

# REOPENING COLORADO



CO

*A TEMPLATE FOR REOPENING WITH  
SAFETY, SPEED, AND CONFIDENCE*





Each industry and business is different, but there are common themes that need to be addressed in order to get back to business. This template provides the items that deserve your thought and planning and can be used by industry groups (trade associations, professional associations, etc.) or individual businesses. The best work is accomplished when we come together in consensus, sharing our learning along the way.

### **1. LET'S KEEP COVID-19 OUT**

Take necessary precautions to minimize the chances of COVID-19 being introduced into your business environment.

### **2. LET'S NOT PASS IT ALONG**

Make changes to reduce the chance of the virus being spread between your customers and/or workers.

### **3. LET'S PLAN FOR WHEN IT DOES HAPPEN**

Necessary procedures when a case is detected.

### **4. LET'S CARE FOR OUR PEOPLE**

Your workers are your most vital resource. Take care of their physical and emotional health.



## Section 1: **LET'S KEEP COVID-19 OUT**

	Description	Plan for Current Phase	Plan for Future Phase
<b>Screening</b>	<p>Describe how you will conduct daily pre-work health screening for your workers.</p> <p><b>Questions to answer:</b></p> <ul style="list-style-type: none"> <li>• Where will the screening physically take place in order to minimize risks on-premises, and who will conduct it?</li> <li>• What direction will you provide to workers if they do not pass the screening?</li> <li>• How will you create confidential and accurate worker, vendor, guest and/or customer logs so that you can take containment steps if a case is later discovered?</li> <li>• How will you check each worker's temperature?</li> <li>• How will you query positive case contact history and current symptoms?</li> <li>• How will you, in advance, communicate to staff to stay home if showing any symptoms or signs of sickness, or if they have been in contact with someone with symptoms or a positive diagnosis?</li> </ul> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Co Dept of Health Screening guidance</a></li> <li>• <a href="#">Guidance for Positive Tests</a></li> <li>• <a href="#">Example of Health Screening form</a></li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



<b>Guidelines</b>	<p>Write guidelines and describe communication channels (signage, electronic communication, etc.) for customers, visitors, guests, vendors and workers to help prevent them from introducing COVID-19 into your business.</p> <p><b>Specific considerations may include:</b></p> <ul style="list-style-type: none"> <li>● Communications to stop sick or exposed persons from entering</li> <li>● Expand drop-off/delivery/receiving time windows to prevent overcrowding</li> <li>● For scheduled services (events, childcare), pre-screen requests prior to coming on premises (for example, stay home if they are experiencing symptoms or have been exposed to someone with COVID-19)</li> <li>● Suspend unnecessary visitors</li> <li>● Suspend non-mandatory worker travel</li> <li>● Use of digital meeting technology</li> <li>● Encourage work at home if possible</li> <li>● Encourage non-employee deliveries to take place outside to prevent unnecessary foot traffic on premise</li> <li>● Eliminate pen and paper receiving procedures</li> <li>● Require vendors on premises to follow guidance on masks, hand sanitizer, hand washing, and other PPE</li> </ul> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Signage Templates</a></li> <li>● <a href="#">Free Printable Signs</a></li> </ul>	●	●
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## Section 2: **LET’S NOT PASS IT ALONG**

	Description	Plan for Current Phase	Plan for Future Phase
<b>Educating Employees</b>	<p>Consider the content, method and policies you'll need to keep workers informed.</p> <ul style="list-style-type: none"> <li>● <b>CONTENT</b> that you need them to understand (the importance of hand washing, avoiding touching the face, avoiding contact with anyone sick, adhering to social distancing, using masks, disinfecting surfaces, and properly disposing of PPE)</li> <li>● <b>METHOD</b> to communicate it (signage, talking points for managers, leading from the top)</li> <li>● <b>POLICIES</b> that underlie the content (frequency of hand washing, sanitation, etc.).</li> </ul> <p>Think about the edge cases (if you can't provide consistent PPE, do you allow workers to wear their own? If workers must be in close proximity with others, will additional PPE be required, such as face shields, barriers, etc.?).</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"> <li>● <a href="#">Guidance on Masks</a></li> <li>● <a href="#">CDC Printable Signage</a></li> <li>● <a href="#">UCSF Guidance for Employers</a></li> </ul>	<ul style="list-style-type: none"> <li>●</li> </ul>	<ul style="list-style-type: none"> <li>●</li> </ul>



<p><b>Educating Visitors</b></p>	<p>Describe the content and methods you will use to communicate the latest precautions to those that will visit your business. Consider the <b>CONTENT</b> that you need them to understand (refer to Physical Distancing and Adjusted Operations below), and the <b>METHOD</b> to communicate it (signage, talking points for workers, audio messaging).</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"><li>• <a href="#">Kroger blueprint</a></li></ul>	<ul style="list-style-type: none"><li>•</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>
<p><b>Physical Distancing</b></p>	<p>Physical Distancing is likely one of the most challenging, yet critical aspects of your plan. As an industry, minimum standards should be established, then each individual business should decide how to implement.</p> <p>Describe best practices to encourage six feet of distancing. As an individual business, create diagrams, graphics or a description of how this will be accomplished at each location.</p> <p>Consider signage, modifications to the traffic flow or physical environment, barriers (i.e. plexiglass), elimination of areas that discourage distancing (sitting areas), and limitation of business capacity or scheduling of visitors to allow for proper distancing.</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"><li>• <a href="#">PPE sources</a></li><li>• <a href="#">Social Distancing Worksheet</a></li></ul>	<ul style="list-style-type: none"><li>•</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>



<p><b>Enhanced Cleaning</b></p>	<p>COVID-19 can remain on surfaces for extended periods. Thorough and frequent cleaning must be foundational in your plan, whether you do so internally or engage third party providers.</p> <p>If the business typically operates its own facility, describe enhanced daily sanitation procedures and periodic deep cleaning. Include written checklists, guidelines, wipe down of high contact areas, disinfect and stock bathrooms more frequently, potential increases in staff to allow cleaning and time for hand washing, and disinfecting procedures for equipment between every use.</p> <p>These plans must ensure adequate cleaning supplies and PPE for the workers doing the cleaning. In event, meeting, classroom, and office spaces, ensure ventilation meets OSHA guidance. Consider if your business or industry would benefit from providing your customers with hand sanitizer, wipes, or masks.</p> <p>If your business occurs off-premises, describe procedures for disinfecting and sanitation before, during, and after the event.</p> <p>Additionally, consider how to frequently disinfect, reduce, or eliminate areas that concentrate multiple visitors (close fitting rooms, staff bulk food areas, etc.). To allow for enhanced cleaning, consider reopening with shorter hours.</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"><li>• <a href="#">Co DPH Cleaning recommendations</a></li><li>• <a href="#">CDC recommendations for cleaning</a></li><li>• <a href="#">OSHA Ventilation guidance</a></li><li>• <a href="#">EPA guidance for cleaning</a></li></ul>	<ul style="list-style-type: none"><li>•</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>
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<p>Adjusted Operations</p>	<p>Suggestions around modified operations likely focus on technology and procedures to increase social distancing and reduce transmission.</p> <ol style="list-style-type: none"><li>1. Think about the <b>typical customer flow</b> through the environment, focusing where workers and customers contact, or where multiple customers contact equipment or product. Consider moving to contactless payment systems (online prepay, self check out, direct pay via services like PayPal and Venmo, or touchless terminals) and sanitizing high contact items between customer uses (pens, condiments, payment terminals).</li><li>2. Think about <b>reducing peak traffic levels</b> through staggered shifts in manufacturing to allow distancing, appointments instead of walk-ins, special hours for elder or immune-compromised customers, and delivery/pickup with physical distancing protocols such as placing items outside or in vehicles without customer contact.</li><li>3. Describe <b>procedures to protect workers</b> from items that customers have touched. Think about items being dropped for repair or return and if this should be allowed, and if so, how the items can be sanitized.</li></ol> <p>Describe how you will train workers on procedures.</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"><li>• <a href="#">Delivery Best Practices</a></li><li>• <a href="#">CDC Guidance for Employers</a></li><li>• <a href="#">OSHA Guidance</a></li></ul>	<ul style="list-style-type: none"><li>•</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>
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	<ul style="list-style-type: none"> <li>• <a href="#">Kroger blueprint</a></li> </ul>		
<b>Food Safety</b>	<p>For industries that provide food or food services, refer and adhere to CDC recommendations and guidelines on disinfection of all frequently touched surfaces as well as the EPA’s criteria for cleaning and disinfecting solutions. Then conduct a hazard analysis and risk-based preventive controls assessment, and make sure to include procedures for maintaining clean and sanitized facilities and food contact surfaces. Finally, create a decision tree that enables quick assessment and response to risks.</p> <p>Describe considerations such as worker PPE (masks and gloves), elimination of shared serving utensils, and operational changes such as the elimination of family-style or self-service in favor of tended buffet or plated service.</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Co Dept of Health Cleaning recommendations</a></li> <li>• <a href="#">CDC recommendations for cleaning</a></li> <li>• <a href="#">EPA guidance for cleaning</a></li> <li>• <a href="#">NCSU FOOD SAFETY</a></li> <li>• <a href="#">SOP: COVID-19 PLAYBOOK - BLACK SHEEP RESTAURANTS</a></li> <li>• <a href="#">National Restaurant Association Reopening Guidebook</a></li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



## Section 3: **LET’S PLAN FOR WHEN IT DOES HAPPEN**

	Description	Plan for Current Phase	Plan for Future Phase
<b>Clear Guidance</b>	<p>Effective containment within your business, community, and industry depends on concise plans and clear worker communication regarding at-risk workers. Those:</p> <ul style="list-style-type: none"> <li>• With confirmed diagnosis</li> <li>• With symptoms not yet tested</li> <li>• Who have been exposed but not tested</li> <li>• Requested to quarantine by healthcare providers</li> <li>• At high-risk due to medical conditions</li> <li>• Immunocompromised</li> </ul> <p>Guidelines should be in place regarding sick pay when out and when workers will be allowed to return (typically including one of these requirements: after at least one negative test, a reliable positive antibody test, or after a required isolation period), and what documentation is required.</p> <p>Industries should guide businesses to assemble and make accessible information on free testing as well as the sick time and FMLA that is available to workers, and proactively communicate if or when that is to be modified.</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"> <li>• Colorado <a href="#">Sick time</a> policy</li> <li>• Colorado <a href="#">family leave</a> policy</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Tracking</b></p>	<p>One of the often overlooked components of a plan to reopen, is a methodical procedure to track affected workers and/or customers. Since the virus is often transmitted before someone is symptomatic, it is through this contact tracing that businesses can significantly reduce additional transmission once a case is identified.</p> <p>Best practices begin with a <b>clear definition</b> of which workers must be immediately quarantined which should include those with a confirmed diagnosis, symptoms but not yet tested, exposure but not yet tested, and those requested to quarantine by healthcare providers.</p> <p>When a worker reports that they fall into one of these categories, a pre-established <b>confidential reporting procedure</b> is triggered in which a supervisor or manager collects information such as when symptoms began, when they were last at work, who they were in close contact with at work, and their testing status.</p> <p>Next, the business <b>takes actions to safeguard other workers and customers</b> and provide support for the affected worker.</p> <p>Best practices for these actions include (while providing the affected worker confidentiality):</p> <ul style="list-style-type: none"> <li>• Notifying coworkers and/or customers who were in contact with the affected individual to encourage self-quarantine and/or testing</li> </ul> <p>(CONTINUED ON NEXT PAGE)</p>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
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*(TRACKING CONTINUED)*

- Following up with those contacted once the affected worker is tested; providing worker support (informational resources, child care referrals, EAP details if available, emotional support, mental health resources)
- Monitoring and checking in with the worker until they are able to return to work.

Additionally, for businesses that routinely house or have long term contact with workers or customers (residential centers, camps, childcare facilities) plans for immediate, on-premises, isolation of affected workers or customers and those they have been in contact with are essential; including plans that designate adequate facilities that are used, or can be converted, for quarantine as well as plans for transportation or testing.

Describe your plans to address Tracking and potential quarantine.

**Useful resources:**

- [Kroger's blueprint](#) (see pages 2-4)



## Section 4: **LET'S CARE FOR OUR PEOPLE**

	Description	Plan for Current Phase	Plan for Future Phase
<b>Support</b>	<p>Industry plans to support the health and safety of workers are paramount and vary by the type of work. These plans fall into several areas.</p> <ul style="list-style-type: none"> <li>• <b>PHYSICAL SUPPORT:</b> Describe plans to physically protect workers from transmission. This may include items such as PPE and if it will be worker or employer provided (masks, gloves, hand sanitizer and instructions for use and disposal), reduced seating in break rooms and eating areas to encourage social distance, additional appropriately distanced areas with break seating, discontinued self-service eating options in favor of single-serve meal options, and frequently provided, clear communication on safety protocols and updates. <p>(CONTINUED)</p> </li></ul>	•	•



*(SUPPORT CONTINUED)*

- **FINANCIAL SUPPORT:** Describe plans to collect and disseminate financial support information to workers. This can include details on sick leave and FMLA available to those during required quarantine or those caring for a child or family member, as well as information on available local and community health resources. Plan ahead for possibly multiple quarantine/leave periods.
- **EMOTIONAL SUPPORT:** Describe plans on how to support the emotional health of the workforce. This may involve training on how to deal with difficult situations with customers, mental health resources available through the company or community, and training for managers on supporting workers in times of stress and anxiety.

**Useful resources:**

- [Mental health resources in Co](#)
- Colorado [Sick time](#) policy
- Colorado [family leave](#) policy



<p><b>Recognize</b></p>	<p>Industries are asking much from their workers during reopening, and it is encouraged that institutionalized plans be made to acknowledge workers for a job well done. This can be anything from a simple “thank you” from a manager, to establishing a method for customers to provide workers with kudos. Small perks or gift cards can also be greatly appreciated.</p> <p>Plans may also include methods to increase worker engagement in the overall COVID-19 response effort. This can be accomplished through periodic worker surveys, creation of worker committees to address specific issues, methods to solicit ongoing feedback, and increased management check-ins with workers. If industries put programs such as these in place, they must also create mechanisms to address and communicate feedback that is received.</p> <p>Additionally, it is a best practice to Deputize workplace coordinator(s) charged with addressing COVID-19 issues.</p> <p>Describe your worker recognition program.</p> <p><b>Useful resources:</b></p> <ul style="list-style-type: none"><li>• <a href="#">COVID-19 free worker check in tool</a></li><li>• <a href="#">Kroger’s blueprint</a> (see page 44)</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>
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## **ADDITIONAL RESOURCES**

### **Links to Industry Reopening Plans**

- [Childcare](#)
- [Education P-12](#)
- [Field Services & Real Estate](#)
- [Higher Education](#)
- [Health Care- Limited Settings](#)
- [Recreation- Services & Personal](#)
- [Nursing Homes and Congregate Care Facilities](#)
- [Office Based Businesses](#)
- [Personal Services](#)
- [Retail](#)
- [Manufacturing- Non-critical](#)
- [Salons, Spas, and Sole Practitioners of Personal Services](#)

### **Links by Individual Business Reopening Plans (organized by sector)**

- Retail
  - [Kroger's blueprint](#)
- Restaurant
  - [Black Sheep Restaurant COVID Playbook](#)