



# SPRINGDALE IS OPEN FOR BUSINESS

PLAYBOOK FOR REOPENING YOUR BUSINESS  
IN THE AGE OF COVID-19



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# MESSAGE FROM OUR LEADERSHIP

Dear Business Leaders,

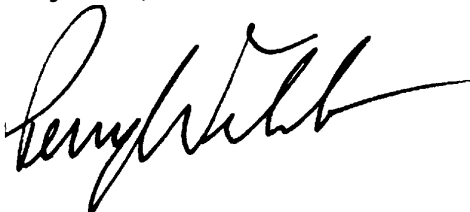
These unprecedented times have been challenging, to say the least. However, we're proud of you for helping our community succeed, from donating meals to essential employees, to sewing masks, to simply sharing resources on social media. We are truly #MakingItHappen.

As we move forward, we know you are anxious to reopen your doors. To ensure the safety of our community and to help you navigate the new normal, we have created the "Springdale is Open for Business Playbook". This comprehensive guide includes many of the recommendations developed by the Governor's Economic Recovery Task Force, along with guidelines from the CDC and other federal, state and local agencies. It also includes valuable information gleaned from other sources including the "Reopen Alabama Responsibly" and the Tuscaloosa "Work Hard. Work Smart. Work Safe." research. This resource will act as a living document, which we will update as the situation changes.

Though we know we wish to return to our regular lives, we must take necessary precautions during this time. The last thing we want is for the virus to grow during this phase. This playbook is a guideline to help you safely serve your customers and accommodate your employees. If you have any questions, please contact the Springdale Chamber. We are here to help you.

Thank you for your support and courage as we continue to navigate through this pandemic together. We'll continue to persevere the only way we know how: together.

Stay safe,



**Perry Webb**

President and Chief Executive Officer  
Springdale Chamber of Commerce  
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## DISCLAIMER

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other work place requirements in place prior to the age of COVID-19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

The Springdale Chamber of Commerce bears no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.



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# GENERAL RECOMMENDATIONS

This playbook provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus' spread. Individuals' temperature standards as used in this report will be in accordance with directions from Dr. Nate Smith, Secretary of the Arkansas Department of Health.

It is also important that businesses take responsibility to insure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15-day supply at all times.

## EMPLOYEE AND CUSTOMER PROTECTION



- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.



- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store will be required to maintain a social distance of at least six feet between each other. Sales registers must be at least six feet apart.
- The number of people inside the store will be limited to 50% of fire marshal capacity or 8 people per 1,000 square feet, or as otherwise noted.
- When possible, open all non-essential doors to reduce the need for direct contact.
- Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- A sign must be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.



- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Arkansas Department of Health.
- Encourage workers to report any safety and health concerns to the employer.
- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers will be required to use hand sanitizer upon entering the store.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.



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# KEEPING THE WORKPLACE SAFE



PRACTICE GOOD  
HYGIENE



STOP HANDSHAKING  
& AVOID TOUCHING FACE



INCREASE  
VENTILATION



USE  
VIDEOCONFERENCING



ADJUST/POSTPONE  
LARGE GATHERINGS



LIMIT BUSINESS  
TRAVEL



LIMIT FOOD  
SHARING



STAY HOME IF YOU OR A  
FAMILY MEMBER IS SICK



USE BOOKING SYSTEM  
TO STAGGER CUSTOMERS



LIMIT CASH  
HANDLING



USE ONLINE  
TRANSACTIONS



PRACTICE SOCIAL  
DISTANCING



HOLD MEETINGS IN  
OPEN OFFICES



REMAND STAFF OF  
HAND WASHING



SANITIZE HIGH  
TRAFFIC AREAS



COMMUNICATE COVID-19  
PLAN WITH STAFF



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# COMMUNICATING WITH YOUR TEAM

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.



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. 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 childcare closes.



Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies. Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.



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.



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



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides or other mental health services in our community such as Ozark Guidance. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider.



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# PREPARING YOUR SPACE

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.



Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.



Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.



Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

**YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE DISINFECTION PROCESS).**

## DEEPCLEANING

COVID-19 “deep-cleaning” is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
- Proper equipment and PPE to perform the task
- All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
- Use of approved COVID-19 disinfectant chemicals to perform this activity



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# CLEANING + DISINFECTING AFTER OPENING

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use

Water-diluted household bleach solutions may also be used if appropriate for the surface.

- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.

Leave solution on the surface for at least 1 minute.

**Alcohol solutions with at least 70% alcohol may also be used.**

## Soft surfaces

For soft surfaces such as carpeted floors, rugs, upholstery and drapes:

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.

## Electronics

For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting.
- If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

## Laundry

For clothing, towels, linens and other items:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.



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# PERSONAL PROTECTION EQUIPMENT

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include masks, face shields and gloves.

## Who Should Wear Masks



- Medical and isolation team members
- Health screeners (i.e. a supervisor who takes employees' temperature)
- Disinfection team members
- Those with broad exposure to customers or employees
- Consider providing disposable masks for customers needing one

## Who Should Wear Face Shields



Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. They are not necessary unless you work in healthcare/manufacturing, but they can help.

## Who Should Wear Gloves



- Employees in isolation
- Those performing disinfection of common surfaces
- Employees handling trash
- Employees handling food

**Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:**

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, our employees are exposed to greater risk.



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# APPLYING AND REMOVING PPE

## APPLYING PPE

1

### GOWN

Fully cover torso from neck to knees, arms to ends of wrists, and wrap around the back.

2

### SHOE COVERS

Sit in chair and apply sanitary shoe covers. For a hands-free application, use a shoe cover dispenser.

3

### MASK

Secure ties or elastic bands at middle of head and neck. Fit snug to face and below chin.

4

### GOGGLES

Place over face and eyes and adjust to fit.

5

### GLOVES

Extend to cover wrist of isolation gown.

## REMOVING PPE

1

### GLOVES

Grasp outside of glove with opposite gloved hand and remove. Hold removed glove in gloved hand. Slide fingers under remaining glove and peel off.

2

### GOGGLES

Handle by head band or ear pieces. Do not touch outside of goggles or face shield.

3

### GOWN

Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out and roll into a bundle.

4

### SHOE COVERS

Shoe covers are contaminated. For hands-free removal, use a shoe cover removal system.

5

### MASK

Do not touch front of mask. Grasp bottom, then top ties or bands and remove.

**REMEMBER: PPE IS ONLY EFFECTIVE IF WORN CORRECTLY. TRAIN YOUR EMPLOYEES CORRECT PPE USAGE.**

# HOW LONG COVID-19 LIVES ON SURFACES

## ALUMINUM

Examples: soda cans, tin foil

**2-8 hours**

## CARDBOARD

Examples: shipping boxes

**24 hours**

## CERAMICS

Examples: dishes, pottery, mugs

**5 days**

## COPPER

Examples: pennies, tea kettles

**4 hours**

## GLASS

Examples: glasses, mirrors, windows

**5 days**

## METAL

Examples: jewelry, doorknobs, tools

**5 days**

## PAPER

Examples: mail, magazines, money

**Minutes-5 days**

## PLASTICS

Examples: bottles, buttons

**2-3 days**

## STAINLESS STEEL

Examples: sinks

**2-3 days**

## WOOD

Examples: furniture, decking

**4 days**

## Food

Coronavirus doesn't seem to spread through exposure to food. Still, it's a good idea to wash fruits and vegetables under running water before you eat them. Scrub them with a brush or your hands to remove any germs that might be on their surface. Wash your hands after you visit the supermarket. If you have a weakened immune system, you may consider buying frozen or canned produce.

## Water

Coronavirus hasn't been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

**TO REDUCE YOUR CHANCE OF CATCHING OR SPREADING CORONAVIRUS, CLEAN AND DISINFECT ALL SURFACES AND OBJECTS IN YOUR HOME AND OFFICE EVERY DAY.**



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# ANIMAL SERVICES

This includes veterinary offices, animal shelters and groomers.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers.

## EMPLOYEE + CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.



- At veterinary offices and groomers, owners should drop off their pets curbside while they receive services. Owners will wait for their pets in the car.
- Animal shelters should use virtual tours when possible and limit visits to appointment only. Only one customer should visit at a time.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

## MORE ANIMAL SERVICES RESOURCES

State of Arkansas Veterinary Examining Board  
<https://arvetboard.statesolutions.us/>



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# CHILDCARE FACILITIES

This section includes family child care programs, also known as home-based child care, Pre-K (Pre-kindergarten) programs at private and public schools, Head Start and Early Head Start programs. This also includes private child care centers, temporary child care centers operated by municipalities for the children of essential service providers, such as first responders, healthcare workers, transit workers, and other industries where a parent cannot stay home and child care centers that partner with healthcare facilities to support healthcare workers in need of child care.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with children.

## EMPLOYEE + CUSTOMER PROTECTION



- When feasible, staff members and older children should wear face coverings within the facility.
- Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Persons who have a fever of 100.4°F (38.0°C) or above or other signs of illness should not be admitted to the facility. Encourage parents to be on the alert for signs of illness in their children and to keep them home when they are sick. Screen children upon arrival, if possible.
- Encourage workers to report any safety and health concerns to the employer.



- Facilities should develop a schedule for cleaning and disinfecting.
- Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility.
- Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective.
- If possible, provide EPA-registered disposable wipes to child care providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use.
- All cleaning materials should be kept secure and out of reach of children.
- Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.



- Toys that cannot be cleaned and sanitized should not be used.
- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
- Do not share toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from one group to the other.
- Bedding that touches a child's skin should be cleaned weekly or before use by another child.
- Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
- Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from COVID-19.
- Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter.



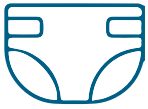
- If possible, child care classes should include the same group each day, and the same child care providers should remain with the same group each day.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Limit the mixing of children, staggering playground times and keeping groups separate for special activities such as art, music, and exercising.
- If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for viral spread.
- If possible, arrange for administrative staff to telework from their homes.
- Classes should be limited to 11 children per room, as per CDC recommendations.



- It is important to comfort crying, sad, and/or anxious infants and toddlers, and they often need to be held. To the extent possible, when washing, feeding, or holding very young children: Child care providers can protect themselves by wearing an over-large button-down, long sleeved shirt and by wearing long hair up off the collar in a ponytail or other updo.
- Child care providers should wash their hands, neck, and anywhere touched by a child's secretions.
- Child care providers should change the child's clothes if secretions are on the child's clothes. They should change the button-down shirt, if there are secretions on it, and wash their hands again.
- Contaminated clothes should be placed in a plastic bag or washed in a washing machine.
- Child care providers should wash their hands before and after handling infant bottles prepared at home or prepared in the facility. Bottles, bottle caps, nipples, and other equipment used for bottle-feeding should be thoroughly cleaned after each use by washing in a dishwasher or by washing with a bottlebrush, soap, and water.



- If a cafeteria or group dining room is typically used, serve meals in classrooms instead. If meals are typically served family-style, plate each child's meal to serve it so that multiple children are not using the same serving utensils.
- Food preparation should not be done by the same staff who diaper children.
- Sinks used for food preparation should not be used for any other purposes.
- Caregivers should ensure children wash hands prior to and immediately after eating.
- Caregivers should wash their hands before preparing food and after helping children to eat.



- When diapering a child, wash your hands and wash the child's hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas. Steps include:
  - Prepare (includes putting on gloves)
  - Clean the child
  - Remove trash (soiled diaper and wipes)
  - Replace diaper
  - Wash child's hands
  - Clean up diapering station
  - Wash hands
- After diapering, wash your hands (even if you were wearing gloves) and disinfect the diapering area with a fragrance-free bleach that is EPA-registered as a sanitizing or disinfecting solution. If other products are used for sanitizing or disinfecting, they should also be fragrance-free and EPA-registered. If the surface is dirty, it should be cleaned with detergent or soap and water prior to disinfection.

## CHILD HEALTH SCREENING OPTIONS

### OPTION 1: RELIANCE ON SOCIAL DISTANCING

Ask parents/guardians to take their child's temperature either before coming to the facility or upon arrival at the facility.

Upon their arrival, stand at least 6 feet away from the parent/guardian and child. Ask the parent/guardian to confirm that the child does not have fever, shortness of breath or cough.

Make a visual inspection of the child for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

**You do not need to wear personal protective equipment (PPE) if you can maintain a distance of 6 feet.**

## OPTION 2: RELIANCE ON BARRIER / PARTITION CONTROLS

Stand behind a physical barrier, such as a glass or plastic window or partition that can serve to protect the staff member's face and mucous membranes from respiratory droplets that may be produced if the child being screened sneezes, coughs, or talks.

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.

- Conduct temperature screening (follow steps below)
- Perform hand hygiene

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child's temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check.

If you use disposable or non-contact (temporal) thermometers and you did not have physical contact with the child, you do not need to change gloves before the next check. If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

## OPTION 3: RELIANCE ON PERSONAL PROTECTIVE EQUIPMENT

If social distancing or barrier/partition controls cannot be implemented during screening, personal protective equipment (PPE) can be used when within 6 feet of a child. However, reliance on PPE alone is a less effective control and more difficult to implement, given PPE shortages and training requirements.

Upon arrival, wash your hands and put on a facemask, eye protection (goggles or disposable face shield that fully covers the front and sides of the face), and a single pair of disposable gloves. A gown could be considered if extensive contact with a child is anticipated.

Wash your hands with soap and water for 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol. Put on disposable gloves. Check the child's temperature, reaching around the partition or through the window. Make sure your face stays behind the barrier at all times during the screening.

## OPTION 3 (CONTINUED)

Make a visual inspection of the child for signs of illness, which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness, and confirm that the child is not experiencing coughing or shortness of breath.

Take the child's temperature. If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check. If you use disposable or non-contact (temporal) thermometers and did not have physical contact with an individual, you do not need to change gloves before the next check.

If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

After each screening, remove and discard PPE, and wash hands. Use an alcohol-based hand sanitizer that contains at least 60% alcohol or wash hands with soap and water for at least 20 seconds. If hands are visibly soiled, soap and water should be used before using alcohol-based hand sanitizer.

If your staff does not have experience in using PPE, check to see if your facility has guidance on PPE.

The procedure to take on and off PPE should be tailored to the specific type of PPE that you have available at your facility. You can also review PPE use in this booklet.

If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check.

If you use disposable or non-contact (temporal) thermometers and you did not have physical contact with the child, you do not need to change gloves before the next check. If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

## MORE CHILD CARE CENTER RESOURCES

National Resource Center For Health and Safety In Child Care and Early Education:  
<https://nrckids.org/>

Child Care Aware: <https://www.childcareaware.org/>

Arkansas Division of Child Care & Early Childhood Education:  
<https://humanservices.arkansas.gov/about-dhs/dccece>





# CHURCHES

## AVERAGE LEVEL OF INTERACTION

Very minimal interpersonal interaction.

## EMPLOYEE + CUSTOMER PROTECTION



- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Face coverings worn at all times inside by anyone over 10 years old.
- If a patron or employee is sick, he or she will be sent home or to a healthcare facility.



- Online platforms strongly encouraged.
- Signs advising no entry if recent fever, symptoms or contact with positive patient.
- 6-foot physical distancing except for family groups.
- Worship leaders addressing congregation and performing singers may remove face mask.
  - 12-foot physical distance at these times
- Meet and greet times moved outdoors as possible.
- Refreshments offered outdoors only.
- Lines for entry/exit monitored for distancing.
- No physical contact.
- Eliminate use of items touched by multiple people, like collection plate/shared books.
- Refrain from having people come forward to common altar rail.
- No classes for youth or childcare.



- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be regularly sanitized.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.



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## CLOSE CONTACT SERVICES:



# BEAUTY AND BARBER SHOPS MASSAGE & SPA THERAPY NAIL SALONS | WAXING SALONS TATTOO FACILITIES

## EMPLOYEE + CUSTOMER PROTECTION

### PHASE I



- Barbers, stylists, and employees shall wear a face covering at all times. A cloth face covering is acceptable for this purpose.
- Clients shall wear masks as services permit. A cloth face covering is acceptable for this purpose. Signage shall be posted informing clients about this policy.
- Employees/licenses shall be pre-screened with both the standardized questionnaire and daily temperature check. Any employee with a temperature of 100.4 F or greater will not be allowed to work.



- Providers may resume services, however those services shall be scheduled by appointment with adequate time in between appointments to properly clean and disinfect. Walk-in appointments are prohibited during Phase 1.



- All existing infection control rules remain in effect and will be enforced. Non-porous surfaces shall be cleaned and disinfected prior to use. Porous items shall be discarded after a single use.
- Gloves shall be worn for all services as required by Rule. Licensees are encouraged to wear gloves for all other services when able.
- Handwashing shall be performed before and after each service.
- The Department of Health COVID Infection Control Education module should be viewed prior to reopening.



- Clients shall be pre-screened for potential COVID-related symptoms prior to arrival for the appointment using the following questions:
  - Have you had a fever of 100.4 F or greater in the last 2 days?
  - Do you have a cough, difficulty breathing, sore throat or loss of taste or smell?
  - Have you had contact with a person known to be infected with COVID-19 within the past 14 days?
  - Those answering “yes” to any of the above shall have their services postponed for 14 days.
- All persons in the salon/shop/clinic are required to maintain physical distancing of at least 6 feet while services are not being rendered. For most entities, occupancy will be limited to no more than 10 persons, including all support staff.
- Waiting area chairs shall be positioned to ensure 6 feet of social distancing. When possible, clients should wait outside of the shop/salon/clinic until called by their stylist/therapist.
- In smaller facilities, the 6 feet physical distancing condition may require that fewer than 10 persons are present at any given time.
- Larger facilities (able to accommodate more than 10 persons while maintaining appropriate physical distancing) shall operate no more than 30% of their stations during Phase 1.
- Services shall not be performed on clients who show any sign of illness such as fever, cough, or runny nose. Signage shall be posted informing clients about this policy.
- Vulnerable populations (i.e. those persons over the age of 65 or with chronic medical conditions) should consider remaining home during Phase 1.
- Practitioners shall maintain a record of the name, date, and contact information, for each client serviced for a period of one month. This may be accomplished using a sign-in sheet.



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## CLOSE CONTACT SERVICES: TANNING SALONS

### AVERAGE LEVEL OF CUSTOMER INTERACTION

Very minimal customer interaction.

### EMPLOYEE + CUSTOMER PROTECTION



- Avoid using other employees' phones, desks, keyboards, etc. and disinfect them before and after use.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees who display symptoms of COVID-19 will be sent home.



- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.



- Retrain employees in proper hygiene practices.
- Recommend alcohol and gel-based hand sanitizers in salons for employees.
- No employees with COVID-19 symptoms will provide services to clients.
- Provide workers and customers with tissues and trash receptacles.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines will be provided to customers.
- Sanitize all tanning equipment and client contact surfaces with our EPA- hospital-grade disinfectant.
- Use laundry machines according to the manufacturer's instructions. Use warmest appropriate water settings and dry items completely.



- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Clearly mark six feet distances in lines at cash registers and in other high-traffic areas.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.

### MORE CLOSE CONTACT RESOURCES

Associated Nail Professionals: <https://www.nailprofessional.com/>

Arkansas Department of Health: <https://www.healthy.arkansas.gov/>



## ENTERTAINMENT - LARGE INDOOR VENUES:

# ARENAS | BOWLING ALLEYS CONVENTION CENTERS | MUSEUMS FUNERAL HOMES | THEATERS

**PHASE I:** This directive covers indoor venues for commercial, community, or civic events and activities including auditoriums, lecture halls, movie theatres, other theatres, museums, bowling alleys, trampoline parks, arenas, sports venues, race tracks, stadiums, gymnasiums, auction houses, amusement centers, barns, exhibit halls, conventions centers, and funeral homes.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

## EMPLOYEE + CUSTOMER PROTECTION



- Face coverings are required for all persons present, except for children under 10 years of age, who are exempt.
- Performers/players/contestants may be without a face covering if they are 12 feet from other persons.



- Signs must be posted at all entrances advising the public not to enter if
  - They have fever, cough, shortness of breath, sore throat, or loss of taste or smell.
  - They have had known exposure to someone with Covid-19 in the past 14 days.
- Signs must be posted at all entrances advising the public that they may wish to refrain from entering if
  - They are 65 years of age or older.
  - They have underlying health conditions including high blood pressure, chronic lung disease, diabetes, severe obesity, asthma or weakened immunity.
- The performers/players/contestants must be separated from the audience by at least 12 feet and must be limited in number to fifty (50) or fewer.
- An audience of fifty (50) people or fewer is allowed. A venue may reopen for events up to 33% capacity for the facility with a plan approved by the Secretary of Health. Plans should be submitted to [toadh.ehs@Arkansas.gov](mailto:toadh.ehs@Arkansas.gov).
- Lines or cues for entrance, exit, making purchases, or for other reasons must be marked or monitored for maintaining a distance of 6 feet between people.
- Seating must be arranged to maintain a 6-foot distance between members of the audience.
- Family groups may sit together but 6 feet should be maintained between groups.
- Every other row seating should be unoccupied to provide for 6 feet of physical distancing.



- Hand sanitizer stations must be available at all entrances and exits.
- Refreshments may be served. However, self-service operations, including, but not limited to, salad bars, buffets, and condiment bars shall not be allowed.
- The facility, including seating, shall be cleaned and disinfected before and after each use.
- Frequently touched surfaces shall be cleaned periodically during the course of the event.
- Products with an EPA-approved emerging viral pathogen claims are expected to be effective against COVID-19. Follow the manufacturer's instructions for these products. For a list of EPA-approved emerging pathogen sanitizers: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.



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## ENTERTAINMENT - LARGE OUTDOOR VENUES:

# ARENAS | STADIUMS | AUCTION HOUSES AMUSEMENT CENTERS | FAIR GROUNDS

This directive covers outdoor venues for commercial, community, or civic events and activities where an audience, spectators, or a gathering of people are present, such as at concerts, plays, sporting events, rodeos, races, fundraisers, parades, fairs, livestock shows, auctions, carnivals, and festivals. Examples of such venues, include theatres, arenas, sports venues, race tracks, stadiums, auction houses, amusement centers, and fair grounds.

### AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

### EMPLOYEE + CUSTOMER PROTECTION

**PHASE I: This directive is not intended for gatherings of people in unconfined outdoor spaces, such as parks or athletic fields where physical distancing of at least six (6) feet can be easily achieved.**



- Face coverings are required for all persons present, except for children under 10 years of age, who are exempt.
- Performers/players/contestants may be without a face covering if they are 12 feet from other persons.



- The performers/players/contestants must be separated from the audience by at least 12 feet and must be limited in number to fifty (50) or fewer.
- An audience of fifty (50) people or fewer is allowed. A venue may reopen for events up to 33 percent capacity for the facility with a plan approved by the Secretary of Health. Plans should be submitted to [toadh.ehs@Arkansas.gov](mailto:toadh.ehs@Arkansas.gov).
- Lines or cues for entrance, exit, making purchases, or for other reasons must be marked or monitored for maintaining a distance of 6 feet between people.
- Seating must be arranged to maintain a 6-foot distance between members of the audience.
- Family groups may sit together but 6 feet should be maintained between groups.
- Every other row seating should be unoccupied to provide for 6 feet of physical distancing.
- Signs must be posted at all entrances advising the public not to enter if
  - They have fever, cough, shortness of breath, sore throat, or loss of taste or smell.
  - They have had known exposure to someone with Covid-19 in the past 14 days.
- Signs must be posted at all entrances advising the public that they may wish to refrain from entering if
  - They are 65 years of age or older.
  - They have underlying health conditions including high blood pressure, chronic lung disease, diabetes, severe obesity, asthma or weakened immunity.
- Refreshments may be served. However, self-service operations, including, but not limited to salad bars, buffets, and condiment bars shall not be allowed.



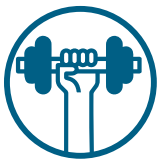
- The facility, including seating, shall be cleaned and disinfected before and after each use.
- Frequently touched surfaces shall be cleaned periodically during the course of the event.
- Products with an EPA-approved emerging viral pathogen claims are expected to be effective against COVID-19. Follow the manufacturer's instructions for these products. For a list of EPA-approved emerging pathogen sanitizers: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- Hand sanitizer stations must be available at all entrances and exits.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.



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# EXERCISE FACILITIES

This section includes gyms, fitness centers and studios.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

## EMPLOYEE + CUSTOMER PROTECTION

### PHASE I:



- Staff should wear a face covering or mask at all times. Patrons should wear a face covering except when actively exercising.
- Screening must be completed on entry for all staff and participants. Those who have any of the following characteristics should NOT be allowed to enter:
  - Have returned from travel to NY, NJ, CT, New Orleans or overseas within the last 14 days;
  - Have had a fever of 100.4°F or greater in the last 2 days;
  - Have a cough, difficulty breathing, sore throat, or loss of taste or smell;
  - Had contact with a person known to be infected with COVID-19 within the previous 14 days;
  - Have compromised immune systems and/or have chronic diseases.
- Staff must have their temperature checked by digital thermometer prior to entry. Do not allow entry to anyone whose temperature is greater than 100.4°F.



- Maintain proper spacing from others by working out with 12 feet between each person. This may require closing or moving some equipment.
- Avoid personal contact at all times, including hand shaking.
- Individual training sessions, indoor group fitness classes, and workouts requiring a partner must maintain 12 foot spacing between each person at this time
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic areas



- Make hand sanitizer available throughout the facility.
- Staff should ensure that all exercise machines or equipment are sanitized after each usage (via wipedown with disposable disinfectant wipes, Lysol or the equivalent; use according to product instructions).
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers and employees should bring their own water or other drinks.
- Prohibit the use of pools, spas, showers, saunas, etc. at this time. Locker rooms are to be used only for storage of personal items. Maintain physical distancing while in locker rooms. Lap pools are allowed.
- Customers should bring their own towels.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Sanitize point of sale equipment after each use, including pens.

## MORE EXERCISE RESOURCES

Association of Fitness Studios: <https://member.afsfitness.com/>



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# FINANCIAL SERVICES

This includes banks, credit unions and financial planners.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers and cash handling.

## EMPLOYEE + CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.



- Limit the number of individuals inside the lobby/public areas in banks/credit unions to 50% of fire capacity occupancy or 8 customers per 1,000 square feet.
- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.



- Point of sale equipment will be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Teller windows must be at least 6 feet apart.
- Pens should be sanitized after use.

## MORE FINANCIAL SERVICES RESOURCES

Arkansas Bankers Association: <https://www.arkbankers.org/>

Credit Union National Association: <https://www.cuna.org/>



# FOOD SERVICE | BARS COFFEE SHOPS

This section includes restaurants, bars, coffee shops and catering companies.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customer.

## EMPLOYEE + CUSTOMER PROTECTION



### PHASE I:

- All staff who come in contact with patrons must wear a face mask that completely covers their nose and mouth. Staff in the back are encouraged to wear a face mask.
- All staff are required to wear gloves. Gloves shall be changed out between each customer, customer group, or task.
- Patrons must wear a face covering upon entrance and while in the restaurant until the food or drink is served.
- Service may be declined to patrons not wearing masks.



- Seating shall be limited up to 33% of total seating capacity. This includes indoor and outdoor dining areas.
- Seating shall be adjusted to maintain 10-foot physical distancing between tables so occupied seats are six feet from seats at adjacent tables.
- Reservations should be encouraged when practical. If reservations are not made, physical distancing must be maintained when customers are waiting to be seated.
- Groups shall be limited, not to exceed 10 people.
- Restaurants are encouraged to have a senior hour to provide exclusive access to these high-risk individuals.
- Encourage customers to pre-order meals to reduce time spent in the facility. This includes for takeout services.



- Following each meal service, the tables, chairs, menus and any other frequently contacted surfaces including, but not limited to, condiment containers, napkin holders and salt/pepper shakers shall be cleaned and disinfected prior to seating the next customer.
- Products with an EPA-approved emerging viral pathogen claims are expected to be effective against COVID-19. Follow the manufacturer's instructions for these products. For a list of EPA-approved emerging pathogen sanitizers: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. (Non-food contact surfaces may be sanitized with 1/2 cup of regular, unscented bleach per gallon of water followed by a 5-minute contact time.)
- Food contact surfaces shall be sanitized in accordance with §4-501.114 of the Rules Pertaining to Retail Food Establishments.



- Monitoring of frequent handwashing and no bare-hand contact of ready-to-eat foods by staff.
- All staff shall be screened daily before entering the facility. Any employee with a cough, sore throat, fever, or shortness of breath shall be immediately excluded from the facility.
- Signage must be placed at the front of restaurants to alert patrons not to enter the facility if they are sick or have symptoms such as cough, sore throat, fever, or shortness of breath.
- Facilities with any employee testing positive shall be reported to the Arkansas Department of Health immediately.



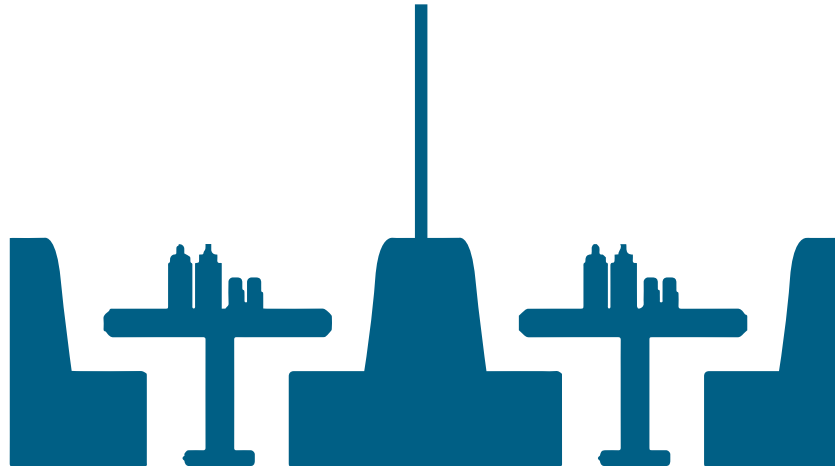
- Single-Use items including, but not limited to, disposable silverware, condiment packets, and straws shall be removed from public access and provided only upon request.
- Self-service operations, including, but not limited to, salad bars, buffets, and condiment bars shall remain closed for patron access.
- Bars and entertainment operations (such as live music, in-seat gaming devices, or arcades) within restaurants are prohibited. Normal service of alcohol within the restaurant seating area is allowed. This does not restrict the preparation of alcoholic beverages in the bar area.
- Restrooms and other high-touch areas shall be disinfected frequently based on customer volume.

## PICK UP + DELIVERY

- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food before transport
- Encourage customers to use no-touch deliveries
- Notify customers as the delivery is arriving by text message or phone call
- Establish designated pick-up zones for customers
- Offer curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks

## CREATING A BARRIER

You can practice social distancing in your bar/restaurant by moving tables to ensure they are six feet apart. However, if your establishment has booths, you can install a 24-inch-tall barrier between booths to maintain social distancing.



## MORE FOOD SERVICE RESOURCES

Arkansas Department of Health: <https://www.healthy.arkansas.gov/>

Arkansas Hospitality Association: <https://www.arhospitality.org/>

National Restaurant Association: <https://restaurant.org/Covid19>

FDA: <https://www.fda.gov/>

CDC: <https://www.cdc.gov/>



# LODGING

This section includes hotels, motels and private home venues.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

## EMPLOYEE + CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity to each other or with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Staff members involved in cleaning rooms or common areas should wear facemasks and gloves. One facemask can be used per day. Gloves should be disposed of and changed for each guest room.
- Train hotel staff and post signage to remind guests and workers to wash hands frequently, for at least 20 seconds each time. Provide alcohol-based hand sanitizer in all guest contact areas and to all staff.



- Clearly mark 6 feet distances on floor at the front desk to encourage guests to maintain social distance during check in and checkout.
- Staff should be advised to practice “social distancing” by standing at least 6 feet away from guests and other workers.
- Refer to Arkansas Health Department guidance for food service restrictions.



- Disinfect public spaces and the front desk, frequently. If possible, provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests. High touch areas in public spaces include lobby tables and chairs, elevator buttons, water fountains, and ice and vending machines. Pens at the front desk and room keys and key cards should also be cleaned with disinfectant.
- Train housekeeping staff to use the disinfectants safely and correctly. Follow the manufacturer’s instructions.
- Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring.
- Linens may become contaminated with the virus, so it is also important to add disinfectant when washing laundry. Bed scarfs and bedspreads should be washed more frequently.



- Limit cash handling.
- Sanitize room key cards prior to distribution to guests.
- Encourage electronic receipt transmission.
- Sanitize point of sale equipment after each use, including pens.

## MORE LODGING RESOURCES

American Hotel & Lodging Association: <https://www.ahla.com/>



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# PROFESSIONAL SERVICES OFFICES |

This includes offices not otherwise mentioned in this booklet, such as nonprofit agencies, law firms, accounting firms, consulting firms and other offices that interact with the public.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with others.

## EMPLOYEE + CUSTOMER PROTECTION



- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick will not be permitted in the building.



- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.



- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.



- Do not use another employee's phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phone, etc. daily.
- Point of sale equipment (if applicable) will be frequently cleaned and sanitized.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, PayPal, etc.
- Pens should be sanitized after use by client/customer.

## MORE OFFICE RESOURCES

Arkansas Bar Association: <https://www.arkbar.com/home>

Arkansas Society of Accountants: <http://www.arksocietyofaccountants.com/>



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# PHARMACIES

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Some work requires direct physical contact with customer.

## EMPLOYEE + CUSTOMER PROTECTION



- Pharmacy personnel will wear protective facemasks and gloves as appropriate.
- If an employee is sick, he or she will be sent home or to a healthcare facility.
- Utilize plastic shields/screens at check-out and other counters.



- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
- Drive through and curbside service should be used for prescription pick up.
- Deliver pharmacy items to patients' homes where possible.
- Utilize plastic shields/screens at check-out and other counters.
- Widen check-out counters for social distancing.
- Strategies to limit direct contact with customers include:
  - Packaged medication can be placed on a counter for the patient to retrieve.
  - Avoid handling insurance or benefit cards.
  - Avoid touching objects that have been handled by patients.
- Add markings and signs where appropriate to encourage social distancing.



- Provide hand sanitizer on counters for use by customers and have sufficient and easy access to soap and water or hand sanitizer for staff.
- Increase cleaning measures and supplies for the pharmacy area.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Close self-serve blood pressure units.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Promote the use of self-serve checkout registers and clean them frequently. Provide hand sanitizer and disinfectant wipes at register locations.

## MORE PHARMACY RESOURCES

Arkansas Pharmacists Association: <https://www.arrx.org/>

Arkansas State Board of Pharmacy: <https://pharmacyboard.arkansas.gov/>



# REAL ESTATE

This section covers real estate agents.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires close contact with customer.

## EMPLOYEE + CUSTOMER PROTECTION



- Clients and agents should wear masks and gloves for showings, closing and other face-to-face interactions.
- Clients and agents should wear shoe covers when entering a home.



- Encourage virtual tours and open houses.
- Use digital notary seal and remote signings.
- Use electronic closing on home loans.
- Limit number of people in office at one time.
- Only the decision maker(s) should attend showings. No children should attend. Sick individuals should not attend showings.



- Provide sanitizing station in home, including soap, paper towels, garbage can and hand sanitizer.
- Only realtor or sellers turn lights on, open doors, cabinets, closets etc.
- Clients may not open cabinets to minimize germ spread.
- Sanitize the home prior to and following showings.

## MORE REAL ESTATE RESOURCES

Arkansas Realtors Association: <https://www.arkansasrealtors.com/>

Northwest Arkansas Board of Realtors: <https://www.nwarealtors.org/#>



# RETAIL: GENERAL

This section includes furniture & home furnishings, clothing, shoe stores, clothing accessories, luggage stores, leather goods, department stores, sporting goods stores, book stores, craft stores, music stores and other mercantile stores.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Requires close interaction between staff and customers, but not direct physical contact.

## EMPLOYEE + CUSTOMER PROTECTION



- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear facemasks or gloves.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.



- Limit the number of individuals inside the store to 50% of fire capacity occupancy or 8 customers per 1,000 square feet.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.



- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear facemasks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.



- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Protective screens may be installed at the discretion of each store.
- Sales registers must be at least 6 feet apart.
- Salesperson will encourage customers; either to insert payment card or to provide their own pen or sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the Arkansas Department of Health.
- Encourage workers to report any safety and health concerns to the employer.

**A DESIGNATED EMPLOYEE SHOULD BE ON DUTY TO MONITOR ALL PROCEDURES**



# RETAIL: GAS STATIONS | GROCERIES

This section includes grocery stores, liquor stores, food retailers, gas stations and convenience stores.

## AVERAGE LEVEL OF CUSTOMER INTERACTION

Requires close interaction between staff and customers, but not direct physical contact.

## EMPLOYEE + CUSTOMER PROTECTION



- Post a sign to the storefront that informs individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Employees may be allowed to wear facemasks. Gloves should only be worn to handle food.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.



- Limit the number of individuals inside the store to 50% of fire capacity occupancy or 8 customers per 1,000 square feet.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person.
- Signs and floor markings can be used to encourage social distancing.
- Avoid displays that lead to crowding.
- Encourage guests to make shopping lists to decrease time in store.



- Encourage customers to use hand sanitizer upon entering the store.
- Sanitize entrance/exit doors at least three times per day. Employees may be allowed to wear facemasks or gloves.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Workers and customers will be provided an adequate number of trash receptacles
- Sanitization of incoming stock and merchandise is recommended.
- Sanitize bathrooms often and limit bathroom occupancy.
- Sanitize shopping carts and baskets often. Encourage customers to wipe down carts before use.



- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- Sales registers must be at least 6 feet apart.
- Salesperson will encourage customers; either to insert payment card or to provide their own pen or sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.
- Encourage curbside pick-up options or consider offering these services.
- At gas stations, sanitize pumps and encourage patrons to use a secondary barrier when pumping gas (glove or paper towel).



- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Centers for Disease Control and Prevention and the Arkansas Department of Health.
- Encourage workers to report any safety and health concerns to the employer.

## MORE GAS / GROCERY RESOURCES

Arkansas Grocers and Retail Merchants Association: <https://agrma.org/>



**SPRINGDALE**  
Chamber of Commerce  
WE'RE MAKING IT HAPPEN

# CLOSING

We know this situation is difficult. Many of us are going through circumstances we never thought we would experience, from teaching our children at home to filing for unemployment. We will rise above this. We will emerge from this better than we were. We are #MakingBusinessHappen.

Remember your Springdale Chamber of Commerce team is here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns or ideas. We will continue to update our resources to serve you as this fluid situation develops.

Thank you for your support. Thank you for your drive. Thank you for your grit. Thank you, Springdale, for making it happen.



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