REOPEN Connecticut®

SAFER. STRONGER. TOGETHER.

# Governor Ned Lamont

## Sector rules for May 20th reopen

May 8th, 2020

# SECTOR RULES FOR MAY 20TH REOPEN

**GOAL**
Proactively protect public health and speed up the pace of economic, educational, and community recovery while Restoring Connecticut's quality of life.

**1**

**SAFETY FIRST**
We will reopen society safely and securely with a proactive program that safeguards the health of our vulnerable residents, continues physical distancing, and provides clear safeguard rules for businesses and institutions deemed safe to reopen.

**2**

**SCIENCE-DRIVEN**
Our strategy will rely on a scientifically validated set of public health interventions. Patient assessment, testing, proactive tracing, field studies, and public health guidance will be deployed simultaneously to contain infection.

**3**

**PREPARED**
We will work closely with hospitals and health systems to procure and distribute critical personal protective equipment, and assess capacity of beds and ventilators to ensure optimal standard of care.

**4**

**CHOICE**
Individual businesses within sectors allowed to open are empowered to make their own choice on when they reopen. When they open, they must comply with rules we lay out to safeguard their employees and customers.

**5**

**DYNAMIC**
We include a suite of tools to inform an adaptive plan that can be nimbly scaled or rolled back rapidly based on real-time critical health metrics.

# SECTOR RULES FOR MAY 20TH REOPEN

## HOW WE WILL OPEN OUR ECONOMY SAFELY

Our plan to open the economy will address two factors:

**WHAT** businesses can open and when.
**HOW** businesses must operate **if they choose to open.**

### WHAT:

- We know that some businesses put employees and customers at greater risk of transmission.
- We will prioritize opening businesses that pose a lower transmission risk and drive outsized impact on the economy.
- Transmission risk is defined as contact intensity and modification potential of businesses.
  - Contact intensity considers contact proximity, contact length, and number of contacts.
  - Modification potential considers the businesses' ability to socially distance and sanitize in accordance with regulations.
- We will assess the impact on state economic health with a focus on number of employed individuals, total GDP impacted, and impact on small businesses that make up the backbone of our economy.

### HOW:

- We will provide clear operational guidance to businesses on how to reopen while ensuring the safety of both employees and customers.
- Guidance will include social distancing and hygiene, as well as the use of personal protection – for business operators, workers, and customers.
- The goal is to not only open safely, but create confidence in our society across employers, employees, and customers.
- The level of guidance will gradually become less restrictive over time, as our confidence in the ability to monitor and contain the disease increases.

# SECTOR RULES FOR MAY 20TH REOPEN

## WHAT: SECTOR REOPENING OVER TIME

**The state will open its economy with a gradual approach**
The first set of businesses will start reopening when we see a sustained 14-day decline in hospitalizations, have adequate testing capacity, have a contact tracing system in place, and have procured sufficient PPE. The tentative timing for that reopen is May 20th.

### ALREADY OPEN

- Manufacturing
- Construction
- Real Estate
- Utilities
- Essential retail
- Childcare
- Hospitals

### MAY 20TH

- Restaurants (outdoor only, no bar areas)
- Remaining retail
- Outdoor recreation
- Offices (continue WFH where possible)
- Personal services (hair)
- Museums, Zoos (outdoor only)
- University research

### FUTURE REOPEN DATES

Details forthcoming

# SECTOR RULES FOR MAY 20TH REOPEN

## HOW: SAFEGUARDS

As we start opening select businesses on May 20th, we will open at our strictest controls on business operations and societal interaction. This will include, among other measures:

- Capacity limit of 50% for businesses that reopen.
- Strict cleaning and disinfection protocols in all settings.
- Those who can work from home should continue to do so
- Those in high-risk groups (comorbidities) and over the age of 65 should continue to stay safe and stay home.
- Facemasks should continue to be worn in public at all times.
- Social gatherings will be restricted to a maximum of 5 people.

As we see progress on a defined set of public health metrics (detail to follow), we will gradually loosen safeguards. This will allow for the next set of businesses to open and potentially for businesses already open to operate with additional leeway. We expect this will occur over the coming months through September 2020.

As always, we will make decisions based on data and science. Our plan intentionally allows for sufficient time for learning, adoption of behaviors, and ultimately the achievement of improved health metrics that create the necessary environment for new business operations. If public health metrics deteriorate, the State may choose to revert back to stricter safeguards.



# RETAIL & MALLS

In Phase 1, Retail businesses and malls can open at up to 50% capacity.

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# RETAIL & MALLS

## OVERVIEW

As Connecticut's retail stores reopen, the State wants to enable economic activities and demand to come back, while prioritizing the health and safety of employees and consumers. Various types of retail stores present different levels of interaction and potential to violate social distancing rules. For example, fitting rooms present challenges not posed by electronics stores. This set of rules developed by the State of Connecticut aims to mitigate the risks presented in all retail stores.

Businesses must exercise caution throughout the reopening, ensuring strict adherence to the rules listed here. Those businesses that are not able to meet the rules listed here by May 20, shall delay opening until they are able.

While these rules provide a way for retail stores to reopen as safely as possible, risks to customers and employees cannot be fully mitigated. Customers who choose to visit stores during this time should be aware of potential risks. Individuals over the age of [65] or with other health conditions should not go shopping, but instead continue to stay home and stay safe.

Businesses should take these rules as the minimum baseline of precautions needed to protect public health in Connecticut. Individual businesses should take additional measures as recommended by industry guidelines or by common sense applied to their particular situation. We urge customers to stay vigilant and pay attention as to whether retail establishments they frequent are faithfully implementing these rules.

## STATE GUIDANCE FOR RETAIL & MALLS

These rules are intended to help retail stores safely get back to work. The information here can be supplemented with guidance from professional organizations and by other industry groups, some of which are listed below. These guidelines may be updated.

## FURTHER RESOURCES

### NATIONAL RETAIL FEDERATION

https://nrf.com/resources/operation-open-doors



### RETAIL INDUSTRY LEADERS ASSOCIATION

https://www.rila.org/coronavirus-resources-for-retailers

### CENTERS FOR DISEASE CONTROL AND PREVENTION

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

### OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

https://www.osha.gov/Publications/OSHA3990.pdf

# RETAIL & MALLS

### PLAN FOR REOPENING
Share these rules with your employees and inform them of any additional specific measures being taken in response to COVID-19.

### PROGRAM ADMINISTRATOR
Appoint a program administrator who is accountable for implementing these rules.



### CLEANING PLAN
Develop cleaning checklists that incorporate these rules. Ensure it is clear which employees are responsible for implementing the plans.

### TRAINING
Institute a training program and ensure employee participation in the program prior to reopen. Training shall include:

- Rules contained in this document.
- Protocols on how to clean and use cleaning products (incl. disinfectants) safely.
- Additional guidance can be found here:
  https://osha.washington.edu/sites/default/files/documents/FactSheet_Cleaning_Final_UWDEOHS_0.pdf
- The training shall be provided at no cost to the employee and during working hours. The training materials shall be presented in the language and at the literacy level of the employees. There shall also be weekly refreshers on policies.

If any on site duties are subcontracted, it is the employers responsibility to ensure subcontractors are also appropriately trained



### PERSONAL PROTECTION
Estimate required personal protection for employees and begin procuring.



### THOROUGH CLEANING
Complete a thorough cleaning of facility prior to reopening, including:

- Staff break rooms
- Commonly touched areas in front of stores, such as baskets and carts



### LOG EMPLOYEES
Maintain a log of employees on premise over time, to support contact tracing.



### SHIFTS
Stagger shift start/stop times, break times, and lunchtimes to minimize contact across employees.

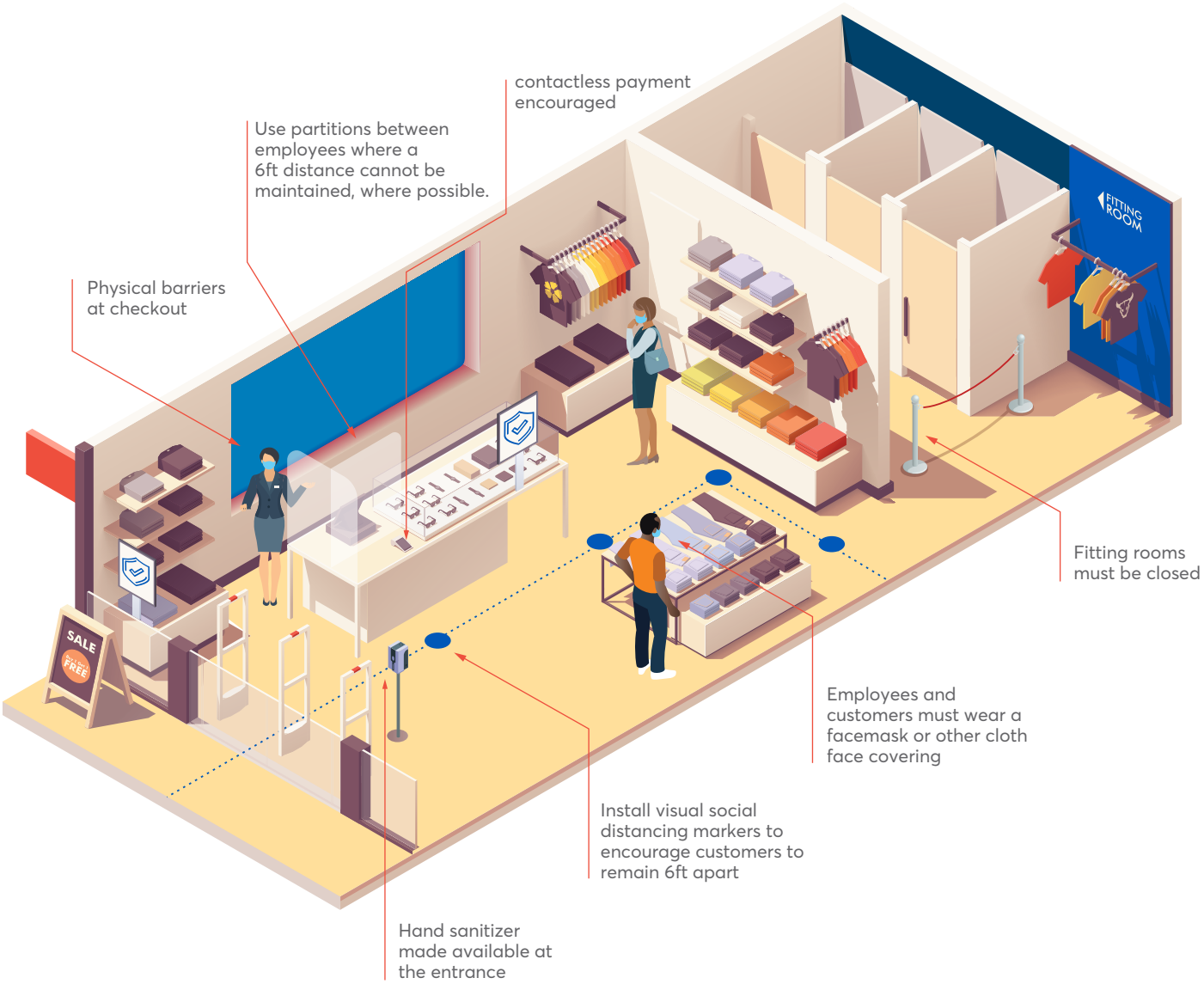
# RETAIL & MALLS

### VULNERABLE POPULATIONS

Stores shall consider having designated hours for vulnerable populations (e.g., the elderly or those with underlying health conditions).

### CERTIFICATION

Complete the self-certification on the DECD website to receive a Reopen CT badge. Once complete, businesses choose to post the badge on-site and on social media to advertise adherence to CT rules and build customer confidence.



# RETAIL & MALLS

## SIGNAGE

Post clear signage that reinforces new policies, including:

- Social distancing protocols
- Cleaning and disinfection protocols
- Personal protection protocols (face masks, gloves) for customers and employees
- Employees shall stay home if sick/experiencing symptoms
- Customers shall not enter if they are experiencing symptoms



## VENTILATION

Increase ventilation rates and increase the percentage of outdoor air that circulates into the system where possible.



## SOCIAL DISTANCING MARKERS

Install visual social distancing markers to encourage customers to remain 6ft apart (e.g., lines outside of the stores if applicable, lines to make payments, lines to use the restroom).



## PARTITIONS

Use partitions between employees where a 6+ feet distance cannot be maintained, where possible.



## WORKSTATIONS

Rearrange space to maintain 6+ feet of distance between customers and limit movement of employees within facility.

- Install physical barriers for checkout stations where possible
- Assign employees to workstations where they remain through workday



## NON-ESSENTIAL AMENITIES

Close or remove amenities non-essential to businesses' main function (e.g., self-serve samples, circulars).



## SHARED EQUIPMENT

Ensure employees do not share equipment to the extent possible; if shared, clean after each use.

# RETAIL & MALLS



### DISCRETE WORK ZONES

Where possible, segment the workspace into discrete zones, prevent movement between zones, and close spaces where employees congregate.



### TOUCHLESS APPLIANCES

Install touchless appliances wherever possible, including:

- Paper towel dispensers, soap dispensers, trash cans



### HOTLINE FOR VIOLATIONS

Post clear signage that includes the state hotline (211) for employees and customers to report potential violations of these rules.



### FITTING ROOMS

Close all fitting rooms.

# RETAIL & MALLS

## PERSONAL PROTECTION FOR EMPLOYEES

- All employees are required to wear a facemask or other cloth face covering that completely cover the nose and mouth, unless doing so could be contrary to his or her health or safety due to medical conditions.
- Employees may utilize their own cloth face covering over that provided by their employer if they choose.
- Gloves and eye protection are required when using cleaning chemicals.

## EMPLOYERS ARE RESPONSIBLE FOR PROVIDING PERSONAL PROTECTION TO THEIR EMPLOYEES

- If businesses do not have adequate personal protection, they cannot not open.

## PERSONAL PROTECTION FOR CUSTOMERS

- Customers are required to bring and wear masks or cloth face coverings that completely cover the nose and mouth, unless doing so would be contrary to his or her health or safety due to a medical condition.

# RETAIL & MALLS



### HAND SANITIZER
Hand sanitizer shall be made available at entrance points and common areas, where possible.



### HANDWASHING
Routinely using soap and water for at least 20 seconds.



### CLEANING, DISINFECTANT PRODUCTS, &/OR DISPOSABLE DISINFECTANT WIPES
Make available near commonly used surfaces, where possible (e.g., cash registers, credit card machines, light switches, and door handles).



### BATHROOMS
Clean and disinfect frequently, implement use of cleaning log for tracking. Clean multiple times a day and hourly during busy times.



### CLEANING & DISINFECTING
Businesses shall follow federal guidelines (CDC, EPA) on what specific products shall be used and how.

- Disinfectants are irritants and sensitizers, and should be used cautiously. Clean and disinfect frequently touched surfaces (e.g., door handles, cash registers) at least daily and shared objects (e.g., payment terminals, baskets, carts) after each use.
- Use products that meet EPA's criteria for use against SARS-CoV-2 and that are appropriate for the surface. Prior to wiping the surface, allow the disinfectant to sit for the necessary contact time recommended by the manufacturer. Train staff on proper cleaning procedures to ensure safe and correct application of disinfectants.

# RETAIL & MALLS



## DAILY HEALTH CHECK

Ask employees resuming on-premise work to confirm they have not experienced COVID-19 CDC-defined symptoms and to monitor their own symptoms, including cough, shortness of breath, or any two of the following symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Employees shall stay home if sick.



## IN THE EVENT OF A POSITIVE COVID-19 CASE

Employees shall inform their employers and follow state testing and contact tracing protocols.



## WHISTLEBLOWER PROTECTION

Employers may not retaliate against workers for raising concerns about COVID related safety and health conditions.

- Additional information can be accessed at www.OSHA.gov
- Additional information for the public sector can be accessed at www.connosha.com



## LEAVE

Employers shall adhere to federal guidance pertaining to paid leave for employees and provide this guidance to employees. Employers shall post the Families First Coronavirus Response Act (FFCRA) Department of Labor poster. The poster can be accessed at: https://www.dol.gov/agencies/whd/posters

- Additional guidance can be accessed at: https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave

# RETAIL & MALLS

In addition to complying with the rules for stand-alone retail stores above, malls (any building containing stores without egress to the street or parking lot) shall comply with the following:



## CLOSE ALL DINING AREAS

- Food and drinks places inside malls can only serve take-outs.
- Food and drinks places (but not bars) with outdoor seating can serve dine-in guests in accordance with restaurant sector rules.
- Close off any seating areas (e.g., food hall).



## ENHANCE SECURITY PRESENCE

- Enhance security guard patrols to break up or eject congregations of people larger than allowed under the rules.
- Enhance security guard patrols to enforce the rules on no consumption of take-out foods inside malls.



## VALET SERVICES

Discontinue valet services.



## ENTRANCE

Make doorways single-direction flow.



## RESTROOMS

Close satellite restrooms where necessary; implement frequent cleanings of main restrooms with cleaning logs.