

The Road to Reopening: Guidance for businesses during the COVID-19 pandemic



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Executive Summary

The COVID-19 pandemic continues to be a threat to the health and safety of our community. As we begin to reopen the City of Columbia and Boone County, it's imperative that we do so in a way that does not increase the spread of COVID-19.

Health officials from Columbia/Boone County Public Health and Human Services (PHHS) have created evidence-based guidelines and regulations based on recommendations from the Centers for Disease Control and Prevention. This document includes containment and mitigation strategies for business and industry in an effort to reduce the spread and prioritize the health and safety of our residents.

Please note that this guidance can be altered at any time based on the most recent Columbia/Boone County Public Health and Human Services' Health Order and latest evidence-based information available. This document provides businesses guidelines for how to safely operate when they are allowed to operate under the most recent Columbia/Boone County Public Health and Human Services' Health Order. These guidelines do not open businesses that are currently closed due to the local health order.

We truly appreciate your cooperation during this difficult time. If you have any questions or concerns, please contact our office at 573.874.7355 or email businessguidance@como.gov.

Guidance for All Businesses

Do not allow sick employees to work.

- Do not allow employees who have a fever or are otherwise exhibiting COVID-19 symptoms to work.
- If an employee becomes sick while at work, separate the employee from others and send the employee home.
- Employees who are well but who have had close contact with a COVID-19 positive individual should notify their supervisor and work with PHHS to determine when it would be safe for them to return to work.

Practice social distancing to the greatest extent possible by maintaining a six foot distance between all individuals.

- Encourage employees and customers to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Store employees should enforce social distancing of at least 6 feet between people. Stores with higher traffic should mark spaces 6 feet apart at the sales registers and outside the entrance to the store. [Signs should be posted to remind customers to social distance.](#)

Minimize face-to-face interactions.

- Individuals who are unable to be vaccinated and are able to work from home should continue to work from home to the greatest extent possible.
- Stagger shifts when possible.
- Promote online or curbside sales.
- Avoid in-person staff meetings, if possible. If in-person staff meetings must be conducted, practice social distancing.
- Limit the number of employees in a breakroom to adhere to social distancing requirements. Encourage employees to take breaks outside or in their vehicle.

Promote proper hygiene.

- Train employees on [proper hygiene practices and etiquette for coughing and sneezing.](#)
- [Promote frequent handwashing](#) with soap and water for at least 20 seconds. Supply alcohol-based hand sanitizer containing at least 60% alcohol if soap and water are not available.
- Encourage employees to avoid touching their eyes, nose, and mouth with unwashed hands.
- Provide access to hand sanitizer with at least 60% alcohol at multiple locations, including the store entrance.
- Provide an adequate number of trash receptacles.

Guidance for All Businesses

Eliminate nonessential travel.

Monitor capacity.

- All business establishments are strongly encouraged to operate at a capacity less than otherwise permitted to ensure proper social distancing among patrons and staff.

Encourage employees to report any safety and health concerns to the employer.

- Be aware that some [employees may be at higher risk for serious illness](#). Consider minimizing face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of 6 feet from other workers, customers and visitors, or to telework if possible.

Maintain a disinfection plan for the premises.

- Recent scientific findings suggest that surface transmission of the COVID-19 virus is not thought to be a common way that the virus spreads. However, maintaining a disinfection plan for your business is still excellent public health practice not only during a pandemic, but on a routine basis to help reduce virus transmission in general.
- Frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs should be regularly cleaned and disinfected.
- Frequently clean point of sale equipment.
- Regularly clean the entrance/exit doors. Use door stops or automatic doors, if available.
- For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available [here: Disinfectants for Use Against SARS-CoV-2 | US EPA](#).
- You can make an easy bleach solution by mixing:
 - 5 tablespoons (1/3 cup) bleach per gallon of water or,
 - 4 teaspoons bleach per quart of water.
- Follow the manufacturer's instructions for all cleaning and disinfection products

Post a sign at each entrance stating that individuals who have a fever, cough or any sign of sickness should not enter.

- An English version of the sign [can be found here](#).
- A Spanish version of the sign [can be found here](#).

Follow additional guidelines for all business meetings.

- Guidelines for Business Meetings [can be found here](#).

Retailers

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Retail businesses included:

Furniture & Home furnishings

Clothing Stores

Shoe Stores

Jewelry Stores

Luggage Stores

Leather Goods

Department Stores

Sporting Goods Stores

Book Stores

Craft Stores

Music Stores

Other Mercantile Stores

Adult Stores

Car Dealership Sales/Showrooms

Gift Shops

Vape/Tobacco Stores

Protective Measures

- Follow the Guidelines for All Businesses
- Space sales registers at least 6 feet apart and sanitize them between use.
- Follow Guidance for Curbside Retail Pickup for all curbside sales.

Guidance for Curbside Pickup

Social Distancing

- Maintain 6 feet distance between customers and other employees to the greatest extent possible.
- If customers need to show their ID to pick up items, it is recommended that both customer and employee wear masks if social distancing cannot be maintained.
- Businesses should use contactless forms of payment such as online, over the phone, or mobile ordering, if possible.
 - All orders should be packaged, processed and paid for ahead of time.
- Place items in an unoccupied area of the vehicle such as the trunk, back seat, passenger seat, etc.

Hygiene and Safety

- Encourage employees to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Wash hands with soap and water for 20 seconds in between each customer.
- When handwashing is not immediately available, use a hand sanitizer with at least 60% alcohol in between each customer.
- When bringing an order to a vehicle:
 - Ask customers to open the trunk or door from inside their car, if possible.
 - Do not lean into the car when setting the items inside.

Jewelry Stores

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- All employees should wash their hands upon arriving at work and before any inventory is touched or moved.
- Encourage employees and customers to wear cloth face coverings when working closely with each other.
- It is recommended to have customers clean their hands prior to handling jewelry.

Car Dealership Sales/Showrooms

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Continue with online sales and financing meetings to the greatest extent possible.
- Adopt an alternative greeting, no handshaking with customers.
- Keep a log of test drives and contact information of all those in the vehicle.
- Offer only pre-packaged beverages and snacks to customers.
- Follow the guidance below for regularly cleaning high-touch surfaces in a vehicle.

Guidance for Cleaning High-touch Surfaces in a Vehicle

Ensure that cleaning procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use. Doors and windows should remain open when cleaning the vehicle.

- For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water.
- For soft or porous surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces.
- Follow manufacturer's instructions for the cleaning of frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle.
- Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Regularly clean high touch areas within the vehicle such as steering wheel, dash, armrests, console, seat adjusters, shifter, cupholders, doors, handles and more.

Bike shops and auto auctions should follow car dealership guidance.

Restaurants

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

There is no evidence at this time to suggest that coronavirus is spread to people by food or food packaging. The virus is passed person to person when a sick person coughs, sneezes, or talks. It is important to keep your employees and customers safe by following these guidelines.

Restaurants and bars serving alcohol may resume normal operating hours, subject to the operational requirements set forth in the current Public Health Order. During operating hours, tables shall be positioned so that Social Distancing Requirements between tables/groups of patrons is achieved. All patrons are required to be seated at all times when not entering/exiting the business, visiting a restroom facility or moving about the premises for a similar authorized purpose. A face mask is required to be worn by any patron when such patron is not seated at a table. Bar service and buffet service shall be allowed with Social Distancing Requirements and Face Mask Requirements observed by patrons. Any patron visiting the bar, buffet or otherwise moving about the premises is required to wear a face mask at all times. Continue to follow established food safety protocols and best practices for retail food establishments including the following:

- Follow the 4 key steps to food safety: Always — Clean, Separate, Cook, and Chill.
- Wash, rinse, and disinfect food contact surfaces, dishware, utensils, food preparation surfaces, and beverage equipment after use.
- When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, make sure that:
 - Cooked foods reach the proper internal temperatures before serving or cooling.
 - Hot foods are cooled quickly for later use.
 - Check food temperatures often.
 - Keep foods out of the temperature danger zone (between 41°F and 135°F) as much as possible.
 - Employees are properly trained for their new job duties.
- Continue to use sanitizers and disinfectants for their designed purposes.
- Make sure your ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- If you donate food to food recovery or charitable organizations, check for State and local guidelines.
- Face masks are required within the Boone County and Columbia city limits under the Mask Ordinances that went into effect on November 25, 2020 (County) and July 10, 2020 (City).

Restaurants

Dining Areas

- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is allowed in the restaurant.
- Any indoor or outdoor waiting area must be marked so that social distancing standards are met. It is recommended that one member of a party may be allowed in the waiting area while other members of their party wait in their car.
- Avoid cross contamination when refilling drinks by using one of the following methods:
 - Refill drinks at the table from a pitcher.
 - Bring out the refill in a clean, unused glass.
- Frequently clean laminated menus or use disposable paper menus . Also consider having customers view the menu on their mobile devices through an app or website.
- Tables and chairs (and booth partitions, if applicable) should be frequently cleaned.
- Gatherings held at restaurants and businesses should follow event guidance (pg. 69).
- Bar seating is not allowed under the Public Health Order unless an Operational Plan is submitted and approved by PHHS. Please refer to page 68 of this document for more information.

Curbside Pickup

- Establish designated pickup zones for customers to help maintain social distancing.
- If customers need to show their ID to pick up items, it is recommended that both customer and employee wear masks if social distancing cannot be maintained.
- Place the food in an unoccupied part of the vehicle and avoid handing food directly to the customer.
- Wash hands with soap and water for 20 seconds between each customer.

Restaurants

Food Delivery

- Employees who are delivering food should frequently wash their hands with soap and water. An alcohol-based hand sanitizer with at least 60% alcohol can be used if soap and water are not available while making deliveries.
- Increase the frequency of cleaning high-touch surfaces such as counter tops and touch pads and within the vehicle, by wiping down surfaces using a regular household cleaning spray or wipe.
 - Make sure to read the label and follow manufacturer's instructions on use.
- Practice social distancing when delivering food by offering "no touch" deliveries and sending text alerts or calling when deliveries have arrived.
- Keep hot foods hot and cold foods cold.
 - Cold foods can be stored in coolers with ice packs.
 - Cold foods should be 41°F or below.
 - Hot foods can be stored in insulated bags.
 - Hot foods should be 135°F or above.
- Keep foods separated to avoid cross contamination by keeping raw foods separated from cooked and ready-to-eat foods.
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- Routinely clean and sanitize coolers and insulated bags used to deliver foods.

Cleaning/Disinfection

- Have employees wash hands often with soap and water for at least 20 seconds, especially:
 - after using the bathroom.
 - before and after eating.
 - after blowing their nose.
 - after coughing or sneezing.
 - after touching high touch surfaces.
- Routinely clean all frequently touched surfaces such as door knobs, credit/debit card machines, equipment handles, checkout counters, etc..
- Frequently clean floors, counters, and other facility access areas.
- Prepare and use sanitizers according to label instructions.

Playgrounds in restaurants should follow Playground guidance.

Bars

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

There is no evidence at this time to suggest that coronavirus is spread to people by food or food packaging. The virus is passed person to person when a sick person coughs, sneezes, or talks. It is important to keep your employees and customers safe by following these guidelines.

Restaurants and bars serving alcohol may resume normal operating hours, subject to the operational requirements set forth in the current Public Health Order. During operating hours, tables shall be positioned so that Social Distancing Requirements between tables/groups of patrons is achieved. All patrons are required to be seated at all times when not entering/exiting the business, visiting a restroom facility or moving about the premises for a similar authorized purpose. A face mask is required to be worn by any patron when such patron is not seated at a table. Bar service and buffet service shall be allowed with Social Distancing Requirements and Face Mask Requirements observed by patrons. Any patron visiting the bar, buffet or otherwise moving about the premises is required to wear a face mask at all times.

Continue to follow established food safety protocols and best practices for retail food establishments including the following:

- Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.
- Make sure employees are properly trained for their new job duties.
- Continue to use sanitizers and disinfectants for their designed purposes.
- Make sure your ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- It is required by Columbia and Boone County Health Orders to wear face masks when social distancing is hard to maintain.

Seating Areas

- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is allowed in the restaurant.
- Any indoor or outdoor waiting area must be marked so that social distancing standards are met.
- Customers should be seated at every other booth or table to allow for social distancing.
- Gatherings held at restaurants and businesses should follow event guidance (pg. 69).

Bars

Seating Areas

- Frequently clean laminated menus or use disposable paper menus. Also consider having customers view the menu on their mobile devices through an app or website.
- Tables and chairs (and booth partitions, if applicable) should be cleaned after each customer.
- Bar seating is not allowed under the Public Health Order unless an Operational Plan is submitted and approved by PHHS. Please refer to page 68 of this document for more information.

Cleaning/Disinfection

- Have employees wash hands often with soap and water for at least 20 seconds, especially after:
 - using the bathroom.
 - before eating.
 - after blowing their nose.
 - after coughing or sneezing.
 - after touching high touch surfaces.
- Routinely clean all frequently touched surfaces including door knobs, credit/debit card machines, equipment handles, check-out counters, etc.
- Frequently clean and floors, counters, and other facility access areas.
- Prepare and use sanitizers according to label instructions.

Grocery Stores

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow. Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow Guidelines for Curbside Retail Pickup for all curbside sales.
- An “X” or a boundary line marked on the floor with tape to indicate where customers can safely maintain social distance while they shop or wait to checkout.
- Consider having every other checkout station open.
- Create “one way” traffic for each of the food aisles.
- Place posters/signage in key areas around the store that encourage hand hygiene and remind employees and customers of the social distancing requirement.
- An employee can be assigned to monitor pickup areas to make sure customers are complying with social distancing requirements - reminding and explaining this is a requirement of the health order.
- An employee can be assigned to monitor the entrance to the store to make sure customers are complying with social distancing, especially if your store has a line of customers waiting outside for you to open at certain times of the day.
- An employee can be assigned to monitor checkout lines to make sure customers are complying with social distances requirements.
- Recommend establishing special shopping hours for customers who are at higher risk (i.e., individuals over the age of 65, immunocompromised, or having an underlying medical condition identified by the CDC as placing the individual at high risk, including cancer; chronic kidney disease; COPD; Down Syndrome; heart conditions, such as heart failure, coronary artery disease or cardiomyopathies; immunocompromised states from solid organ transplant; obesity and severe obesity; pregnancy; sickle cell disease; smoking; and Type 2 diabetes mellitus).
- Perform routine environmental cleaning:
 - Routinely clean all frequently touched surfaces such as workstations, keyboards, telephones, handrails, doorknobs, shopping carts, shopping baskets, motorized shopping carts, door handles on freezers and coolers, self-service checkout stations, POS stations, order kiosks, counters, etc.
- Follow the manufacturer’s instructions for all cleaning products (i.e., concentration, application method and contact time, etc.).
- Provide disposable disinfectant wipes so that commonly used surfaces such as shopping carts and shopping baskets can be wiped down by customers.
- Encourage shoppers to only have one family member shop at a time, if possible.

Personal Care Services

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow. Specific Measures for your business are below:

Personal Care facilities include:

Waxing Salons

Body Art and Tattoo Facilities

Massage Therapy Facilities

Beauty Salons

Barber Shops

Hair Salons

Nail Salons

Tanning Salons

Spas/Esthetician Services

Pet Grooming

Cryotherapy

3D Ultrasounds

Protective Measures

- Follow the Guidelines for All Businesses.
- It is recommended to keep a log of client's contact information and what service provider worked with them for contact tracing purposes.
- Limit the number of individuals (staff and clients combined) in accordance with the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- [Signs will be posted](#) at the entrance stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- Encourage customers to wait in the car until the service provider is ready if unable to social distance customers inside the waiting area of the establishment.
- We recommend using a mobile messaging or another notification system that will allow customers to wait in their cars until their session is ready if unable to social distance clients inside the waiting areas.
- Employees must wear a mask or cloth face covering while providing services for which physical distancing is not possible. Personal care service businesses shall also require customers, to the extent possible while receiving the service, to wear a mask or cloth face covering.
 - We recommend contacting clients prior to their appointment to inform them to wear a mask or cloth face covering to their appointment.
 - If a client does not have a mask or cloth face covering, consider providing extra for clients who do not have one or forget to bring it.
 - If clients arrive at the appointment without a mask or cloth face covering and you are unable to provide one for them, encourage them to reschedule their appointment for a later date and bring a face covering with them to their next appointment.
- Encourage employees to wear protective gloves.
- [Use screening questions for customers](#) before services are performed.

Personal Care Services

Protective Measures

- Employees are required to wear a face mask while providing services for which physical distancing is not possible and when social distancing cannot be maintained between others.
- Face masks must be worn by customers at all times, except when necessary to receive services for which wearing a face mask is not possible (ex. - upper lip wax, make-up application, hair removal, etc.).
- Social distancing between clients and providers must be met at all times, including in all customer seating and treatment/service areas, except when necessary to provide and receive services for which social distancing is not possible (ex. - upper lip wax, make-up application, hair removal, etc.).
- If you operate your personal care service business out of your home, services should cease if you or a household member is under quarantine or self-isolation.
- The CDC has additional [guidance for nail salons](#).

Any employee who provides any of these personal care services is at risk for COVID-19, even when wearing a cloth face covering. If the employee has a client who tests positive within 2 days of receiving services and is not fully vaccinated, the employee will have to quarantine for 14 days. The same is true for the client that receives these services if any employee were to test positive.

Barber Shops

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow. Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Encourage customers to wash and disinfect their hands regularly.
- Barber stations should be separated by at least 6 feet from other stations.
- One person at the shampoo bowl or hair drying station at a time when 6 feet distance cannot be achieved.

Hair Salons

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Encourage customers to wash and disinfect their hands upon entering the salon.
- Stylist stations should be separated by at least 6 feet from other stations.
- One person at the shampoo bowl or hair drying station at a time when 6 feet distance cannot be achieved.

Nail Salons

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Customers should be encouraged to wash their hands upon entering the building and also before each treatment.
- Technician stations should be separated by at least 6 feet from other stations.

Tanning Salons

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Customers should be encouraged to wash their hands upon entering the building and also before each treatment.

Body Art and Tattoo Facilities

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Provide alcohol-based hand sanitizer/disinfectant wipes to customers upon arrival.
- Any person who is not receiving services but who arrives with the client must remain socially distant from the provider.

Spas/Esthetician Services (Includes Massage Services)

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Any person who is not receiving services but who arrives with the client must remain socially distant from the provider.
- Consider closing saunas and steam rooms or limit to one client at a time. Disinfect regularly.
- Hot tubs and Jacuzzis should follow Pool Guidelines.

Pet Grooming

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for Personal Care Facilities.
- Implement mobile messaging, phone or other system to communicate curbside drop off and pickup that will allow customers to wait in their cars until their session is ready if customers are unable to social distance inside the establishment.
- Groomer stations should be separated by at least 6 feet from other stations.
- All groomers must wear face masks when socially distancing from others and/or pets is not possible.

Childcare Facilities

Day camps should follow Childcare Guidelines.

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

The Centers for Disease Control has issued significant guidance about how best to deal with COVID-19 in the childcare setting. Childcare facilities should operate in compliance with the most recent Columbia/Boone County Public Health and Human Services' Health Order and Missouri Department of Health and Senior Services child/staff ratios.

Childcare service facilities should take every reasonable measure to prevent the spread of COVID-19.

Employee Protective Measures

- [Wash hands](#) often with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Always wash hands with soap and water if your hands are visibly dirty.
- Remember to supervise young children when they use alcohol-based hand sanitizer to prevent swallowing alcohol.
- [Clean and disinfect frequently touched surfaces.](#)
- [Cover cough and sneezes.](#)
- Cover your mouth and nose with a [cloth face covering](#) when you have to go out in public.
- Cloth face coverings should NOT be put on babies and children under age two because of the danger of suffocation.

Sick Children and Staff

- Communicate to parents the importance of keeping children home when they are sick.
- Communicate to staff the importance of being vigilant for symptoms and staying in touch with facility management if or when they start to feel sick.
- Establish procedures to ensure children and staff who come to the childcare center sick or become sick while at your facility are sent home as soon as possible.
- Keep sick children and staff separate from well children and staff until they can be sent home.
- Sick staff members should not return to work until they have met the [criteria to discontinue home isolation.](#)

Screen Children Upon Arrival

Persons who have a fever of 100.40 (38.00C) 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.

Childcare Facilities

If Someone Becomes Sick During the Day

- Plan to have an isolation room or area (such as a cot in a corner of the classroom) that can be used to isolate a sick child. Additional information about isolation in related settings can be found here: [isolation at home](#) and [isolation in healthcare settings](#).
- Be ready to follow CDC guidance on how to [disinfect your building or facility](#) if someone is sick.
- If a sick child has been isolated in your facility, clean and disinfect surfaces in your isolation room or area after the sick child has gone home.
- If COVID-19 is confirmed in a child or staff member:
 - Close off areas used by the person who is sick.
 - Open outside doors and windows to increase air circulation in the areas.
 - Wait up to 24 hours or as long as possible before you clean or disinfect to allow respiratory droplets to settle before cleaning and disinfecting.
 - Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, and common areas.
 - If more than 7 days have passed since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
 - Continue routine cleaning and disinfection.

Social Distancing Strategies

- Childcare classes should include the same group each day, and the same childcare providers should remain with the same group each day. If your childcare program remains open, consider creating a separate classroom or group for the children of healthcare workers and other first responders. If your program is unable to create a separate classroom, consider serving only the children of healthcare workers and first responders.
- Cancel or postpone special events such as festivals, holiday events, and special performances.
- Consider whether to alter or halt daily group activities that may promote transmission.
 - Keep each group of children in a separate room.
 - Limit the mixing of children, such as 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.
- Consider staggering arrival and drop off times and/or have childcare providers come outside the facility to pickup the children as they arrive. Your plan for curbside drop off and pickup should limit direct contact between parents and staff members and adhere to social distancing requirements.
- If possible, arrange for administrative staff to telework from their homes.

Childcare Facilities

Parent Drop-off and Pickup

- Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter. If a sink with soap and water is not available, provide alcohol-based hand sanitizer with at least 60% alcohol next to parent sign-in sheets. Keep hand sanitizer out of children's reach and supervise use. If possible, place sign-in stations outside, and provide sanitary wipes for cleaning pens between each use.
- Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
 - Have childcare providers greet children outside as they arrive.
 - Designate a parent to be the drop off/pickup volunteer to walk all children to their classroom, and at the end of the day, walk all children back to their cars.
 - Infants could be transported in their car seats. Store car seat out of children's reach.
- Ideally, the same parent or designated person should drop off and pickup the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pickup children, because they are more at risk for [severe illness from COVID-19](#).

Cleaning Protocols

[Caring for Our Children](#) (CFOC) provides national standards for cleaning, sanitizing and disinfection of educational facilities for children. Toys that can be put in the mouth, and other hard surfaces such as diaper changing stations, door knobs, floors, etc. should should be cleaned regularly.

Recent scientific findings suggest that surface transmission of the COVID-19 virus is not thought to be a common way that the virus spreads. However, maintaining a disinfection plan for your business is still excellent public health practice not only during a pandemic, but on a routine basis to help reduce virus transmission in general.

Additional guidance from the CDC as of May 20, 2020

- Teach and reinforce washing hands and covering coughs and sneezes among children and staff.
- Teach and reinforce use of cloth face coverings among all staff. Face coverings are most essential at times when social distancing is not possible. Staff should be frequently reminded not to touch the face covering and to wash their hands frequently. Information should be provided to all staff on proper use, removal, and washing of cloth face coverings.
- Post signs on how to stop the spread of COVID-19, properly wash hands, promote everyday protective measures, and properly wear a face covering.
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety or health risk (for example, allowing pollens in or exacerbating asthma symptoms) to children using the facility.

Entertainment Facilities

Entertainment facilities include:

Bowling Alleys

Arcades

Bingo Halls

Night clubs

Adult Entertainment

Axe Throwing

Breakout Rooms

Trampoline Parks

Mini Golf

Movie Theaters

Protective Measures

- Follow the Guidelines for All Businesses.

Movie Theaters

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Maintain 6 feet distance between customers and other employees to the greatest extent possible.
- Encourage employees to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Wash hands with soap and water for 20 seconds frequently. When handwashing is not immediately available, use a hand sanitizer with at least 60% alcohol.
- Provide hand sanitizer or hand washing stations throughout the venue whenever possible.
- Encourage purchasing tickets online before arrival to the facility.
- Space sales registers at least 6 feet apart.
Signs will be posted at the entrance stating that any customer who has a fever or exhibits symptoms of COVID-19 should not come in.
- Encourage customers to wait in the car until they can be seated inside the theater.
- Ushers should monitor and enforce social distancing practices in theaters and encourage additional distance between guests as appropriate.
 - Ushers should limit the number of people in lines to no less than 6 feet between families or immediate party.
 - The control of customer flow can be done in ways such as signage or ropes directing flow of traffic in one direction.
- Social distancing should be obtained at all times. If individuals are from the same household, they may sit together. Otherwise, individuals should remain 6 feet apart. Space seating to every other row. This can be done by assigning seats when tickets are purchased, having an usher seat guests, etc.
- Increase frequency of cleaning high-touch surfaces.
 - Door knobs, door handles, scanners, bins, counters, restrooms etc.

Movie Theaters

Protective Measures

- Clean theaters regularly, including seats, armrests, and tray tables.
- For gaming areas follow Entertainment Facility Guidance.
- For food or concessions follow Concessions Guidance.

Entertainment venues are permitted to be open during normal operating hours and shall limit occupancy so that Social Distancing Requirements and Face Mask Requirements are maintained. Such venues are also subject to the following additional minimum requirements:

- Dance floors at entertainment venues shall be closed for dancing. The owner may repurpose the dance floor for table seating or other authorized use if approved in the Operational Plan.
- All food and beverage at an entertainment venue must be consumed by patrons while seated.
- Social Distancing Requirements between tables shall be maintained.
- Any person at an entertainment venue who is not seated must comply with Face Mask Requirements.

In places where the Social Distancing Requirements are difficult to maintain by persons under the age of ten (10), such as child entertainment facilities and arcades, a limit on occupancy is encouraged to be maintained by the venue. All individuals age ten (10) and over shall comply with Face Mask Requirements

For drive-in movies please follow movie theater guidance above.

Concessions

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

Cleaning/Disinfection

- When performing routine environmental cleaning:
 - Clean all frequently touched surfaces such as ladders, handrails, entrance gates, pool furniture, etc.

The list below highlights areas that should be cleaned routinely throughout any business operations or training. In addition to an established process, disinfectant spray or wipes should be made available for both staff and patrons to clean as needed throughout the day. This list should by no means be considered complete, however it is intended to assist any operation considering their specific environment and interactions that occur between staff and patrons.

Common Areas

Restrooms

Seating Areas

Entry Areas

Ticket/Admission counters

Entry gates

Food Service

Dispensers & Condiment

Stations Foods and Containers

Fryers and Ovens

Dishwashing and Utensils

Other Operational Areas

Break Rooms

Storage Rooms

Playgrounds, Parks and Trails

Please refer to the Overview for Business Guidelines for General Protective Measures that every facility must follow.

Specific Measures for playgrounds are below:

Protective Measures

- Use social distancing practices in all areas of the park, by maintaining a six foot distance from others outside of your household. These areas can include sports fields, playgrounds, skate parks, basketball courts, tennis courts, and picnic areas.
- Gatherings and events within parks must comply with Public Gathering Guidelines in the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- Follow Youth and Adult team sports for sporting games and practices within park grounds.
- Adults and children should wash their hands with an alcohol based hand sanitizer containing at least 60% alcohol when using the playground equipment, water fountains and restrooms.
- For food or concessions follow Concession Guidance.

Gyms and Fitness Centers

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Gym staff are encouraged to keep a log of daily attendees with contact information to assist in contact tracing, if necessary.
- We recommend restricting facility access to staffed hours only.
- Staff should conduct regular cleaning of high-touch surfaces, equipment and common areas of the facility.
- Social distancing requirements must occur in the shower area, saunas, steam rooms, and locker rooms. Regularly clean high touch surfaces in these areas.
- If personal training must take place within a 6 foot distance, [screen customers for illness upon entering the facility.](#)
- Customers should wash their hands regularly while in the facility.
- At this time, indoor and outdoor fitness classes must follow social distancing requirements outlined in the most recent health order, provided social distancing can be maintained.
- Keep doors and windows open where possible to improve ventilation.
- Limit interaction between employees and customers.
- Staff and customers should wear face masks or cloth covering, unless actively engaged in an exercise activity.
- Spread equipment to maintain a distance of 6 feet between machines. Barriers between equipment may be installed for additional protection.
- Utilize signage visible to customers/barriers and floor/seat markers to instruct customers to remain 6 feet apart.
- Make alcohol-based hand sanitizer and disinfectant wipes available throughout the facility.
- Snack and drink bars should follow Restaurant Guidelines.
- See Pool Guidelines for swimming pools.

Guidance for Running Events (5k, 7k, 10, Half Marathon & Marathon)

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

- An operational plan is only required if there will be more than 250 individuals at this event (including runners, spectators, volunteers etc.). Please see the operational plan guidance [here](#).
- Provide a virtual option.
- It is recommended that the start of races be staggered to allow for proper distancing among athletes and proper spacing throughout the race (i.e. have 10 waves of 50 socially distanced runners starting 5-10 minutes apart, etc.).
- All runners, staff, volunteers, and spectators should wear a mask at all times when not participating in physical activity or when unable to socially distance themselves from others.
- Masks should be worn by runners when going to the starting line but may be removed once proper distancing has been achieved.
- Encourage spectators to bring folding chairs to watch the race so that they remain stagnant at least 6 feet apart from others.
- Only spectators from the same household should sit together, 6 feet apart from other households.
- Avoid congregating in the parking lot before, during or after the event.
- Social distancing cues such as flags, paint, tape, x's, etc. may be marked on the ground to prevent congestion in spectator areas, concession lines, registration lines, etc.
- If there is a designated warm up area, it should be large enough for participants to maintain social distance at all times. In some scenarios, you may have more than one warm up area. We recommend having visual cues to help maintain social distancing.
- For awards ceremonies, there should be ample space for all participants to socially distance. There should be one person designated to handing the medals to each athlete. The medals should not be placed around the athlete's neck by the individual.
- ONLY households should be taking pictures together. Masks may be removed briefly for a photo and then immediately put back on. However, households should be at least 6 ft away from others (including the photographer) when doing so.
- Pre-packaged snacks and aid stations may be provided.
- Place social distancing signage and/or designate volunteers to oversee.
- We recommend keeping a log of all participants' names and phone numbers for 30 days for contact tracing purposes if there should be a positive Covid-19 case.
- We recommend signage be placed to remind participants about social distancing and masks requirements, we would also recommend conducting a health screening of your participants upon their arrival.
- If there will be portable restrooms located at the start and/or end of the race, we recommend visual social distancing cues be placed on the ground to distance any lines that may form by individuals waiting to use them. Having hand sanitizer available inside or near the restrooms is recommended as well.

Youth and Adult Team Sports

Protective Measures

- Non-contact, limited contact sports, and contact sports and activities are encouraged to conduct activities in stable groups.
- The number of spectators are limited to the social distancing capacity of the bleachers/ spectator area.
 - Spectators should always practice social distancing (at least 6 feet away from others) with those outside of their household. This includes when entering and exiting the facility.
 - It is recommended that administrators/officials at sporting facilities and/or schools place an 'X' on stadium and arena seating to represent 360-degree physical distancing requirements. It is recommended that 'X's are placed at least 10 feet apart, as spectators will likely be projecting their voice, which causes droplets to spread further.

PHHS provides a comprehensive Sports Guidance document for youth and adult sports in Boone County. The guidance can be found at

www.como.gov/coronavirus/business-guidance/youth-and-sports-guidance/

Sports seeking to exceed the limitations set forth in the Public Health Order may submit an Operational Plan to businessguidance@como.gov. Plans should contain the following:

Pools

Pools shall limit occupancy to ensure social distancing requirements may be maintained.

While there is currently no evidence that COVID-19 can survive in properly disinfected swimming pool water, the virus can be spread in and around a swimming pool environment through person-to-person contact. CDC advisories related to social distancing, staying home while sick, frequent handwashing and/or hand sanitizer use, and other personal protection guidance should be operational considerations for your facility moving forward.

- Repeated failure to not abide by the current Public Health Order and terms of your operating permit may result in revocation of your operating permit.
- Signs should be posted at the entrance of the pool to remind patrons not to enter when they are sick and maintain social distancing (at least 6 feet).
- Social distancing must be maintained at all locations inside the pool area. This includes grills and picnic areas.
 - If the size of a pool does not allow for social distancing requirements to be maintained at all times, the pool will not be allowed to open.
- Hot tubs and wading pools are allowed to operate provided social distancing will be maintained.
- Social distancing must be maintained at all times while at Spray Grounds.

Tips for Social Distancing

- Remove pool furniture from the area or only keep out enough furniture for your maximum allowed capacity.
- Space out pool furniture to allow for social distancing.
- The lifeguard/monitors shall be responsible for ensuring that social distancing is maintained.

Pools

Cleaning/Disinfection

- When performing routine environmental cleaning:
 - Clean and disinfect all frequently touched surfaces such as ladders, handrails, entrance gates, pool furniture, etc. If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfecting.
 - For disinfection, most common EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available here: [Disinfectants for Use Against SARS-CoV-2 | US EPA](#).
 - You can make an easy bleach solution by mixing:
 - 5 tablespoons (1/3 cup) bleach per gallon of water or,
 - 4 teaspoons bleach per quart of water.
 - Follow the manufacturer's instructions for all cleaning and disinfection products (i.e., concentration, application method and contact time, etc.). Make sure to keep all spray bottles or containers labeled that have sanitizer solutions in them.
- Standard PPE must be worn during all times of disinfection. Hands should be properly washed immediately after using any chemicals or disinfectants. Enhanced PPE is not required for routine surface cleaning and disinfection, however is required if cleaning and disinfection of a known or suspected COVID-19 patron.
- All solutions and containers must be properly labeled. If a container's contents are unknown, properly dispose of it and rinse the container with water.

The list below highlights areas that should be cleaned routinely throughout any business operations or training. In addition to an established process, clean spray or wipes should be made available for both staff and patrons to disinfect as needed throughout the day.

This list should by no means be considered complete, however it is intended to assist any operation considering their specific environment and interactions that occur between staff and patrons.

Attractions	Common Contact Points	Other Operational Areas
Queues and Dispatch Areas	Handrails	Door Handles
Operational Controls	Trash Cans	Water Fountains
Ride Vehicles	Light Switches	Fryers and Ovens
Dry Features or Play Areas	Dishwashing	Utensils
		Rescue Equipment
		Lifeguard Chairs
First Aid	Common Areas	
	Restrooms	Lockers
	Dining Areas	Seating Areas
Entry Areas	Food Service	
Ticket/Admission counters	Dispensers & Condiment	
Entry gates	Stations Foods and Containers	

Real Estate

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Continue as many virtual showings as possible to narrow choices.
- Take separate cars to the showings.
- We recommend keeping a log of those who attend open houses and other showings. Perspective buyers and agents should sign in and out of showings noting what time they were at the showing. This log should include all contact information for contact tracing purposes.
- Provide sanitizing stations in homes.
- Assure disinfecting supplies are available in the home before showing. Bring supplies to the home, if not available.
- Discourage sick or recently sick people from entering a home.
- Maintain social distancing requirements during showing.
- Conduct as much business online as possible, including electronic closings on home loans, digital notary seals, and remote signings.
- Clean the office regularly and maintain social distancing requirements at the office.

Manufacturing and Industry

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Establish an adequate supply of preventative material inventory (soap, alcohol-based hand sanitizer, thermometers, etc.).
- Establish an adequate supply of PPE, if needed.
- Employees are required to maintain a 6 foot distance between each other while clocking in and out daily.
- Maintain 6 foot distance between employees in break areas. Convert conference rooms into additional break rooms to meet social distance requirements at break and lunch, if needed.
- Establish isolation protocols in case an employee contracts COVID-19.
- Establish a social distancing strategy based on the layout and workflow of the facility.
- Establish on-site health screening strategy, if necessary.
- When face-to-face interaction with a customer cannot be avoided adhere to social distancing guidelines.

All Construction

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Employees should not report to work if they are sick.
- Active site management is essential at each jobsite. Submit the name and contact information of the person who will be responsible for ensuring COVID-19 safety requirements are followed.
- All subcontractors are encouraged to maintain a daily log with the names and phone numbers of all working on-site to the general contractor or commercial project manager. This will assist health officials with contact investigation should a case of Coronavirus (COVID-19) occur on the jobsite.
- We recommend portable bathrooms contain alcohol-based hand sanitizer to be within 100 yards of the building site at all times. Portable bathrooms will be serviced at least twice weekly.
- We recommend a COVID-19 Basic Infection Prevention Measures Job Safety Poster to be posted on-site at all times.

Residential Construction

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for All Construction.
- Limit the number of individuals on-site in accordance with the social distancing requirements of the Columbia/Boone County Department of Public Health and Human Services' most recent Health Order.
- Perform routine cleaning of all frequently high touch surfaces on the jobsite.
- All jobsite employees must clean their hands often with an alcohol-based hand sanitizer that contains at least 60% alcohol. If water is available on the jobsite, soap and water is the best way to clean hands.

Commercial Construction

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for All Construction.

Home Repair Services

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Follow the Guidelines for All Construction.
- Prior to entering a home with a current resident, ask the following:
 - Is anyone in the household currently sick? If so, do not enter the household. Wait to enter the household until everyone is well and the home has been disinfected.
 - Is anyone in the household currently in quarantine (meaning they were told by the health department to stay home because they were a close contact to someone who has tested positive for COVID-19, they recently returned from somewhere with community transmission, or they have been tested for COVID-19 and are awaiting their results)? If yes, do not enter the household. Wait to enter the household until the quarantine has been lifted and the home has been disinfected (generally 14 days).
 - Is anyone in the household in self-isolation (meaning that they have active COVID-19)? If yes, do not enter the household. Wait until self-isolation has been lifted, the household member has been told by the health department that they are no longer contagious and the house has been disinfected (time varies, but a minimum of 7 days).
- Wash hands or use an alcohol-based hand sanitizer after leaving a home.

Photography

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Keep at least 6 feet distance between photographer and client(s).
- If the Photographer needs to come within 6 feet of the client(s), the Photographer should wear a mask or cloth face covering during shoot to prevent cross contamination during posing.
- Limit number of people in one location during a photo shoot (no large families or groups that do not live within one household) according to the social distancing requirements of the the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- We recommend continuing to offer digital delivery of photos to those who still wish to not meet in person.
- If shooting inside in a studio, high touch surfaces must be cleaned regularly.

Yard Sales

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Post a sign at the beginning of your driveway stating that individuals who have a fever, cough or any sign of sickness should not enter the sale.
- Limit the number of individuals at the sale in accordance with the public gathering limitations in the most recent Columbia/Boone County Public Health and Human Services' Health Order and mention it in your ad if you advertise the sale.
- Establish a point person who oversees the sale to ensure compliance with this guidance if more than one person is working.
- Offer customers alcohol-based hand sanitizer upon entering and exiting the sale.
- Any person conducting a sale should enforce social distancing of at least 6 feet between people.
- Do not allow others to assist with the sale who have a fever or are otherwise exhibiting COVID-19 symptoms.
- Wash hands with soap and water or use alcohol-based hand sanitizer containing at least 60% alcohol frequently throughout the duration of the sale.
- Space the point of sale table away from the merchandise and instruct customers to stand at least 6 feet apart while waiting to pay.
- Encourage others working at the sale to report any safety and health concerns to the point person running the sale.
- Hold the sale outside of the home, to the greatest extent possible.

Landscaping

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Require all persons on the same job site to maintain a social distance of at least 6 feet between each person.
- Provide employees with an alcohol-based hand sanitizer containing at least 60% alcohol.
- Employees shall ride in their own vehicle to job sites as to socially distance from any co-worker that is not a part of the same household. If employees must ride in the same vehicle, they should wear cloth face coverings.
- Limit face-to-face interaction with customers.
- Limit the number of people on-site.

Funerals, Wakes, Memorial Services, and Weddings

Individuals are allowed to have weddings, funerals, wakes, memorial services or similar gatherings. However, if not held at Businesses or Institutions Open to the Public, these gatherings shall not exceed the gathering limitations outlined in the most recent Columbia/Boone County Public Health and Human Services' Health Order, and shall comply with Social Distancing Requirements.

- Follow the Guidelines for Places of Worship for religious services.
- Follow the Guidelines for Restaurants for events with food.

Libraries

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Local libraries should consult the Missouri State Library Reopening Task Force guidelines as well as the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- Hosting virtual story times/events are encouraged as the capacity in the building may be limited due to social distancing requirements in the most recent Columbia/Boone County Department of Public Health and Human Services' Health Order.
- Promote the use of e-books and other online resources to encourage remote access to library collections.
- Mark floor with tape to indicate 6 foot distance to ensure people are properly social distancing anywhere that a line would form (info desks, registers, etc).
- Public computers including table surfaces and accessories must be cleaned regularly.

Places of Worship

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

- Follow the Guidelines for All Businesses.
- Conduct online worship services. There are many ways a remote service can be done, please click on each link below to find out more:
 - [Zoom](#)
 - [Facebook Live](#)
 - [YouTube](#)
 - [Radio](#)
 - [Telephone](#)
- If you choose to do in-person services, host multiple worship services, to abide by social distancing requirements in the most recent Columbia/Boone County Public Health and Human Services' Health Order.
- For outdoor religious services maintain social distancing requirements.
- Encourage individuals over the age of 65 and individuals with underlying health conditions to continue attending remote services. Even as restrictions for businesses loosen, Public Health recommends all vulnerable people to stay home to the greatest extent possible until fully vaccinated for COVID-19.
- Encourage members to sign up for specific worship services to ensure social distancing is obtained and the most recent Columbia/Boone County Public Health and Human Services' Health Order is being followed.
- Social distancing should be obtained at all times. If individuals are from the same household, they may sit together. Otherwise, individuals should remain 6 feet apart. Some ways to achieve this include spacing seating to every other row or staggered group seating.
- [Signs should be posted](#) on the doors of the entrance that states individuals who have a fever or other symptoms of COVID-19 [should not enter](#) and individuals should not shake hands or hug.
- Encourage greeters to stand at each door to hold them open for individuals entering and exiting the building to avoid crowding.
- Any food served should follow Restaurant Guidelines.

Places of Worship

- Avoid shared wineglasses and loaves of bread. Encourage members to receive communion with clean, disinfected hands or in prepackaged cups.
- Individuals should be dismissed in an orderly fashion to ensure social distancing is upheld. There should be no congregating in the foyers.
- Clean your building frequently including pews, bathrooms, doorknobs, light switches, and microphones.
 - Children's areas should be cleaned regularly.
- If your organization decides to have religious education classes, and/or small groups, social distancing and mask requirements must be maintained. Groups of children should follow Childcare Guidelines.
 - Have a sign-in sheet for youth groups and other gatherings where people often attend on a drop-in basis.
 - If you provide childcare at your facility, please see guidance under the Childcare Facilities section.
- For live musical activities during worship services, it is important to take extra precautions, especially if they involve vocalists and wind instruments. Singing and instrumental music produced by woodwind or brass instruments are thought to be higher-risk activities for COVID-19 spread due to the aggressive expelling of respiratory droplets. This can result in aerosols that can hang in the air for hours. The following safety measures are recommended:
 - Use pre-recorded or streamed music as an alternative to live performances, activities, or chanting whenever possible.
 - Maintain physical distance of at least 6 feet between performers (singers and musicians) and encourage more distance if possible.
 - Musicians should be at least a 10 foot distance away from other attendees.
 - Reduce the number of singers and performers in ensembles whenever possible.
 - Give preference to outdoor rehearsals and performances.
 - Use Plexiglas barriers between performers and between performers and attendees whenever possible.
 - Reduce rehearsal and performance times.

Hospitality & Accommodations

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Encourage Staff and guests to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Social distancing must be maintained in all common areas.
- Maintain a 6 foot distance between customers and staff or consider installing plexiglass partitions in areas where staff may be coming into close proximity to guests (i.e., registration, concierge, valet desk).
- Symptomatic guests should stay in their room and wear a cloth face covering when they leave.
- Maintain signage to remind groups to stand at least 6 feet apart and avoid congregating in common areas.
- Digital, no touch, check-in and checkout encouraged.
- Guest room cleaning should include a complete change of towels, linens, pillows, and guest consumable items while all hard surfaces and high-touch areas are completely cleaned.
- Follow the Guidelines for Restaurants for food and beverage areas including bars, breakfast stations, beverage stations, etc.
- Follow the Guidelines for Gyms for hotel fitness centers.
- Follow the Guidelines for Pools for hotel pools.
- Due to the increased risk of exposure, in addition to enforcing social distancing and face mask requirements, it is recommended that these facilities maintain a disinfection plan for events, meetings and conferences. All business establishments are strongly encouraged to operate at a capacity less than otherwise permitted to ensure proper social distancing among patrons and staff.

Human Services

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow. The guidance for Human Services is directly from the CDC.

Specific Measures are below:

Protective Measures

- Follow the Guidelines for All Businesses.
- Provide over the phone consultations or appointments to the greatest extent possible.
- Offer curb-side service for various items needed (this would be for supplies, food, diapers, etc.).
Follow Guidelines for Curb-Side Pickup - Human Services Providers.
 - Space chairs 6 feet apart to maintain social distancing requirements.
 - Have clients wait in their vehicle or outside on marked spaces that are 6 feet apart until their appointment time.
- [Use screening questions before allowing clients to enter.](#)

Guidelines for Curbside Services - Human Services Providers

Social Distancing

- Maintain a 6 feet distance between clients and other employees to the greatest extent possible.
- Items needed should be packaged and ready to place in the vehicle.
- Place items in an unoccupied area of the vehicle (trunk, back seat, passenger seat, etc.).
 - Avoid handing items directly to clients.

Hygiene and Safety

- Encourage employees to wear cloth face coverings in settings where social distancing measures are difficult to maintain.
- Wash hands with soap and water for 20 seconds throughout the day when interacting with multiple clients daily. When handwashing is not immediately available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Ask clients to open the trunk or door from inside their car, if possible.
 - Do not lean into the car when setting the items inside.
- Clean frequently touched items and equipment including door knobs, door handles, scanners, bins, etc.

If your human service agency is not represented in further guidance:

See General Business Guidance and General Human Services Guidance or email businessguidance@como.gov for clarifications regarding your specific agency.

Human Services Out of School Programs

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for Human Service Providers are below:

- Follow General Business Guidelines.
- Follow Childcare Guidelines
- For sports, see sports guidance document.

If you have any questions or need clarification for your specific organization, please email businessguidance@como.gov.

Human Services

Food Bank/Food Pantry

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for Human Service Providers are below:

- Follow General Business/Human Services Guidance.
- Follow Grocery Store Guidance.

If you have any questions or need clarification for your specific organization, please email businessguidance@como.gov.

Human Services

Homeless Shelters

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for Human Service Providers are below:

The Centers for Disease Control has issued significant guidance about how best to deal with COVID-19 in homeless shelters.

Communication

- Stay updated on the local level of transmission of COVID-19 through your local and state health departments.
- Communicate clearly with staff and clients.
 - Use [health messages and materials developed](#) by credible public health sources, such as your local and state public health departments or the Centers for Disease Control and Prevention (CDC).
 - Post signs at entrances and in strategic places providing instruction on [hand washing](#) and [cough](#) etiquette, use of cloth face coverings, and social distancing.
 - Provide educational materials about COVID-19 for non-English speakers or hearing impaired, as needed.
 - Keep staff and clients up-to-date on changes in facility procedures.
 - Ensure communication with clients and key partners about changes in program policies and/or changes in physical location.
- Identify platforms for communications such as a hotline, automated text messaging, or a website to help disseminate information to those inside and outside your organization. Learn more about [communicating to workers in a crisis](#).
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information to workers, volunteers, and those you serve. Learn more about [reaching people of diverse languages and cultures](#).

Supplies

Have supplies on hand for staff, volunteers, and those you serve, such as:

- Soap
- Alcohol-based hand sanitizers that contain at least 60% alcohol
- Tissues
- Trash baskets
- Cloth face coverings
- Cleaning supplies
- Personal protective equipment (PPE), as needed by staff

Human Services

Homeless Shelters

Staff Considerations

- Provide training and educational materials related to COVID-19 for staff and volunteers.
- Minimize the number of staff members who have face-to-face interactions with clients with respiratory symptoms.
- Develop and use contingency plans for increased absenteeism caused by employee illness or by illness in employees' family members. These plans might include extending hours, cross-training current employees, or hiring temporary employees.
- Staff and volunteers who are at [higher risk](#) for severe illness from COVID-19 should not be designated as caregivers for sick clients who are staying in the shelter. Identify flexible job duties for these higher risk staff and volunteers so they can continue working while minimizing direct contact with clients.
- Put in place plans on how to maintain social distancing (remaining at least 6 feet apart) between all clients and staff while still providing necessary services.
- All staff should wear a cloth face covering for source control (when someone wears a covering over their mouth and nose it helps to contain respiratory droplets), consistent with the [guidance for the general public](#). See below for information on laundering cloth face coverings.
- Staff who do not interact closely (e.g., within 6 feet) with sick clients and do not clean client environments do not need to wear personal protective equipment (PPE).
- Staff who are checking [client temperatures](#) should use a system that creates a physical barrier between the client and the screener as described [here](#).
 - Screeners should stand behind a physical barrier, such as a glass or plastic window or partition that can protect the staff member's face from respiratory droplets that may be produced if the client sneezes, coughs, or talks.
 - If social distancing or barrier/partition controls cannot be put in place during screening, PPE (i.e., 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) can be used when within 6 feet of a client.
 - However, given any local PPE shortages, training requirements, and because PPE alone is less effective than a barrier, try to use a barrier whenever you can.
- Staff should launder work uniforms or clothes after use using the warmest appropriate water setting for the items and dry items completely.

Human Services

Homeless Shelters

Staff Considerations

- For situations where staff are providing medical care to clients with suspected or confirmed COVID-19 and close contact (within 6 feet) cannot be avoided, staff should at a minimum, wear eye protection (goggles or face shield), an N95 or higher level respirator (or a facemask if respirators are not available or staff are not fit tested), disposable gown, and disposable gloves. Cloth face coverings are not PPE and should not be used when a respirator or facemask is indicated. If staff have direct contact with the client, they should also wear gloves. Infection control guidelines for healthcare providers are outlined [here](#).
- Provide resources for stress and coping to staff. Learn more about [mental health and coping](#) during COVID-19.

Facility Layout Considerations

- Use physical barriers to protect staff who will have interactions with clients with unknown infection status (e.g., check-in staff). For example, install a sneeze guard at the check-in desk or place an additional table between staff and clients to increase the distance between them to at least 6 feet.
- In meal service areas, create at least 6 feet of space between seats, and/or allow either for food to be delivered to clients or for clients to take food away.
- In general sleeping areas (for those who are not experiencing respiratory symptoms), try to make sure the client's faces are at least 6 feet apart.
 - Align mats/beds so clients sleep head-to-toe.
- For clients with mild respiratory [symptoms](#) consistent with COVID-19:
 - Prioritize these clients for individual rooms.
 - If individual rooms are not available, consider using a large, well-ventilated room.
 - Keep mats/beds at least 6 feet apart.
 - Use temporary barriers between mats/beds, such as curtains.
 - Align mats/beds so clients sleep head-to-toe.
 - If possible, designate a separate bathroom for these clients.
 - If areas where these clients can stay are not available in the facility, facilitate transfer to a quarantine site.
- For clients with confirmed COVID-19, regardless of symptoms:
 - Prioritize these clients for individual rooms.
 - If more than one person has tested positive, these clients can stay in the same area.
 - Designate a separate bathroom for these clients.
 - Follow [CDC recommendations](#) for how to prevent further spread in your facility.
 - If areas where these clients can stay are not available in the facility, assist with transfer to an isolation site.

Human Services

Homeless Shelters

Facility Procedure Considerations

- Plan to maintain regular operations to the extent possible.
- Limit visitors who are not clients, staff, or volunteers.
- Do not require a negative COVID-19 viral test for entry to a homeless services site unless otherwise directed by local or state health authorities.
- Identify clients who could be at [high risk](#) for complications from COVID-19, or from other chronic or acute illnesses, and encourage them to take extra precautions.
- Arrange for continuity of and surge support for mental health, substance use treatment services, and general medical care.
- Identify a designated medical facility to refer clients who might have COVID-19.
- Keep in mind that clients and staff might be infected without showing symptoms.
 - Create a way to make physical distancing between clients and staff easier, such as staggering meal services or having maximum occupancy limits for common rooms and bathrooms.
 - All clients should wear [cloth face coverings](#) any time they are not in their room or on their bed/mat (in shared sleeping areas) when social distancing requirements cannot be met. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Regularly assess clients and staff for [symptoms](#).
 - Clients who have symptoms may or may not have COVID-19. Make sure they have a place they can safely stay within the shelter or at an alternate site in coordination with local health authorities.
 - An on-site nurse or other clinical staff can help with clinical assessments.
 - Provide anyone who presents with symptoms with a cloth face covering.
 - Facilitate access to non-urgent medical care as needed.
 - Use standard facility procedures to determine whether a client needs immediate medical attention. Emergency signs include:
 - Trouble breathing
 - Persistent pain or pressure in the chest
 - New confusion or inability to arouse
 - Bluish lips or face
 - Notify the designated medical facility and personnel to transfer clients that the client might have COVID-19.
- Prepare [healthcare clinic staff](#) to care for patients with COVID-19, if your facility provides healthcare services, and make sure your facility has supply of [personal protective equipment](#).

Human Services

Homeless Shelters

Facility Procedure Considerations

- Provide links to respite (temporary) care for clients who were hospitalized with COVID-19 but have been discharged.
 - Some of these clients will still require isolation to prevent transmission.
 - Some of these clients will no longer require isolation and can use normal facility resources.
- Make sure bathrooms and other sinks are consistently stocked with soap and drying materials for handwashing. Provide alcohol-based hand sanitizers that contain at least 60% alcohol at key points within the facility, including registration desks, entrances/exits, and eating areas.
- [Cloth face coverings](#) used by clients and staff should be [laundered regularly](#). Staff involved in laundering client face coverings should do the following:
 - Face coverings should be collected in a sealable container (like a trash bag).
 - Staff should wear disposable gloves and a face mask. Use of a disposable gown is also recommended, if available.
 - Gloves should be [properly](#) removed and disposed of after laundering face coverings; clean hands immediately after removal of gloves by washing hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- [Clean and disinfect](#) frequently touched surfaces at least daily and shared objects between use using an [EPA-registered disinfectant](#).

COVID-19 Readiness Resources

- Visit [cdc.gov/COVID19](https://www.cdc.gov/COVID19) for the latest information and resources
- [Printable Resources for People Experiencing Homelessness](#)
- [Guidance Related to Unsheltered Homelessness](#)
- [Department of Housing and Urban Development \(HUD\) COVID-19 Resources](#)
- [ASPR TRACIE Homeless Shelter Resources for COVID-19](#)
- As guidance continues to be updated, please check <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html> for the most recent updates.

Human Services

Shared or Congregate Housing

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for Human Service Providers are below:

The Centers for Disease Control has issued significant guidance about how best to deal with COVID-19 in Shared or Congregate Housing.

To Maintain Safe Operations

- Review the CDC [guidance for businesses and employers](#) to identify strategies to maintain operations and a healthy working and living environment.
- Develop flexible sick leave policies. Require staff to stay home when sick, even without documentation from doctors. Use flexibility, when possible, to allow staff to stay home to care for sick family or household members or to care for children in the event of school or childcare dismissals. Make sure that employees are aware of and understand these policies.
- Create plans to protect the staff and residents from spread of COVID-19 and help them put in place [personal preventive measures](#).
- [Clean and disinfect](#) shared areas (such as exercise room, laundry facilities, shared bathrooms, and elevators) and frequently touched surfaces using [EPA-registered disinfectants](#) more than once a day if possible.
- Identify services and activities (such as meal programs, religious services, and exercise rooms and programs) that might need to be limited or temporarily discontinued. Consider alternative solutions (e.g., virtual services) that will help programs continue while being safe for residents.
- Identify a list of healthcare facilities and [alternative care sites](#) where residents with COVID-19 can receive appropriate care, if needed.

Encourage Staff and Residents to Prepare and Take [Action to Protect Themselves and Others](#)

- Encourage [social distancing](#) by asking staff and residents to stay at least 6 feet (2 meters) apart from others and wear [cloth face coverings](#) in any shared spaces, including spaces restricted to staff only.
 - Social distancing must be maintained in all common areas.
- Consider any special needs or accommodations for those who [need to take extra precautions](#), such as older adults, people with disabilities, and people of any age who have serious underlying medical conditions.
- Limit staff entering residents' rooms or living quarters unless it is necessary. Use virtual communications and check-ins (phone or video chat), as appropriate.
- Limit the presence of non-essential volunteers and visitors in shared areas, when possible.

Human Services

Shared or Congregate Housing

Encourage Staff and Residents to Prepare and Take Action to Protect Themselves and Others

- Limit staff entering residents' rooms or living quarters unless it is necessary. Use virtual communications and check-ins (phone or video chat), as appropriate.
- Limit the presence of non-essential volunteers and visitors in shared areas, when possible.
- Use physical barriers, such as sneeze guards, or extra tables or chairs, to protect front desk/check-in staff who will have interactions with residents, visitors, and the public.
- Provide COVID-19 prevention supplies for staff and residents in common areas at your facility, such as soap, alcohol-based hand sanitizers that contain at least 60% alcohol, tissues, trash baskets, and, if possible, [cloth face coverings](#) that are washed or discarded after each use.
- Consider any special communications and assistance needs of your staff and residents, including [persons with disabilities](#).
- Suggest that residents keep up-to-date lists of medical conditions and medications, and periodically check to ensure they have a sufficient supply of their prescription and over-the-counter medications.
- If possible, help residents understand they can contact their healthcare provider to ask about getting extra necessary medications to have on hand for a longer period of time, or to consider using a mail-order option for medications.
- Make sure that residents are aware of serious symptoms of their underlying conditions and of [COVID-19 symptoms that require emergency care](#), and that they know who to ask for help and call 911.
- Encourage residents who live alone to seek out a “buddy” in the facility who will check on and help care for them and safely make sure they are getting basic necessities, including food and household essentials.

Note: Surgical masks and N-95 respirators are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance. All staff and residents should wear a [cloth face covering](#) when in shared areas of the facility and maintain social distancing to slow the spread of the virus.

Human Services

Shared or Congregate Housing

Communicate to Staff and Residents

Identify platforms such as email, websites, hotlines, automated text messaging, newsletters, and flyers to help communicate information on:

- Guidance and directives from state and local officials and [state](#) and [local](#) health departments.
- How your facility is helping to prevent the spread of COVID-19.
- How additional information will be shared, and where to direct questions.
- How to stay healthy, including [videos, fact sheets, and posters](#) with information on [COVID-19 symptoms](#) and how to stop the spread of germs, [how to wash your hands](#), and [what to do if you are sick](#).
- How staff and residents can [cope and manage stress](#) and protect others from [stigma and discrimination](#).
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information. Communications may need to be framed or adapted so they are culturally appropriate for your audience and easy to understand. For example, there are resources on the CDC website that are in many [languages](#).

Considerations for Common Spaces in your Facility, to Prevent the Spread of COVID-19

- Consider how you can use multiple strategies to maintain [social \(physical\) distance](#) between everyone in common spaces of the facility.
- Consider limiting all public or non-essential group activities and events.
- Offer alternative methods for activities and social interaction such as participation by phone, online, or through recorded sessions.
- Arrange seating of chairs and tables to be least 6 feet (2 meters) apart during shared meals or other events.
- Alter schedules to reduce mixing and close contact, such as staggering meal and activity times and forming small groups that regularly participate at the same times and do not mix.
- Minimize traffic in enclosed spaces, such as elevators and stairwells. Consider limiting the number of individuals in an elevator at one time and designating one directional stairwells, if possible.
- Ensure that social distancing can be maintained in shared rooms, such as television, game, or exercise rooms.
- Make sure that shared rooms in the facility have good air flow from an air conditioner or an opened window.
- Consider working with building maintenance staff to determine if the building ventilation system can be modified to increase ventilation rates or the percentage of outdoor air that circulates into the system.

Human Services

Shared or Congregate Housing

Considerations for Common Spaces in your Facility, to Prevent the Spread of COVID-19

- [Clean and disinfect](#) shared areas (laundry facilities, elevators, shared kitchens, exercise rooms, dining rooms) and frequently touched surfaces using [EPA-registered disinfectants](#) more than once a day if possible.

Considerations for Specific Communal Rooms in your Facility

Shared Kitchens and Dining Rooms

- Restrict the number of people allowed in the kitchen and dining room at one time so that everyone can stay at least 6 feet (2 meters) apart from one another.
- People who are sick, their roommates, and those who have higher risk of severe illness from COVID-19 should eat or be fed in their room, if possible.
- Do not share dishes, drinking glasses, cups, or eating utensils. Non-disposable food service items used should be handled with gloves and washed with dish soap and hot water or in a dishwasher. [Wash hands](#) after handling used food service items.
- Use gloves when removing garbage bags and handling and disposing of trash.

Laundry Rooms

- Maintain access and adequate supplies to laundry facilities to help prevent spread of COVID-19.
- Restrict the number of people allowed in laundry rooms at one time to ensure everyone can stay at least 6 feet (2 meters) apart.
- Provide disposable gloves, soap for washing hands, and household cleaners and [EPA-registered disinfectants](#) for residents and staff to clean and disinfect buttons, knobs, and handles of laundry machines, laundry baskets, and shared laundry items.
 - All shared laundry items must be disinfected immediately after each use.
- Post [guidelines](#) for doing laundry such as washing instructions and handling of dirty [laundry](#).

Recreational Areas such as Activity Rooms and Exercise Rooms

- Follow the Guidelines for Gyms for shared fitness centers.

Human Services

Shared or Congregate Housing

Considerations for Specific Communal Rooms in your Facility

Pools and Hot Tubs

- See pool guidelines for swimming pools.

Shared Bathrooms

- Shared bathrooms should be cleaned regularly using [EPA-registered disinfectants](#) at least twice per day (e.g., in the morning and evening or after times of heavy use).
- Make sure bathrooms are continuously stocked with soap and paper towels or automated hand dryers. Hand sanitizer could also be made available.
- Make sure trash cans are emptied regularly.
- Provide information on how to wash hands properly. Hang [signs](#) in bathrooms.
- Residents should be instructed that sinks could be an infection source and should avoid placing toothbrushes directly on counter surfaces. Totes could also be used for personal items to limit their contact with other surfaces in the bathroom.

If a Resident in your Facility has COVID-19 (Suspected or Confirmed)

- Have the resident seek advice by telephone from a healthcare provider to determine whether medical evaluation is needed.
- Residents are not required to notify administrators if they think they may or have a confirmed case of COVID-19. If you do receive information that someone in your facility has COVID-19, you should work with the [local health department](#) to notify anyone in the building who may have been exposed (had close contact with the sick person) while maintaining the confidentiality of the sick person as required by the Americans with Disabilities Act (ADA) and, if applicable, the Health Insurance Portability and Accountability Act (HIPAA).
- Provide the ill person with information on [how to care for themselves](#) and [when to seek medical attention](#).
 - Encourage residents with [COVID-19 symptoms](#) and their roommates and close contacts to self-isolate – limit their use of shared spaces as much as possible.
 - If possible, designate a separate bathroom for residents with COVID-19 symptoms.
 - Consider reducing cleaning frequency in bedrooms and bathrooms dedicated to persons with COVID-19 symptoms to as-needed cleaning (e.g., soiled items and surfaces) to avoid unnecessary contact with the ill persons.
 - Follow guidance on [when to stop isolation](#).
- Minimize the number of staff members who have face-to-face interactions with residents who have suspected or confirmed COVID-19.

Human Services

Shared or Congregate Housing

If a Resident in your Facility has COVID-19 (Suspected or Confirmed)

- Encourage staff, other residents, caregivers such as outreach workers, and others who visit persons with COVID-19 symptoms to follow recommended [precautions](#) to prevent the spread.
- Staff at [higher risk](#) of severe illness from COVID-19 should not have close contact with residents who have suspected or confirmed COVID-19, if possible.
- Those who have been in close contact (i.e., less than 6 feet (2 meters) with a resident who has confirmed or suspected COVID-19 should monitor their health and call their healthcare provider if they develop [symptoms suggestive of COVID-19](#).
- Be prepared for the potential need to transport persons with suspected or confirmed COVID-19 for testing or non-urgent medical care. Avoid using public transportation, ride-sharing, or taxis. Follow [guidelines](#) for cleaning and disinfecting any transport vehicles.

Accepting New Residents at Facilities that Offer Support Services

First, review and follow the guidance and directives from your state and local officials.

- If your situation is not restricted by their guidance and directives, then consider the following guidance:
 - At check-in, provide any new or potential resident with a clean [cloth face covering](#) and keep them isolated from others. Shelters can [use this tool](#) to screen for symptoms at entry.
 - Medical evaluation may be necessary depending on the symptoms.
- If your facility is full, your facility space is inadequate to maintain physical distancing (such as is recommended in the [guidance for homeless shelters](#)), or you do not have the resources (staff, prevention supplies) to accept additional residents, reach out to community- or faith-based organizations to help meet individuals' needs, including:
 - A safe place to stay
 - Ability to obtain basic necessities, such as food, personal hygiene products, and medicine
 - Access to any needed medical or behavioral health services
 - Access to a phone or a device with internet access to seek out resources and virtual services and support.

Business Meetings

Please refer to the Overview for Business Guidelines for General Protective Measures that every business must follow.

Specific Measures for your business meetings are below:

Protective Measures

- All attendees must remain at least 6 feet away at all times.
- Seats should be placed 6 feet away from each other.
- Remove seats to help indicate proper seating locations for social distancing.
- If possible, turn tables to face the same direction (rather than facing each other), or have attendees sit on only one side of tables, spaced apart.
- Attendees feeling ill and/or exhibiting symptoms of COVID-19 should stay home. Meeting organizers should remind attendees to stay home if sick.
- Hand sanitizer with at least 60% alcohol or soap and water should be available at each meeting. Attendees are encouraged to use hand sanitizer or wash hands with soap and water upon arriving at the meeting.
- Use non-contact methods for greeting one another. No shaking hands.
- Reserve time between meetings for cleaning. Tables, chairs and high touch surfaces should be cleaned regularly.
- Virtual meetings encouraged when possible, especially for attendees who are at higher risk for severe illness of COVID19.

Events and Gatherings

All events and gatherings not held at Businesses or Institutions Open to the Public, whether formal or informal, public or private, must follow social distancing requirements in the most recent health order. Events and gathering organizers who wish to exceed the gather size limitation must submit an operational plan for approval (see page on operational plans).

Protective Measures

- Follow the Guidelines for All Businesses
- Refer to restaurant guidance for food service

Modified Layouts

- Limit attendance or seating capacity to allow for [social distancing](#), or host smaller events in larger rooms.
- Prioritize outdoor activities where social distancing can be maintained as much as possible.
- Offer online attendance options in addition to in-person attendance to help reduce the number of attendees.
- Stagger and limit attendance times to minimize the number of guests at the venue.
- Use multiple entrances and exits and discourage crowded waiting areas.
- Block off rows or sections of seating in order to space people at least 6 feet apart.
- Eliminate lines or queues, where possible.
- Encourage people to stay at least 6 feet apart by providing signs or other visual cues such as tape or chalk marks.
- Reconfigure parking lots to limit congregation points and ensure proper separation of attendees (e.g., closing every other parking space).

Physical Barriers and Guides

- Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that individuals remain at least 6 feet apart in lines and at other times (e.g., guides for creating one-way routes).
- Install physical barriers, such as sneeze guards and partitions, in areas where it is difficult for individuals to remain at least 6 feet apart. Barriers can be useful at cash registers and other areas where maintaining physical distance of 6 feet is difficult.
- Change seating layout or availability of seating so that people can remain least 6 feet apart.

Communal Spaces

- Stagger the use of shared indoor spaces that encourage congregation, such as dining areas, waiting areas, and lounges as much as possible and regularly clean and disinfect them.
- Clean and disinfect bathrooms regularly using EPA-registered disinfectants

Events and Gatherings

Protections for Staff and Attendees

- Replace in-person meetings with video- or tele-conference calls whenever possible.
- As feasible, offer options for attendees at higher risk for severe illness that limit their exposure risk (e.g., virtual attendance).
- Consider limiting event attendance to staff and guests who live in the local area (e.g., community, city, town, or county) to reduce risk of spreading the virus from areas with higher levels of COVID-19. If attendance is open to staff and guests from other communities, cities, town or counties, provide information to attendees so they can make an informed decision about participation.
- Designate a point person to be responsible for responding to COVID-19 concerns. All staff and attendees should know who this person or office is and how to contact them.
 - Develop action plans for if someone were to become sick while attending the event.

Communication Systems

- Put systems in place to:
 - Encourage staff and attendees to self-report to event officials or a COVID-19 point of contact if they have [symptoms](#) of COVID-19, a positive test for COVID-19, or were exposed to someone with COVID-19 within the last 14 days.
 - Advise attendees prior to the event or gathering that they should not attend if they have symptoms of, a positive test for, or were recently exposed (within 14 days) to COVID-19.
 - Notify staff, attendees, and the public of cancellations and restrictions in place to limit people's exposure to COVID-19 (e.g., limited hours of operation).
 - It is encouraged to maintain a list of attendees with contact information that can be provided to Columbia/Boone County Public Health and Human Services for contact tracing if an event attendee later tests positive for COVID-19. This helps assure that all people who were in contact with the individual who tests positive can be notified and provided with guidance.
 - Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information to event staff and participants. Tailor information so that it is easily understood by various audiences and is available in alternative formats and languages.
 - Learn more about reaching people of diverse languages and cultures by visiting: [Know Your Audience](#). You also can learn more about communicating to staff in a crisis at: [Crisis Communications Plan](#).

Operational Plans

Under the Current Public Health Order, any business, entity, large venue, event or public gathering facing unique circumstances not specifically addressed in this Order or seeking to accommodate in excess of the limitations specified may submit a proposed Operational Plan for review and conditional approval by PHHS.

All Operational Plans can be submitted by filling out the Operational Plan form available at como.gov/coronavirus/business-guidance. Operational Plans should be submitted for review at least 14 days in advance of the date of any special event or activity. Approval of a plan does not guarantee that the plan will not be suspended, revoked or required to be modified by the applicant if necessary.

Bar Seating Operational Plans

All Bar Seating Operational Plans must be submitted via email to businessguidance@como.gov and approved by PHHS staff. Bar Seating COVID Safety Plans must include details on the following:

- Please explain why your bar seating is needed. Is customer flow mostly through the bar? Does bar seating help you reach capacity?
- How will you dedicate a specific space for bartenders to stand and to prepare drinks at the bar that is 6 feet away from customers (including where glasses and supplies are stored)? For example: tape, cones, markings on the ceilings/walls/floors, etc.
- Explain dimensions of the bar, and how social distancing can be maintained between the bartender and customers when not actively handing them beverages. Please include both a photograph and a diagram w/ dimensions to demonstrate this.
- Explain how social distancing will be maintained for customers seated at the bar. Will chairs be removed or taped off? Also, will the point of sale be at least 6 feet away from other customers seated at the bar?
- Will servers approach the bar to fill orders taken from patrons at tables? If so, will they be able to do this at a 6-foot distance from any patrons seated at the bar?
- Will the people seated at the bar be at least six feet away from other customers seated at tables?
- The Public Health Order requires that high-touch surfaces are cleaned regularly. How often will the bar and barstools be cleaned? Which EPA-approved disinfectant will be used (examples include: a bleach and water solution of 1/3 cup of bleach to 1 gallon of water, Clorox® Disinfecting Wipes, Lysol® Disinfecting Wipes, CaviWipes, All-Spec, 70% isopropyl alcohol, and Microban Sanitizing Spray)?
- Please confirm that bartenders and all other staff will wear masks as required by the Public Health Order.
- What signage will be posted in the bar area or establishment? Printable signs are available for download from the PHHS Coronavirus webpage here: <https://www.como.gov/coronavirus/business-guidance/>
- What additional COVID safety protocols will be followed?

Additional Resources for Businesses

- Guidance for Cleaning and Disinfecting When Reopening Your Business: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- For disinfecting especially after a suspected case in the office environment: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- Guidance specific to small businesses: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>
- Missouri's PPE Marketplace: <https://ded.mo.gov/>
- CDC Interim Guidance for Businesses: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- CDC General Business Frequently Asked Questions: <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>
- CDC Cloth Face Coverings: Questions and Answers: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>
- CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- Face Mask Guidance: <https://www.chesco.org/4458/Coronavirus-COVID-19-Face-Mask-Guidance>