for on-premises dining in accordance with the proclamation. However, non-dining activities must remain closed to the public, including but not limited to bowling, pool, darts, arcade games, amusement devices, and other games of skill or chance.

RQ7: Can a restaurant allow customers to use pool tables, dartboards, arcade games, amusement devices, and other games of skill or chance?

A: No, the use of these items by the public continues to be prohibited in the governor's proclamation.

RQ8: Can a restaurant provide live music and dancing?

A: We strongly advise against this practice. The governor's proclamation requires restaurants to implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

RQ9: Can a bar or brewery tap room partner with a mobile food unit or restaurant, or utilize restaurant delivery options to allow on-premises dining along with alcohol sales?

A: No, bars must remain closed to the public, except for carry-out and delivery only. For the purposes of this order, a bar is an establishment where a customer may purchase alcoholic beverages and in which the serving of food is incidental to the consumption of those beverages and is limited to the service of ice, snack foods, and the reheating of commercially prepared foods such as frozen pizza, pre-packaged sandwiches, or other prepackaged, ready-to-serve products.

RQ10: Can a restaurant within a golf course clubhouse reopen to on-premises dining?

A: Restaurants within golf course clubhouses and other social and fraternal clubs may reopen to the public for on-premise dining, provided clubhouse activities and other club activities remain closed and the restaurant operates in accordance with the governor's proclamation.

RQ11: Since restaurants are not allowed to conduct self-service food or beverage operations, are grocery and convenience stores also prohibited from offering self-service food and beverage operations?

A: Grocery and convenience stores are not mandated to cease customer self-service operations. We advise that each operation assess self-service and consider discontinuing self-service beverages. We further advise selling food that has been wrapped or placed in individual containers only.

RQ12: The governor's proclamation states restaurants must limit the number of customers present in indoor or outdoor spaces to 50 percent of its normal operating capacity to ensure adequate spacing of groups. How is "operating capacity" defined or interpreted?

A: Operating capacity means the maximum number of individuals able to be seated for use by restaurant patrons on the premises, which may include indoor and outdoor seating areas. Fifty percent operating capacity includes customers seated for on-premise dining service, as well as customers waiting within the indoor and/or outdoor seating areas for carry-out orders.

RQ13: How much distance do we need between restaurant tables?

A: The restaurant must ensure at least six feet of physical distance between each group or individual diner.

RQ14: What if my family group is larger than six members? Will we be permitted to be seated together in a group larger than six people?

A: No. Group seating is limited to six or fewer guests. Groups greater than six people could be divided into smaller groups consisting of six or less individuals. The groups should expect to maintain a social distance of at least six feet between groups while in the restaurant.

RQ15: If my racetrack/speedway includes a concession stand where food is prepared and served, may I open the concession stand to serve food even though I am not permitted to reopen the speedway or racetrack to permit spectators to attend an event in person.

A: Yes, the concession stand would be permitted to open for service to attending race drivers and race crew members providing appropriate social distancing measures and guidance are implemented. General public customers could be served as long as entry into the event is not required, and proper social distancing measures and guidance are followed. If practical, general public service may be limited to curbside carry-out at the speedway or race track location, or delivery.

RQ16: If I own or operate a licensed juice or health drink bar within a gymnasium, fitness center, or health spa, can I reopen this space to serve customers?

A: Yes, however, the juice/health drink bar area would be included within the proclamation, which limits the number of customers to 50 percent of the maximum legal occupancy capacity of the gym, fitness center, or health spa. Appropriate social distancing, hygiene, and public health measures must be implemented.

RQ17: May I offer preset tables, which may include tableware, utensils, cups/glasses, table tents, menus, salt/pepper shakers, napkin dispensers, condiments (e.g., ketchup, mustard, barbecue sauce), or other similar items?

A: We strongly discourage offering preset tables. As an alternative, you should consider offering pre-wrapped single-use tableware, single-service condiments (e.g., packets of salt, pepper, ketchup, mustard, mayo) or other single-use items (e.g., napkins) upon customer request or delivery of the meal to the dining table/booth. If offered for use, multiple-use tableware or glassware should be placed at the table/booth as guests are seated and must be cleaned and sanitized between each customer.

RQ18: Can a restaurant allow dining customers to remain on premises and order additional beverages, including alcoholic beverages, after the completion of their meal?

A: While it may be common practice for diners to socialize after the meal, we advise restaurants to closely monitor this practice, establish limits, and inform customers of limitations.

RQ19: Are restaurants allowed to serve customers that are only ordering alcoholic beverages?

A: The governor's proclamation allows restaurants to resume on-premises dining. If customers are only ordering alcoholic beverages, they are not dining. We strongly advise restaurants to only service alcoholic beverages to customers who are ordering and consuming food.

RQ20: Can a restaurant utilize seating at the bar to serve customers food?

A: To the extent possible, seating at bars within restaurants should be eliminated. When determining if seating at the bar will be allowed, social distancing between customers and employees must be considered.

RQ21: Can a restaurant be open for on-premise dining during hours when food is not offered? For example, if the kitchen hours are from 4-9 p.m., can the restaurant be open to the public for beverage service until 11 p.m.?

A: No, once food can no longer be ordered or consumed on premise, a restaurant, for the purposes of the proclamation, meets the definition of a bar and must be closed to the public. They can continue to offer carry-out or delivery for beverages but are not allowed to be open to the public.

RQ22: What type of disinfectants can be used for tables, chairs, and other non-food contact surfaces following customer use?

A: Prior to disinfecting surfaces, these surfaces should first be cleaned (i.e., removal of germs, dirt, and impurities from surfaces). Cleaning does not kill germs, but removing them from surfaces lowers their numbers and the risk of spreading infection. An EPA-registered disinfectant effective for use against SARS-CoV-2 (the virus which causes COVID-19) is recommended. The EPA's list of disinfectants for use against SARS-CoV-2 can be found online: [Disinfectants for Use Against SARS-CoV-2](#). EPA-registered disinfectants must be appropriate for the surface to which it is being applied, and must be applied in accordance with the manufacturer's instructions on the label.

RQ23: How frequently should I disinfect commonly touched surfaces in my facility used both by customers and employees (i.e. door handles, credit card machines, bathrooms, and etc.)?

A: The FDA and CDC both recommend cleaning frequently-touched surfaces as often as possible. The Iowa Department of Inspections and Appeals and Iowa Department of Public Health, to the extent practical, strongly recommend disinfecting commonly-touched surfaces at a minimum of at least hourly; however, if practical, it may be necessary to disinfect such surfaces more frequently.

RQ24: If I need to post signage on the entrance of my food establishment restricting customer access due to a consumer customer exhibiting symptoms of COVID-19, are there specific requirements for the signage (i.e., the size of sign or text on sign, and information or content printed on the sign)?

A: There are no requirements regarding size, format, size of text, or content of signage; however, each establishment operator is strongly encouraged to consider the following when posting signage for customers: (1) Signage should be placed where it can be easily be seen by customers; (2) signage should be large enough for customers to identify and read the posted content (3) text should be appropriately sized and be legibly typed or printed for the customer to read; (4) signage in multiple languages should be considered, if necessary; and (5) signage should include information about particular COVID-19 symptoms. The CDC has identified the following symptoms to watch for on their website: fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell. Please check the CDC's website for symptoms of coronavirus.

RQ25: Are my restaurant employees or customers required to wear masks?

A: No there are no issued mandates for employees and/or customers to wear protective face masks or other personal protective equipment (PPE). Each establishment operator should consider enforcing their own mitigation practices and/or strategies to protect their employees and customers from the spread of COVID-19. Such mitigation strategies may include the wearing of a protective face mask, face shield, or other applicable PPE. Employees with direct customer contact would be of greatest concern. Disposable mask are recommended. However, if cloth masks are worn they should be changed as frequently as necessary, or at least laundered and replaced daily. FDA has issued guidance related to employees in retail food and food production settings wearing face coverings to prevent exposure to COVID-19 (posted April 4, 2020). The FDA's guidance regarding this practice can be accessed online: [Food Safety and the Coronavirus Disease \(COVID-19\)](#).

RQ26: Is my restaurant permitted to use reusable menus?

A: It is strongly recommended to discourage the use of reusable menus. If used, each reusable menu should be disinfected between each customer with an EPA-registered disinfectant effective against the COVID-19 virus. It is recommended instead to use single-use paper menus, and to discard them after each use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.

RQ27: Can individual packages of condiments such a ketchup, mustard, mayonnaise, relish, hot sauce, barbeque sauce, dipping sauces, salt, and pepper be served to a consumer be reused if they are unopened or unused?

A: It is strongly recommended once served to a customer, unopened or unused individual condiment packages not be served to new customers.

manufacturing

IOWA STATE UNIVERSITY
Center for Industrial Research and Service

ciras

CIRAS Urges Importance of Supply Chain Disruption Planning

As the COVID-19 health crisis impacts global supply chains, CIRAS is stressing the importance of having a plan in place prior to disruptions to your supply chain. The following checklist can help your company react to and prepare for disruptions.

If your supply chain is already impacted:

- ☐ Let CIRAS know so we can advise of available resources or support.
- ☐ Consider short-term and long-term impacts when making decisions (your ability to make sales, impacts on production schedule, staffing, etc.).
- ☐ Realize alternative suppliers are probably getting similar requests from other companies and have capacity limits and/or higher prices.
- ☐ Contact CIRAS to see if we are aware of any alternative suppliers within Iowa or nationally through the Manufacturing Extension Partnership National Network™.

If you suspect there may be disruptions to your supply chain:

- ☐ Contact your suppliers, carriers, forwarders and brokers immediately to confirm.
- ☐ If possible, build inventories of your short raw materials and secure production and transport capacity from your supply chain partners.
- ☐ Start sourcing alternative suppliers as needed.
- ☐ Identify a resource at your company to monitor the crisis and potential impacts to your supply chain.

Preparing for the next disruption:

- ☐ Conduct a Total Cost of Ownership (TCO) analysis to revisit overseas sourcing.
- ☐ Conduct a risk assessment of your supply chain and implement changes to handle risks.
- ☐ Consider dual sourcing (locally and overseas) for critical components.
- ☐ Have a disaster response plan in place.
- ☐ Have a process to monitor global events to identify potential supply chain disruptions early.

Other Considerations

- ☐ Communication is key—talk to your customers, suppliers, carriers, forwarders and brokers about potential supply chain disruptions, and how you can work together to mitigate issues.
- ☐ Remember that the impacts vary across the global supply chain, so local suppliers can also be affected based on their sources of supply.
- ☐ Travel and workforce issues overseas can impact your local supply chain.
- ☐ Remember that you face competition for global product and transport resources.

Additional information: www.ciras.iastate.edu/COVID-19

CIRAS Contacts:

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retail: general

A retail establishments that was previously ordered to be closed statewide, and is now ordered to be closed only in certain counties under section 5, paragraph I, may reopen, but only to the extent that it



1) limits the number of customers present to 50% of its maximum legal occupancy capacity



2) implements reasonable measures under the circumstances of each establishment to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19 consistent with guidance issued by the Iowa Department of Public Health.

Source: Gov. Reynolds Proclamation, April 27, 2020

Ideas for enhancing your customers' comfort level, taking care of employees, rethinking floor plans, taking your online presence to the next level, and more.

- Enhance your customer's comfort level.
- Promote social distancing and good hygiene.
- Devise a plan for limiting access.
- Start with soft openings and VIP events.
- Use and maximize appointments.
- Promote hand-washing and sanitization stations.
- Institute a visible, non-stop wipe-down regimen.
- Take your online presence to a new level.
- Offer virtual shopping experiences.
- Be a personal shopper.
- Rethink your floor plan.
- Offer and promote contactless payment options.
- Monitor and adjust store hours.
- Incorporate service and custom components.
- Respond to budget-conscious consumers.
- Take care of your employees.
- Assess staffing levels and engage your employees.
- Stay in the information loop.

Source: <https://reopenmainstreet.com/retail/> Provided by IEDA Downtown Resource Center

PREPARING FOR COVID-19

FAMILY/HOUSEHOLD



- Talk with the people who need to be included in your plan.
- Plan for ways to care for those at greater risk of serious complications, like the very young, very old and those with compromised immune systems.
- Get to know your neighbors and exchange contact info.
- Create an emergency contact list.

WORK/SCHOOL

- Plan alternative child care arrangements in case schools or child cares must close.
- Learn what your child's school or child care facility plans are.
- Discuss sick leave and tele-work options with your employer.



HOME

- Have extra supplies of important items on hand, like soap, hand sanitizer and tissues.
- Make sure you have filled any prescriptions you regularly take.
- Choose a room in your home that can be used to separate ill household members from those who are healthy.

[HTTPS://IDPH.IOWA.GOV/EMERGING-HEALTH-ISSUES/NOVEL-CORONAVIRUS](https://idph.iowa.gov/emerging-health-issues/novel-coronavirus)

February 2020

additional resources:

Iowa Covid-19 Information Center: coronavirus.iowa.gov

Centers for Disease Control and Prevention (CDC): cdc.gov

Food and Drug Administration (FDA): fda.gov

U.S. Chamber of Commerce: uschamber.com

CIRAS: ciras.iastate.edu

Iowa Source Link: iasourcelink.com

Iowa Grocers Association: iowagrocers.com

Iowa State Bar: iowabar.org

Iowa Society of Certified Public Accountants: iacpa.org

Iowa Association of Nonprofits: inrc.law.uiowa.edu

National Council of Nonprofits: councilofnonprofits.org

Iowa Association of Business & Industry: iowaabi.org

Iowa Economic Development: iowaeconomicdevelopment.com

Iowa Bankers Association: iowabankers.com

National Resource Center For Health and Safety In Child Care and Early Education: nrckids.org

Child Care Resource & Referral of Iowa: iowaccrr.org

Iowa Department of Agriculture: iowaagriculture.gov

closing

We know this situation is difficult. Many of us are going through circumstances we never thought we would experience, from teaching our children at home to filing for unemployment. We will rise above this. We will emerge from this better than we were. We are stronger together.

Remember your local chambers and economic development agencies are here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns or ideas. We will continue to update our resources to serve you as this fluid situation develops.

If you have questions about application of public health principles to your business, please contact Marion County Health Department. We can help you with your questions to determine how to apply information to your particular situation. Email Kim Dorn at kdorn@marioncountyiowa.gov.

Thank you for your support. Thank you for your drive. Thank you for your grit. Thank you for making the Red Rock Area what it is -- a place where amazing things happen.





pella area community
& economic alliance

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A special thanks to the Tuscaloosa Chamber of Commerce in Alabama for sharing their resource framework.