



# COVID-19 REOPENING REFERENCE GUIDE FOR MEMPHIS & SHELBY COUNTY

Updated 5.13.20

**NOTE:** This guide is intended to help businesses understand guidance provided by Memphis and Shelby County public and health officials for Phases 1-3 of Responsible Reopening. For full details of phased reopening guidance, visit the Shelby County Health Department's website at <http://www.shelbytnhealth.com> and <https://backtobusiness.memphistn.gov>.

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# Guidance Across All Phases of Reopening

The City of Memphis and Shelby County require all entities to comply with the following set of universal guidelines at all phases of reopening.

1. Implementation of COVID-19 Compliant Protocol
2. Adherence to social distancing protocol as outlined by the Centers for Disease Control (CDC)
3. Adherence to sanitization practices as outlined by the CDC
4. Encourage and facilitate telework and minimize business travel to the greatest extent possible
5. Implementation of policies to ensure employees do not work when ill
6. Adherence to all other applicable CDC and industry “best practice” guidance and regulations

## How to use this document

The following workplace modifications are required as part of the Shelby County Health Department’s Reopening Framework across all phases of reopening.

Modifications to workplaces as outlined by the Shelby County Health Department include behavioral (pg. 3), environmental (pg. 4) and procedural (pg. 6) modifications. For applicable modifications, the Chamber has provided additional resources, best practices and references alongside each requirement under the heading **Additional Resources**.

In addition to the guidance below, sector-specific guidance for each phase can be found [here](#).



## BEHAVIORAL MODIFICATIONS

- Cooperate with health authorities' efforts to prevent and control the spread of COVID-19.
- Compliance with all federal and state business COVID-19 safety requirements, whether industry-specific or not, such as, for example, Occupational Safety and Health Administration (OSHA) requirements.

**Additional Resources:** [OSHA Requirements Re: COVID-19 by Industry](#)

- All customers and any employee who works in public areas or around coworkers should wear a cloth face covering (not an N-95 or medical mask, which should be reserved for healthcare workers) that covers the individual's nose and mouth.

**Additional Resources:** [PPE Source List](#)

- As determined by the employer and where feasible, all employees who can perform their work duties remotely should be instructed to do so. When possible, permit flexible worksites and hours (including staggered shifts) to increase physical distancing of at least six-feet among and between employees.



**Additional Resources:** [Webinar: Tools to Help Business Navigate Covid-19](#)

- Continue promoting frequent and thorough handwashing, and provide workers, customers, and visitors a place to wash their hands or use alcohol-based hand sanitizer at or near the entrance of a facility, high-traffic areas, and other appropriate areas where there are frequent employee/public interactions (e.g., cash registers and shopping carts/baskets). Employers should have assigned employees who are responsible for ensuring that this safety measure is met.

**Additional Resources:** [CDC Guidance on Proper Handwashing](#)

- Discourage workers from using other employee's phones, desk, offices or other work tools and equipment, when possible. When not possible, sanitizers should be used both prior to use of communal items and immediately after, and care should be taken not to touch the face.

- Where feasible, implement contactless transactions.

**Additional Resources:** [Guide to Contactless Transactions](#)

## ENVIRONMENTAL MODIFICATIONS

- Place prominent informational signs at each public entrance to the facility and in all high-traffic areas to educate and encourage a partnership of safety for employees, customers and the public.

**Additional Resources:** Example signage can be found [here](#).

- Signs should explain that the business is compliant with Health Department's safety measures and that people should:
  - Avoid entering a public facility if they have a cough, fever or other symptoms of COVID-19.
  - Maintain a distance of at least six feet between individuals from people who are not members of the same household.
  - Engage in respiratory etiquette, including covering up coughs and sneezes and properly disposing of tissues.
  - Do not shake hands or engage in any unnecessary physical contact.

**Additional Resources:** **Local Signage Providers** and other Reopening Resources can be found [here](#). **Free Signage Resources** from the State of Tennessee can be found [here](#).

- Business facilities are also required to post a copy of the COVID-19 Compliant Protocol at each public entrance to the facility.

**Additional Resources:** Print the [COVID-19 Compliant Protocol here](#).

- Limit the number of people who can enter a facility at any time to ensure that people inside can easily maintain a minimum six-foot distance from each other at all times, except when necessary to complete a business transaction such as payment or delivery of goods.
- Employers must establish work arrangements so that employees are separated by at least six feet or an impermeable barrier while at their desks or individual work stations.
- Certain business may only operate at a percentage of building capacity, as set forth in the [COVID-19 Grid for Sector-specific Phasing](#).

**Additional Resources:** [COVID-19 Compliant Protocol](#)



- In cases where businesses may only operate at a percentage of building capacity as outlined in the [COVID-19 Grid for Sector-specific Phasing](#), an employee should be posted at each entrance to ensure that this threshold is not exceeded.

**Additional Resources:** [COVID-19 Compliant Protocol](#)

- Indicate where lines may form at a facility, marking six-foot increments as guides to where individuals should stand to maintain social distancing.
- Employers must supply employees with the following:
  1. Disinfectant and related supplies are available to all employees at a specified location.
  2. Hand sanitizer effective against COVID-19 is available to all employees at a specified location.
  3. Soap and water are available to all employees at specified locations.

**Additional Resources:** [List of PPE and Cleaning and Sanitation Product Providers](#)

- Close all self-service customer bulk-item food and/or supply bins.

## PROCEDURAL MODIFICATIONS

- Employers must communicate to employees that they are required to stay home if they are sick.
- Require any employee who has had contact with a person who tests or has tested positive for COVID-19 to self-quarantine according to the Shelby County Health Department's guidance.

**Additional Resources:** [Webinar: How to Communicate with Employees and Customers Regarding COVID-19](#)

- Increase regular housekeeping practices for all areas, including routine cleaning and disinfecting of surfaces, equipment, high-touch surfaces, work areas, break rooms, bathrooms, and common areas, and any other areas of the work environment.

**Additional Resources:** [Guide to Releasing Contacts and Cases from Isolation and Quarantine](#)

[CDC Guidance on Facility Cleaning](#)

- Relevant COVID-19 symptom screenings are being conducted before employees may enter the work space.

**Additional Resources:** [CDC Guidance on Facility Cleaning](#)



- Ask employees to do health checks by taking and recording their temperature before coming to work or entering the workplace.

**Additional Resources:** [EEOC Guidance on ADA, the Rehabilitation Act, and Other EEO Laws Re: Employee Symptom Screening for COVID-19](#)

- Engage in screening of personnel for fever or other signs and symptoms of COVID-19 so that any employee that exhibits such symptoms may not enter any workplace.
- Copies of the city's Protocol have been distributed to all employees.

**Additional Resources:** [COVID-19 Compliant Protocol](#)

- All essential services will make best efforts to establish hours when they are only available to senior citizens age 55 and older, pregnant women, and otherwise vulnerable populations.

***Disclaimer:** Some or all of the information contained in this overview may not be applicable to some businesses and may not include all necessary information for certain types of businesses. This guide does not attempt to address any health, safety or other work place requirements that were in place prior to March 2020 and the Safer at Home order for Memphis and Shelby County. As current circumstances continue to evolve, public health and safety recommendations, requirements and best practices will continue to evolve as well. To that end, this guide may not include the most recent governmental or health recommendations and requirements. We advise employers to carefully evaluate your environment and circumstances and consult with your own legal counsel and advisors regarding the legality applicability and value of this information in your specific place of business prior to implementing any of the guidance outlined in this document.*

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Have a question about reopening or restarting your business? Let us know. [Ask us a question.](#)

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