

# Reopening your business

With Respect to COVID-19



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# A Message of Appreciation

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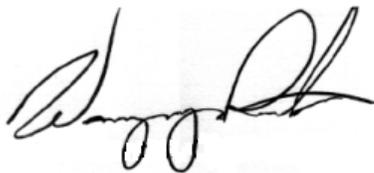
## Dear Business Leaders,

These unprecedented times have been challenging to say the least. However, we are 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 thank you and are proud to say, that we are truly stronger together.

As we move forward, we know that you are anxious to reopen your doors and get back to business. To ensure the safety of our community and to help you navigate the new normal, we have created a playbook based on the recommendations from The Iowa Department of Public Health, and other resources. This guide was patterned after a similar document compiled by other chamber of commerce and development organizations. This resource will act as a living document and will update as this situation evolves.

Though we know we wish to return to our regular lives, we must take necessary precautions during this time. If you have questions, please contact us. We are here to support you as we continue to navigate through this pandemic safely, together.

Sincerely,



**Wayne J. Pantini, CEcD - Executive Director**  
**Union County Development Association**  
**The Roundhouse**  
**301 W Montgomery St**  
**Creston, IA 50801**  
**641.782.2003**

# 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.

Union County Development Association bears 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.



If you have questions about application of public health principles to your business, please contact the Greater Regional Health 641.782.7091. They can help you with your questions to determine how to apply information to your particular situation.

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# Suggestions For Keeping The Workplace SAFE

## Practice good hygiene



Stop hand shakes and use **non-contact** greeting methods



Clean hands at the door and schedule **regular hand washing** reminders



**Disinfect surfaces** like doorknobs, tables, and desks regularly



**Avoid touching your face** and cover your coughs and sneezes



**Increase ventilation** by opening windows or adjusting air conditioning

## Limit meetings and non-essential travels

Use **video conferencing** instead of face-to-face meetings

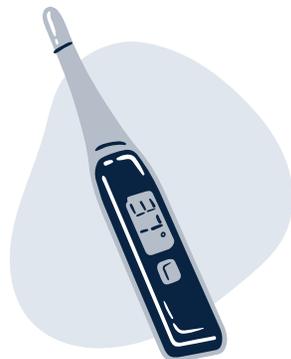
When video calls are not possible, hold your meetings in **well-ventilated rooms and spaces**

**Suspend all non-essential travels and trips**



## Stay home if...

- You are **feeling sick**
- You have a **sick family member** at home



## Take care of your emotional and mental well-being

Outbreaks are a stressful and anxious time for everyone. Reach out to your trusted health professional if things start to feel too overwhelming.

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

# Top 10 Tips To Protect Employees' Health

Healthy employees are crucial to your business. Here are 10 ways to help them stay healthy.

- Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisals, and ensure employees are aware of these policies.
- Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions.
- Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.
- Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive “emergency sick leave” policies.
- Promote etiquette for coughing and sneezing and hand washing. Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.
- Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department. Actively encourage flexible work arrangements such as teleworking or staggered shifts.
- Perform routine environmental cleaning. Routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.
- Consider the need for travel and explore alternatives. Check CDC’s Travelers’ Health for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings, when possible.
- Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.
- If an employee becomes sick while at work, they should be separated from other employees, customers, and visitors and sent home immediately. Follow CDC guidelines for cleaning and disinfecting areas the sick employee visited.

# Communicating With Your TEAM

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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.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

# Preparing Your Space

The proper steps preparing and maintaining your workplace can lead to a smoother transition as restrictions continue to be lifted. Here is a chart with some common practice steps you can take.

**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

IDPH  
IOWA Department of PUBLIC HEALTH

# Deep Cleaning

The link below is a list compiled by Center for Industrial Research and Service (CIRAS) at Iowa State University of Commercial Cleaning Services. They can help you prepare your space with the proper safety measures:

[https://www.ciras.iastate.edu/files/publications/COVID19\\_Cleaning\\_Service\\_Suppliers.pdf](https://www.ciras.iastate.edu/files/publications/COVID19_Cleaning_Service_Suppliers.pdf)

Source: <https://idph.iowa.gov/Portals/1/userfiles/7/In%20the%20Workplace%2011x17%2004162020.pdf>

# Cleaning & Disinfecting Your Facility

## 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.

## 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 corona viruses 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 wipe able 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.

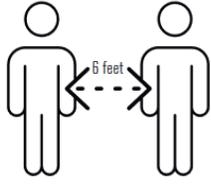
## Laundry

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.

# Personal Protective Equipment (PPE)

The proper steps preparing and maintaining your workplace can lead to a smoother transition as restrictions continue to be lifted. Here is a chart with equipment and best practices to keep you safe.

## Using Personal Protective Equipment (PPE)

| Gloves  | Masks  | Face Shields   | Other Tips   |
|---|--|--|--|
|    |   |    |   |
| <p>Pull gloves up over the wrists of the gown or clothing sleeves.</p> <p>Remove by pinching and holding the outside of the glove near the wrist and pulling down, turning it inside out.</p> <p>Dispose of gloves immediately and wash your hands.</p> | <p>Cover your mouth and nose securely with the face mask. Fit mask snug to your face and below the chin.</p> <p>Remove the mask by the straps. Do not touch the front of the mask.</p> <p>Discard your mask immediately and wash your hands.</p> | <p>Place over your face and eyes. Adjust to fit.</p> <p>Remove the shield by lifting the head band or ear pieces.</p> <p>Place in receptacle for reprocessing and reuse or dispose immediately. Wash your hands.</p> | <p>Practice social distancing. Keep at least six feet apart from other people as much as possible.</p> <p>Stay home if you are feeling ill.</p> <p>Clean and disinfect your workspace regularly.</p> |

Preventing the Spread of COVID-19 While in the Workplace

IDPH  
IOWA Department of PUBLIC HEALTH

Do Your Part. Stay Healthy Iowa.

## Mask Use

There are many different sites and facebook pages where you can purchase or learn to make your own mask. Here is a resource for more information regarding sew and no sew methods for making your own mask courtesy of CDC:

[www.cdc.gov/coronavirus/](http://www.cdc.gov/coronavirus/)

Source: <https://idph.iowa.gov/Portals/1/userfiles/7/In%20the%20Workplace%2011x17%2004162020.pdf>

# Reduce The Spread Of Respiratory Illness

## Actively encourage sick employees to stay home.

- Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever and any other symptoms for at least 72 hours AND 7 days since on set of symptoms for anything that could be COVID.
- Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
- 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.
- 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.
- Employers should maintain flexible policies that permit employees to stay home to care for a sick family member.

## Separate sick employees.

- CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or becomes sick during the day, they 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.

- Place posters that encourage staying home when sick, cough and sneeze etiquette and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be.
- Provide tissues and no-touch disposal receptacles for use by employees.
- 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.
- Provide soap and water and alcohol-based hand rubs in multiple locations or in conference rooms to encourage hand hygiene.

## Perform routine environmental cleaning.

- 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.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, etc...) can be wiped down by employees before each use.

# How Long COVID-19 Lives On Surfaces...

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.

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.

**Cardboard:**  
Example - Shipping Boxes  
24 Hours



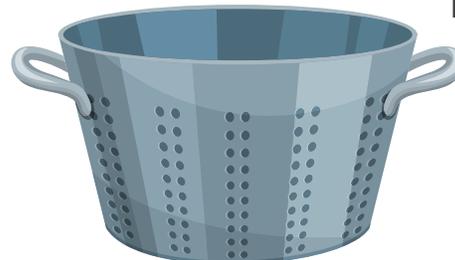
**Copper:**  
Examples - Pennies, Teakettles,  
Cookware  
Less Than  
4 Hours



**Plastics:**  
Examples - Bottles, Buttons  
Up to 72 Hours



**Stainless Steel**  
Examples: Refrigerators, Pots,  
Pans, Sinks  
Less Than  
72 Hours



# Guidance For Businesses As They Open To The Public

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



**showing gratitude is one of the simplest yet most powerful things humans can do for each other " - Randy Pausch**

- Promote social distancing and good hygiene.
- Devise a plan for limiting access.
- Start with soft opening and VIP events.
- Use and maximize appointments.
- Promote hand-washing and sanitation stations.
- Institute a visible, non-stop wipe-down regimen.
- 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.
- Stay in the information loop.

# Guidance For Hiring During COVID-19

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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. Posting jobs through Iowa*WORKS* ([iowaworks.gov](http://iowaworks.gov)) is a great local resource along with the nationwide sites like [indeed.com](http://indeed.com), [monster.com](http://monster.com) and [careerbuilder.com](http://careerbuilder.com) are often popular with job seekers.

## Re-hire

Stay up to date with rehiring resources. Visit [iowaworkforcedevelopment.gov](http://iowaworkforcedevelopment.gov) for current information and resources.



# Industry Specific Guidelines

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## REOPENING OF BUSINESSES AND ESTABLISHMENTS

In addition to following all directives of the Governor as outlined in proclamations, entities considering reopening must adhere to guidelines that are outlined on the following web pages. If you do not have access to the internet, please contact us and we can help you obtain the pertinent information that you need.

- **Here is the link to the May 20th updates for all regulations**

<https://governor.iowa.gov/sites/default/files/documents/Public%20Health%20Proclamation%20-%202020.05.20.pdf>

- **Here is the link to the May 13th updates for all regulations**

<https://governor.iowa.gov/sites/default/files/documents/Public%20Health%20Proclamation%20-%202020.05.13.pdf>

- **Here is the link to for updates on May 6th for all regulations:**

<https://governor.iowa.gov/press-release/gov-reynolds-signs-new-proclamation-continuing-the-state-public-health-emergency-1?fbclid=IwAR2NXlaQvQ7RKgFTwuFpH1GH0Ko7KOLDMYsdkhoMvoHhbxqrqIrFOmP8A1g>

- **Here is the link to the previous updates for all regulations (Sections 1-17):**

<https://governor.iowa.gov/press-release/gov-reynolds-signs-new-proclamation-continuing-the-state-public-health-emergency-0>

# Industry Specific Guidelines (cont.)

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- **The following two links are specific to restaurants & coffee shops:**

<https://dia.iowa.gov/document/iowa-restaurant-reopening-criteriaoperation-restrictions-during-covid-19>

<https://dia.iowa.gov/document/covid-19-frequently-asked-questions-may-1-2020-restaurant-reopening>

- **The following is guidance from the CDC on community gatherings & events :**

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>

## Manufacturing

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**Iowa State University, Center for Industrial Research and Service (CIRAS) provides the following guidance for supply chain disruption planning:**

[https://www.ciras.iastate.edu/files/publications/Supply\\_Chain\\_Disruption\\_Planning.pdf](https://www.ciras.iastate.edu/files/publications/Supply_Chain_Disruption_Planning.pdf)

# Additional Resources

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**Union County Development Association: [unioncountyiowa.com](http://unioncountyiowa.com)**

**The Creston Chamber of Commerce: [crestoniowachamber.com](http://crestoniowachamber.com)**

**Greater Regional Health: [greaterregional.org](http://greaterregional.org)**

**Emergency Management: [unioncountyiowa.org/departments/union-county-emergency-management/](http://unioncountyiowa.org/departments/union-county-emergency-management/)**

**The City of Creston: [crestoniowa.gov](http://crestoniowa.gov)**

**The City of Afton: [aftoniowa.com](http://aftoniowa.com)**

**Iowa Covid-19 Information Center: [coronavirus.iowa.gov](http://coronavirus.iowa.gov)**

**Centers for Disease Control and Prevention (CDC): [cdc.gov](http://cdc.gov)**

**Food and Drug Administration (FDA): [fda.gov](http://fda.gov)**

**U.S. Chamber of Commerce: [uschamber.com](http://uschamber.com)**

**CIRAS: [ciras.iastate.edu](http://ciras.iastate.edu)**

**Iowa Source Link: [iasourcelink.com](http://iasourcelink.com)**

**Iowa Grocers Association: [iowagrocers.com](http://iowagrocers.com)**

**Iowa State Bar: [iowabar.org](http://iowabar.org)**

**Iowa Society of Certified Public Accountants: [iacpa.org](http://iacpa.org)**

**Iowa Association of Nonprofits: [inrc.law.uiowa.edu](http://inrc.law.uiowa.edu)**

**National Council of Nonprofits: [councilofnonprofits.org](http://councilofnonprofits.org)**

**Iowa Association of Business & Industry: [iowaabi.org](http://iowaabi.org)**

**Iowa Economic Development: [iowaeconomicdevelopment.com](http://iowaeconomicdevelopment.com)**

**Iowa Bankers Association: [iowabankers.com](http://iowabankers.com)**

**National Resource Center For Health and Safety In Child Care and Early Education: [nrckids.org](http://nrckids.org)**

**Child Care Resource & Referral of Iowa: [iowaccrr.org](http://iowaccrr.org)**

**Iowa Department of Agriculture: [iowaagriculture.gov](http://iowaagriculture.gov)**

# Closing

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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 Greater Regional Health. We can help you with your questions to determine how to apply information to your particular situation. Thank you for your support. Thank you for your drive. Thank you for your grit. Thank you for continuing to Rise Up UC.



change will come our way, we can GO through it, or we can GROW through it. We grow when we seek solutions, rather than let obstacles hinder us." - George Couros