OPEN FOR BUSINESS

A GUIDE FOR SAFE OPERATIONS DURING THE COVID-19 CRISIS

TULSA REGIONAL CHAMBER

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This guide represents a good faith effort to collect actionable information of use to businesses reopening in the wake of the COVID-19 pandemic. It draws from reputable national, state and local sources as shown on the sources page at the end of the document.

As all businesses are unique, some or all of the information shown here may not apply in any given instance. As with any evolving situation, recommendations or requirements may continue to change with time. Business owners are encouraged to evaluate their own individual circumstances and seek additional expert counsel as needed to ensure compliance with all appropriate recommendations or requirements.

The Tulsa Regional Chamber bears no responsibility for any circumstances arising out of, or related to, the application or non-application of any of the practices or procedures contained in this guide.

INTRODUCTION

Dear business leaders,

The COVID-19 pandemic and global economic downturn have forced each of us to make hard decisions and adapt business operations. We are in uncharted territory. Many of us have lost employees due to layoffs. Some are shouldering pay reductions and furloughs. The workplace we return to will not be the same one we left.

As your partner in prosperity, the Tulsa Regional Chamber is here to assist you and your employees through a safe transition back into the workplace.

We produced this guide to support a healthy and effective return to the office. We have consolidated the best available information and guidance from trusted federal, state and local sources. This guide is meant to provide a framework any business can tailor to its specific needs.

The Tulsa Regional Chamber is committed to the resilience of your business and the recovery of our region's economy. We're confident northeast Oklahoma will emerge from this crisis with an even more prosperous future on the horizon.

Mike Neal
President and CEO
Tulsa Regional Chamber

GENERAL GUIDELINES

Returning to the workplace during the COVID-19 pandemic requires thoughtful leadership by employers and diligent action by workers, customers and visitors. Developing a thorough plan will help mitigate the risk of COVID-19 exposure as you maintain business operations.

Employers should stay informed of guidance from federal, state and local health agencies, and plan to respond in a flexible way and refine workplace plans as needed. Employers should assess where and how workers might be exposed to COVID-19 and take steps to mitigate the risk.

A RETURN-TO-WORKPLACE PLAN SHOULD TAKE INTO ACCOUNT:

CONTACT AMONG WORKERS, CLIENTS AND CUSTOMERS

THE TOTAL NUMBER OF EMPLOYEES IN A FACILITY AT A GIVEN TIME, ALLOWING THEM TO MAINTAIN DISTANCE FROM ONE ANOTHER.

LEAVE POLICIES AND INFORMATION ABOUT AVAILABLE EMPLOYEE ASSISTANCE SERVICES.

ESSENTIAL EMPLOYEES AND BUSINESS FUNCTIONS, AS WELL AS WAYS TO CONTINUE BUSINESS OPERATIONS IF THERE ARE DISRUPTIONS.

EMERGENCY COMMUNICATIONS, CHAIN OF COMMUNICATIONS (INCLUDING SUPPLIERS AND CUSTOMERS) AND PROCESSES FOR CONVEYING INFORMATION ABOUT BUSINESS AND EMPLOYEE STATUS

WORKPLACE COORDINATOR(S) RESPONSIBLE FOR COVID-19 ISSUES AND IMPACTS AT THE WORKPLACE.

COMMUNICATING WORKPLACE PROTOCOLS, SANITATION MEASURES AND EXPECTATIONS WITH EMPLOYEES.

IMPLEMENT ADMINISTRATIVE POLICIES AND PROCEDURES

- Create a plan to allow employees to return to work in phases.
- Continue to implement flexible worksites (e.g., telework) and flexible work hours (e.g., stagger shifts) when possible.
- Actively encourage sick employees to stay home.
- Ensure that sick leave policies are flexible and consistent with public health guidance. Ensure employees are aware of and understand these policies.
- Whenever possible, maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures. Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Minimize non-essential travel and adhere to CDC guideline and executive orders following travel.
- Honor requests of personnel who are members who are member of a vulnerable population for special accommodations.
- Employers not currently offering sick leave to some or all of their employees may want to draft non-punitive "emergency sick leave" policies.
- Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.
- Provide workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., respiratory etiquette and care of PPE).
- Be aware of workers' concerns about pay, leave, safety, health and other issues that may arise during infectious disease outbreaks. Connect employees to employee assistance program resources (if available) and community resources as needed.
- Provide adequate, usable, and appropriate training, education and informational material about business-essential job functions and worker health and safety, including proper hygiene practices and the use of any workplace controls (including PPE). Informed workers who feel safe at work are less likely to be unnecessarily absent.
- Collaborate with employees to designate effective means of communicating important COVID-19 information.
- Develop emergency communications plans, including a forum for answering workers' concerns and internet-based communications, if feasible.

IDENTIFY AND ISOLATE POSSIBLE RISK EXPOSURE

- Prompt identification and isolation of potentially infectious individuals is a critical step in protecting workers, customers, visitors and others at a worksite. Develop policies and procedures for employees to report when they are sick or experiencing symptoms of COVID-19.
- Actively encourage sick employees to stay home, except to seek medical care.
- Employees who have symptoms (i.e., fever, cough or shortness of breath) should notify their supervisor and stay home. Employers should encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with health care providers and state and local health departments.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
- Employers should develop policies and procedures for immediately isolating people who have signs and/or symptoms of COVID-19 and train workers to implement them.
- Employees who appear to have symptoms (i.e., fever, cough, or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC public health recommendations for community exposure

MAINTAIN A SAFE AND HEALTHY WORKPLACE

For most employers, protecting workers will depend on emphasizing basic infection prevention measures. As appropriate, all employers should implement good hygiene and infection control practices.

CONSIDER IMPROVING THE ENGINEERING CONTROLS AT YOUR WORKPLACE. THIS MAY INCLUDE:

INSTALLING HIGH-EFFICIENCY AIR FILTERS

INCREASING VENTILATION RATES IN THE WORK ENVIRONMENT

INSTALLING PHYSICAL BARRIERS, SUCH AS CLEAR PLASTIC SNEEZE GUARDS

INSTALLING A DRIVE-THROUGH WINDOW FOR CUSTOMER SERVICE

SCREEN EMPLOYEES

- Employers may provide a questionnaire for employees to self-report symptoms and assess the level of potential exposure before returning to work upon reopening.
- Screen employees and visitors for fever before entering the workplace each day. An employee with a temperature above 100.4° F should be sent home immediately until no longer exhibiting a fever or symptoms of COVID-19.
- Alternatively, ask employees to take their own temperature either before coming to the workplace or upon arrival at the workplace. Ask the employee to confirm their temperature is less than 100.4° F and they are not experiencing symptoms of COVID-19.
- Make a visual inspection of the employee for signs of illness, which could include flushed cheeks or fatigue.

PRACTICE ON-SITE PHYSICAL DISTANCING AND ENHANCED PROTECTIVE MEASURES

- Limit or prohibit access of nonemployees into your workplace.
- If your business requires essential visitors such as deliveries or customers, consider:
  - designating a specific location for all deliveries and disinfect the area regularly.
  - recording all visitors for potential contract tracing purposes.
  - contacting visitors in advance to explain organizational protocols, if possible.

- Create staggered facility entry and exit procedures to maintain at least six feet of physical distancing.
- Establish a six-foot clearance around lobby and reception locations.
- Implement physical distancing and cleaning protocols for elevator and escalator usage.
- Consider keeping doors to rooms and offices open to avoid frequent touching of door handles (if compliant with local building codes).
- Provide markings within the worksite to promote distancing and consider managing foot traffic flow to reduce employee contact in high-traffic areas.
- Clearly post physical distancing guidelines.
- Limit in-person meetings of any size. Communicate virtually whenever possible.
- Increase physical space in worksite configurations. Employees closer than six feet together should have a protective barrier separating them, or they should be re-configured to accommodate appropriate spacing.
- Encourage or require on-site employees to wear face coverings (contingent on availability).
- Train workers who need to use protective clothing and equipment how to put it on, use/wear it, and take it off correctly, including in the context of their current and potential duties.
- Implement processes for handling mail, files, supplies, etc., to ensure proper sanitation.
- Whenever possible, shared office phones should be eliminated. Any phones shared by employees should be thoroughly cleaned after each use.
- Close or limit access to common areas. Consider removing furniture in areas where employees are likely to congregate.
- Stagger use of all shared spaces, such as bathrooms and kitchens/meal areas. Ensure frequent, safe cleaning of those facilities.

PERFORM ROUTINE ENVIRONMENTAL CLEANING AND DISINFECTION

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, light switches, drawers, cabinets, handrails and doorknobs, as well as shared equipment, such as printers and copiers.
- Provide disposable wipes so that frequently touched surfaces (for example, keyboards and telephones) can be wiped down by employees before each use.
- If surfaces are dirty, they should be cleaned with a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered household disinfectants should be effective. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
- All common areas should be disinfected and cleaned throughout the day by designated employees, particularly frequently touched surfaces, including handles and counter surfaces.
- Discourage employees from using other's phones, desks, offices or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility. If a sick employee is suspected or confirmed to have COVID-19, follow the CDC cleaning and disinfection recommendations.

ENCOURAGE RESPIRATORY ETIQUETTE AND HAND HYGIENE

- Provide soap and water in the workplace. If soap and water are not readily available, use an alcohol-based hand sanitizer that is at least 60% alcohol. Ensure that adequate supplies are maintained.
- Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.
- Place hand sanitizers in multiple locations to encourage hand hygiene.
- Provide tissues and no-touch disposal receptacles.
- Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.
- Place posters that encourage hand hygiene to help stop the spread at the entrance to your workplace and in other high-visibility areas.
- Discourage handshaking – encourage the use of other contactless methods of greeting.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

While engineering and administrative controls are considered more effective in minimizing exposure to coronavirus, PPE may also be needed to prevent certain exposures. While correctly using PPE can help prevent some exposures, it should not take the place of other prevention strategies.

Examples of PPE include gloves, goggles, face shields, face masks and respiratory protection, when appropriate. During an outbreak of an infectious disease such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of the disease. Employers should check the OSHA and CDC websites regularly for updates about recommended PPE.

All types of PPE must be:

- selected based upon the hazard to the worker.
- properly fitted and periodically refitted, as applicable (e.g., respirators).
- consistently and properly worn when required.
- regularly inspected, maintained and replaced, as necessary.
- properly removed, cleaned and stored or disposed of, as applicable, to avoid contamination of self, others or the environment.

Employers are obligated to provide their workers with PPE needed to keep them safe while performing their jobs. The types of PPE required during a COVID-19 outbreak will be based on the risk of being infected with coronavirus while working and job tasks that may lead to exposure.

Federal, state, and local government agencies are the best sources of information. Staying informed about the latest developments and recommendations is critical, since specific guidance may change based upon evolving outbreak situations.

Several recommended websites provide the most current and accurate information:

- Occupational Safety and Health Administration (osha.gov)
- Centers for Disease Control and Prevention (cdc.gov)
- National Institute for Occupational Safety and Health (cdc.gov/niosh)

INDUSTRY AND WORKPLACE-SPECIFIC GUIDELINES

OFFICE SPACES

SCREEN FOR SYMPTOMS

- Provide a questionnaire for employees to self-report symptoms before returning to work.
- Prior to reopening, send clear communication to employees on new workplace protocols and sanitization measures.
- Screen employees and visitors for fever before entering the workplace each day. An employee with a temperature above 100.4° F should be sent home immediately until no longer exhibiting a fever or symptoms of COVID-19.
- Alternatively, ask employees to take their own temperature either before coming to the workplace or upon arrival at the workplace. Ask the employee to confirm their temperature is less than 100.4° F and they are not experiencing symptoms of COVID-19.
- Make a visual inspection of the employee for signs of illness, which could include flushed cheeks or fatigue.
- Prohibit access to visitors who are not essential to business activities.
- Implement flexible sick leave policies and practices for employees. Consider the needs of employees 65 years or older and those in other vulnerable populations.
- If an employee is confirmed to have contracted COVID-19, employers should inform employees of possible exposure but maintain confidentiality as required by the Americans with Disabilities Act.

ENCOURAGE PHYSICAL DISTANCING

- Bring employees back in phased groups.
  - Identify essential staff and create rotating groups based on office floor plans that will allow for the recommended six feet of physical distance between individuals.
  - Continue to allow work from home options, when possible.
- Consider adding physical barriers in open office spaces where distancing is not possible.
- Encourage on-line communication, avoiding close face-to-face communication.
- Cancel or postpone in-person events when distancing guidelines cannot be met.
- When possible, close break room or community areas where people may tend to congregate and place occupancy limits on community spaces.
- Limit work travel as much as possible.

PRIORITIZE HYGIENE PROTOCOLS

- Prior to reopening, deep clean all surfaces and frequently touched points.
- Use disinfectants that are EPA-registered and labeled as bactericidal, virucidal and fungicidal.
- Regularly disinfect frequently touched points.
  - Leave disinfecting wipes near touch points.
  - Designate employees to intentionally disinfect frequently touched points throughout the day.
  - Encourage employees to wipe down shared equipment after each use.
- Provide hand sanitizer near touch points and in communal spaces.
- Encourage employees to use face masks when not in a walled cubicle, private office or separated workstation.
- Use signs and posters to remind employees of new guidelines and best practices.

FOOD SERVICE ESTABLISHMENTS

SCREEN FOR SYMPTOMS

- Provide a questionnaire for employees to self-report symptoms before returning to work.
- Prior to reopening, send clear communication to employees on new workplace protocols and sanitization measures.
- Screen employees and vendors for fever before entering the workplace each day. An employee with a temperature above 100.4° F should be sent home immediately until no longer exhibiting a fever or symptoms of COVID-19.
- Alternatively, ask employees to take their own temperature either before coming to the workplace or upon arrival at the workplace. Ask the employee to confirm their temperature is less than 100.4° F and they are not experiencing symptoms of COVID-19.
- Make a visual inspection of the employee for signs of illness, which could include flushed cheeks or fatigue.
- Screen customers by asking if they are experiencing cough, fever or shortness of breath, or have had close contact with someone who has tested positive for COVID-19. If a customer answers yes, direct them to carryout, delivery or curbside options.
- Limit the use of high-risk staff to duties requiring minimal contact with customers.
- Cross-train personnel to perform essential functions so the workplace can operate even if key staff members are absent.
- If an employee is confirmed to have contracted COVID-19, employers should inform employees of possible exposure but maintain confidentiality as required by the Americans with Disabilities Act.

ENCOURAGE PHYSICAL DISTANCING

- Encourage the use of carryout, curbside or delivery dining options.
- Encourage reservations and call-ahead orders to limit time spent in the facility.
- Maintain a six-foot distance between all parties.
    * Rearrange seating plan to maintain six feet between each table.
    * Provide floor markings to maintain a six-foot distance in waiting areas and at cash registers.
    * Limit the capacity of waiting areas to 10 people or fewer.
    * Consider calling or texting guests when tables are ready to avoid large gatherings.

PRIORITIZE HYGIENE PROTOCOLS

- Prior to reopening, deep clean all surfaces and frequently touched points.
- Use disinfectants that are EPA-registered and labeled as bactericidal, virucidal and fungicidal.
- Increase cleaning of frequently touched surfaces. Disinfect dining areas between each guest.
- Provide hand sanitizer bottles or stations for customer use.
- Limit or remove reusable customer items, such as condiments and menus.
    * Provide single-use menu and condiment options.
    * If reusable items aren't removed, sanitize between each customer.
- Require staff to wear face masks when interacting with customers or if working in a kitchen space that doesn't allow for physical distancing.
- Maintain vigilance for employee hand-washing guidelines. Use tongs, gloves or utensils to prevent direct hand contact with food.
- Use signs and posters to remind employees of new guidelines and best practices.

RETAIL ESTABLISHMENTS

SCREEN FOR SYMPTOMS

- Provide a questionnaire for employees to self-report symptoms before returning to work.
- Prior to reopening, send clear communication to employees on new workplace protocols and sanitization measures.
- Screen employees and vendors for fever before entering the workplace each day. An employee with a temperature above 100.4° F should be sent home immediately until no longer exhibiting a fever or symptoms of COVID-19.
- Alternatively, ask employees to take their own temperature either before coming to the workplace or upon arrival at the workplace. Ask the employee to confirm their temperature is less than 100.4° F and they are not experiencing symptoms of COVID-19.
- Make a visual inspection of the employee for signs of illness, which could include flushed cheeks or fatigue.
- Screen customers by asking if they are experiencing cough, fever, shortness of breath, or have had close contact with someone who has tested positive for COVID-19. If a customer answers yes, direct them to carryout, delivery or curbside options.
- Limit the use of high-risk staff to duties requiring minimal contact with customers.
- Cross-train personnel to perform essential functions so the workplace can operate even if key staff members are absent.
- If an employee is confirmed to have contracted COVID-19, employers should inform employees of possible exposure but maintain confidentiality as required by the Americans with Disabilities Act.

ENCOURAGE PHYSICAL DISTANCING

- Encourage the use of carryout, curbside or delivery purchasing options.
- Take steps to maintain a six-foot distance between all customers.
  - Provide floor markings to designate one-way paths throughout the store.
  - Provide floor markings to maintain a six-foot distance in waiting areas and at cash registers.
- Consider limiting store capacity below the maximum-capacity threshold.

PRIORITIZE HYGIENE PROTOCOLS

- Prior to reopening, deep clean all surfaces and frequently touched points.
- Use disinfectants that are EPA-registered and labeled as bactericidal, virucidal and fungicidal.
- Increase cleaning of frequently touched surfaces. Disinfect high-touch areas between each customer.
- Provide hand sanitizer bottles or stations for customer use.
- Require staff to wear face masks when interacting with customers.
- Maintain vigilance for employee hand-washing guidelines.
- Use signs and posters to remind employees of new guidelines and best practices.

HIGH-CONTACT ESTABLISHMENTS

HAIR AND NAIL SALONS, BARBERSHOPS, TATTOO PARLORS, SPAS, ETC.

SCREEN FOR SYMPTOMS

- Provide a questionnaire for employees to self-report symptoms before returning to work.
- Prior to reopening, send clear communication to employees on new workplace protocols and sanitization measures.
- Screen employees for fever before entering the workplace each day. An employee with a temperature above 100.4° F should be sent home immediately until no longer exhibiting a fever or symptoms of COVID-19.
- Alternatively, ask employees to take their own temperature either before coming to the workplace or upon arrival at the workplace. Ask the employee to confirm their temperature is less than 100.4° F and they are not experiencing symptoms of COVID-19.
- Make a visual inspection of the employee for signs of illness, which could include flushed cheeks or fatigue.
- Screen customers by asking if they are experiencing cough, fever, shortness of breath, or have had close contact with someone who has tested positive for COVID-19. If a customer answers yes, ask to reschedule their appointment when they are symptom-free.
- If an employee is confirmed to have contracted COVID-19, employers should inform employees of possible exposure but maintain confidentiality as required by the Americans with Disabilities Act.

ENCOURAGE PHYSICAL DISTANCING

- Require customers to schedule appointments. Stagger appointments to reduce the number of customers in the establishment and waiting room.
- Have clients wait in their vehicles until their scheduled appointment time.

PRIORITIZE HYGIENE PROTOCOLS

- Prior to reopening, deep clean all surfaces and frequently touched points.
- Use specific industry board-certified disinfectants or disinfectants that are EPA-registered and labeled as bactericidal, virucidal and fungicidal.
- Require staff to wear face masks when interacting with customers. Require the use of face masks by customers, when possible.
- When possible, require employees to wear gloves. Change and dispose of gloves between each customer.
- Increase cleaning of frequently touched surfaces.
    * Disinfect workstations between each customer.
    * Disinfect tools and treatment areas between each customer.
- Provide hand sanitizer bottles or stations for customer use.
- Maintain vigilance for employee hand-washing guidelines.
- Use signs and posters to remind employees of new guidelines and best practices.

ENTERTAINMENT VENUES AND ESTABLISHMENTS

MOVIE THEATERS, BOWLING ALLEYS, SPORTING VENUES, ETC.

SCREEN FOR SYMPTOMS

- Provide a questionnaire for employees to self-report symptoms before returning to work.
- Prior to reopening, send clear communication to employees on new workplace protocols and sanitization measures.
- Screen employees and vendors for fever before entering the workplace each day. An employee with a temperature above 100.4° F should be sent home immediately until no longer exhibiting a fever or symptoms of COVID-19.
- Alternatively, ask employees to take their own temperature either before coming to the workplace or upon arrival at the workplace. Ask the employee to confirm their temperature is less than 100.4° F and they are not experiencing symptoms of COVID-19.
- Make a visual inspection of the employee for signs of illness, which could include flushed cheeks or fatigue.
- Screen customers by asking if they are experiencing cough, fever, shortness of breath, or have had close contact with someone who has tested positive for COVID-19.
- Limit the use of high-risk staff to duties requiring minimal contact with customers.
- Cross-train personnel to perform essential functions so the workplace can operate even if key staff members are absent.
- If an employee is confirmed to have contracted COVID-19, employers should inform employees of possible exposure but maintain confidentiality as required by the Americans with Disabilities Act.

ENCOURAGE PHYSICAL DISTANCING

- Facilities must take steps to maintain six feet of distance between customers and staff.
  - For venues with seating, seating should be staggered in a manner that allows six feet of spacing between each customer group.
  - Movie theaters should consider allowing half of maximum capacity for each theater.
  - Provide floor markings to maintain a six-foot distance in waiting areas and at cash registers.
- Minimize face-to-face interaction between employees and customers by implementing online or contactless measures for reservations, payments and other purchases.

PRIORITIZE HYGIENE PROTOCOLS

- Prior to reopening, deep clean all surfaces and frequently touched points.
- Use disinfectants that are EPA-registered and labeled as bactericidal, virucidal and fungicidal.
- Increase cleaning of frequently touched surfaces. Disinfect seating areas between each guest.
- Provide hand sanitizer bottles or stations for customer use.
- For concession stands, provide single-use menu and condiment options.
- Employees interacting with customers should be required to wear face masks.
- Maintain vigilance for employee hand-washing guidelines. Use tongs, gloves or utensils to prevent direct hand contact with food.
- Use signs and posters to remind employees of new guidelines and best practices.

GYMS AND FITNESS CENTERS

SCREEN FOR SYMPTOMS

- Provide a questionnaire for employees to self-report symptoms before returning to work.
- Prior to reopening, send clear communication to employees on new workplace protocols and sanitization measures.
- Screen employees and vendors for fever before entering the workplace each day. An employee with a temperature above 100.4° F should be sent home immediately until no longer exhibiting a fever or symptoms of COVID-19.
- Alternatively, ask employees to take their own temperature either before coming to the workplace or upon arrival at the workplace. Ask the employee to confirm their temperature is less than 100.4° F and they are not experiencing symptoms of COVID-19.
- Make a visual inspection of the employee for signs of illness, which could include flushed cheeks or fatigue.
- Screen customers by asking if they are experiencing cough, fever, or shortness of breath or have had close contact with someone who has tested positive for COVID-19. Ask that all customers exhibiting symptoms postpone their activities until they are symptom-free.
- Limit the use of high-risk staff to duties requiring minimal contact with customers.
- If an employee is confirmed to have contracted COVID-19, employers should inform employees of possible exposure, but maintain confidentiality as required by the Americans with Disabilities Act.

ENCOURAGE PHYSICAL DISTANCING

- When possible, consider arranging exercise equipment to allow six feet of physical distancing when in use.
- Limit the number of participants in group fitness classes to allow six feet between participants.
- Relying on the judgment of coaches and participants, fitness training may mean being closer than six feet for the physical safety of everyone. Coaches and participants who do not want to participate should not be required to do so.
- Minimize face-to-face employee and customer interaction. Implement online or other contactless measures to take reservations, payments or other purchases.

PRIORITIZE HYGIENE PROTOCOLS

- Prior to reopening, deep clean all surfaces and frequently touched points.
- Use disinfectants that are EPA-registered and labeled as bactericidal, virucidal and fungicidal.
- Increase cleaning of frequently touched surfaces. Disinfect stations or equipment between each customer's use.
- Provide hand sanitizer bottles or stations for customer use.
- Regularly sanitize water stations or encourage customers to bring their own water.
- Use signs and posters to remind employees and customers of new guidelines and best practices.

SOURCES

U.S. OCCUPATIONAL HEALTH AND SAFETY ADMINISTRATION (OSHA)
osha.gov/Publications/OSHA3990.pdf

CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)
cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

NATIONAL INSTITUTE FOR OCCUPATIONAL SAFETY AND HEALTH
cdc.gov/niosh

TULSA HEALTH DEPARTMENT
tulsa-health.org/sites/default/files/2020-04/General_ReopeningGuidance.pdf

OKLAHOMA DEPARTMENT OF COMMERCE
okcommerce.gov/covid19/ours-plan

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