GENERAL GUIDELINES FOR ALL BUSINESSES

All Indiana businesses should take measures and institute safeguards to ensure a safe environment for their employees, customers, and clients. This includes any business that has remained open during the Stay-at-Home order, as well as those opening to employees and customers in the coming days and weeks. The safeguards below are based on the recommendations of the CDC and OSHA guidelines should be followed. These are general safeguard protocols for businesses.

EMPLOYERS:

- **Vulnerable Employees and Customers** – Those 65 and over and individuals with identified high-risk conditions are particularly vulnerable to coronavirus. These individuals should continue remote work as much as possible and should refrain from visiting businesses as much as is possible
- **Employee Screening Procedures** – Conduct daily health assessments by utilizing a screening procedure for COVID-19 symptoms for employees who are reporting for work. Examples include self-assessments before arrival in the workplace, screening questions, or taking temperatures with a no-touch thermometer
- **Personal Protective Equipment** – Identify how personal equipment will be used in the workplace, including masks or face coverings or other protective gear
- **Social Distancing** – Mitigate exposure in the workplace by implementing social distancing guidelines. Ensure a minimum of 6 feet between people, which may be accomplished in a number of ways. Examples include physical barriers such as sneeze guards, limiting capacity, altering shifts, line markings, using appointments whenever possible, and limiting close interactions with customers
- **Workplace Cleaning and Disinfection** – Implement practices according to CDC guidelines, with regular cleaning of high-touch surfaces throughout the workday and at the close of business or between shifts
- **Personal Hygiene** – Ensure that employees, customers, and clients have ready access to hand sanitizer, handwashing stations, or other disinfectant products
- **Employees with Symptoms** – Have a plan in place if an employee presents symptoms. Resources for testing are available in Indiana through medical providers and the OptumServe testing procedure
- **Implement Plans for Positive COVID-19 Cases** – Be in touch with your local health department and follow CDC guidelines to monitor COVID-19 cases and deep clean your facility
- **Signage** – Post signage about health policies and practices in common areas for employees and customers to see
- **Remote Work** – Continue to encourage remote work as much as possible
- **Families First Coronavirus Response Act** – Employers and employees should be aware of the provisions of this act

GENERAL GUIDELINES FOR ALL BUSINESSES

EMPLOYEES:

- **Stay Home If You Are Ill** – Do not report to work if you are sick, develop COVID-19 symptoms, or believe you may have been exposed by close contact. A list of testing sites may be found at: **https://isdh.maps.arcgis.com/apps/webappviewer/index.html?id=fa61af71d4474e62b2408647d1624817**
- **Employees with Symptoms** – If you have symptoms at your workplace, please leave and seek medical care or COVID-19 testing. Resources for testing are available in Indiana through medical providers and the OptumServe testing procedure
- **Hygiene** – Ensure you are washing your hands frequently or using other hand sanitizer. Avoid touching your face
- **Personal Protective Equipment** – Follow your workplace practices. Face coverings are advised
- **Social Distancing** – Maintain at least 6 feet of distance between you and coworkers, customers, and clients. Consult your employer
- **Remote Work** – Work from home is encouraged whenever possible

In addition, all businesses shall provide employees, clients, and customers with a customized COVID-19 action plan that captures industry specific measures to ensure a safe workplace. This plan should be posted publicly and made available upon request.

A number of associations and businesses have provided the state with examples. These may be found here: **www.in.gov/backontrack/industryguidelines.htm**

SUGGESTED MANUFACTURING AND INDUSTRIAL GUIDELINES

EMPLOYERS

- Must meet CDC and OSHA guidelines
- Required to ensure 6 feet between employees whenever possible; if this is not possible, install barriers or make other accommodations
- Required to develop a protocol to screen employees before they commence work
- Require symptomatic employees to stay home and recommend they be tested
- Train employees on importance of hygiene and sanitation
- Provide sanitization stations in common areas and work areas
- Require regular hand washing
- Increase use of virtual communication methods whenever possible
- Hold as few in-person meetings as possible and limit any necessary in-person meetings to 10 people with social distancing
- Utilize face coverings according to industry best practices guidelines (e.g. masks, scarfs, surgical masks)
- Limit business travel to essential travel only

EMPLOYEES

- Group employees by shift to reduce chances of transmission
- Provide face coverings for employees and any necessary guests (e.g. masks, scarfs, surgical masks)
- Ban or limit in-person meetings with external visitors or guests
- Increase flexibility of attendance policies when possible
- Increase communication and education of employees and their families

PHYSICAL SPACES, WORK STATIONS, AND SHIFTS

- Complete daily disinfection of workstations, desks, and other high-touch areas
- Water fountains should be closed. Employees should bring or buy their own drinks
- Place signage stating CDC guidelines and best practices for hygiene and sanitation
- Change shift patterns where possible to reduce exposure of employees
- Stagger lunch and break times where possible to limit congregating of employees
- Close regularly for deep cleaning
- Reduce pace to allow less employees per line or shift

A number of associations and businesses have provided the state with examples of their guidance. These may be found at **www.in.gov/backontrack/industryguidelines.htm**.

BACK ON TRACK INDIANA

SUGGESTED RETAIL GUIDELINES

EMPLOYERS

- Required to maintain 50% capacity at all times. Limit the number of customers in a store at any one time. Assign staff to monitor capacity
- Ensure 6 feet between employees. If this is not possible, install barriers
- Required to develop a protocol to screen employees before they commence work
- Require symptomatic employees to stay home and recommend they be tested
- Train employees on importance of hygiene and sanitation; provide regular updates about personal COVID-19 mitigation and store safeguards
- Highly recommend face coverings for employees
- Clean high-touch items after each use (e.g. carts, baskets, door handles)
- Group employees by shift to reduce exposure to others
- Prohibit groups from gathering in break rooms or common areas and limit capacity
- Place hand sanitizers in high-contact locations (e.g. register, entry, exit)
- Place signage telling guests to not enter if they are symptomatic or if they have tested positive
- If available, offer face coverings for shoppers (e.g. masks, scarfs, surgical mask)
- Designate hours for at-risk populations (e.g. elderly and those with underlying health conditions)
- Consider one-way aisles and traffic patterns
- Increase or maintain delivery, curbside pickup, to-go orders
- Implement no-touch payments, if possible

PRODUCTS AND SPACES

- Clean merchandise before stocking, if possible
- Self-service food stations, beverage refills, and product samples should not be offered
- Food courts should remain closed for dine-in services until May 11, then at 50% capacity
- Disinfect high-contact surfaces regularly
- Clearly post social distancing signage to advise employees and guests of requirements and best practices
- Close regularly for deep cleaning
- Maximize spacing at checkout by providing spacing lines or alternating checkout lines

A number of associations and businesses have provided the state with examples of their guidance. These may be found at **www.in.gov/backontrack/industryguidelines.htm**.

BACK ON TRACK INDIANA

SUGGESTED GUIDELINES FOR PROFESSIONAL OFFICE SETTINGS

EMPLOYERS

- Train all employees on the importance of hygiene, sanitation, and the need to stay home when sick
- Develop a protocol to screen employees upon entry or before they arrive for work
- Require symptomatic employees to stay home and recommend they be tested
- Allow as many people as practical to work from home when possible
- Limit the number of in-person meeting participants
- Ensure 6 feet of distance between employee work stations. If this is not possible, create a barrier between workspaces
- Require regular hand washing and face coverings for employees (e.g. masks, scarfs, surgical masks)
- Ensure frequent cleaning of high-touch items (e.g. printers, door handles, desks, phones)
- Reduce sharing of work materials to greatest extent possible
- Limit travel as much as possible
- Group employees by shifts to reduce exposure to others
- Enable natural workplace ventilation when possible

COMMON AREAS AND SPACES

- Ensure at least 6 feet between guests and employees. If this is not possible, create barriers
- Limit the number of in-person meeting participants
- Provide sanitizing supplies in common areas
- Post signage on COVID-19 safety guidelines and best practices in common areas
- Disinfect high-contact surfaces and items regularly (e.g. tables, desks, coffee pots)
- Place signage stating the requirement of guests to socially distance and to visit when they are not ill
- Cancel or postpone in-person events when social distancing guidelines cannot be met
- Schedule office areas for deep cleaning
- Maximize spacing at front desks that have high amounts of traffic
- Close cafeterias and gathering spaces if feasible; do not allow self-service buffets in cafeterias
- Limit congregation in office spaces

A number of associations and businesses have provided the state with examples of their guidance. These may be found at **www.in.gov/backontrack/industryguidelines.htm**.

BACK ON TRACK INDIANA

SUGGESTED RESTAURANT GUIDELINES

EMPLOYERS

- Develop a protocol to screen employees upon entry
- Require symptomatic employees to stay home and recommend they be tested
- Place hand sanitizer in lobby, at cashier stations, and in restrooms
- Provide non-surgical masks and require use by employees
- Require employees to wash hands frequently
- Post signage stating customers should not enter with a fever or symptoms of COVID-19 or develop a protocol to screen customers
- Bar areas to remain closed
- Live music not permitted
- Limit the number of customers in the restaurant to 50% of the seating capacity
- Tables or available booths should be spaced at least 6 feet apart (including outside seating areas)
- Limit the number of customers at any table to 6 or less
- Consider using a reservation and/or call ahead only process to ensure capacity and distancing requirements are not exceeded
- Limit number of persons in a waiting area (consider using a text or intercom system or allowing only one member of a party to remain in waiting area with areas in the waiting area marked to ensure proper distance)
- Consider installing shields at host/hostess stand and cashier stand
- Do not offer self-serve buffets, beverage stations, or condiments on a counter for access by multiple users
- Provide food handling refresher training to all employees

CLEANING AND DISINFECTING

- Frequently clean high-contact areas such as door handles, phones, pens, and keypads
- Use electronic ordering or disposable menus, or sanitize menus after each use
- Use disposable silverware or rolled silverware (and use gloves when rolling)
- Sanitize all tabletops and chair arms after each table turns
- Increase cleaning of restrooms
- Enhance cleaning of facility after hours and use recommended disinfectants

ADDITIONAL RESOURCES MAY BE FOUND AT:
restaurant.org/home and **fda.gov/food**

A number of associations and businesses have provided the state with guidance for their members and associates. These may be found at **www.in.gov/backontrack/industryguidelines.htm**.

BACK ON TRACK INDIANA

SUGGESTED GUIDELINES FOR GYMS, FITNESS CENTERS, AND SIMILAR FACILITIES

EMPLOYERS

- Open by appointment only
- Ensure 6 feet between employees and clients
- Train employees on importance of hygiene and sanitation
- Develop a protocol to screen employees upon entry or before they arrive at the facility
- Require symptomatic employees to stay home and recommend they be tested
- Advise clients to stay home if they are ill
- Require face coverings for employees (e.g. masks, scarfs, surgical masks)
- Ensure guests clean high-touch items, equipment, and areas after each use (e.g. treadmills, weights, yoga mats)
- Group employees by shift to reduce exposure to others
- One machine should be empty between guests when possible
- Provide sanitizing supplies near all equipment and exercising areas (e.g. treadmills, bikes, weights, yoga rooms)
- Administer quick verbal health check at gym or facility entry
- Implement no-touch payments or check-ins, if possible
- Water fountains should be closed. Guests should be asked to bring or buy their own drinks
- Disinfect high-contact surfaces regularly
- Place signage stating the requirement of guests to thoroughly clean equipment after each use, to socially distance, and to not return when they are sick
- Schedule regular deep cleaning
- Maximize spacing at check-in and check-out

A number of associations and businesses have provided the state with guidance for their members and associates. These may be found at **www.in.gov/backontrack/industryguidelines.htm**.

SUGGESTED GUIDELINES FOR PERSONAL SERVICES

FOR EMPLOYERS

- Ensure 6 feet between employees utilizing spaced stations. If this is not possible, install barriers
- Accept customers only by appointment
- Train employees on the importance of hygiene and sanitation
- Develop a protocol to screen employees upon entry or before they arrive at the facility
- Require symptomatic employees to stay home and recommend they be tested
- Require face coverings for employees (e.g. non-surgical masks, face shields)
- Wear gloves whenever possible
- Clean high-touch items after each use (e.g. door handles, chairs, shampoo bowls)
- Expand hours for services to limit customers in the facility at any one time
- Suspend cancellation policies

CUSTOMERS AND GUESTS

- Maintain social distancing
- Use hand sanitizers and wash hands in high-contact locations (e.g. register, entry, exit, bathroom)
- Do not come to an appointment if ill, symptomatic, or positive for COVID-19
- No guests should accompany the customer
- Require face coverings for customer (e.g. non-surgical masks, scarfs) and have unused face coverings available
- Consider specific hours for at-risk populations (e.g. elderly and those with underlying health conditions)
- Increase delivery, curbside pickup, to-go orders for all products (e.g. hairspray, shampoo, nail polish)

PRODUCTS AND SPACES

- Remove all unnecessary items such as magazines, newspapers, service menus, any other unnecessary paper products, and decor
- Wipe down all seats and tables
- Wipe reception desk with disinfectant
- Employees should frequently wash their hands after using the phones, computer, cash register, and/or credit card machine. Wipe these surfaces between each use
- The use of credit/debit transactions is preferred, using touch/swipe/no signature technology
- Clean and disinfect all retail areas daily, including products
- Clients should avoid touching products they don't intend to purchase
- Placement of visible and appropriate signage to communicate to the customer that thorough sanitation procedures are in place

SUGGESTED GUIDELINES FOR PERSONAL SERVICES

- Sanitize chairs, shampoo bowls, stations, treatment rooms, waiting areas, restrooms, break rooms, counters, tools, doors and doorknobs, light switches, and all other touchable surfaces in between each customer
- Product samples should not be offered until further notice
- Clearly post social distancing signage to advise employees and guests of requirements

RECOMMENDED

- Close regularly for deep cleaning
- Use plastic covering on cloth chairs that cannot be properly cleaned and disinfected
- Consider discontinuing use of paper appointment books or cards and replace with electronic options
- If available, wrap shampoo bowls in plastic and discard between each client

A number of associations and businesses have provided the state with guidance for their members and associates. These may be found at **www.in.gov/backontrack/industryguidelines.htm**.