NEW RIVER VALLEY

WORKING SMART. WORKING SAFE.

A GUIDEBOOK FOR REOPENING YOUR BUSINESS IN THE AGE OF **COVID-19**

#NRVSTRONGERTOGETHER

MESSAGE FROM LEADERSHIP

Dear Business Leaders,

We are proud of you during these unprecedented times; you have demonstrated professionalism and leadership at the highest level. You are responsible for flattening the curve in our part of Virginia.

You have worked together to support each other across county lines and reflect the meaning of community. You have donated meals, supported teachers and families, pivoted your business models, delivered products, washed and cleaned, and made good choices that have protected our community.

As our region moves forward, we KNOW you are anxious to reopen your business. To ensure the safety of the residents of the New River Valley, we have created this GUIDE to REOPEN to help you navigate a new normal. This comprehensive guide includes recommendations from multiple agencies within the Commonwealth of Virginia. This digital resource will be updated as the course of the COVID-19 storm continues.

We need to continue to take the necessary precautions today that could allow us to return to a new normal in the future. This GUIDE is to be used as a guideline to help you safely serve your customers and accommodate your employees. If you have questions, please reach out to one of the agencies listed on the back cover. We are here for you. Thank you for your support and courage as we continue to navigate the COVID-19 storm together.

Stay healthy, safe, and be strong.

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DISCLAIMER

Please be advised that some or all of the information contained in this document may not apply to some businesses or places of work and may not include all information necessary for certain businesses and places of employment.

This document does not attempt to address any health, safety, and other workplace requirements in place before the COVID-19. As COVID-19 circumstances continue to evolve, so will the public health and safety recommendations and requirements. As a result, this document may not contain all governmental or health expert criteria, guidance, and recommendations, or laws. It will include resources to many of the Federal and State associations and agencies that you can quickly check and confirm information, such as CDC, Virginia Department of Health, etc.

We strongly recommend that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your legal counsel, and other trusted advisors regarding the legality, applicability, and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business or industry.

The business advocacy organizations bear no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt any practices or procedures.

LOCAL, STATE, AND NATIONAL RESOURCES

New River Health District: https://www.vdh.virginia.gov/new-river/
Virginia Department of Health: https://www.vdh.virginia.gov/
Center for Disease Control: https://www.cdc.gov/

CLEANING SERVICES FOR COVID-19

Consolidated Construction Services: https://www.ccsroa.com/
Eco Cleaning LLC: https://ecocleaning-llc.business.site/
Green Home Solutions: https://greenhomesolutions.com/blacksburg-va/our-services/
The Budd Group: https://www.buddgroup.com/
Sci Tech: https://www.scitechcarpetcleaning.com/
Service Master Commercial Cleaning: https://www.svmcommercialclean.com/
SERVPRO of Montgomery & Pulaski: https://servpromontgomerypulaskicounties.com/

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GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS

Most of the recommendations found in this guide have come from an alliance of chambers, tourism and business advocacy groups supported by OSHA and the CDC. This guide provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to CoVID-19 and help prevent the spread of the virus. Individuals' temperature standards as used in this guide will be following directions from the Virginia's Department of Health.

It is also essential that businesses take the responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Businesses should keep a minimum of a 14 day supply at all times.

EMPLOYEE + CUSTOMER PROTECTION

- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.
- https://www.osha.gov/pls/publications/publication.html
- https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html

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

- Employees who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to work.
- A sign will be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Virginia Department of Health.
- Encourage workers to report any safety and health concerns to the employer.

- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers will be required to use hand sanitizer upon entering the store.

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

KEEPING THE WORKPLACE SAFE

PRACTICE GOOD HYGIENE

STOP HANDSHAKING & AVOID TOUCHING FACE

INCREASE VENTILATION

USE VIDEOCONFERENCING

ADJUST/POSTPONE LARGE GATHERINGS

LIMIT BUSINESS TRAVEL

LIMIT FOOD SHARING

STAY HOME IF YOU OR A FAMILY MEMBER IS SICK

USE BOOKING SYSTEM TO STAGGER CUSTOMERS

LIMIT CASH HANDLING

USE ONLINE TRANSACTIONS

PRACTICE SOCIAL DISTANCING

HOLD MEETINGS IN OPEN SPACES

REMIND STAFF OF HAND WASHING

SANITIZE HIGH TRAFFIC AREAS

COMMUNICATE COVID-19 PLAN WITH STAFF

COMMUNICATING WITH YOUR TEAM

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

Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.

Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare close.

Strongly encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.

Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.

Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.

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

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the RAFT Crisis Hotline: 1-540-961-8400

PREPARING YOUR SPACE

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

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

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

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

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

DEEP CLEANING

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

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

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

CLEANING + DISINFECTING AFTER OPENING

CLEAN

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

DISINFECT

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

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

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

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

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

Leave solution on the surface for at least 1 minute.

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

SOFT SURFACES

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

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

ELECTRONICS

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

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

LAUNDRY

For clothing, towels, linens and other items:

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

PERSONAL PROTECTION EQUIPMENT

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

WHO SHOULD WEAR MASKS?

Medical and isolation team members
Health screeners (i.e. a supervisor who takes employees' temperature)
Disinfection team members
Those with broad exposure to customers or employees.

WHO SHOULD WEAR FACE SHIELDS?

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

WHO SHOULD WEAR GLOVES?

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

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

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

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

HOW LONG COVID-19 LIVES ON SURFACES

ALUMINUM
Examples: soda cans, tinfoil
2-8 hours

CARDBOARD
Examples: shipping boxes
24 hours

CERAMICS
Examples: dishes, pottery, mugs
5 days

COPPER
Examples: pennies, teakettles, cookware
4 hours

GLASS
Examples: glasses, measuring cups, mirrors, windows
5 days

METAL
Examples: doorknobs, jewelry, tools
5 days

PAPER
Examples: magazines, mail, money
Minutes-5 days

PLASTICS
Examples: bottles, buttons
2-3 days

STAINLESS STEEL
Examples: refrigerators, pots, pans, sinks
2-3 days

WOOD
Examples: furniture, decking
4 days

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

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

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

STAY PREPARED

- Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues.
- Confirm stock of PPE.
- Have touchless thermometers on-site for employee screening.
- Businesses should keep a minimum quantity of 30-day supply of disinfectant supplies.

HIRING IN THE AGE OF COVID-19

Hiring during these unprecedented times can present new challenges. The following agencies can assist your business in recruiting and training employees.

The Society for Human Resource Management (SHRM): https://www.shrm.org/
Virginia Career Works - New River/Mount Rogers: https://vcwnewrivermtrogers.com/

You are not legally required to rehire laid off workers, but there are advantages to rehiring your former employees:

Your former employees already know the job: You have already invested in their training, ensuring they have the required skills. You are familiar with how they work and how they fit into your company's culture.

It's good for the overall morale of your company: Staff members have formed relationships, which are broken when they lose a colleague. The team is made whole again when a worker is rehired.

It can save you money: Don't forget to take advantage of the HIRE Act, which gives you tax benefits for hiring a worker who is on unemployment.

Stay up-to-date with rehiring resources. Visit www.shrm.org and vcwnewrivermtrogers.com for information.

AGRICULTURE

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers.

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity.

- Smaller farms can participate in socially-distant farmer's markets to safely provide products for customers.
- Use social distancing when preparing products for delivery/making deliveries.
- Social distancing should be used at the farm for employees, too.

MORE AGRICULTURE RESOURCES

Virginia Department of Agriculture: https://www.vdacs.virginia.gov/
Virginia Cooperative Extension Service: https://www.ext.vt.edu/covid-19updates.html/

ANIMAL SERVICES

This includes veterinary offices, animal shelters and groomers.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers.

EMPLOYEE + CUSTOMER PROTECTION

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

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

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

MORE ANIMAL SERVICES RESOURCES

Virginia State Board of Veterinary Medicine: https://www.dhp.virginia.gov/boards/vetmed/

National Dog Groomers Association of America: https://www.nationaldoggroomers.com/

CHILDCARE FACILITIES

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

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with children.

EMPLOYEE + CHILD PROTECTION

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

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

• Facilities should develop a schedule for cleaning and disinfecting.
• Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, especially toys and games. This may also include cleaning objects/surfaces not ordinarily cleaned daily such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Use the cleaners typically used at your facility.
• Use all cleaning products according to the directions on the label. For disinfection, most common EPA-registered, fragrance-free household disinfectants should be effective.
• If possible, provide EPA-registered disposable wipes to child care providers and other staff members so that commonly used surfaces such as keyboards, desks, and remote controls can be wiped down before use.
• All cleaning materials should be kept secure and out of reach of children.
• Cleaning products should not be used near children, and staff should ensure that there is adequate ventilation when using these products to prevent children from inhaling toxic fumes.
• Toys that cannot be cleaned and sanitized should not be used.
• Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be laundered before being used by another child.
• Do not share toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from one group to the other.
• Bedding that touches a child's skin should be cleaned weekly or before use by another child.

• Consider staggering arrival and drop off times and plan to limit direct contact with parents as much as possible.
• Ideally, the same parent or designated person should drop off and pick up the child every day. If possible, older people such as grandparents or those with serious underlying medical conditions should not pick up children, because they are more at risk for severe illness from COVID-19.
• Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter.

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

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

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

• When diapering a child, wash your hands and wash the child's hands before you begin, and wear gloves. Follow safe diaper changing procedures. Procedures should be posted in all diaper changing areas. Steps include:

- Prepare (includes putting on gloves)
- Clean the child
- Remove trash (soiled diaper and wipes)
- Replace diaper
- Wash child's hands
- Clean up diapering station
- Wash hands

• After diapering, wash your hands (even if you were wearing gloves) and disinfect the diapering area with a fragrance-free bleach that is EPA-registered as a sanitizing or disinfecting solution. If other products are used for sanitizing or disinfecting, they should also be fragrance-free and EPA-registered. If the surface is dirty, it should be cleaned with detergent or soap and water prior to disinfection.

CHILD HEALTH SCREENING OPTIONS

OPTION 1: RELIANCE ON SOCIAL DISTANCING

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

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

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

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

OPTION 2: RELIANCE ON BARRIER/PARTITION CONTROLS

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

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

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

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

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

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

OPTION 3: RELIANCE ON PERSONAL PROTECTIVE EQUIPMENT

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

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

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

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

OPTION 3: CONTINUED

Take the child's temperature. If performing a temperature check on multiple individuals, ensure that you use a clean pair of gloves for each child and that the thermometer has been thoroughly cleaned in between each check. If you use disposable or non-contact (temporal) thermometers and did not have physical contact with an individual, you do not need to change gloves before the next check. If you use non-contact thermometers, clean them with an alcohol wipe (or isopropyl alcohol on a cotton swab) between each client. You can reuse the same wipe as long as it remains wet.

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

If your staff does not have experience in using PPE, check to see if your facility has guidance on PPE. The procedure to take on and off PPE should be tailored to the specific type of PPE that you have available at your facility. You can also review PPE use in this booklet.

MORE CHILD CARE CENTER RESOURCES

National Resource Center For Health and Safety In Child Care and Early Education: https://nrckids.org/
Child Care Aware: https://www.childcareaware.org/
Office of Child Care: https://www.acf.hhs.gov/occ
Virginia Department of Social Services: https://www.dss.virginia.gov/family/children.cgi/

CLOSE CONTACT SERVICES:
WAXING SALONS| TATTOO FACILITIES|MASSAGE THERAPY

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Use all disposable materials and supplies according to Virginia Department of Health rules.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Employees should wear a disposable lab-coat or protective gown.
- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Add the following questions to your consent form: Have you been exposed? Have you traveled recently? Have you had a fever?
- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Provide hand sanitizer/sanitization wipes to customers upon arrival.
- Employees should have temperature taken upon beginning each workday.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines will be provided to customers.
- Only one person should be admitted to each service room at any time.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.

MORE CLOSE CONTACT RESOURCES

Virginia Department of Health Professions: https://www.dhp.virginia.gov/

CLOSE CONTACT SERVICES:
BARBER SHOPS | HAIR SALONS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Use all disposable materials and supplies according to Virginia Department of Health rules.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Services will be limited to haircuts and neck shaves only at barber shops.
- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers will be required to sanitize their hands upon entering the building and also before each treatment.
- No employees with COVID-19 symptoms will provide services to clients.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- No books/magazines will be provided to customers.
- The number of clients in a salon at a time will be limited to three or 50% of normal capacity.
- Only one client per service provider.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Barber shops/salons with three or fewer employees may resume operations so long as social distancing and other measures described herein are maintained. Barber shops/salons with four or more employees must stagger the work schedules so that no more than 50% of the normal number of employees will be in the building at a time.
- Stations will be separated by at least six feet from other stations.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.

MORE CLOSE CONTACT RESOURCES

Virginia Department of Professional and Occupational Regulations: https://www.dpor.virginia/COVID-19/

CLOSE CONTACT SERVICES:
NAIL SALONS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Any tools designed for one-time use will be discarded after use.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- No technician who has a fever or exhibits symptoms of COVID-19 will provide services to customers. The temperature of each technician will be checked before the technician meets with the first customer of the day.

- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- All equipment, chairs, and tables used by an employee should be sanitized between clients.
- Customers will be required to sanitize their hands upon entering the building and also before each treatment.

- No employees with COVID-19 symptoms will provide services to clients.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines will be provided to customers.
- The number of clients in a salon at a time will be limited to three or 50% of normal capacity.
- Only one client per service provider.

- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Salons with three or fewer employees may resume operations so long as social distancing and other measures described herein are maintained. Salons with four or more employees must stagger the work schedules so that no more than 50% of the normal number of employees will be in the building at a time.
- Stations will be separated by at least six feet from other stations.

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

MORE CLOSE CONTACT RESOURCES

Virginia Department of Professional and Occupational Regulations: https://www.dpor.virginia/COVID-19/

CLOSE CONTACT SERVICES:
TANNING SALONS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Very minimal customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

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

- Services will be provided by appointment only-- no walk-in customers.
- No one will be allowed to wait in the store; customers will wait in their vehicles until the service provider is ready.
- Retrain employees in proper hygiene practices.
- Recommend alcohol and gel-based hand sanitizers in salons for employees.

- No employees with COVID-19 symptoms will provide services to clients.
- Provide workers and customers with tissues and trash receptacles.
- Post a sign at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- No books/magazines will be provided to customers.
- Sanitize all tanning equipment and client contact surfaces with an EPA- hospital-grade disinfectant.

- Use laundry machines according to the manufacturer's instructions. Use warmest appropriate water settings and dry items completely.
- Limit the number of people in the building (only those receiving service and service providers allowed in the building).
- Clearly mark six feet distances in lines at cash registers and in other high-traffic areas.

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

MORE CLOSE CONTACT RESOURCES

Associated Nail Professionals: https://www.nailprofessional.com/
Virginia Department of Health: https://www.vdh.virginia.gov/

CONSTRUCTION

This includes residential, commercial and industrial construction.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires face-to-face interactions and some work in close quarters.

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity.
- Field fever tests should be administered before employees are allowed to enter an active construction site.

- All equipment, materials and tools will be sanitized at the beginning of the workday and upon delivery by a third party.
- Provide required hand-washing stations.

MORE CONSTRUCTION RESOURCES

Associated Builders and Contractors: https://www.abcva.org/
Home Builders Association of Virginia: https://www.hbav.org/

ENTERTAINMENT VENUES: GAMING

This section includes gaming facilities, such as arcades and bingo halls. These measures also apply to arcades.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely the touching of physical bingo cards and/or cash.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.

- Limit the number of customers in the venue to better utilize best practices for social distancing (50% of posted occupancy by Fire Marshal).
- Stagger machines (i.e. turning off every other machine in order to keep a 6-foot distance between patrons).
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at bingo card purchasing stations, wager windows or stations and food service areas.

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

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

MORE ENTERTAINMENT RESOURCES

American Gaming Association: https://www.americangaming.org/
American Amusement Machine Association: https://coin-op.org/

ENTERTAINMENT VENUES:
BOWLING ALLEYS + OTHERS

This section includes bowling alleys, escape rooms and other activity-based entertainment. This does not include exercise/fitness or other sports.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers, namely handling point of sale interactions.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing (50% of posted occupancy by Fire Marshal).
- Stagger machines/lanes at appropriate facilities to encourage social distancing.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Limit capacity for food service seating to employ 6-foot distance between patrons.
- Barriers may be needed in some areas. Specifically, barriers could be used at food service areas or between lanes, if possible.
- Families or those who have quarantined together may play together. Groups cannot intermingle.
- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment, including bowling balls, used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Bowling shoes must be carefully handled by employees and sanitized.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.

MORE ENTERTAINMENT RESOURCES

The Bowling Proprietors' Association of America: https://bpaa.com/
International Association of Escape Games: http://www.iaescapegames.com/

ENTERTAINMENT VENUES: MUSEUMS

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.

- Limit the number of customers in the venue to better utilize best practices for social distancing (50% of posted occupancy by Fire Marshal).
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.

- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Interactive exhibits (touch and feel exhibits, play areas) may be closed or modified to help maintain best practices for health and safety.

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

MORE ENTERTAINMENT RESOURCES

American Alliance of Museums: https://www.aam-us.org/

ENTERTAINMENT VENUES: MOVIE THEATERS

This section includes movie theaters. Other theaters hosting concerts, performers, etc. can also follow these guidelines, but may prefer to open when events can be filled at capacity.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing (50% of posted occupancy by Fire Marshal). This rule applies per movie screen, too. For example, a theater may be at 50% capacity, but if all attendees are in the same theater, social distancing isn't in order.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet.
- Direct customers to seats that separate them from other customers by 6 feet.
- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Sanitize theater seats following each movie. If this isn't possible, install disposable material on seats and discard after each movie.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.

MORE ENTERTAINMENT RESOURCES

National Association of Theatre Owners: https://www.natoonline.org/

ENTERTAINMENT VENUES: OUTDOOR

This section includes sporting venues, sporting events, and festivals. Other venues can also follow these guidelines, but may prefer to open when events can be filled at capacity.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Consult local public health officials about your event.
- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.

- Limit the number of customers in the venue to better utilize best practices for social distancing (50% of posted occupancy by Fire Marshal).
- Encourage staff and attendees to stay home if sick.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet.

- Direct customers to seats that separate them from other customers by 6 feet.
- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Sanitize seats following each event. If this isn't possible, install disposable material on seats and discard after each event.

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

MORE ENTERTAINMENT RESOURCES

Center for Disease Control: https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html/

ENTERTAINMENT VENUES: INDOOR

This section includes sporting venues, sporting events, and festivals. Other venues can also follow these guidelines, but may prefer to open when events can be filled at capacity.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Consult local public health officials about your event.
- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- Gloves and masks may be required, and usage could vary based on the level of interaction with customers.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Limit the number of customers in the venue to better utilize best practices for social distancing (50% of posted occupancy by Fire Marshal).
- Encourage staff and attendees to stay home if sick.
- Stagger payment areas and tables in food service areas.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet.
- Direct customers to seats that separate them from other customers by 6 feet.
- Additional hand sanitizing stations will be available to patrons and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Follow restaurant guidelines for food service areas.
- Sanitize seats following each event. If this isn't possible, install disposable material on seats and discard after each event.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Develop flexible refund policies for attendees.

MORE ENTERTAINMENT RESOURCES

Center for Disease Control: https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html/

EXERCISE FACILITIES

This section includes gyms, fitness centers and studios.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires limited customer interaction.

EMPLOYEE + CUSTOMER PROTECTION

- Employees and customers should be encouraged to wear PPE where applicable. Do not use PPE if it affects breathing while exercising.
- If a customer or employee is sick, he or she will be sent home or to a healthcare facility.
- Some locations may require barriers to separate customers and/or employees.
- Stagger/spread equipment to maintain a distance of 6 feet between machines.
- Customers will be barred entrance once the safe social distancing capacity has been reached.
- Space between customers in food service and retail areas, as well as the ticket booth, will be set at the recommended 6 feet. It may also be necessary to set the same requirement in high-traffic exhibit areas.
- Additional hand sanitizing stations will be available to patrons and employees.
- Employees should perform regular cleaning and encourage customer assistance with cleaning equipment after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- No food products consumed on premise by employees or customers.
- Customers and employees should bring their own water or other drinks.
- No towels should be offered by the gym. Customers should bring their own towels.
- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.

MORE EXERCISE RESOURCES

Association of Fitness Studios: https://member.afsfitness.com/
Virginia Department of Agriculture and Consumer Services: https://www.vdacs.virginia.gov/food-health-clubs.shtml/

FINANCIAL SERVICES

This includes banks, credit unions and financial planners.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customers and cash handling.

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity to other employees or customers.
- Employees handling cash should wear gloves.
- Limit the number of individuals inside the lobby/public areas in banks/credit unions to 50% of fire capacity occupancy or 8 customers per 1,000 square feet.
- Encourage drive-thru use.
- Encourage virtual meetings regarding loans, financial planning, etc.
- Additional hand sanitizing stations will be available to patrons and employees.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Point of sale equipment will be frequently cleaned and sanitized.
- Protective screens may be installed at the discretion of each institution.
- Teller windows must be at least 6 feet apart.
- Pens should be sanitized after use.

MORE FINANCIAL SERVICES RESOURCES

Virginia Bankers Association: https://www.vabankers.org/
Credit Union National Association: https://www.cuna.org/
Financial Planning Association: https://www.onefpa.org/
American Bankers Associations: https://www.aba.com/

FOOD SERVICE | BARS | COFFEE SHOPS

This section includes restaurants, bars, coffee shops, catering companies, food trucks, wineries and breweries.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Employees can wear masks at their discretion based on the state's recomendation. However, the CDC and FDA recommends masks/face coverings for all employees.
- Gloves are already part of the supplies restaurants use on a daily basis. There should be no additional need for other supplies outside the normal course of business.

- Staff will limit the number of customers in the restaurant to those that can be adequately distanced 6 feet apart.
- Any indoor or outdoor waiting area must be marked so that social distancing standards are met. One member of a party may be allowed in waiting area while other members of their party wait in their car.
- Tables will be limited to no more than 6 guests per table.
- Tables/booths may alternatively be separated by a physical barrier.

- Tables and seating will be sanitized after each guest.
- Bathrooms should be sanitized frequently.
- High customer contact areas (e.g. door entrances) should be cleaned every two hours.
- Menus, if laminated, should be cleaned after each usage, or paper menus shall be designed for single use.

- Condiments are not to be left on tables. Provide by request and sanitize after usage, or disposable packets should be used.
- Employees are encouraged to take ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based handsanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- A sign should be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.

- Never touch Ready-to-Eat foods with bare hands.
- Use single service gloves, deli tissue, or suitable utensils.
- Wrap food containers to prevent cross contamination.
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill.

PICK-UP + DELIVERY

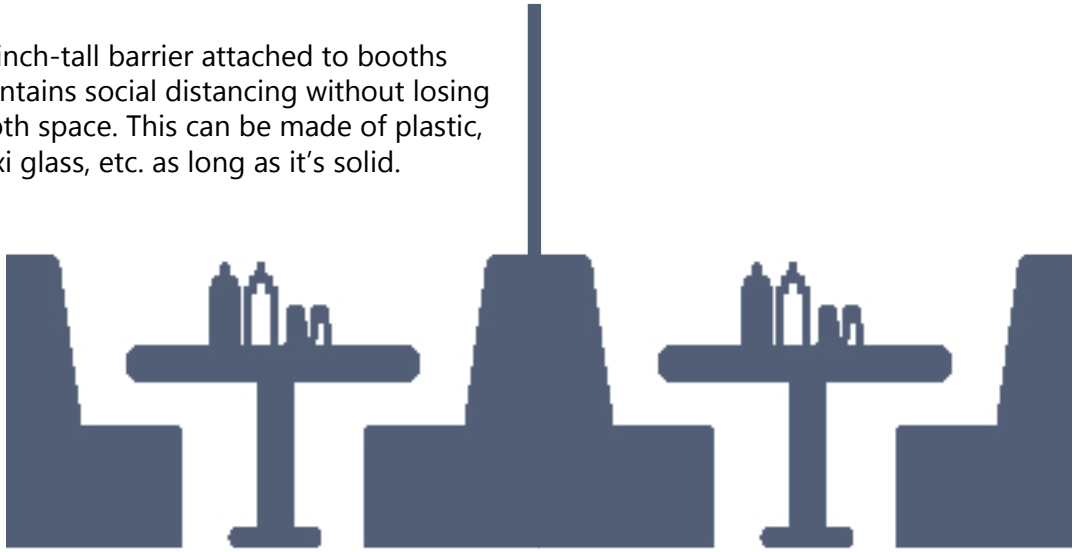
- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food before transport

- Encourage customers to use no-touch deliveries
- Notify customers as the delivery is arriving by text message or phone call
- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks

CREATING A BARRIER

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

24-inch-tall barrier attached to booths maintains social distancing without losing booth space. This can be made of plastic, plexi glass, etc. as long as it's solid.



MORE FOOD SERVICE RESOURCES

National Restaurant Association: https://restaurant.org/Covid19
FDA: https://www.fda.gov/
CDC: https://www.cdc.gov/
Virginia Restaurant, Lodging and Travel Assocations: https://www.vrlta.org/
Virginia Department of Tourism: https://www.virginia.org/
Virginia Department of Agriculture and Consumer Services: https://www.vdacs.virginia.gov/about-emergency-information.shtml/
The Wine Institute: https://wineinstitute.org/news-alerts/coronavirus-covid-19-update/

IN HOME PERSONAL SERVICES

This section includes housekeeping. If the personal services are medical related, please follow the guidelines set in medical services. If the personal services are construction related, see construction.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Employees can wear masks at their discretion based on the state's recomendation. However, the CDC and FDA recommends masks/face coverings for all employees.
- Gloves are already part of the supplies used on a daily basis. There should be no additional need for other supplies outside the normal course of business.
- Staff will limit the number of customers in the home to those that can be adequately distanced 6 feet apart.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based handsanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.

MORE RESOURCES

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

TRAVEL | LODGING

This section includes hotels, motels, Bed & Breakfasts, AirBnB, Homestay, VRBO cabins; or any form of lodging. This category also includes meeting rooms and conference venues.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Employees can wear masks at their discretion based on the state's recomendation. However, the CDC and FDA recommends masks/face coverings for all employees.
- Gloves may be a routine part of housekeeping PPE.
- Consider leaving disinfectant wipes in guest rooms.
- Consider hospital grade disinfectants that say "EPA-approved emerging viral pathogen claims".

- Indoor or outdoor waiting area must be marked so social distancing standards are met. One member of a party may be allowed in waiting area while other members of the party remain in the car.
- Rearrange furniture to facilitate social distancing or remove furniture from lobbies.
- Tables should have no more than six per table.
- Any menus should be laminated and cleaned after each usage. Paper menus should be designed for single use.
- Set new capacity standard at 50% of former Fire Marshall standard.

- Schedule a frequent cleaning of high touch surfaces such as guest rooms, check-in counters, buttons on elevators, handrails on stairwells, water fountains, ice machines, vending machines, pens at the front desks and room keys and or key cards should also be cleaned.
- Bathrooms should be sanitized frequently in public spaces such as lobbies, dining areas, conference rooms, etc.
- Luggage carts should be disinfected following each use. Consider providing gloves to guests.
- Signage in lobbies to remind guests to maintain social distancing.
- High customer contact areas should be cleaned every two hours. Examples of these areas include, but are not limited to, door entrances.
- Linens may become contaminated with the virus
- Condiments are not left on counters or tables. Provide by request and sanitize after usage or disposable packets should be used (think creamer at breakfast or syrup).

TRAVEL/LODGING (CONTINUED)

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based handsanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- A sign should be posted at the entrance saying guests who have a fever, cough, or any sign of sickness should not enter.

MORE RESOURCES

CDC: https://www.cdc.gov/
American Hotels and Lodging Association: https://www.ahla.com/safestay/
AirBnB Resource Center: https://www.airbnb.com/resources/

MEDICAL SERVICES: GENERAL

This section includes medical doctor's offices, urgent care facilities, chiropractic clinics and physical therapy offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Physicians, allied health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each encounter.

EMPLOYEE + PATIENT PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear facemasks.

- All staff will be screened for symptoms of COVID-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of COVID-19 will be referred to the appropriate healthcare facility.
- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.

- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- When possible, some encounters may be completed in the parking lot to avoid the patient entering the office building.

- High-risk patients will use a separate entrance and exit.
- Offices and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

MEDICAL SERVICES: DENTISTRY

This section includes maxillofacial and oral surgery offices and dentist offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Doctors, nurses, hygienists and support staff have close physical contact with patients.

EMPLOYEE + PATIENT PROTECTION

- Employees will wear masks, gloves, full face shields and/or protective eyewear, shoe covers and disposal gowns. One mask can be used per day. As N95 masks are again available to dentists commercially, they may be used as an option when high aerosolization is anticipated.
- Gloves, shoe covers and gowns will be disposed of after each patient.

- All staff will be screened for symptoms of COVID-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of COVID-19 will be referred to the appropriate healthcare facility.
- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.

- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- Services will be provided by appointment. If a walkup patient arrives, that patient will be evaluated in the same manner as an appointed patient, provided that the schedule allows for the extra patient.

- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.
- Office and exam rooms will be cleaned and disinfected between patients.
- All instruments will be either disposed or sterilized in an autoclave after each use. Each instrument is individually sterilized and packaged for each patient.
- Chairs, trays, capes and face shields will be cleaned and sanitized after each patient is treated.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Offices should utilize powered air-purifying respirators with high-effeciency particulate arrestance (HEPA) filters.
- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

MEDICAL SERVICES: OPTOMETRY

This section includes optometry and ophthalmology offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires direct physical contact with patients.

EMPLOYEE + PATIENT PROTECTION

- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear facemasks.

- All staff will be screened for symptoms of COVID-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of COVID-19 will be referred to the appropriate healthcare facility.

- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available. They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- When possible, non-emergent conditions will be handled via telemedicine.
- Services will be provided by appointment only. No walk-in patients allowed.
- High-risk patients will use a separate entrance and exit. Patients will be separated from each other at all times by at least 6 feet.

- Optical stations will be separated by at least six (6) feet.
- Limit the number of people in the office to one person per doctor, technician, or optician.
- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.

- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.

MEDICAL SERVICES: MENTAL HEALTH

This section includes mental health and behavioral therapy offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Therapists, social workers and other staff members have minimal contact with patients.

EMPLOYEE + PATIENT PROTECTION

- Provide therapy services to patients via phone call or video conference by appointment.
- Update patients on policies admid COVID-19.
- Allow staff to work from home.

- If an emergency arises, the patient should call 911 or report to their nearest emergency room.

MORE MEDICAL RESOURCES

American Medical Association: https://www.ama-assn.org/
American Dental Association: https://www.ada.org/
American Optometric Association: https://www.aoa.org/
American Physical Therapy Association: https://www.apta.org/
American Chiropractic Association: https://www.acatoday.org/
American Nurses Association: https://www.nursingworld.org/
Association for Behavioral and Cognitive Therapies: http://www.abct.org/
Virginia Department of Health: https://www.vdh.virginia.gov/
Medical Society of Virginia: https://www.msv.org/

OFFICES/PROFESSIONAL SERVICES

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

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires some contact with others.

EMPLOYEE + CUSTOMER PROTECTION

- Masks should be used for employees working in close proximity to other employees or customers/clients.
- Employees who are sick should not come to work. Customers/clients who are sick will not be permitted in the building.
- Allow employees to work remotely if possible.
- Hold large meetings via teleconference.
- Limit number of individuals in the building and use social distancing.
- Encourage clients/customers to connect via phone call or video conference.
- Hand sanitizing stations will be available to customers and employees.
- Any equipment used will be cleaned and disinfected after each use.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Do not use another employee's phone, keyboard, computer, etc.
- Sanitize keyboards, screens, phone, etc. daily.
- Point of sale equipment (if applicable) will be frequently cleaned and sanitized.
- Limit cash handling. Encourage use of credit/debit cards, Venmo, PayPal, etc.
- Pens should be sanitized after use by client/customer.

MORE OFFICE RESOURCES

Virginia State Bar: https://www.vsb.org/
Virginia Society of Certified Public Accountants: https://www.vscpa.org/

PHARMACIES

AVERAGE LEVEL OF CUSTOMER INTERACTION

Some work requires direct physical contact with customer.

EMPLOYEE + CUSTOMER PROTECTION

- Pharmacy personnel will wear protective facemasks and gloves as appropriate.
- If an employee is sick, he or she will be sent home or to a healthcare facility.
- Utilize plastic shields/screens at check-out and other counters.
- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.

- Drive through and curbside service should be used for prescription pick up.
- Deliver pharmacy items to patients' homes where possible.
- Utilize plastic shields/screens at check-out and other counters.
- Widen check-out counters for social distancing.
- Strategies to limit direct contact with customers include:
    - Packaged medication can be placed on a counter for the patient to retrieve.
    - Avoid handling insurance or benefit cards.
    - Avoid touching objects that have been handled by patients.

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

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

MORE PHARMACY RESOURCES

Virginia Pharmacists Association: https://www.virginiapharmacists.org/
Virginia Board of Pharmacy: https://www.dhp.virginia.gov/pharmacy/

REAL ESTATE | PROPERTY MANAGEMENT

This section covers real estate agents and property management professionals. If construction is involved the property management professional should review the construction section.

AVERAGE LEVEL OF CUSTOMER INTERACTION

Work requires close contact with customer.

AGENT + CLIENT PROTECTION

- Clients and agents should wear masks and gloves for showings, closings and other face-to-face interactions.
- Clients and agents should wear shoe covers when entering a home.
- Encourage virtual tours and open houses.
- Use digital notary seal and remote signings.
- Use electronic closing on home loans.
- Limit number of people in office at one time.
- Only the decision maker(s) should attend showings. No children should attend. Sick individuals should not attend showings.
- Provide sanitizing station in home, including soap, paper towels, garbage can and hand sanitizer.
- Only realtor or sellers turn lights on, open doors, cabinets, closets etc.
- Clients may not open cabinets to minimize germ spread.
- Sanitize the home prior to and following showings.

MORE REAL ESTATE RESOURCES

Virginia Association of REALTORS®: https://www.dpor.virginia.gov/boards/Real-Estate/
National Association of REALTORS®: https://www.nar.realtor/
New River Valley Association of Realtors: https://www.nrvar.com/

RETAIL: GENERAL

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

AVERAGE LEVEL OF CUSTOMER INTERACTION

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

EMPLOYEE + CUSTOMER PROTECTION

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

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

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

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

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

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

RETAIL: GROCERIES | GAS STATIONS

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

AVERAGE LEVEL OF CUSTOMER INTERACTION

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

EMPLOYEE + CUSTOMER PROTECTION

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

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

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

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

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

RETAIL: RENTAL BUSINESSES

This section includes rental of cars, trucks, equipment, boats, etc.

AVERAGE LEVEL OF CUSTOMER INTERACTION

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

EMPLOYEE + CUSTOMER PROTECTION

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

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

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

- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- Add clear shields to point of transaction to aid in distancing.
- Sales registers must be at least 6 feet apart.
- Salesperson will encourage customers; either to insert payment card or to provide their own pen or sanitize store's pen before and after use to sign the receipt. Receipt should be left on counter.

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

MORE RENTAL RESOURCES

Enterprise Rental: https://www.enterprise.com/en/car-rental/on-call-for-all/covid-19-faqs.html

RETAIL: JEWELRY

This section covers the jewelry retail industry.

AVERAGE LEVEL OF CUSTOMER INTERACTION

General practice (non-COVID) allows for consistent interaction with customers throughout operating hours.

EMPLOYEE + CUSTOMER PROTECTION

- Showroom and common areas should be sanitized before opening and throughout the day.
- Gloves must be worn by employees to transfer all jewelry and equipment.
- Employees must wash hands before working.

Stores use a combination of equipment that include a steamer, boiler, ultraviolet light, and alcohol or sanitizer to keep jewelry clean and germ free. Because metals and gemstones have individual characteristics and reactions, the jewelers must be allowed to determine the safest way to clean each item of jewelry. Jewelers MUST sanitize jewelry at intake.

- All customers should be asked to clean their hands and put on gloves if necessary. Trying on rings is an exception, but customers should wash their hands before and after.
- Masks will be provided/offered to customers in close proximity situations.

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

MORE RETAIL RESOURCES

Virginia Retail Federation: https://virginiaretailfederation.com/
National Retail Federation: https://nrf.com/
National Association of Convenience Stores: https://www.convenience.org/

SOURCES

Centers for Disease Control and Prevention (CDC): https://www.cdc.gov/

Virginia Small Business Commission Emergency Task Force: https://www.dls.virginia.gov/commisions/sbc.htm/

Food and Drug Administration (FDA): https://www.fda.gov/

Virginia Department of Health: https://www.vdh.virginia.gov/

U.S. Chamber of Commerce: https://www.uschamber.com/

Virginia Chamber of Commerce: https://www.vachamber.com/

National Park Service: https://www.nps.gov/

Department of Conservation and Recreation: https://www.dcr.virginia.gov/

CLOSING

We know that this health crisis is challenging. Many of us are going through circumstances we would never have dreamed, from working from home, teaching our children at home, filing for unemployment and fighting to keep our employees working, having sick loved ones, seeking loans, and more.

Our community is resilient; we have proven this time and time again. Tornadoes, shootings, floods have never kept us down. We will get through this TOGETHER. Reach out to your Chamber, Tourism office, or other business advocacy organization. We are here to serve you.

Thank you for your willingness to reopen smartly to reduce the health risk to our community, and for making our community a great place to live, retire, raise a family, start a business, see a sunset...

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