city of Columbia
Columbia/Boone County
Public Health & Human Services

COUNTY OF BOONE
MISSOURI

The Road to Reopening: Guidance for businesses during the COVID-19 pandemic

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Executive Summary

The COVID-19 pandemic continues to be a threat to the health and safety of our community. As we begin to reopen the City of Columbia and Boone County, it's imperative that we do so in a way that does not increase the spread of COVID-19.

Health officials from Columbia/Boone County Public Health and Human Services (PHHS) have created evidence-based guidelines and regulations based on recommendations from the Centers for Disease Control and Prevention. This document includes containment and mitigation strategies for business and industry in an effort to reduce the spread and prioritize the health and safety of our residents.

Please note that this guidance can be altered at any time based on the most recent Columbia/Boone County Public Health and Human Services' Health Order and latest evidence-based information available. This document provides businesses guidelines for how to safely operate when they are allowed to operate under the most recent Columbia/Boone County Public Health and Human Services' Health Order. These guidelines do not open businesses that are currently closed due to the local health order.

We truly appreciate your cooperation during this difficult time. If you have any questions or concerns, please contact our office at 573.874.7355 or email businessguidance@como.gov.

Guidance for All Businesses

Do not allow sick employees to work.

- Do not allow employees who have a fever or are otherwise exhibiting COVID-19 symptoms to work.
- If an employee becomes sick while at work, separate the employee from others and send the employee home.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and work with PHHS to determine when it would be safe for them to return to work.

Practice social distancing to the greatest extent possible by maintaining a six foot distance between all individuals.

- Customer-employee contact must be limited to one employee per customer or group of customers to the greatest extent possible.
- Encourage employees and customers to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Store employees should enforce social distancing of at least 6 feet between people. Stores with higher traffic should mark spaces 6 feet apart at the sales registers and outside the entrance to the store. Signs should be posted to remind customers to social distance.

Minimize face-to-face interactions.

- Encourage all employees to work from home when possible.
- Stagger shifts when possible.
- Promote online or curbside sales.
- Avoid in-person staff meetings, if possible. If in-person staff meetings must be conducted, practice social distancing.
- Limit the number of employees in a breakroom to adhere to social distancing requirements. Encourage employees to take breaks outside or in their vehicle.

Maintain a disinfection plan for the premises.

- Assign an employee to oversee the recommended COVID-19 prevention guidelines (below) and maintain the business's disinfection plan for the premises.
- Frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs must be cleaned and disinfected. 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.
- Frequently clean and sanitize point of sale equipment.
- Sanitize the entrance/exit doors at least three times per day. Use door stops or automatic doors, if available.

Guidance for All Businesses

Avoid shared equipment and materials.

- Employees should 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.
- Encourage customers to make non-cash payments.

Eliminate nonessential travel.

Limit capacity.

- Limit the number of individuals in accordance with Columbia/Boone County Department of Public Health and Human Services' most recent Health Order.

Promote proper hygiene.

- Train employees on proper hygiene practices and etiquette for coughing and sneezing.
- Promote frequent handwashing with soap and water for at least 20 seconds. Supply alcohol-based hand sanitizer containing at least 60% alcohol if soap and water are not available.
- Encourage employees to avoid touching their eyes, nose, and mouth with unwashed hands.
- Provide access to hand sanitizer with at least 60% alcohol at multiple locations, including the store entrance.
- Provide an adequate number of trash receptacles.

Encourage employees to report any safety and health concerns to the employer.

- Be aware that some employees may be at higher risk for serious illness. Consider minimizing face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of 6 feet from other workers, customers and visitors, or to telework if possible.

Post a sign at each entrance stating that individuals who have a fever, cough or any sign of sickness should not enter.

- An English version of the sign can be found here.
- A Spanish version of the sign can be found here.

Retailers

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Retail businesses included:

Furniture & Home furnishings
Clothing Stores
Shoe Stores
Jewelry Stores
Luggage Stores
Leather Goods
Department Stores
Sporting Goods Stores
Book Stores
Craft Stores
Music Stores
Other Mercantile Stores
Adult Stores
Car Dealership Sales/Showrooms
Gift Shops
Vape/Tobacco Stores

Protective Measures

- Follow the Guidelines for All Businesses
- Space sales registers at least 6 feet apart and sanitize them between use.
- Close fitting rooms.
- Follow Guidance for Curbside Retail Pickup for all curbside sales.
- If needed, opening and closing procedure should be expanded to allow extra time for additional cleaning and disinfecting.

Guidance for Curbside Pickup

Social Distancing

- Maintain 6 feet distance between customers and and other employees to the greatest extent possible.
- If customers need to show their ID to pickup items, have them show it through a window or hold it out for the employee to see without touching the ID.
- Businesses should use contactless forms of payment such as online, over the phone, or mobile ordering, if possible.
    - All orders should be packaged, processed and paid for ahead of time.
- Place items in an unoccupied area of the vehicle such as the trunk, back seat, passenger seat, etc.
    - Avoid handing items directly to customers.

Hygiene and Safety

- Encourage employees to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Wash hands with soap and water for 20 seconds in between each customer.
- When handwashing is not immediately available, use a hand sanitizer with at least 60% alcohol in between each customer.
- When bringing an order to a vehicle, minimize contact with touched surfaces:
    - Ask customers to open the trunk or door from inside their car, if possible.
    - Do not lean into the car when setting the items inside.
    - Close the trunk or door with your elbow instead of your hands.
- Disinfect frequently touched items and shared equipment with an EPA-approved disinfectant.
    - Door knobs, door handles, pens, scanners, bins, etc.

Jewelry Stores

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Opening and closing procedure should be expanded to allow time for additional cleaning and disinfecting.
- All employees should wash their hands upon arriving at work and before any inventory is touched or moved.
- Sanitize jewelry at intake.
- Encourage employees and customers to wear cloth face coverings when working closely with each other.
- All customers should be asked to clean their hands prior to handling jewelry.
- After any jewelry has been touched, it should be re-sanitized before it is returned to the case.
- Any showcase that has been used to service a customer should be disinfected as soon as the transaction is complete.

Car Dealership Sales/Showrooms

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Continue with online sales and financing meetings to the greatest extent possible.
- Adopt an alternative greeting, no handshaking with customers.
- Ask the customer who would like to touch or test drive the vehicle to wash their hands first.
- Offer only pre-packaged beverages and snacks to customers.
- Follow the guidance below for disinfecting a vehicle after a test drive or sitting in a vehicle.

CDC Guidance for Disinfecting a Vehicle

Ensure that cleaning and disinfection procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use. Doors and windows should remain open when cleaning the vehicle.

- For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. For disinfection of hard, non-porous surfaces, appropriate disinfectants include:
  - EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2. Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfection products.
  - Diluted household bleach solutions prepared according to the manufacturer's label for disinfection, if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.
  - Alcohol solutions with at least 70% alcohol.
- For soft or porous surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use products that are EPA-approved for use against the virus that causes COVID-19 and that are suitable for porous surfaces.
- For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.

Car Dealership Sales/Showrooms

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

CDC Guidance for Disinfecting a Vehicle

- Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Isopropyl alcohol is a proven disinfectant, and is also safe to use on most car interior surfaces. In fact, it is used in many production plants to put a final touch on interior components before they are shipped out. Isopropyl alcohol will remove many stains, smudges and residues, as well as kill bacteria and viruses. Use isopropyl alcohol that is 70% or higher to disinfect hard surfaces in your vehicle. That includes steering wheel, dash, armrests, console, seat adjusters, shifter, cupholders, doors, handles, and more. Alcohol is also suitable for cleaning the imitation leather. It is important to prioritize these “high touch” areas of your car when disinfecting.

Bike shops and auto auctions should follow car dealership guidance.

Restaurants

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

If you have chosen to close your restaurant and want to re-open, you must first contact the Columbia/Boone County Department of Public Health and Human Services division of Environmental Health to conduct an inspection of your facility. Our main office number is 573.874.7346.
Continue to follow established food safety protocols and best practices for retail food establishments including the following:

- Follow the 4 key steps to food safety: Always — Clean, Separate, Cook, and Chill.
- Wash, rinse, and disinfect food contact surfaces, dishware, utensils, food preparation surfaces, and beverage equipment after use.
- When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, make sure that:
  - Cooked foods reach the proper internal temperatures before serving or cooling.
  - Hot foods are cooled quickly for later use.
  - Check food temperatures often.
  - Keep foods out of the temperature danger zone (between 41°F and 135°F) as much as possible.
  - Employees are properly trained for their new job duties.
- Continue to use sanitizers and disinfectants for their designed purposes.
- Make sure your ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- If you donate food to food recovery or charitable organizations, check for State and local guidelines.
- It is recommended by the CDC to wear face masks when social distancing is hard to maintain. Employees should be allowed to wear face masks if they choose to do so.

Dining Areas

- Customer-employee contact must be limited to one employee per customer or group of customers to the greatest extent possible. For example, restaurant orders from a single table/group should be taken, delivered, water service refilled and table cleared by one person.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is allowed in the restaurant.
- Self-service operations such as salad bars, buffets, and beverage service stations that require customers to use shared utensils or dispensers will not be allowed at this time. These services will remain closed at this time.

Restaurants

Dining Areas

- Any indoor or outdoor waiting area must be marked so that social distancing standards are met. One member of a party may be allowed in the waiting area while other members of their party wait in their car.
- Customers should be seated at every other booth or table to allow for social distancing.
- No more than 10 people can be sat at a table.
- Condiments should not be set on tables for customers to use.
    - Customers will need to ask for condiments and have employees bring these out in single serve packets or containers
- Do not allow sampling or tasting of any items.
- Laminated menus should be sanitized between each customer or disposable paper menus can be used. Also consider having customers view the menu on their mobile devices through an app or website.
    - For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available here: Disinfectants for Use Against SARS-CoV-2 | US EPA.
- Tables and chairs should be cleaned and disinfected after each customer.
- Bar seating should be closed.

Curbside Pickup

- Establish designated pickup zones for customers to help maintain social distancing.
- Consider having customers pay before they pickup their food by online or over the phone "no touch" payments.
- If customers have to show their ID to pickup their order, consider having them show their ID through their car window.
- Place the food in an unoccupied part of the vehicle and avoid handing food directly to the customer.
- Wash hands with soap and water for 20 seconds between each customer.

Food Delivery

- Employees should wash their hands between each delivery with soap and water. An alcohol-based hand sanitizer with at least 60% alcohol can be used if soap and water are not available while making deliveries.
- Increase the frequency of cleaning and disinfecting of high-touch surfaces such as counter tops and touch pads and within the vehicle, by wiping down surfaces using a regular household cleaning spray or wipe.
    - Make sure to read the label and follow manufacturer's instructions on use.
- Practice social distancing when delivering food by offering "no touch" deliveries and sending text alerts or calling when deliveries have arrived.

Restaurants

Food Delivery

- Keep hot foods hot and cold foods cold.
  - Cold foods can be stored in coolers with ice packs.
    - Cold foods should be 41°F or below.
  - Hot foods can be stored in insulated bags.
    - Hot foods should be 135°F or above.
- Keep foods separated to avoid cross contamination by keeping raw foods separated from cooked and ready-to-eat foods.
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- Routinely clean and sanitize coolers and insulated bags used to deliver foods.

Cleaning/Disinfection

- Have employees wash hands often with soap and water for at least 20 seconds, especially:
  - after using the bathroom.
  - before and after eating.
  - after blowing their nose.
  - after coughing or sneezing.
  - after touching high touch surfaces.
- Routinely clean and disinfect all frequently touched surfaces. If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfecting.
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Frequently disinfect surfaces repeatedly touched by employees or customers such as door knobs, credit/debit card machines, equipment handles, checkout counters, etc.
- Frequently clean and disinfect floors, counters, and other facility access areas using EPA-registered disinfectants.
- Prepare and use sanitizers according to label instructions.

Playgrounds in restaurants should follow Playground guidance.

Gaming areas, including darts, pool, video games, etc. should be closed at this time.

Bars

Due to the increased risk of exposure for bars, it is not safe to reopen bars at this time. Once it is safe for bars to reopen, guidance will be provided.

Grocery Stores

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow. Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow Guidelines for Curbside Retail Pickup for all curbside sales.
- An “X” or a boundary line marked on the floor with tape to indicate where customers can safely maintain social distance while they shop or wait to checkout.
- Consider having every other checkout station open.
- Create “one way” traffic for each of the food aisles.
- Place posters/signage in key areas around the store that encourage hand hygiene and remind employees and customers of the social distancing requirement.
- An employee can be assigned to monitor pickup areas to make sure customers are complying with social distancing requirements - reminding and explaining this is a requirement of the health order.
- An employee can be assigned to monitor the entrance to the store to make sure customers are complying with social distancing, especially if your store has a line of customers waiting outside for you to open at certain times of the day.
- An employee can be assigned to monitor checkout lines to make sure customers are complying with social distances requirements.
- Establish special shopping hours for customers who are at higher risk (i.e., individuals over the age of 60, immunocompromised, heart disease, lung disease, asthma, diabetes, liver disease, kidney disease, and are severely obese).
- Perform routine environmental cleaning:
    - Routinely clean and disinfect all frequently touched surfaces such as workstations, keyboards, telephones, handrails, doorknobs, shopping carts, shopping baskets, motorized shopping carts, door handles on freezers and coolers, self-service checkout stations, POS stations, order kiosks, counters, etc. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
    - For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available online.
- Follow the manufacturer’s instructions for all cleaning and disinfection products (i.e.,, concentration, application method and contact time, etc.).

Grocery Stores

- Provide disposable disinfectant wipes so that commonly used surfaces such as shopping carts and shopping baskets can be wiped down by customers before each use. Employees assigned to monitor the entrance can also monitor the use and supply of wipes and/or alcohol-based hand sanitizer that has been placed at the entrance for use by individuals.
- Do not allow sampling or tasting of any food items.
- Adjust store hours of operation as needed so that shelves can be restocked and high touch areas can be properly cleaned and disinfected.
- Encourage shoppers to only have one family member shop at a time, if possible.
- Discontinue allowing employees to bag groceries into reusable bags.

Personal Care Services

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow. Specific Measures for your business are below:

Personal Care facilities include:

Waxing Salons
Body Art and Tattoo Facilities
Massage Therapy Facilities
Beauty Salons
Barber Shops
Hair Salons
Nail Salons
Tanning Salons
Spas/Esthetician Services
Pet Grooming
Cryotherapy
3D Ultrasounds

Protective Measures

- Follow the Guidelines for All Businesses.
- Customer-employee contact must be limited to one employee per customer or group of customers to the greatest extent possible. For example, in salons, all services such as hair cutting and washing to a single customer should be provided by a single employee.
- Use all disposable materials and supplies when possible.
- Services will be provided by appointment only; no walk-in customers.
- Limit the number of individuals (staff and clients combined) in accordance with the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- Signs will be posted at the entrance stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- Encourage customers to wait in the car until the service provider is ready.
- Employees must wear a mask or cloth face covering while providing services for which physical distancing is not possible. Personal care service businesses shall also require customers, to the extent possible while receiving the service, to wear a mask or cloth face covering.
    - Contact clients prior to their appointment to inform them to wear a mask or cloth face covering to their appointment.
        - If a client does not have a mask or cloth face covering, consider providing extra for clients who do not have one or forget to bring it.
        - If clients arrive at the appointment without a mask or cloth face covering and you are unable to provide one for them, encourage them to reschedule their appointment for a later date and bring a face covering with them to their next appointment.
- Encourage employees to wear protective gloves.
- Use screening questions for customers before services are performed.
- Employees should have temperature taken upon the beginning of each workday.
- Employees should wear a disposable lab-coat or protective gown.

Personal Care Services

Protective Measures

- Employees should maintain a log of appointments with customers' contact information to assist with contact tracing efforts.
- Only one client at a time per service provider.
- Schedule appointments with enough time between clients to allow disinfection of all equipment, chairs, and tables used during the appointment.
- Contactless payment is encouraged; financial equipment should be disinfected after each transaction.
- If you operate your personal care service business out of your home, services should cease if you or a household member is under quarantine or self-isolation.
- If you operate your personal care service business out of your home, household members should not be present during the services and clients shall not bring anyone to the appointment with the exception of a parent or caregiver, if needed.

Any employee who provides any of these personal care services is at risk for COVID-19, even when wearing a cloth face covering. If the employee has a client who tests positive within 2 days of receiving services, the employee will have to quarantine for 14 days.

Barber Shops

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow. Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Encourage customers to wash and disinfect their hands before each treatment.
- Barber stations should be separated by at least 6 feet from other stations.
- One person at the shampoo bowl or hair drying station at a time when 6 feet distance cannot be achieved.
- At this time, barbers are encouraged to refrain from shaving the face, beard grooming, and any other service that would require a customer to remove their mask, due to increased risk of exposure during these services.
- Do not provide books, magazines, or any reading material for clients.
- Do not provide community product testers/samples for clients.
- Use gloves to gather all unwashed capes, aprons and towels or wash hands for at least 20 seconds with soap and water after handling the unwashed laundry.
- Launder towels, capes, robes and aprons between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.
- If your facility provides beverages, offer already bottled or canned drinks to clients. No self-serve stations.

Hair Salons

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Encourage customers to wash and disinfect their hands upon entering the salon.
- Stylist stations should be separated by at least 6 feet from other stations.
- One person at the shampoo bowl or hair drying station at a time when 6 feet distance cannot be achieved.
- At this time, stylists are encouraged to refrain from shaving the face, beard grooming, and any other service that would require a customer to remove their mask, due to increased risk of exposure during these services.
- Do not provide books, magazines, or any reading material for clients.
- Do not provide community product testers/samples for clients.
- Use gloves to gather all unwashed capes, robes, aprons and towels or wash your hands for at least 20 seconds with soap and water after handling the unwashed laundry.
- Launder towels, capes, robes, and aprons between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.
- If your salon provides beverages, offer already bottled or canned drinks to clients. No self-serve stations.

Nail Salons

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Customers will be required to wash their hands upon entering the building and also before each treatment.
- Limit the number of customers in the salon to one per technician at a time. Technicians should not switch between customers during services.
- Technician stations should be separated by at least 6 feet from other stations.
- Any tools designed for one-time use will be discarded after use.
- All equipment and workstations will be cleaned and disinfected between customers.
- Do not provide books, magazines, or any reading material for clients.
- Do not provide community product testers/samples for clients.
- Use gloves to gather all unwashed towels or wash hands for at least 20 seconds with soap and water after handling the unwashed laundry.
- Launder towels between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.
- If your facility provides beverages, offer already bottled or canned drinks to clients. No self-serve stations.

Tanning Salons

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Use mobile messaging or another notification system that will allow customers to wait in their cars until their session is ready.
- Disinfect all tanning equipment and client contact surfaces with an EPA- hospital-grade disinfectant.
- Use gloves to gather all unwashed towels or wash hands for at least 20 seconds with soap and water after handling the unwashed laundry.
- Launder towels between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.

Body Art and Tattoo Facilities

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Provide alcohol-based hand sanitizer/disinfectant wipes to customers upon arrival.
- (Tattooing) Use disposable equipment and dispose of after service for each client.
- (Microblading) Dispose of blades after each use.
- Only one person should be admitted to each service room at any time.
- All equipment, chairs, and tables used during services will be disinfected between each client.
- Use gloves to gather all unwashed towels or wash hands for at least 20 seconds with soap and water after handling the unwashed laundry.
- Launder towels between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.
- If your facility provides beverages, offer already bottled or canned drinks to clients. No self-serve stations.

Spas/Esthetician Services (Includes Massage Services)

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Only one client per service provider.
- Provide alcohol-based hand sanitizer/disinfectant wipes to customers upon arrival.
- Only one person should be admitted to each service room at any time.
- (Microblading) Dispose of blades after each use.
- At this time, estheticians and massage therapists are encouraged to refrain from facials, face masages and any other services that would require a customer to remove their mask, due to increased risk of exposure during these services.
- All equipment, chairs, and tables used during services will be disinfected between each client.
- Use gloves to gather all unwashed towels, robes, linens and aprons or wash hands for at least 20 seconds with soap and water after handling the unwashed laundry.
- Launder towels, robes, linens, and aprons between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.
- If your facility provides beverages, offer already bottled or canned drinks to clients. No self-serve stations.
- Consider closing saunas and steam rooms or limit to one client at a time. Disinfect regularly.
- Hot tubs and Jacuzzis should follow Pool Guidelines.

Pet Grooming

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Implement mobile messaging, phone or other system to communicate curbside drop off and zpickup that will allow customers to wait in their cars until their session is ready.
- All instructions for specific requests of your client should be done by phone, not in person during drop off.
- One appointment per groomer at a time.
- Groomer stations should be separated by at least 6 feet from other stations.
- All groomers must wear face masks when socially distancing from others and/or pets is not possible.
- All collars/leashes are to be removed by the client before grooming.
- All equipment used by the groomer should be disinfected between animals.
- Use gloves to gather all towels before washing or wash hands for at least 20 seconds after handling the unwashed laundry.
- Launder towels between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.

Childcare Facilities

Day camps should follow Childcare Guidelines.

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

The Centers for Disease Control has issued significant guidance about how best to deal with COVID-19 in the childcare setting. Childcare facilities should operate in compliance with the most recent Columbia/Boone County Public Health and Human Services' Health Order and Missouri Department of Health and Senior Services child/staff ratios.

Childcare service facilities should take every reasonable measure to prevent the spread of COVID-19.

Employee Protective Measures

- Wash hands often with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Always wash hands with soap and water if your hands are visibly dirty.
- Remember to supervise young children when they use alcohol-based hand sanitizer to prevent swallowing alcohol.
- Clean and disinfect frequently touched surfaces.
- Cover cough and sneezes.
- Cover your mouth and nose with a cloth face covering when you have to go out in public.
- Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation.

Sick Children and Staff

- Communicate to parents the importance of keeping children home when they are sick.
- Communicate to staff the importance of being vigilant for symptoms and staying in touch with facility management if or when they start to feel sick.
- Establish procedures to ensure children and staff who come to the childcare center sick or become sick while at your facility are sent home as soon as possible.
- Keep sick children and staff separate from well children and staff until they can be sent home.
- Sick staff members should not return to work until they have met the criteria to discontinue home isolation.

Screen Children Upon Arrival

Persons who have a fever of 100.40 (38.00C) or above or other signs of illness should not be admitted to the facility. Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick. Screen children upon arrival, if possible.

Childcare Facilities

If Someone Becomes Sick During the Day

- Plan to have an isolation room or area (such as a cot in a corner of the classroom) that can be used to isolate a sick child. Additional information about isolation in related settings can be found here: isolation at home and isolation in healthcare settings.
- Be ready to follow CDC guidance on how to disinfect your building or facility if someone is sick.
- If a sick child has been isolated in your facility, clean and disinfect surfaces in your isolation room or area after the sick child has gone home.
- If COVID-19 is confirmed in a child or staff member:
  - Close off areas used by the person who is sick.
  - Open outside doors and windows to increase air circulation in the areas.
  - Wait up to 24 hours or as long as possible before you clean or disinfect to allow respiratory droplets to settle before cleaning and disinfecting.
  - Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, and common areas.
  - If more than 7 days have passed since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
    - Continue routine cleaning and disinfection.

Social Distancing Strategies

- Childcare classes should include the same group each day, and the same childcare providers should remain with the same group each day. If your childcare program remains open, consider creating a separate classroom or group for the children of healthcare workers and other first responders. If your program is unable to create a separate classroom, consider serving only the children of healthcare workers and first responders.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Consider whether to alter or halt daily group activities that may promote transmission.
  - Keep each group of children in a separate room.
  - Limit the mixing of children, such as staggering playground times and keeping groups separate for special activities such as art, music, and exercising.
  - If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
- Consider staggering arrival and drop off times and/or have childcare providers come outside the facility to pickup the children as they arrive. Your plan for curbside drop off and pickup should limit direct contact between parents and staff members and adhere to social distancing requirements.
- If possible, arrange for administrative staff to telework from their homes.

Childcare Facilities

Parent Drop-off and Pickup

- Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter. If a sink with soap and water is not available, provide alcohol-based hand sanitizer with at least 60% alcohol next to parent sign-in sheets. Keep hand sanitizer out of children's reach and supervise use. If possible, place sign-in stations outside, and provide sanitary wipes for cleaning pens between each use.
- Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
  - Have childcare providers greet children outside as they arrive.
  - Designate a parent to be the drop off/pickup volunteer to walk all children to their classroom, and at the end of the day, walk all children back to their cars.
  - Infants could be transported in their car seats. Store car seat out of children's reach.
- Ideally, the same parent or designated person should drop off and pickup the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pickup children, because they are more at risk for severe illness from COVID-19.

Clean and Disinfect

Caring for Our Children (CFOC) provides national standards for cleaning, sanitizing and disinfection of educational facilities for children. Toys that can be put in the mouth should be cleaned and disinfected (see below). Other hard surfaces, including diaper changing stations, door knobs, and floors should be disinfected.

Intensify cleaning and disinfection efforts:

- Facilities should develop a schedule for cleaning and disinfecting. An example can be found here.
- Routinely clean and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility. Guidance is available for the selection of appropriate disinfectants for childcare settings.
- Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available here.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfection products.
- If possible, provide EPA-registered disposable wipes to childcare providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use. If wipes are not available, please refer to CDC's guidance on disinfection for community settings.
- All cleaning materials should be kept secure and out of reach of children.

Childcare Facilities

Clean and Disinfect

- Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.

Clean and Disinfect Toys:

- Toys that cannot be cleaned and disinfected should not be used.
- Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions should be set aside until they are cleaned by hand by a person wearing gloves. Clean with water and detergent, rinse, and disinfect with an EPA-registered disinfectant, rinse again, and air-dry. You may also clean in a mechanical dishwasher. Be mindful of items more likely to be placed in a child's mouth, like play food, dishes, and utensils.
- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
- Do not share toys with other groups of infants or toddlers, unless they are washed and disinfected before being moved from one group to the other.
- Set aside toys that need to be cleaned. Place in a dish pan with soapy water or put in a separate container marked for "soiled toys." Keep the dish pan and water out of reach from children to prevent risk of drowning. Washing with soapy water is the ideal method for cleaning. Try to have enough toys so that the toys can be rotated through cleanings.
- Children's books, like other paper-based materials such as mail or envelopes, are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures.

Clean and Disinfect Bedding:

- Use bedding (sheets, pillows, blankets, sleeping bags) that can be washed. Keep each child's bedding separate, and consider storing in individually labeled bins, cubbies, or bags. Cots and mats should be labeled for each child. Bedding that touches a child's skin should be cleaned weekly or before use by another child.

Entertainment Facilities

Entertainment facilities include:

Bowling Alleys
Arcades
Bingo Halls
Movie Theaters
Adult Entertainment
Axe Throwing
Breakout Rooms
Trampoline Parks
Mini Golf
Playgrounds

Due to an increased risk of exposure for these businesses, it is not safe to reopen them at this time. Once it is safe for these businesses to reopen, guidance will be provided.

Playgrounds

Due to an increased risk of exposure for these businesses, it is not safe to reopen them at this time. Once it is safe for these businesses to reopen, guidance will be provided.

Gyms and Fitness Centers

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- No sign-in sheets, touchpads, or touch surfaces should be required for customer entry.
- Gym staff should keep a log of daily attendees with contact information to assist in contact tracing, if necessary.
- Restrict facility access to staffed hours only and follow limit the number of individuals in accordance with Columbia/Boone County Department of Public Health and Human Services' most recent Health Order.
- Staff should conduct regular disinfecting of high-touch surfaces, equipment and common areas of the facility using products that are EPA-approved for use against the virus that causes COVID-19.
- Consider closing showers, locker rooms, and lockers at this time.
- Consider closing saunas and steam rooms or limit to one customer at a time. Sanitize regularly.
- Consider closing basketball courts, racquetball courts, and other places where a formal or informal group or team sports may occur at this time.
- If personal training must take place within a 6 foot distance, screen customers for illness upon entering the facility.
- Customers should wash or disinfect their hands upon entering and leaving the facility.
- At this time, indoor fitness classes must limit their capacity to 25% provided that a distance of 6 feet can be maintained between all individuals. Outdoor classes must maintain social distancing and limit their class size to the gathering size limitation in the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- Adjust class and personal training schedules to allow for cleaning and disinfecting between classes and clients.
- Encourage customers to use only one piece of equipment at time and disinfect equipment after each use.
- Keep doors and windows open where possible to improve ventilation.
- Limit interaction between employees and customers.
- Staff should wear face masks or cloth covering, when possible.
- Spread equipment to maintain a distance of 6 feet between machines. Barriers between equipment may be installed for additional protection.
- Utilize signage visible to customers/barriers and floor/seat markers to instruct customers to remain 6 feet apart.
- Make alcohol-based hand sanitizer and disinfectant wipes available throughout the facility.
- Snack and drink bars should follow Restaurant Guidelines.
- See Pool Guidelines for swimming pools.

Non-Contact and Limited-Contact Youth and Adult Team Sports

Protective Measures

- Follow the Guidelines for All Businesses.
- No contact sports at this time.
- Ensure that all player equipment is properly spaced to limit interaction.
- Coaches, players, parents, and attendees are required to practice responsible social distancing when and where possible, especially in common areas (i.e., dugouts, bleachers, etc.).
- Limit the use of team-shared equipment. If equipment must be shared, clean and disinfect between use.
- Strictly monitor the health of each employee, coach, and player and prohibit any individual with a fever or other symptoms of COVID-19 from participating in team activities.
- Facilities should increase frequency of cleaning and disinfection measures especially in areas of high-traffic, such as restrooms.
- Practices and games should be scheduled to allow for additional time for teams and attendees to exit the premises before other teams and attendees enter.
- Must comply with Mass Gathering Guidelines in the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- No shared water coolers. Encourage players to bring their own water bottles or supply individual water bottles.
- Food or concession sales should follow Restaurant Guidelines.
- For swimming activities see Pool Guidance.

Pools

- A written plan must be submitted to the Columbia/Boone County Department of Public Health and Human Services for approval before you will be given an operating permit:
  - How will social distancing requirements be monitored and maintained?
  - How will high touch surfaces be disinfected? Include information on disinfectants being used, concentration, and how often the surfaces will be cleaned.
  - Repeated failure to follow the plan approved by PHHS as part of your pre-opening inspection and terms of your operating permit may result in revocation of your operating permit.
- Signs should be posted at the entrance of the pool to remind patrons not to enter when they are sick and maintain social distancing (at least 6 feet).
- Pools where there is no monitor or attendant will be allowed to open with a maximum of 10 people per pool at any given time.
  - Social distancing must be maintained at all locations inside the pool area. This includes grills and picnic areas.
  - If the size of a pool does not allow for social distancing requirements to be maintained at all times, the pool will not be allowed to open.
- Hot tubs and spray playgrounds are not allowed at this time.

Tips for Social Distancing

- Remove pool furniture from the area or only keep out enough furniture for your maximum allowed capacity.
- Space out pool furniture to allow for social distancing.
- The lifeguard/monitors shall be responsible for ensuring that social distancing is maintained.

Cleaning/Disinfection

- When performing routine environmental cleaning:
  - Clean and disinfect all frequently touched surfaces such as ladders, handrails, entrance gates, pool furniture, etc. If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfecting.
  - For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available here: Disinfectants for Use Against SARS-CoV-2 | US EPA.
  - You can make an easy bleach solution by mixing:
    - 5 tablespoons (1/3 cup) bleach per gallon of water or,
    - 4 teaspoons bleach per quart of water.
  - Follow the manufacturer's instructions for all cleaning and disinfection products (i.e.,, concentration, application method and contact time, etc.). Make sure to keep all spray bottles or containers labeled that have sanitizer solutions in them.

Pools

Cleaning/Disinfection

- Standard PPE must be worn during all times of disinfection. Hands should be properly washed immediately after using any chemicals or disinfectants. Enhanced PPE is not required for routine surface cleaning and disinfection, however is required if cleaning and disinfection of a known or suspected COVID-19 patron.

All solutions and containers must be properly labeled. If a container's contents are unknown, properly dispose of it and rinse the container with water.

The list below highlights areas that should be disinfected routinely throughout any business operations or training. In addition to an established process, disinfectant spray or wipes should be made available for both staff and patrons to disinfect as needed throughout the day.
This list should by no means be considered complete, however it is intended to assist any operation considering their specific environment and interactions that occur between staff and patrons.

Entry Areas
Ticket/Admission counters
Personal items/Bag check
Kiosks/Patron input devices
Entry gates

Attractions
Queues and Dispatch Areas
Operational Controls
Ride Vehicles
Dry Features or Play Areas

Common Areas
Restrooms
Lockers
Dining Areas
Seating Areas

First Aid

Food Service
Cashiers/Points of Sale
Dispensers & Condiment Stations
Foods
Containers

Common Contact Points
Handrails
Trash Cans
Light Switches
Dishwashing
Door Handles
Water Fountains
Fryers and Ovens
Utensils

Other Operational Areas
Time Clock
Break Rooms
Storage Rooms
Mechanical and Pump Rooms
Rescue Equipment
Swim Lesson Equipment
Life Jackets
Lifeguard Chairs

Real Estate

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Continue as many virtual showings as possible to narrow choices.
- Take separate cars to the showings.
- Provide sanitizing stations in homes.
- Assure disinfecting supplies are available in the home before showing. Bring supplies to the home, if not available.
- Use gloves to touch anything in the home (light switches, door knobs etc.). Only real estate agents or sellers should turn lights on, open doors, cabinets, closets etc. Disinfect everything touched.
- Only allow adult buyers in the home - no other family members. If young children are present, they should be carried or hold adults' hands to prevent touching.
- Discourage sick or recently sick people from entering a home.
- Encourage homebuyers to take shoes off or wear shoe covers.
- Maintain social distancing requirements during showing.
- Conduct as much business online as possible, including electronic closings on home loans, digital notary seals, and remote signings.
- Clean and disinfect the office and limit the number of people in the office at one time.

Manufacturing and Industry

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Establish an adequate supply of preventative material inventory (soap, alcohol-based hand sanitizer, thermometers, etc.).
- Establish an adequate supply of PPE, if needed.
- Employees are required to maintain a 6 foot distance between each other while clocking in and out daily.
- Establish a disinfection team and clean/disinfect the entire facility & establish a recurring disinfection schedule for all areas of the facility based on risk of transmission.
- Establish an inbound parts/materials/packages disinfection strategy.
- Maintain 6 foot distance between employees in break areas. Convert conference rooms into additional break rooms to meet social distance requirements at break and lunch, if needed.
- Establish transportation contamination mitigation strategy.
- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.
- Establish a social distancing strategy based on the layout and workflow of the facility.
- Establish on-site health screening strategy, if necessary.
- When face-to-face interaction with a customer cannot be avoided adhere to social distancing guidelines.
- Consider disinfection of all out-going products using a 10% bleach solution or EPA-approved disinfectant.

All Construction

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Employees should not report to work if they are sick.
- Active site management is essential at each jobsite. Submit the name and contact information of the person who will be responsible for ensuring COVID-19 safety requirements are followed.
- All subcontractors shall maintain a daily log with the names and phone numbers of all working on-site to the general contractor or commercial project manager. This will assist health officials with contact investigation should a case of Coronavirus (COVID-19) occur on the jobsite.
- Portable bathrooms that contain alcohol-based hand sanitizer are required to be within 100 yards of the building site at all times. Portable bathrooms will be serviced at least twice weekly.
- Do not use a common water cooler. Provide individual water bottles or instruct workers to bring their own.
- COVID-19 Basic Infection Prevention Measures Job Safety Poster will be posted on-site at all times.

Residential Construction

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for All Construction.
- Construction should be staged to limit no more than one trade on-site at a time.
- Limit the number of individuals on-site in accordance with Columbia/Boone County Department of Public Health and Human Services' most recent Health Order.
- Keep workers 6 feet apart as much as possible.
- Do not share tools or equipment. If tools and equipment must be shared, each tool "grab or hand" area should be disinfected with an EPA approved disinfectant between each use and at the end of the day.
- Perform routine cleaning of all frequently touched surfaces on the jobsite.
- All jobsite employees must clean their hands often with an alcohol-based hand sanitizer that contains at least 60% alcohol. If water is available on the jobsite, soap and water is the best way to clean hands.

Commercial Construction

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for All Construction.

With the recognition that commercial construction projects vary in scope, applicants for new commercial construction shall submit a COVID-19 safety plan when the permit application is made. Public Health & Human Services will coordinate with the City of Columbia Building and Site Development and Boone County Resource Management to review your COVID-19 safety plan to assure a safe worksite.

The COVID-19 Safety Plan should describe:

- How construction will be staged to limit the number of trades and workers on-site.
- Plans for social distancing (keeping workers apart, limiting numbers, etc).
- Plans and processes for routine cleaning of frequently touched surfaces and limiting the sharing of tools and equipment and disinfection procedures if they must be shared. EPA guidance for approved disinfectants can be found here.
- Processes for handwashing or hand sanitizing.

Home Repair Services

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for All Construction.
- Share estimates, invoices, and other documentation electronically.
- Prior to entering a home with a current resident, ask the following:
  - Is anyone in the household currently sick? If so, do not enter the household. Wait to enter the household until everyone is well and the home has been disinfected.
  - Is anyone in the household currently in quarantine (meaning they were told by the health department to stay home because they were a close contact to someone who has tested positive for COVID-19, they recently returned from somewhere with community transmission, or they have been tested for COVID-19 and are awaiting their results)? If yes, do not enter the household. Wait to enter the household until the quarantine has been lifted and the home has been disinfected (generally 14 days).
  - Is anyone in the household in self-isolation (meaning that they have active COVID-19)? If yes, do not enter the household. Wait until self-isolation has been lifted, the household member has been told by the health department that they are no longer contagious and the house has been disinfected (time varies, but a minimum of 7 days).
- Wash hands or use an alcohol-based hand sanitizer after leaving a home.

Photography

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Keep at least 6 feet distance between photographer and client(s).
- If the Photographer needs to come within 6 feet of the client(s), the Photographer should wear a mask or cloth face covering during shoot to prevent cross contamination during posing.
- Limit number of people in one location during a photo shoot (no large families or groups that do not live within one household) until permitted by the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- All props should be brought by the client and only touched by the client. Props provided by the photographer should be disinfected before and after use.
- All sessions should be scheduled by appointment only and be spaced out at least 15 minutes in between to allow time for sanitation.
- Cameras and touched equipment should be disinfected in between client sessions.
- All photos and products should be delivered digitally or shipped; no in-person meeting for selecting photos.
- If shooting inside in a studio:
    - All blankets, objects, backdrops, etc. (high-touch surfaces) shall be properly disinfected or laundered in-between sessions. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.

Yard Sales

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Post a sign at the beginning of your driveway stating that individuals who have a fever, cough or any sign of sickness should not enter the sale.
- Limit the number of individuals at the sale in accordance with large gathering limitations in the most recent Columbia/Boone County Public Health and Human Services' Health Order and mention it in your ad if you advertise the sale.
- Establish a point person who oversees the sale to ensure compliance with this guidance if more than one person is working.
- Offer customers alcohol-based hand sanitizer upon entering and exiting the sale.
- Any person conducting a sale should enforce social distancing of at least 6 feet between people.
- Do not allow others to assist with the sale who have a fever or are otherwise exhibiting COVID-19 symptoms.
- Wash hands with soap and water or use alcohol-based hand sanitizer containing at least 60% alcohol frequently throughout the duration of the sale.
- Space the point of sale table away from the merchandise and instruct customers to stand at least 6 feet apart while waiting to pay.
- Encourage customers to make non-cash payments. If that is not possible, wash and disinfect hands after every cash exchange. Wait until hands are thoroughly dry from alcohol-based hand sanitizer before engaging with the next cash exchange.
- Encourage others working at the sale to report any safety and health concerns to the point person running the sale.
- Hold the sale outside of the home, to the greatest extent possible.

Landscaping

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Require all persons on the same job site to maintain a social distance of at least 6 feet between each person.
- Provide employees with an alcohol-based hand sanitizer containing at least 60% alcohol.
- Employees shall ride in their own vehicle to job sites as to socially distance from any co-worker that is not a part of the same household. If employees must ride in the same vehicle, they should wear cloth face coverings.
- Limit face-to-face interaction with customers.
- Encourage customers to make non-cash payments and pay online, by phone or by mail.
- Disinfect vehicle doors at least three times per day.
- Do not share tools or equipment. If tools and equipment must be shared, each tool “grab or hand” area should be disinfected with an EPA approved disinfectant between each use and at the end of the day.
- Limit the number of people on-site.
- Do not use a common water cooler. Provide individual water bottles or instruct workers to bring their own.

Funerals, Wakes, Memorial Services, and Weddings

Individuals are allowed to have weddings, funerals, wakes, memorial services or similar gatherings. However, these gatherings shall not exceed the gathering limitations outlined in the most recent Columbia/Boone County Public Health and Human Services' Health Order, and shall comply with Social Distancing Requirements.

- Follow the Guidelines for Places of Worship for religious services.
- Follow the Guidelines for Restaurants for events with food.

Libraries

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Local libraries should consult the Missouri State Library Reopening Task Force guidelines as well as the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- Hosting virtual story times/events are encouraged as the capacity in the building will be limited in accordance with the most recent Columbia/Boone County Department of Public Health and Human Services' Health Order.
- Promote the use of e-books and other online resources to encourage remote access to library collections.
- Mark floor with tape to indicate 6 foot distance to ensure people are properly social distancing anywhere that a line would form (info desks, registers, etc).
- Public computers including table surfaces and accessories must be disinfected between each customer. 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.

Places of Worship

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

- Follow the Guidelines for All Businesses.
- Conduct online worship services.
- There are many ways a remote service can be done, please click on each link below to find out more:
  - Zoom
  - Facebook Live
  - YouTube
  - Radio
  - Telephone
- If you choose to do in-person services, host multiple worship services, to abide by the capacity limitations of the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- Encourage individuals over the age of 60 and individuals with underlying health conditions to continue attending remote services. Even as restrictions for businesses loosen, Public Health recommends all vulnerable people to stay home to the greatest extent possible.
- Encourage members to sign up for specific worship services to ensure social distancing is obtained and the most recent Columbia/Boone County Public Health and Human Services' Health Order is being followed.
- Social distancing should be obtained at all times. If individuals are from the same household, they may sit together. Otherwise, individuals should remain 6 feet apart. Space seating to every other row.
- Signs should be posted on the doors of the entrance that states individuals who have a fever or other symptoms of COVID-19 should not enter and individuals should not shake hands or hug.
- Encourage greeters to stand at each door to hold them open for individuals entering and exiting the building.
- Bulletins should not be passed out. Announcements can be posted online, projected on the screen during service, or announced during service.
- Offering plates/buckets shall not be passed during worship services. Here's how you can accept tithes/donations:
  - Encourage members to donate/tithe at a designated box set up at the entrances.
  - Set up a link on your organization's website so people can donate online. Other online options include: Tithely, Cash App, PayPal, Zelle, and Venmo.
  - Provide people with your organization's mailing address so they can send in their donations through the mail.

Places of Worship

- Coffee stations should not be open for use.
- Any food served should follow Restaurant Guidelines. No self-service.
- Equipment should not be shared (i.e., microphones).
- Remove books and other items from pews.
- If your organization offers communion, it is recommended to use prepackaged communion cups. These cups should be placed at each seat before individuals enter into the building for service. If this is not possible, have a set number of people distributing communion. Communion distributors should use an alcohol-based hand sanitizer and/or put on gloves prior to distributing communion. Communion distributors can use empty rows to distribute communion. Avoid shared wineglasses and loaves of bread. Encourage members to receive communion with clean, disinfected hands.
- Individuals should be dismissed in an orderly fashion to ensure social distancing is upheld. There should be no congregating in the foyers.
- Clean and disinfect your building after each service. It is encouraged to disinfect pews, bathrooms, doorknobs, light switches, and microphones.
    - Pay attention to the children's areas. It is encouraged to remove everything nonessential from the room to limit surfaces for potential contamination and do a thorough cleaning in between uses.
- If your organization decides to have religious education classes, and/or small groups, make sure you're communicating if and when these classes will resume. Groups must maintain social distancing standards. Groups of children should follow Childcare Guidelines.
    - If you do have religious education classes, please know you should clean the doorknobs, water fountains, and other high traffic areas in between uses.
- Consider not opening childcare until school resumes.
    - If your organization decides to open childcare, follow Childcare Guidelines.
    - Limit leaders in the children's areas to those who do not have preexisting conditions. Also limit leaders to those under 60 years old.
    - Have extra volunteers to help provide childcare where some children may suffer from separation anxiety after only being with parents for a long time.
    - Have only one person handle child check-in stations and do not pass the check-in device, if applicable.
    - Do not let parents into the childcare area, instead have them drop the child/children off at the welcome desk.
    - Have a checklist of what's been cleaned and when in each room.
    - Develop a list of procedures for your volunteers. Train them on this list through Zoom or other online meeting resources prior to the childcare session.

Hospitality & Accommodations

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Encourage Staff and guests to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Social distancing must be maintained in all common areas.
- Maintain a 6 foot distance between customers and staff or consider installing plexiglass partitions in areas where staff may be coming into close proximity to guests (i.e., registration, concierge, valet desk).
- Symptomatic guests should stay in their room and wear a cloth face covering when they leave.
- Avoid sharing of equipment (i.e., carts, cleaning supplies, computers, phones, etc.) between employees. If equipment must be shared, disinfect it between employees.
- Maintain signage to remind groups to stand at least 6 feet apart and avoid congregating in common areas.
- Digital, no touch, check-in and checkout encouraged.
- Guest room cleaning should include a complete change of towels, linens, pillows, and guest consumable items while all hard surfaces and high-touch areas are completely disinfected with an EPA-registered chemical disinfectant.
    - Use gloves to gather all unwashed towels, linens, pillows, and guest consumable items or wash hands for at least 20 seconds with soap and water after handling the unwashed laundry.
- Follow the Guidelines for Restaurants for food and beverage areas including bars, breakfast stations, beverage stations, etc.
- Follow the Guidelines for Gyms for hotel fitness centers.
- Follow the Guidelines for Pools for hotel pools.

Human Services

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for Human Service Providers are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Provide over the phone consultations or appointments to the greatest extent possible.
- Offer curb-side service for various items needed (this would be for supplies, food, diapers, etc.). Follow Guidelines for Curb-Side Pickup - Human Services Providers.
- Close waiting rooms.
  - If not possible, space chairs 6 feet apart to maintain social distancing requirements.
  - Have clients wait in their vehicle or outside on marked spaces that are 6 feet apart until their appointment time.
- Use screening questions before allowing clients to enter.

Cleaning and Disinfection

Refer to Guidance for All Businesses for disinfection instructions. Here are additional disinfection instructions.

Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
  - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
  - 5 tablespoons (1/3rd cup) bleach per gallon of water or
  - 4 teaspoons bleach per quart of water
- Products with EPA-approved emerging viral pathogens claims are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
  - For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
    - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely. Otherwise, use products with the EPA-approved emerging viral pathogens claims (examples can be found at CDC website).

Human Services

Cleaning and Disinfection

Linens, Clothing, and Other Items that Go in the Laundry

- Do not shake dirty laundry. This minimizes the possibility of dispersing the virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.
- Use gloves to gather all unwashed laundry or wash hands for at least 20 seconds with soap and water after handling the unwashed laundry. Wash hands before handling clean laundry.
- Launder towels between each use. Use laundry machines according to the manufacturer's instructions. Use the warmest appropriate water settings and dry items completely.

Guidelines for Curbside Services - Human Services Providers

Social Distancing

- Maintain a 6 feet distance between clients and other employees to the greatest extent possible.
- Items needed should be packaged and ready to place in the vehicle.
- Place items in an unoccupied area of the vehicle (trunk, back seat, passenger seat, etc.).
    - Avoid handing items directly to clients.

Hygiene and Safety

- Encourage employees to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Wash hands with soap and water for 20 seconds in between each client. When handwashing is not immediately available, use an alcohol-based hand sanitizer with at least 60% alcohol in between each client.
- When bringing items to a vehicle, minimize contact with touched surfaces:
    - Ask clients to open the trunk or door from inside their car, if possible.
    - Do not lean into the car when setting the items inside.
    - Close the trunk or door with your elbow instead of your hands.
- Disinfect frequently touched items and equipment with an EPA-approved disinfectant.
    - Door knobs, door handles, pens, scanners, bins, etc.

If your human service agency is not represented in further guidance:
See General Business Guidance and General Human Services Guidance or email businessguidance@como.gov for clarifications regarding your specific agency.

Human Services
Out of School Programs

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for Human Service Providers are below:

- Follow General Business Guidelines.
- Follow Childcare Guidelines
- No contact sports at this time.
- During any sport activity, social distancing requirements must be practiced.
- Limit activities that require the use of shared equipment. If equipment must be shared, clean and disinfect between use.
- No shared water coolers. Encourage players to bring their own water bottles or supply individual water bottles.

If you have any questions or need clarification for your specific organization, please email businessguidance@como.gov.

Human Services
Food Bank/Food Pantry

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for Human Service Providers are below:

- Follow General Business/Human Services Guidance.
- Follow Grocery Store Guidance.

If you have any questions or need clarification for your specific organization, please email businessguidance@como.gov.

Human Services
Homeless Shelters

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for Human Service Providers are below:

The Centers for Disease Control has issued significant guidance about how best to deal with COVID-19 in homeless shelters.

Communication

- Stay updated on the local level of transmission of COVID-19 through your local and state health departments.
- Communicate clearly with staff and clients.
  - Use health messages and materials developed by credible public health sources, such as your local and state public health departments or the Centers for Disease Control and Prevention (CDC).
  - Post signs at entrances and in strategic places providing instruction on hand washing and cough etiquette, use of cloth face coverings, and social distancing.
  - Provide educational materials about COVID-19 for non-English speakers or hearing impaired, as needed.
  - Keep staff and clients up-to-date on changes in facility procedures.
  - Ensure communication with clients and key partners about changes in program policies and/or changes in physical location.
- Identify platforms for communications such as a hotline, automated text messaging, or a website to help disseminate information to those inside and outside your organization. Learn more about communicating to workers in a crisis.
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information to workers, volunteers, and those you serve. Learn more about reaching people of diverse languages and cultures.

Supplies

Have supplies on hand for staff, volunteers, and those you serve, such as:

- Soap
- Alcohol-based hand sanitizers that contain at least 60% alcohol
- Tissues
- Trash baskets
- Cloth face coverings
- Cleaning supplies
- Personal protective equipment (PPE), as needed by staff

Human Services
Homeless Shelters

Staff Considerations

- Provide training and educational materials related to COVID-19 for staff and volunteers.
- Minimize the number of staff members who have face-to-face interactions with clients with respiratory symptoms.
- Develop and use contingency plans for increased absenteeism caused by employee illness or by illness in employees' family members. These plans might include extending hours, cross-training current employees, or hiring temporary employees.
- Staff and volunteers who are at higher risk for severe illness from COVID-19 should not be designated as caregivers for sick clients who are staying in the shelter. Identify flexible job duties for these higher risk staff and volunteers so they can continue working while minimizing direct contact with clients.
- Put in place plans on how to maintain social distancing (remaining at least 6 feet apart) between all clients and staff while still providing necessary services.
- All staff should wear a cloth face covering for source control (when someone wears a covering over their mouth and nose it helps to contain respiratory droplets), consistent with the guidance for the general public. See below for information on laundering cloth face coverings.
- Staff who do not interact closely (e.g., within 6 feet) with sick clients and do not clean client environments do not need to wear personal protective equipment (PPE).
- Staff should avoid handling client belongings. If staff are handling client belongings, they should use disposable gloves, if available. Make sure to train any staff using gloves to ensure proper use and ensure they perform hand hygiene before and after use. If gloves are unavailable, staff should perform hand hygiene immediately after handling client belongings.
- Staff who are checking client temperatures should use a system that creates a physical barrier between the client and the screener as described here.
    - Screeners should stand behind a physical barrier, such as a glass or plastic window or partition that can protect the staff member's face from respiratory droplets that may be produced if the client sneezes, coughs, or talks.
    - If social distancing or barrier/partition controls cannot be put in place during screening, PPE (i.e., facemask, eye protection [goggles or disposable face shield that fully covers the front and sides of the face], and a single pair of disposable gloves) can be used when within 6 feet of a client.
    - However, given PPE shortages, training requirements, and because PPE alone is less effective than a barrier, try to use a barrier whenever you can.
- Staff should launder work uniforms or clothes after use using the warmest appropriate water setting for the items and dry items completely.

Human Services
Homeless Shelters

Staff Considerations

- For situations where staff are providing medical care to clients with suspected or confirmed COVID-19 and close contact (within 6 feet) cannot be avoided, staff should at a minimum, wear eye protection (goggles or face shield), an N95 or higher level respirator (or a facemask if respirators are not available or staff are not fit tested), disposable gown, and disposable gloves. Cloth face coverings are not PPE and should not be used when a respirator or facemask is indicated. If staff have direct contact with the client, they should also wear gloves. Infection control guidelines for healthcare providers are outlined here.
- Provide resources for stress and coping to staff. Learn more about mental health and coping during COVID-19.

Facility Layout Considerations

- Use physical barriers to protect staff who will have interactions with clients with unknown infection status (e.g., check-in staff). For example, install a sneeze guard at the check-in desk or place an additional table between staff and clients to increase the distance between them to at least 6 feet.
- In meal service areas, create at least 6 feet of space between seats, and/or allow either for food to be delivered to clients or for clients to take food away.
- In general sleeping areas (for those who are not experiencing respiratory symptoms), try to make sure the client's faces are at least 6 feet apart.
  - Align mats/beds so clients sleep head-to-toe.
- For clients with mild respiratory symptoms consistent with COVID-19:
  - Prioritize these clients for individual rooms.
  - If individual rooms are not available, consider using a large, well-ventilated room.
  - Keep mats/beds at least 6 feet apart.
  - Use temporary barriers between mats/beds, such as curtains.
  - Align mats/beds so clients sleep head-to-toe.
  - If possible, designate a separate bathroom for these clients.
  - If areas where these clients can stay are not available in the facility, facilitate transfer to a quarantine site.
- For clients with confirmed COVID-19, regardless of symptoms:
  - Prioritize these clients for individual rooms.
  - If more than one person has tested positive, these clients can stay in the same area.
  - Designate a separate bathroom for these clients.
  - Follow CDC recommendations for how to prevent further spread in your facility.
  - If areas where these clients can stay are not available in the facility, assist with transfer to an isolation site.

Human Services
Homeless Shelters

Facility Procedure Considerations

- Plan to maintain regular operations to the extent possible.
- Limit visitors who are not clients, staff, or volunteers.
- Do not require a negative COVID-19 viral test for entry to a homeless services site unless otherwise directed by local or state health authorities.
- Identify clients who could be at high risk for complications from COVID-19, or from other chronic or acute illnesses, and encourage them to take extra precautions.
- Arrange for continuity of and surge support for mental health, substance use treatment services, and general medical care.
- Identify a designated medical facility to refer clients who might have COVID-19.
- Keep in mind that clients and staff might be infected without showing symptoms.
  - Create a way to make physical distancing between clients and staff easier, such as staggering meal services or having maximum occupancy limits for common rooms and bathrooms.
  - All clients should wear cloth face coverings any time they are not in their room or on their bed/mat (in shared sleeping areas) when social distancing requirements cannot be met. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Regularly assess clients and staff for symptoms.
  - Clients who have symptoms may or may not have COVID-19. Make sure they have a place they can safely stay within the shelter or at an alternate site in coordination with local health authorities.
  - An on-site nurse or other clinical staff can help with clinical assessments.
  - Provide anyone who presents with symptoms with a cloth face covering.
  - Facilitate access to non-urgent medical care as needed.
  - Use standard facility procedures to determine whether a client needs immediate medical attention. Emergency signs include:
    - Trouble breathing
    - Persistent pain or pressure in the chest
    - New confusion or inability to arouse
    - Bluish lips or face
  - Notify the designated medical facility and personnel to transfer clients that the client might have COVID-19.
- Prepare healthcare clinic staff to care for patients with COVID-19, if your facility provides healthcare services, and make sure your facility has supply of personal protective equipment.

Human Services
Homeless Shelters

Facility Procedure Considerations

- Provide links to respite (temporary) care for clients who were hospitalized with COVID-19 but have been discharged.
  - Some of these clients will still require isolation to prevent transmission.
  - Some of these clients will no longer require isolation and can use normal facility resources.
- Make sure bathrooms and other sinks are consistently stocked with soap and drying materials for handwashing. Provide alcohol-based hand sanitizers that contain at least 60% alcohol at key points within the facility, including registration desks, entrances/exits, and eating areas.
- Cloth face coverings used by clients and staff should be laundered regularly. Staff involved in laundering client face coverings should do the following:
  - Face coverings should be collected in a sealable container (like a trash bag).
  - Staff should wear disposable gloves and a face mask. Use of a disposable gown is also recommended, if available.
  - Gloves should be properly removed and disposed of after laundering face coverings; clean hands immediately after removal of gloves by washing hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Clean and disinfect frequently touched surfaces at least daily and shared objects between use using an EPA-registered disinfectant.

COVID-19 Readiness Resources

- Visit cdc.gov/COVID19 for the latest information and resources
- Printable Resources for People Experiencing Homelessness
- Guidance Related to Unsheltered Homelessness
- Department of Housing and Urban Development (HUD) COVID-19 Resources
- ASPR TRACIE Homeless Shelter Resources for COVID-19
- As guidance continues to be updated, please check https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html for the most recent updates.

Human Services
Shared or Congregate Housing

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.
Specific Measures for Human Service Providers are below:

The Centers for Disease Control has issued significant guidance about how best to deal with COVID-19 in Shared or Congregate Housing.

To Maintain Safe Operations

- Review the CDC guidance for businesses and employers to identify strategies to maintain operations and a healthy working and living environment.
- Develop flexible sick leave policies. Require staff to stay home when sick, even without documentation from doctors. Use flexibility, when possible, to allow staff to stay home to care for sick family or household members or to care for children in the event of school or childcare dismissals. Make sure that employees are aware of and understand these policies.
- Create plans to protect the staff and residents from spread of COVID-19 and help them put in place personal preventive measures.
- Clean and disinfect shared areas (such as exercise room, laundry facilities, shared bathrooms, and elevators) and frequently touched surfaces using EPA-registered disinfectants more than once a day if possible.
- Identify services and activities (such as meal programs, religious services, and exercise rooms and programs) that might need to be limited or temporarily discontinued. Consider alternative solutions (e.g., virtual services) that will help programs continue while being safe for residents.
- Identify a list of healthcare facilities and alternative care sites where residents with COVID-19 can receive appropriate care, if needed.

Encourage Staff and Residents to Prepare and Take Action to Protect Themselves and Others

- Limit the number of individuals for gatherings in accordance with Columbia/Boone County Department of Public Health and Human Services' most recent Health Order.
- Encourage social distancing by asking staff and residents to stay at least 6 feet (2 meters) apart from others and wear cloth face coverings in any shared spaces, including spaces restricted to staff only.
    - Social distancing must be maintained in all common areas.
- Consider any special needs or accommodations for those who need to take extra precautions, such as older adults, people with disabilities, and people of any age who have serious underlying medical conditions.
- Limit staff entering residents' rooms or living quarters unless it is necessary. Use virtual communications and check-ins (phone or video chat), as appropriate.
- Limit the presence of non-essential volunteers and visitors in shared areas, when possible.

Human Services
Shared or Congregate Housing

Encourage Staff and Residents to Prepare and Take Action to Protect Themselves and Others

- Limit staff entering residents' rooms or living quarters unless it is necessary. Use virtual communications and check-ins (phone or video chat), as appropriate.
- Limit the presence of non-essential volunteers and visitors in shared areas, when possible.
- Use physical barriers, such as sneeze guards, or extra tables or chairs, to protect front desk/ check-in staff who will have interactions with residents, visitors, and the public.
- Provide COVID-19 prevention supplies for staff and residents in common areas at your facility, such as soap, alcohol-based hand sanitizers that contain at least 60% alcohol, tissues, trash baskets, and, if possible, cloth face coverings that are washed or discarded after each use.
- Consider any special communications and assistance needs of your staff and residents, including persons with disabilities.
- Suggest that residents keep up-to-date lists of medical conditions and medications, and periodically check to ensure they have a sufficient supply of their prescription and over-the-counter medications.
- If possible, help residents understand they can contact their healthcare provider to ask about getting extra necessary medications to have on hand for a longer period of time, or to consider using a mail-order option for medications.
- Make sure that residents are aware of serious symptoms of their underlying conditions and of COVID-19 symptoms that require emergency care, and that they know who to ask for help and call 911.
- Encourage residents who live alone to seek out a "buddy" in the facility who will check on and help care for them and safely make sure they are getting basic necessities, including food and household essentials.

Note: Surgical masks and N-95 respirators are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance. All staff and residents should wear a cloth face covering when in shared areas of the facility and maintain social distancing to slow the spread of the virus.

Human Services
Shared or Congregate Housing

Communicate to Staff and Residents

Identify platforms such as email, websites, hotlines, automated text messaging, newsletters, and flyers to help communicate information on:

- Guidance and directives from state and local officials and state and local health departments.
- How your facility is helping to prevent the spread of COVID-19.
- How additional information will be shared, and where to direct questions.
- How to stay healthy, including videos, fact sheets, and posters with information on COVID-19 symptoms and how to stop the spread of germs, how to wash your hands, and what to do if you are sick.
- How staff and residents can cope and manage stress and protect others from stigma and discrimination.
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information. Communications may need to be framed or adapted so they are culturally appropriate for your audience and easy to understand. For example, there are resources on the CDC website that are in many languages.

Considerations for Common Spaces in your Facility, to Prevent the Spread of COVID-19

- Consider how you can use multiple strategies to maintain social (physical) distance between everyone in common spaces of the facility.
- Consider cancelling all public or non-essential group activities and events.
- Offer alternative methods for activities and social interaction such as participation by phone, online, or through recorded sessions.
- Arrange seating of chairs and tables to be least 6 feet (2 meters) apart during shared meals or other events.
- Alter schedules to reduce mixing and close contact, such as staggering meal and activity times and forming small groups that regularly participate at the same times and do not mix.
- Minimize traffic in enclosed spaces, such as elevators and stairwells. Consider limiting the number of individuals in an elevator at one time and designating one directional stairwells, if possible.
- Ensure that social distancing can be maintained in shared rooms, such as television, game, or exercise rooms.
- Make sure that shared rooms in the facility have good air flow from an air conditioner or an opened window.
- Consider working with building maintenance staff to determine if the building ventilation system can be modified to increase ventilation rates or the percentage of outdoor air that circulates into the system.

Human Services
Shared or Congregate Housing

Considerations for Common Spaces in your Facility, to Prevent the Spread of COVID-19

- Clean and disinfect shared areas (laundry facilities, elevators, shared kitchens, exercise rooms, dining rooms) and frequently touched surfaces using EPA-registered disinfectants more than once a day if possible.

Considerations for Specific Communal Rooms in your Facility

Shared Kitchens and Dining Rooms

- Restrict the number of people allowed in the kitchen and dining room at one time so that everyone can stay at least 6 feet (2 meters) apart from one another.
- People who are sick, their roommates, and those who have higher risk of severe illness from COVID-19 should eat or be fed in their room, if possible.
- Do not share dishes, drinking glasses, cups, or eating utensils. Non-disposable food service items used should be handled with gloves and washed with dish soap and hot water or in a dishwasher. Wash hands after handling used food service items.
- Use gloves when removing garbage bags and handling and disposing of trash.

Laundry Rooms

- Maintain access and adequate supplies to laundry facilities to help prevent spread of COVID-19.
- Restrict the number of people allowed in laundry rooms at one time to ensure everyone can stay at least 6 feet (2 meters) apart.
- Provide disposable gloves, soap for washing hands, and household cleaners and EPA-registered disinfectants for residents and staff to clean and disinfect buttons, knobs, and handles of laundry machines, laundry baskets, and shared laundry items.
    - All shared laundry items must be disinfected immediately after each use.
- Post guidelines for doing laundry such as washing instructions and handling of dirty laundry.
- Do not touch another person's laundry.
    - If it must be touched, use gloves to gather all laundry or wash hands for 20 seconds with soap and water before handling the laundry.

Recreational Areas such as Activity Rooms and Exercise Rooms

- Follow the Guidelines for Gyms for shared fitness centers.

Human Services
Shared or Congregate Housing

Considerations for Specific Communal Rooms in your Facility

Pools and Hot Tubs

- See pool guidelines for swimming pools.

Shared Bathrooms

- Shared bathrooms should be cleaned regularly using EPA-registered disinfectants at least twice per day (e.g., in the morning and evening or after times of heavy use).
- Make sure bathrooms are continuously stocked with soap and paper towels or automated hand dryers. Hand sanitizer could also be made available.
- Make sure trash cans are emptied regularly.
- Provide information on how to wash hands properly. Hang signs in bathrooms.
- Residents should be instructed that sinks could be an infection source and should avoid placing toothbrushes directly on counter surfaces. Totes could also be used for personal items to limit their contact with other surfaces in the bathroom.

If a Resident in your Facility has COVID-19 (Suspected or Confirmed)

- Have the resident seek advice by telephone from a healthcare provider to determine whether medical evaluation is needed.
- Residents are not required to notify administrators if they think they may or have a confirmed case of COVID-19. If you do receive information that someone in your facility has COVID-19, you should work with the local health department to notify anyone in the building who may have been exposed (had close contact with the sick person) while maintaining the confidentiality of the sick person as required by the Americans with Disabilities Act (ADA) and, if applicable, the Health Insurance Portability and Accountability Act (HIPAA).
- Provide the ill person with information on how to care for themselves and when to seek medical attention.
    - Encourage residents with COVID-19 symptoms and their roommates and close contacts to self-isolate – limit their use of shared spaces as much as possible.
    - If possible, designate a separate bathroom for residents with COVID-19 symptoms.
    - Consider reducing cleaning frequency in bedrooms and bathrooms dedicated to persons with COVID-19 symptoms to as-needed cleaning (e.g., soiled items and surfaces) to avoid unnecessary contact with the ill persons.
    - Follow guidance on when to stop isolation.
- Minimize the number of staff members who have face-to-face interactions with residents who have suspected or confirmed COVID-19.

Human Services
Shared or Congregate Housing

If a Resident in your Facility has COVID-19 (Suspected or Confirmed)

- Encourage staff, other residents, caregivers such as outreach workers, and others who visit persons with COVID-19 symptoms to follow recommended precautions to prevent the spread.
- Staff at higher risk of severe illness from COVID-19 should not have close contact with residents who have suspected or confirmed COVID-19, if possible.
- Those who have been in close contact (i.e., less than 6 feet (2 meters) with a resident who has confirmed or suspected COVID-19 should monitor their health and call their healthcare provider if they develop symptoms suggestive of COVID-19.
- Be prepared for the potential need to transport persons with suspected or confirmed COVID-19 for testing or non-urgent medical care. Avoid using public transportation, ride-sharing, or taxis. Follow guidelines for cleaning and disinfecting any transport vehicles.

Accepting New Residents at Facilities that Offer Support Services

First, review and follow the guidance and directives from your state and local officials.

- If your situation is not restricted by their guidance and directives, then consider the following guidance:
    - At check-in, provide any new or potential resident with a clean cloth face covering and keep them isolated from others. Shelters can use this tool to screen for symptoms at entry.
    - Medical evaluation may be necessary depending on the symptoms.
- If your facility is full, your facility space is inadequate to maintain physical distancing (such as is recommended in the guidance for homeless shelters), or you do not have the resources (staff, prevention supplies) to accept additional residents, reach out to community- or faith-based organizations to help meet individuals' needs, including:
    - A safe place to stay
    - Ability to obtain basic necessities, such as food, personal hygiene products, and medicine
    - Access to any needed medical or behavioral health services
    - Access to a phone or a device with internet access to seek out resources and virtual services and support.

Additional Resources for Businesses

- Guidance for Cleaning and Disinfecting When Reopening Your Business: https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html

- For disinfecting especially after a suspected case in the office environment: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

- Guidance specific to small businesses: https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

- Missouri's PPE Marketplace: https://ded.mo.gov/

- CDC Interim Guidance for Businesses: https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

- CDC General Business Frequently Asked Questions: https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html

- CDC Cloth Face Coverings: Questions and Answers: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html

- CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html

- Face Mask Guidance: https://www.chesco.org/4458/Coronavirus-COVID-19-Face-Mask-Guidance