



# COVID CONSCIOUS PROGRAM

**HANOVER STRONG & SAFE**



A program by Main Street Hanover

DISCLAIMER: THESE ARE MEANT TO BE GENERAL GUIDELINES TO HELP YOU RE-OPEN YOUR ESTABLISHMENT. ALWAYS FOLLOW LOCAL, STATE, AND FEDERAL LAWS AND GUIDELINES. THIS IS NOT INTENDED TO BE LEGAL OR HEALTH ADVICE.

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# INTRODUCTION



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## COVID CONSCIOUS

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**Hanover Strong & Safe**

We are excited to be able to open-up more of our businesses to customers. It is important for our community to feel like all necessary precautions are being followed by our business owners and non-profits. Without customers that feel safe enough to shop and eat, it doesn't matter if our businesses are actually open. In addition, businesses have the opportunity to work together to meet the health guideline standards.

### **Why do we need this program?**

- Our small businesses are under incredible pressure due to the COVID-19 virus. If we stand together we provide cohesive action to keep our residents and visitors safe.
- If the majority of our businesses follow the recommended guidelines, our hope is that we not only have success in re-opening but be able to remain open.
- An outbreak of the virus in our community would be devastating and the ripple effects of that would be felt for years to come.
- Many business owners want to follow along with what the majority of other business owners are doing and this program allows us to communicate and keep everyone up to date.

*Please see the links to the publications and resources we used to develop this program.*

# PARTICIPATION

## COVID Conscious Participation

If customers understand who is following guidelines, they can make educated decisions about where they shop or eat. We have developed the COVID Conscious program to ensure that our community is doing all it can to stop the spread of COVID-19, while supporting our small business and non-profit community.

If your business or non-profit would like to be a part of this program, please **follow these steps:**

### Step 1- Sign

Complete the required Department of Health document.  
Provide a copy of that signed document to Main Street staff.

### Step 2- Review

Please review the rest of this document for other information and guidance as to how to best follow the rules in place by the state.

### Step 3- Sign

Sign the bottom of this document acknowledging that you have read this entire document and agree to using the COVID Conscious brand put forth by Main Street Hanover.

### Step 4- Display

Display branded COVID Conscious Signage to encourage customers and reassure them that your business is following proper sanitation and social distancing procedures.

### Step 5- Update

Continue to update your plans to share with your customers as new guidance is released. As phases and guidance change, you should be updating and sharing with the Main Street staff and your customers. This is a fluid situation and the Main Street team is committed to providing updates as they are released.

**If you need help with completing this program document, please contact  
Justine Trucksess at  
[jtrucksess@mainstreethanover.org](mailto:jtrucksess@mainstreethanover.org)**

**MAIN STREET HANOVER WILL NOT EVALUATE WHAT YOU'VE PROVIDED BUT ASK THAT  
YOU UPDATE YOUR PRACTICES AS WE RECEIVE NEW INFORMATION FROM THE CDC,  
FEDERAL, STATE, AND LOCAL GOVERNMENTS.**

# STEP 1

Complete the required Department of Health document and display it correctly. Provide a copy of that signed document to the Main Street staff. The copy can be a physical or digital copy.

The physical copy should be delivered to our offices at the Hanover Chamber of Commerce building at

146 Carlisle Street  
Hanover Pa 17331

The digital copy can be a scan or a photo of the original. It should be emailed to Justine Trucksess at [jtrucksess@mainstreethanover.org](mailto:jtrucksess@mainstreethanover.org)

# SIGN

# COVID-19 Safety Procedures for Businesses

PROTECTING CUSTOMERS AND EMPLOYEES WORKING IN THE COMMONWEALTH

## Requirements for Businesses Authorized to Continue In-Person Operations:

### Health and Cleaning

- Provide masks for employees to wear at all times.
- Clean and disinfect the building frequently, especially high-touch areas.
- Make sure employees have access to soap and water, hand sanitizer, and disinfectant wipes.
- Tell employees they should notify their supervisor if they are sick and stay home.

### Social Distancing

- Prevent large groups from entering or leaving the building at the same time.
- Limit the number of employees in common areas.
- Conduct meetings virtually. For in-person meetings, limit the number of employees to 10 and maintain a distance of six feet.
- Don't allow non-essential visitors.

### If there is a COVID-19 exposure in your building

- Establish a plan for employee COVID-19 exposure, that includes building cleaning and notifying affected employees. See COVID-19 Safety Guidance at [pa.gov](http://pa.gov) for more details.
  - Secure and clean the exposed areas.
  - Take each employee's temperature before they enter the building and send home those who have a temperature of 100.4°F or higher.
  - Employees should notify their supervisor if they have symptoms and go or stay home.
- Advise sick employees to follow CDC recommended guidance on home isolation.

## Additional Safety Guidance for Any Retail Operations at Your Location

- Conduct business with the public by appointment only, when possible.
- Limit the number of people inside the building to no more than 50% of the total maximum occupancy.
- Modify business hours so there is enough time to clean and restock.
- Install shields at check-out areas to separate cashiers and customers.
- Provide delivery or pick-up options and encourage online ordering.
- Designate a specific time for people at high risk to use the business at least once a week.
- Require customers to wear masks or face coverings.
- Limit check-out lanes to every other register and rotate every hour to allow for disinfection.
- Schedule handwashing breaks for employees at least every hour.
- Assign an employee to wipe down carts and handbaskets before the customer uses it.

## Questions or Concerns?

### Businesses

Contact the Department of Health at 1-877-PA-HEALTH (1-877-724-3258).



### Employees or Customers

If you feel unsafe at your workplace relative to COVID-19 concerns, file a complaint with:

- A local health department or law enforcement agency.
- The Occupational Safety and Health Administration at [OSHA.gov](http://OSHA.gov).
- The PA Department of Health at [health.pa.gov](http://health.pa.gov).

## Remember These Important Steps to Stop the Spread of COVID-19

- Maintain a distance of at least 6 feet from other individuals.
- Wash hands with soap and water for at least 20 seconds as frequently as possible, or use hand sanitizer if soap and water are not available.
- Cover coughs or sneezes with a sleeve or elbow.
- Do not shake hands.
- Regularly clean high-contact surface areas.
- When sick, stay at home.
- Do not gather in groups larger than 10 people.



# COVID-19 Safety Procedures for Businesses NOTICE

All businesses in the Commonwealth that elect to maintain in-person operations, if permitted to operate under the Orders of the Governor and Secretary of Health, must strictly adhere to the guidance published by the Pennsylvania Department of Health, and must prominently display this notice and the foregoing COVID-19 SAFETY PROCEDURES FOR BUSINESSES at each work location (building or worksite).

In addition, each business must, for each work location (building or worksite), identify a Pandemic Safety Officer to respond to employee and subcontractor questions regarding these requirements. This business's or work site's Pandemic Safety Officer is:

Name \_\_\_\_\_ Number \_\_\_\_\_ Email \_\_\_\_\_

As business owner/operator/site foreperson/manager, I acknowledge and understand the foregoing, and confirm that my business/worksite will adhere to these requirements, as may be amended by orders of the Governor or Secretary of Health.

Signature \_\_\_\_\_ Date \_\_\_\_\_



## Remember These Important Steps to Stop the Spread of COVID-19

- Maintain a distance of at least 6 feet from other individuals.
- Wash hands with soap and water for at least 20 seconds as frequently as possible, or use hand sanitizer if soap and water are not available.
- Cover coughs or sneezes with a sleeve or elbow.
- Do not shake hands.
- Regularly clean high-contact surface areas.
- When sick, stay at home.
- Do not gather in groups larger than 10 people.



# STEP 2

**Please review the documents and additional resources provided for information and guidance as to how to best follow the rules in place by the state.**

No business is required to conduct in-person operations, and should not do so if the business is unable to do so in accordance with the DOH guidance. Businesses permitted to conduct in-person operations that are unable or unwilling to comply with these requirements may engage in curbside delivery to customers so long as strict social distancing and other mitigation measures are followed.

## **Documents Provided:**

- [PA Governor's Guidance](#)
- CDC Guidance
- Employer Re-opening Tool
- Restaurant and Bar Re-opening Tool

## **Additional Resource Links:**

- CDC - Interim Guidance for Businesses  
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- PA Chamber Guides for Businesses  
<https://www.pachamber.org/coronavirus/>
- Prepare Your Workplace  
<https://bringingpaback.com/prepare-your-workplace/>
- Welcome Back Employees & Customers  
<https://bringingpaback.com/welcome-back-employees-customers/>
- UPMC Resource – Hanover will soon have a local testing site.  
Monitoring Your Staff for Symptoms  
<https://www.pinnaclehealth.org/coronavirus-information/information-for-employers>

# GUIDANCE FOR BUSINESSES PERMITTED TO OPERATE DURING THE COVID-19 DISASTER EMERGENCY TO ENSURE THE SAFETY AND HEALTH OF EMPLOYEES AND THE PUBLIC

## PURPOSE

The virus that causes the Coronavirus 2019 Disease (“COVID-19”) is easily transmitted, especially in group settings, and it is essential that the spread of the virus be slowed to safeguard public health and safety.

COVID-19 can be transmitted from infected individuals even if they are asymptomatic or their symptoms are mild, such as a cough. It can also be spread by touching a surface or object that has the virus on it and then touching your mouth, nose or eyes. This guidance document addresses the procedures businesses must follow to limit the spread of COVID-19 to the extent they are permitted to conduct in-person operations.

As discussed more fully below, businesses operating in counties designed as in the Red Phase or Yellow Phase, are subject to this guidance. In counties designated as in the Green Phase, guidance will be provided that reflects experience and data obtained during the Yellow Phase of reopening.

First and foremost, businesses that have been operating remotely through individual telework of their employees must continue to telework to prevent the spreading of COVID-19 until the stay at home and business closure orders are fully lifted. However, certain life-sustaining businesses that cannot conduct either all or part of their operations via telework have been permitted to conduct in-person operations, and certain non-life sustaining businesses are being permitted to restart their in-person operations through the loosening of some restrictions under the stay at home and business closure orders.

Businesses in the Commonwealth that are permitted to conduct in-person operations during the disaster emergency must take precautions to protect their employees, their employees’ families, and their communities as a whole. Businesses that are permitted to maintain in-person operations are those that are permitted to operate under the [Governor’s and Secretary’s Non-Life Sustaining Business Closure Orders \(as amended\)](#), an exemption from those Orders, or any subsequent applicable Order or amendment to those Orders from the Governor and Secretary. All businesses (including those businesses whose in-person operations were originally closed and later permitted to reopen) conducting in-person operations must review this guidance and commit to ensuring the health and safety of their employees and the public.

The precautions that businesses must implement are more fully outlined in the following documents:

- 1) [Order](#) of the Secretary of Health providing for building safety measures, issued April 5, 2020;
- 2) [Order](#) of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020;
- 3) [Guidance](#) issued by the Department of Health to the Construction Industry, issued April 19, 2020;
- 4) [Guidance](#) issued by the Department of State to the Real Estate Industry, reissued April 28, 2020;
- 5) [Guidance](#) issued by the Governor regarding Vehicle Transactions, issued April 20, 2020;
- 6) Other future applicable [Department of Health](#) (DOH) and Centers for Disease Control and Prevention (CDC) [guidance](#).

## BUSINESSES SUBJECT TO THIS GUIDANCE

All businesses in all industries and sectors of the economy (including non-profit entities) in the Commonwealth, which are permitted to conduct in-person operations, are subject to this guidance unless they are otherwise

more stringently regulated under separate industry-specific guidance. For instance, health care providers are governed by DOH's guidance provided to health care providers and its HANs (Health Alert Network guidance).

## SIGNIFICANCE OF RED-YELLOW-GREEN PHASES FOR BUSINESSES

The Commonwealth is employing a regional and industry-specific approach to reopening non-life-sustaining businesses. In counties that have been designated as in the Red Phase, businesses permitted to conduct in-person operations are 1) those listed as life sustaining according to the Governor's and Secretary's Non-Life Sustaining Business Closure Orders (as amended), 2) those that received an exemption from those Orders from the Department of Community and Economic Development, or 3) those permitted to conduct in-person operations pursuant to a subsequent applicable Order or amendment to those Orders from the Governor and Secretary including:

- a. Construction Industry;
- b. Vehicle Dealerships; and
- c. Real Estate Industry.

In counties that have been designated as in the Yellow Phase, all businesses, except those categories specifically excluded in the [Governor's Plan to Reopen Pennsylvania](#) and the Governor's and Secretary of Health's orders, are permitted to conduct in-person operations, so long as they strictly adhere to the requirements of this guidance.

In counties that have been designated as in the Green Phase, all businesses (including those restricted or prohibited in the Yellow Phase) are authorized to conduct in-person operations as long as the businesses follow CDC and Department of Health guidelines and other orders or guidance that may be required at that time.

## POLICY

It is the policy of the Administration to ensure that all businesses subject to this guidance conduct their operations in the manner best designed to prevent or mitigate the spread of COVID-19 and ensure the safety of their employees and the communities in which the businesses reside or serve. All businesses, even those that are authorized to maintain in-person operations, must strive to minimize opportunities for personal interaction because such interactions provide greater opportunities for the transmission of COVID-19. Businesses must employ remote or virtual methods of doing business whenever and wherever possible.

Businesses that must conduct in-person operations and activities, because their employees cannot telework, must adhere strictly to this guidance. In addition, businesses that maintain in-person operations must make their employees and customers aware of the efforts and commitment to protecting their health and safety.

## PROTECTING EMPLOYEES WORKING IN THE COMMONWEALTH

All businesses that have been conducting their operations in whole or in part remotely through individual teleworking of its employees must continue telework operations for each of those employees.

All businesses conducting in-person operations must do the following:

- ✓ Clean and disinfect high-touch areas frequently and continue to regularly clean all other areas of the building(s);
- ✓ Establish and implement a plan **in case the business is exposed to a probable or confirmed case of COVID-19, that includes:**
  - Securing and decontaminating the affected areas by:

- Closing off areas visited by the person who is a probable or confirmed case of COVID-19;
- Opening outside doors and windows and using ventilation fans to circulate air in the area;
- Waiting at least 24 hours, or as long as practical, before cleaning and disinfecting the affected area;
- Cleaning and disinfecting all shared areas such as offices, bathrooms, break rooms, shared electronic equipment (tablets, touch screens, keyboards, remote controls) and ATM machines used by the sick person;
- Identifying employees who were in close contact (within about 6 feet for 10 minutes or more) with a person with a probable or confirmed case of COVID-19 from the period 48 hours before symptom onset to the time at which the patient isolated.
  - If any employee who was in close contact remain) asymptomatic, the employees should adhere to the practices set out by the CDC in its [April 8, 2020 Interim Guidance](#) for Implementing Safety Practice for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19;
  - If the affected employee becomes sick during the workday, the person should be sent home immediately. Surfaces in the employee's workspace should be cleaned and disinfected. Information on other employees who had contact with the ill employee during the time the employee had symptoms and 48 hours prior to symptoms should be compiled. Others at the workplace with close contact within 6 feet of the employee during this time are considered exposed;
  - Promptly notify employees who were close contacts of any known exposure to COVID-19 at the business premises, consistent with applicable confidentiality laws.
- Taking each employee's temperature before they enter the business and sending home those who have a temperature of 100.4 degrees Fahrenheit, or higher. Ensure employees practice social distancing while waiting to have temperatures screened;
- Informing employees that if they have symptoms (i.e., fever, cough, or shortness of breath), they should notify their supervisor and stay home;
- Advising sick employees to follow CDC-recommended steps, including not returning to work until the CDC criteria to discontinue home isolation are met, in consultation with health care providers and state and local health departments;
- Employers are encouraged to implement liberal paid time off for employees who do not return to work for the reasons set forth above.
- ✓ Prevent large groups from entering or leaving the building by staggering work start and stop times;
- ✓ Limit the number of people in employee common areas, like locker rooms or break rooms, and ensure these areas are cleaned frequently;
- ✓ Conduct meetings and trainings virtually. If a meeting needs to be held in person, limit the number of employees to 10 and maintain a social distance of six feet;
- ✓ Make sure employees have access to soap and water to wash their hands, hand sanitizer and disinfectant wipes;
- ✓ Provide non-medical masks for employees to wear at all times and make it mandatory to wear masks while on the work site. Employers may approve masks obtained or made by employees according to [Department of Health policies](#);
- ✓ Make sure the facility has enough employees as applicable to follow these protocols and conduct business effectively and safely;
- ✓ Discourage non-essential visitors from entering the business premises;
- ✓ Communicate these procedures to all employees to ensure that everyone knows how to be safe.

## PROTECTING EMPLOYEES IN THE COMMONWEALTH THAT SERVE THE PUBLIC

Any business that serves the public inside a building or other defined area must follow the above guidance **and** take the additional precautions listed below:

- ✓ Conduct business with the public by appointment only, whenever possible;
- ✓ If appointment-only service is not feasible, limit the number of people inside the building to no more than 50% of the total maximum occupancy;
- ✓ Modify the hours of business so that there is enough time to clean and restock;
- ✓ Install shields or other barriers at registers and check-out areas to physically separate cashiers and customers, or take other measures to maintain social distancing between customers and employees;
- ✓ Encourage customers to use online ordering by providing delivery or pick-up options;
- ✓ Designate a specific time for people at high risk, including those over the age of 65 to use the business at least once a week;
- ✓ Require all customers to wear masks while on the premises. Businesses that provide medication, medical supplies or groceries must provide an alternate, no contact, means of delivering goods for customers who cannot wear a mask.
  - However, individuals who cannot wear a mask due to a medical condition (including children under the age of 2 years per CDC guidance) may enter the premises and are not required to provide documentation of such medical condition
- ✓ In businesses with multiple check-out lanes, limit use to every other register. After every hour, rotate customers and employees to the previously closed registers and clean the previously open registers and the surrounding areas;
- ✓ Schedule handwashing breaks for employees at least every hour; and
- ✓ Assign an employee to wipe down carts and handbaskets before the customer uses it.

No business is required to conduct in-person operations, and should not do so if the business is unable to do so in accordance with this guidance. Businesses permitted to conduct in-person operations that are unable or unwilling to comply with these requirements may engage in curbside delivery to customers so long as strict social distancing and other mitigation measures are followed.

Businesses serving the public that inherently involve close contact with customers, and therefore cannot attain social distancing, are not permitted to conduct in-person operations until the county in which the business is located transitions to the Green Phase.

## STATE AND LOCAL GOVERNMENTS

Local political units were not explicitly required to suspend in-person operations under the business closure orders issued by the Governor and the Secretary on March 19, 2020. However, they were advised to curtail in-person operations to the extent practicable and to follow COVID-19 mitigation guidance provided by the Department and the CDC. Similarly, local political units are not required to follow the Secretary's building and business safety orders; however, they are advised to implement the protocols that it outlines to the extent practicable.

Although the Commonwealth is not a business that is directly covered by this guidance, Governor Wolf has chosen to implement the practices outlined here where possible as an example for other employers and employees in the Commonwealth.

Local political units should use best judgment in exercising their authorities and issuing implementation directives and guidance. All such decisions should appropriately balance public health and safety while ensuring the continued delivery of critical services and functions. Government employees and contractors should continue to operate under the direction of their supervisors.

## FURTHER GUIDANCE AND SUPPORT

Businesses that have questions about whether this guidance applies to them may contact the Department of Health at 1-877-PA-HEALTH ([1-877-724-3258](tel:1-877-724-3258)).

Answers to frequently asked questions (FAQs) involving application of the business safety order are available [here](#).

In addition, answers to frequently asked questions (FAQs) involving the construction industry specific guidance are available [here](#).

Help is available for people who are struggling with their mental or emotional health or feeling anxious or overly stressed. Contact the Crisis Text Line by texting PA to 741-741.

The Administration recognizes the difficulty of procuring materials businesses need to safely resume operations. If assistance is needed to locate masks and other supplies to carry out these required safety procedures, please visit DCED's [Business2Business Interchange](#).

## ENFORCEMENT

Enforcement of the Secretary's Order Directing Building Safety Measures began at 12:00 AM on Monday, April 6, 2020.

Enforcement of the Secretary's Order Directing Public Health Safety Measures for Businesses Protection Order began at 8:00 PM on Sunday, April 19, 2020.

The governor has directed the following state agencies and local officials to enforce orders related to the COVID-19 pandemic to the full extent of the law:

- Department of Health;
- Department of Agriculture;
- Department of Labor and Industry;
- Pennsylvania State Police;
- Local officials, using their resources to enforce closure orders within their jurisdiction;
- Pennsylvania Liquor Control Board.

Law enforcement officers should refer to Enforcement Guidance available online [here](#).

If employees or customers want to report possible health and safety violations in the workplace related to COVID-19:

1. File a complaint with a local health department or a law enforcement agency.
2. Submit this [webform](#) to the PA Department of Health at [www.health.pa.gov](http://www.health.pa.gov).
3. Review OSHA guidance and, if appropriate, [file a complaint](#) at OSHA.gov.

## REMINDERS TO CONTAIN THE SPREAD OF COVID-19: SOCIAL DISTANCING AND OTHER REQUIREMENTS

When people need to leave their places of residence in connection with allowable individual activities, allowable essential travel, or by virtue of exemption from this policy, the Department of Health strongly encourages individuals to abide by the following social distancing requirements to:

- Maintain a distance of at least six feet from other individuals;
- Wash hands with soap and water for at least 20 seconds as frequently as possible, or use hand sanitizer if soap and water are not available;
- Cover coughs or sneezes with a sleeve or elbow, not hands; Do not shake hands;
- Regularly clean high-contact surface areas;
- When sick, stay at home;
- Do not gather in groups larger than 25 people, including for business meetings or events.

## REQUIREMENTS FOR COMMUNICATING WITH EMPLOYEES AND ANY ON-SITE CUSTOMERS ABOUT COVID-19 SAFETY

Businesses conducting in-person operations or serving the public are required to make employees and customers aware of the guidance provided by the Commonwealth to keep people at their establishment safe. In addition, businesses are required to publicly acknowledge their responsibility to conduct their operations to ensure the health.

Businesses must print, sign, and post the “COVID-19 Safety Procedures for Businesses” flyer on their premises. The flyer is located on the [Resources for COVID-19 webpage](#). Businesses must post the signed flyer in employee common space and, if the business serves the public, the business must also post the flyer near the business’s public entrance(s) in prominent location(s).

**NOTE:** The Commonwealth’s [Resources for COVID-19 webpage](#) offers two versions of the flyer. One is a document that can be printed on ONE [8.5x14-inch](#) (legal) piece of paper. The other is a document that can be printed on TWO [8.5x11-inch](#) (letter) pieces of paper. Additionally, Spanish translations are also available (both a [8.5x11-inch version](#) and a [8.5x14-inch version](#)) on the [Resources for COVID-19 webpage](#). The business can choose which version to use and post at its location(s). The business does not have to use both versions.

Businesses must sign the flyer on the space provided. The signature is an acknowledgement that the owner or management is aware of the COVID-19 safety procedures and understands their responsibilities to carry out the guidance and procedures. The flyer must be signed by the business’s corporate officer, site manager, site foreperson, or equivalent. The flyer also contains a space for the business to indicate the employee who is the “Pandemic Safety Officer,” or the person in charge of the COVID-19 safety procedures for the business (specific workplace). The signed acknowledgement and Pandemic Safety Officer designation should not be returned to the Commonwealth – it must be simply posted and available if requested by local law enforcement.

The Commonwealth encourages businesses to share this guidance or the flyer electronically with employees as well.

There is no requirement to submit a safety response plan to the Commonwealth.

## **ADDITIONAL INFORMATION**

For the most up-to-date, reliable information, please continue to refer to the Commonwealth of Pennsylvania's website for Responding to COVID-19 in Pennsylvania: <https://www.pa.gov/guides/responding-to-covid-19/>.

# Prepare your Small Business and Employees for the Effects of COVID-19

During an infectious disease outbreak, such as the current outbreak of COVID-19, small business owners must prepare for disruption in their business as well as prepare to protect their employees' health and safety in the workplace.

These steps are recommended to protect employees and prepare your business for disruption:

**Coronavirus disease 2019 (COVID-19)** is a respiratory illness that can spread from person to person. It spreads between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. **Symptoms** (<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>) can include fever, cough, or difficulty breathing, which may appear 2-14 days after exposure.

**Identify a workplace coordinator** who will be responsible for COVID-19 issues and their impact at the workplace.

## **Examine policies for leave, telework, and employee compensation.**

- Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- When possible, use flexible worksites (e.g., telework) and flexible work hours (e.g., staggered shifts) to help establish policies and practices for social distancing (maintaining distance of approximately 6 feet or 2 meters) between employees and others, especially if social distancing is recommended by state and local health authorities.

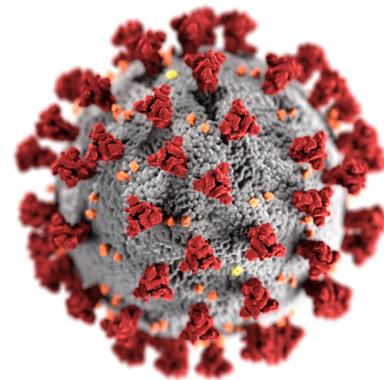
**Review your leave policies with all employees** and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.

**Identify essential employees and business functions, and other critical inputs** such as raw materials, suppliers, subcontractor services/products, and logistics required to maintain business operations. Explore ways you can continue business operations if there are disruptions.

**Prepare business continuity plans** for significant absenteeism, supply chain disruptions, or changes in the way you need to conduct business.

**Establish an emergency communications plan.** Identify key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating about business and employee status.

**Share your response plans with employees and clearly communicate expectations.** It is important to let employees know plans and expectations if COVID-19 occurs in communities where you have a workplace.



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

# Top 10 Tips to Protect Employees' Health

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

- **Actively encourage sick employees to stay home.** Develop policies that encourage sick employees to stay at home without fear of reprisals, and ensure employees are aware of these policies.



- **Have conversations with employees about their concerns.** Some employees may be at higher risk for severe illness, such as **older adults** (<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>) and those with chronic medical conditions.



- **Develop other flexible policies for scheduling and telework (if feasible) and create leave policies** to allow employees to stay home to care for sick family members or care for children if schools and childcare close.



- **Talk with companies that provide your business with contract or temporary employees about their plans.** Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.



- **Promote etiquette for coughing and sneezing** ([https://www.cdc.gov/healthywater/hygiene/etiquette/coughing\\_sneezing.html](https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html)) and **handwashing** (<https://www.cdc.gov/handwashing/index.html>). Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.



- **Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department.** Actively encourage flexible work arrangements such as teleworking or staggered shifts.



- **Perform routine environmental cleaning.** Routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.



- **Consider the need for travel and explore alternatives.** Check CDC's **Travelers' Health** (<https://wwwnc.cdc.gov/travel>) for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings, when possible.



- **Provide education and training materials** in an easy to understand format and in the appropriate language and literacy level for all employees, like **fact sheets and posters** (<https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html>).



- **If an employee becomes sick while at work,** they should be separated from other employees, customers, and visitors and sent home immediately. Follow CDC guidelines for **cleaning and disinfecting** (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>) areas the sick employee visited.



For more tips and information see the **CDC Interim Guidance for Businesses and Employers** (<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>) and the **OSHA Guidance for Preparing Workplaces for COVID-19** (<https://www.osha.gov/Publications/OSHA3990.pdf>).

# WORKPLACES DURING THE COVID-19 PANDEMIC



The purpose of this tool is to assist employers in making (re)opening decisions during the COVID-19 pandemic, especially to protect vulnerable workers. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

## Should you consider opening?

- ✓ Will reopening be consistent with applicable state and local orders?

✓ Are you ready to protect employees at higher risk for severe illness?

ANY NO

DO NOT OPEN

## Are recommended health and safety actions in place?

- ✓ Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible

ALL YES

- ✓ Intensify cleaning, disinfection, and ventilation
- ✓ Encourage social distancing and enhance spacing between employees, including through physical barriers, changing layout of workspaces, encouraging telework, closing or limiting access to communal spaces, staggering shifts and breaks, and limiting large events, when and where feasible

- ✓ Consider modifying travel and commuting practices. Promote telework for employees who do not live in the local area, if feasible.
- ✓ Train all employees on health and safety protocols

ANY NO

MEET SAFEGUARDS FIRST

## Is ongoing monitoring in place?

- ✓ Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible
- ✓ Encourage anyone who is sick to stay home

ALL YES

- ✓ Plan for if an employee gets sick
- ✓ Regularly communicate and monitor developments with local authorities and employees
- ✓ Monitor employee absences and have flexible leave policies and practices

- ✓ Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

ANY NO

MEET SAFEGUARDS FIRST

ALL YES

OPEN AND MONITOR



# RESTAURANTS AND BARS DURING THE COVID-19 PANDEMIC



The purpose of this tool is to assist businesses in the food service industry, such as restaurants and bars, in making (re)opening decisions during the COVID-19 pandemic. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

## Should you consider opening?

- ✓ Will reopening be consistent with applicable state and local orders?
- ✓ Are you ready to protect employees at higher risk for severe illness?

ANY NO

**DO NOT OPEN**

## Are recommended health and safety actions in place?

- ✓ Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible
- ✓ Intensify cleaning, sanitization, disinfection, and ventilation
- ✓ Encourage social distancing and enhance spacing at establishments including by encouraging drive-through, delivery, curb-side pick up, spacing of tables/stools, limiting party sizes and occupancy, avoiding self-serve stations, restricting employee shared spaces, rotating or staggering shifts, if feasible
- ✓ Train all employees on health and safety protocols

ANY NO

**MEET SAFEGUARDS FIRST**

## Is ongoing monitoring in place?

- ✓ Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible
- ✓ Encourage anyone who is sick to stay home
- ✓ Plan for if an employee gets sick
- ✓ Regularly communicate and monitor developments with local authorities and employees
- ✓ Monitor employee absences and have flexible leave policies and practices
- ✓ Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

ANY NO

**MEET SAFEGUARDS FIRST**

ALL YES

**OPEN AND MONITOR**



# STEP 3

**Sign the bottom of this document acknowledging that you've read this entire document and agree to using the COVID Conscious brand put forth by Main Street Hanover.**

By signing this document, you are agreeing that you have reviewed the materials provided and have taken steps or have plans in place to take the necessary precautions opening in Green Phase. Main Street Hanover is not responsible for enforcing or monitoring your safety practices. Signing this document shows that you understand the guidelines in place and are aware of the precautions you should be taking as a business owner and employer. Once you acknowledge the responsibilities in place, you are also agreeing to display the COVID Conscious brand materials Main Street Hanover will provide to you. These materials communicate that you are a COVID Conscious business in the downtown and are openly and honestly expressing to the public that you are taking necessary safety precautions.

# SIGN

# STEP 4

**Display branded COVID Conscious Signage to encourage customers and reassure them that your business is following proper sanitation and social distancing procedures.**

Once Main Street Hanover receives a copy of the signed Department of Health Document and the signed COVID Conscious document (provided at the end of this document), you will receive ample materials to use for your business. These materials will include the COVID Conscious logo to use in social media, example social media posts, posters to place in your windows saying you are COVID Conscious, and posters expressing what practices you have adopted. You must display COVID Conscious poster, but the other materials you may use as you please to promote that you are a COVID Conscious business.

You may not share these materials with other businesses. Main Street Hanover will be the sole provider of these materials. The COVID Conscious program is designed to provide honesty and reassurance to the public to encourage a safe and positive experience for all. Materials displayed or given to those who have not gone through the COVID Conscious Program steps have potential to create uncertainty and distrust in our community.

# DISPLAY

# STEP 5

Continue to update your plans to share with your customers as new guidance is released. As phases and guidance change, you should be updating and sharing with the Main Street staff and your customers. This is a fluid situation and the Main Street team is committed to providing updates as they are released.

# UPDATE

# ACKNOWLEDGEMENTS

**The template for this program was sourced from the COVID Aware Because We Care Program by Red Wing Downtown Main Street and the Red Wing Port Authority.**

We commend their organization for creating such an informative document for their community, and we are proud to customize it for ours. We'd also like to acknowledge the following organizations who helped us create this program using their resources:

Centers for Disease Control  
PA Department of Health  
U.S. Chamber of Commerce  
PA Chamber of Business & Industry



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# COVID CONSCIOUS

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**Hanover Strong & Safe**

I, \_\_\_\_\_ understand that to be a part of this program is voluntary.

I understand this program has been created by Main Street Hanover as a way to promote the downtown businesses who are open and operating in the Green phase according to the rules put forth by the Department of Health. This program intends to reassure customers that it is safe to shop downtown.

Main Street Hanover is not evaluating, inspecting, or designating businesses. We are taking you on your word that you are complying with any state or local laws, following these rules, and providing a safe shopping experience for your customers while protecting your employees.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Business Name \_\_\_\_\_



Please email all the required signed documents including the hours you'll be operating. You'll also be added to the list on our website of businesses that are participating: [jtrucksess@mainstreethanover.org](mailto:jtrucksess@mainstreethanover.org)