

BACK TO BUSINESS TOOLKIT



Tri-Valley
Chamber of Commerce
ALLIANCE

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Dear Business Owner,

The purpose of this toolkit is to help business owners in and around the Tri-Valley, get the information they need in order to open, what steps should be taken to put you on the best path of success, and how to assess your business needs.

This year of COVID-19 has made 2020 anything, but business as usual and is truly uncharted territory for you, your employees, customers and community.

Reopening must be balanced with careful planning and diligent follow through to help protect those that depend on you for employment and those that rely on your goods and services.

Remember, we only have one shot at opening the right way, and each business could have a profound effect on everyone's sustainable future.

Things to consider:

What inventory, supplies, equipment and other items do you have or need? What kinds of government assistance you might be able to access?

What's the feedback from employees, customers, suppliers and creditors/investors?

What's your business's financial position?

Have any of your key customers and/or suppliers been affected by the disaster, and if so, how will this impact your business?

What will be your sanitation and disinfection process? Assessing the health and temperature of your employees? Social distancing measures? Training your employees on the process?

What online updates and notifications do you need to do?

Do you need to change the way you do business to reach your customers? How will you market and advertise your reopening?

What, if any, enhancements do you need to make to your POS system?

Lastly, we have provided information directly from resources such as the Center for Disease Control (CDC), US Chamber of Commerce, State of California, Occupational Safety and Health Administration (OSHA), Alameda and Contra Costa County Health Services and others, but understand this guidance is advisory in nature and informational in content. With the fluidity of COVID-19 guidance, orders and regulations have been changed and are being updated on a continual and rapid basis so there may be a change to a standard or a regulation, and it neither creates new legal obligations nor does it alter any existing obligations.

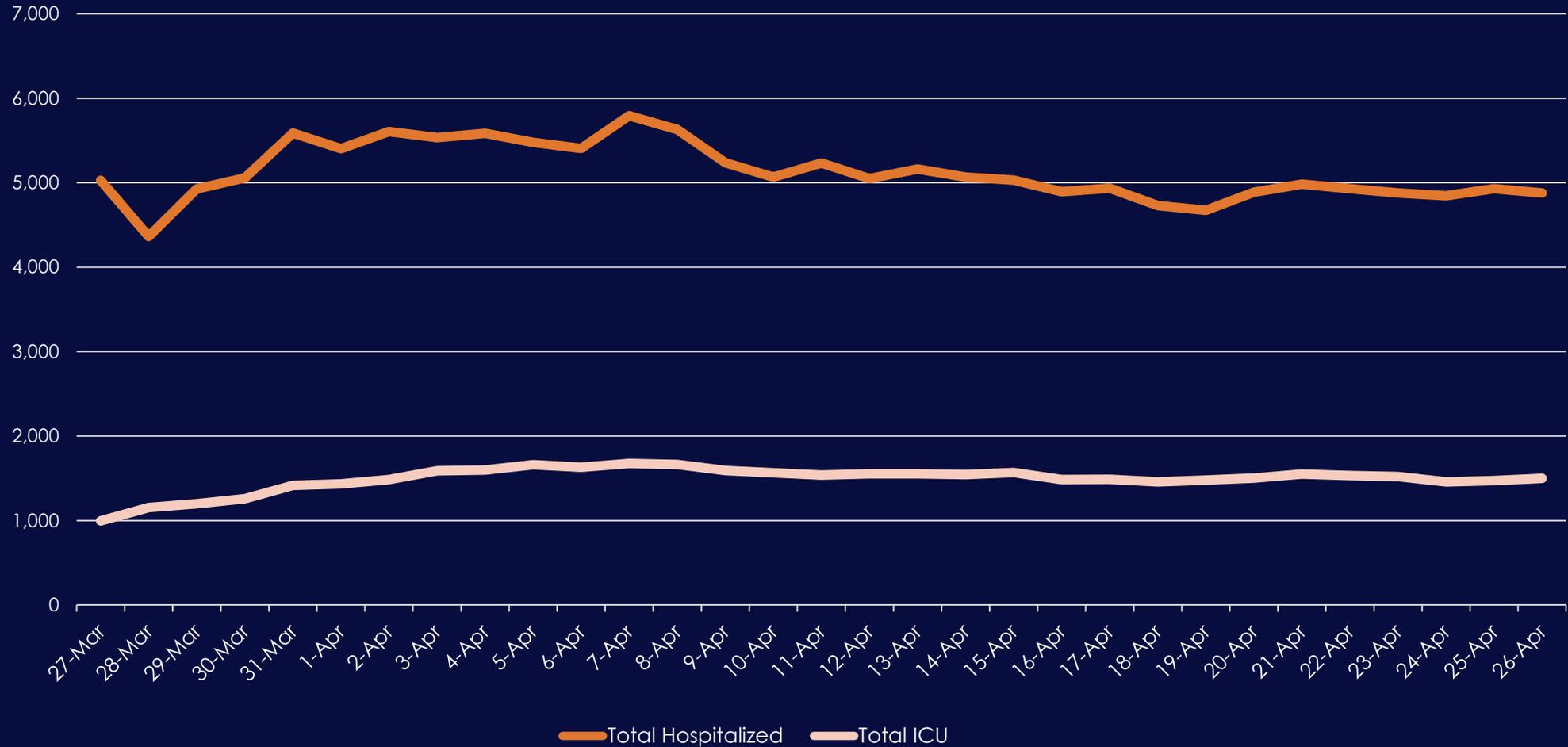


Update on California's Pandemic Roadmap

6 Indicators for Modifying Stay-at-Home Order

- Ability to test, contact trace, isolate, and support the exposed
- Ability to protect those at high risk for COVID-19
- Surge capacity for hospital and health systems
- Therapeutic development to meet the demand
- Ability of businesses, schools, and childcare facilities to support physical distancing
- Determination of when to reinstitute measures like Stay-At-Home

California Hospitalization Trend Lines



Total includes both COVID-19 confirmed positive hospitalizations as well as COVID-19 suspect hospitalizations.

The Basics



COVID-19 is not going away soon.



Modifications to Stay-At-Home Order must be guided by health risk and a commitment to equity.



Taking responsibility is key at all levels – individual, business, and government.

Resilience Roadmap Stages

STAGE 1: Safety and Preparedness

Making essential workforce environment as safe as possible.

STAGE 2: Lower Risk Workplaces

Creating opportunities for lower risk sectors to adapt and re-open.

Modified school programs and childcare re-open.

STAGE 3: Higher Risk Workplaces

Creating opportunities for higher risk sectors to adapt and re-open.

STAGE 4: End of Stay-At-Home Order

Return to expanded workforce in highest risk workplaces.

Requires
Therapeutics.

Stage 1: Safety and Preparedness

This is where we are now.

- **Continue to build out testing, contact tracing, PPE, and hospital surge capacity.**
- **Continue to make essential workplaces as safe as possible.**
 - Physical and work flow adaption
 - Essential workforce safety net
 - Make PPE more widely available
 - Individual behavior changes
- **Prepare sector-by-sector safety guidelines for expanded workforce.**

Stage 2: Lower Risk Workplaces

Gradually opening some lower risk workplaces with ADAPTATIONS:

- Retail (e.g. curbside pickup)
- Manufacturing
- Offices (when telework not possible)
- Opening more public spaces

Expanded Workforce Safety Net:

- Wage replacement so workers can stay home when sick

Stage 2: Lower Risk Workplaces

Schools and Childcare Facilities with Adaptations:

- Summer programs and next school year potentially starting sooner (July/August)
- Childcare facilities to provide more care
- Address learning gaps
- Ensure students and staff are protected
- Allow broader workforce to return to work

Actions needed to get from Stage 1 to Stage 2



Government Actions

- Policies that allow people to stay home when they're sick
- Guidance provided on how to reduce risk



Business Actions

- Wage replacement so workers can stay home when sick
- Implement adaptations to lower-risk workplaces NOW
- Employees continue to work from home when possible



Individual Actions

- Safety precautions – physical distancing, face coverings, etc.
- Avoid all non-essential travel
- Support and care for people who are at high risk

When are we ready for Stage 2?

Key indicator considerations to move to Stage 2:

- Hospitalization and ICU trends stable.
- Hospital surge capacity to meet demand.
- Sufficient PPE supply to meet demand.
- Sufficient testing capacity to meet demand.
- Contact tracing capacity statewide.

Transition to Stage 2 will occur through a statewide modification to the Stay-At-Home Order.

Opportunity for Regional Variations

During Stage 2, counties may choose to relax stricter local orders at their own pace.

Following Stage 2, once a statewide COVID-19 surveillance system is made possible through testing, further regional variations could be supported.

State will consult and collaborate closely with local governments.

Stage 3: Higher Risk Workplaces

Open higher risk environments with adaptations and limits on size of gatherings:

- Personal care (hair and nail salons, gyms)
- Entertainment venues (movie theaters, sports without live audiences)
- In-person religious services (churches, weddings)

Stage 4: End of Stay-At-Home Order

Re-open highest risk workplaces with all indicators satisfied once therapeutics have been developed:

- Concerts
- Convention Centers
- Live audience sports

Be Part of the Solution

Stay Home. Practice Physical Distancing.

We are enlisting all Californians to help inform the development of guidance for sectors across our economy.

This guidance will provide a framework for how to safely re-open.

CALIFORNIA

ALL

**Your Actions
Save Lives**

covid19.ca.gov

GET PREPARED - UPDATE YOUR POLICIES

HR Policies (Excerpts from the CDC website)

Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws.

Sick Leave

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

Physical Distancing Policies

- Discourage workers from using other workers’ phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Physical distancing should be implemented if recommended by state and local health authorities. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible workhours, staggering shifts, meeting requirements, and travel options where applicable.

PLANNING A SAFE REOPENING

A Reopening Plan should be posted in your business and here's the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:

- **Wearing Face Masks and proper usage.** MANDATORY The Governor has mandated that essential businesses wear face masks during all 3 phases of COVID restrictions when working with the public until the executive order expires or is rescinded. (We are still seeking clarification on this for non-essential)
- **Taking Employee Body Temps.** (Recommended, not required) We recommend Employees take their before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. (CDC considers 100.4°F a fever). Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures.
- **Symptom Monitoring.** Ask Employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell.
- **Disinfecting Plan.** Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, and other work equipment.
 - **Customer Contact Recommendations:**
 - Sanitize hands after physical interaction with a customer or any monetary exchange.
 - Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.
 - **Disinfecting Solutions:**
 - To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
 - Alcohol solutions with at least 70% isopropyl alcohol may also be used
 - Any commercial disinfecting product labeled to kill coronavirus can be used
 - Read labels carefully and research before mixing chemicals.
- **Physical Distancing Plan.**
 - (Recommended) All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
 - (Recommended) Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
 - (Recommended) Order areas are separated from Pick up areas to prevent customers from gathering.
 - (Recommended) Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).
- **Crowd Control.** Plan on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase the county is in and cannot exceed your business maximum occupancy given physical distancing measures (think about if everyone was standing 6-feet apart, how many customers could there possibly be?). (Stay tuned for County exemption request update to state).
- **Employee Training & Test Runs.** (Recommended) Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.

A SAMPLE REOPENING PLAN

SAMPLE BUSINESS REOPENING PLAN - NOT A REAL BUSINESS - NOT GUIDELINES

EMPLOYEE SAFETY

- **Employees are required to wear a face mask.** The business will work on behalf of employees to obtain reusable face masks should they not be able to get their own. We will train every employee on proper usage and sanitation of their face masks and display posters on recommended procedures.
- **Employees will wash hands** when first entering the building, prior to taking their temperature.
- **Taking Employee Body Temps.** After washing their hands, employees will take their temperature and record it on a tracking sheet, sanitizing before and after use with alcohol. Any employees having temperatures of 100°F or higher will be sent home and instructed to isolate themselves and watch for symptoms.
- **Symptom Monitoring.** Employees will be asked to call in prior to their shift if they have any of the following symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms.

BUSINESS DISINFECTING PLAN

- **Sanitizing Solutions.** A bleach disinfection solution containing 5T of bleach per gallon, and an 70% alcohol disinfecting solution set will be at the check out counter and the customer assistance counter, as well as in the back office and restrooms. The bleach solution is meant to be sprayed on countertops and other non-porous areas, and the alcohol solution is meant for hand sanitizing and areas where bleach is not recommended. Employees will be trained on proper usage of each.
- **Employee cleaning plan**
 - **Bathroom.** Employees will be sanitizing the bathroom toilet handles, door knobs, faucets, and soap dispensers every hour, or when any employee uses the bathroom. A logbook will be kept in each bathroom and reminders set at each hour.
 - **Office.** Before we sit down in the office, we will sanitize keyboards, computer mouse, and desk area.
 - **Public areas.** Employees will be sanitizing entrance, any other door knobs, and any display case handles.
 - **Customer Contact.** Employees will sanitize their hands with alcohol after physical interaction with a customer or any monetary exchange, along with any areas that a customer has touched at a service counter before interacting with the next customer.

PHYSICAL DISTANCING PLAN

- There is only 1 office, 1 break room, & 1 check out counter and right now all are more than 6 feet apart.
- Markings have been installed on the floor every 6 feet at the check out counter.
- We have put up a see-through barrier at the check out counter.
- Employees and delivery people have been instructed to maintain their physical distance between each other. There is a plan to alternate breaks and lunch periods.

CROWD CONTROL

- Normally, our maximum occupancy is 50. Our public space is 900 square feet, so the maximum number when taking in physical distancing guidelines is 25. Realistically, even though it's an open space, people don't congregate that way, so based on typical usage we have amended the maximum to 15 people.
- In phase 1, we will only allow a maximum of 10 people at any one time, and will increase to 15 at phase 2, which we will hold until all restrictions are lifted or changed.
- There will be a sign placed on the front entrance stopping customers from entering when the maximum is reached. Employees will keep a count of people and activate the sign when at capacity.

COMMUNICATION AND MARKETING

- We have loaded this plan onto our website and Facebook pages, and will be doing a post to customers letting them know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business. An email will be sent to our existing customers letting them know opening details.

READY TO REOPEN

A PLAYBOOK

FOR YOUR

SMALL BUSINESS



COVID-19 has impacted every business differently. Every business will face tremendous challenges as our nation begins to recover from the Coronavirus pandemic. In this guide, we'll walk you through the steps your business will need to take to reopen as restrictions are lifted across California and the county, while your business prepares for the "new normal." Here are our 7 areas of focus:

1 Gather Information and BEST PRACTICES

There's a lot of information out there about COVID-19, so you'll need to focus on the most reputable, reliable sources to find the right guidance for your business.

- [Centers for Disease Control and Prevention \(CDC\)](#)
- [Guidelines for Opening Up America Again](#)
- [Coronavirus.gov](#)
- [U.S. Chamber of Commerce State-by-State Business Reopening Guidance](#)
- [State of California CA.gov](#)
- Governor Gavin Newsom official social media accounts: [Facebook](#), [Twitter](#) and [Instagram](#)
- [Alameda County](#), [Contra Costa County](#), [Alameda County Supervisor Scott Haggerty](#), [Contra Costa Supervisor Candace Andersen](#), [Alameda County Health Services](#) and [Contra Costa Health Services](#)
- **CDC.** The CDC has created [individual guidelines](#) for numerous industries that are uniquely impacted by COVID-19
- **American Industrial Hygiene Association (AIHA).** The AIHA has also created detailed [industry guidelines](#) for sectors like at-home service providers, construction workers, gyms, salons, retailers, restaurants and others as they plan their return to work.

2 Prioritize SAFETY

- **General hygiene practices:** Consult the [CDC's guidelines](#) for proper, frequent handwashing and respiratory hygiene. Assess your business's current cleaning and sanitation practices against the [CDC's recently released recommendations](#).
- **Personal protective equipment (PPE):** If your business was subject to the [Occupational Health and Safety Administration's general requirements](#) for employee PPE use, make sure you continue to adhere to those guidelines when you reopen.
- **Social distancing:** Consider how your current workspace can be reconfigured to encourage social distancing if telework is not possible. The [CDC recommends](#) installing physical barriers, changing layouts to put at least six feet of distance between work stations, closing communal spaces, staggering shifts and breaks and refraining from large events.
- **Employee health monitoring:** Develop a plan for monitoring your employees' health, with a particular focus on COVID-19 symptoms.
- **Positive cases:** Decide how you will handle a positive case of COVID-19 in your workplace after you reopen. The [World Health Organization](#) (WHO) says the plan should cover isolating the sick individual, limiting the number of people who have contact with that person and contacting the local health authorities.

3 Make a PLAN

Develop your new business plan while taking into consideration:

- **Your budget**
- **Your space/location**
- **Your supply chain**
- **Your products/services**
- **Your revenue impact**

4 COMMUNICATE

Follow these tips to communicate with your business's various stakeholders throughout the process:

- **Employees:** Explain details of the changes, new work practices and guidelines for health and safety.
- **Customers:** Use multiple channels to ensure your message is widely received and reinforced.
- **Vendors/partners:** If you plan to continue working together as your business reopens, let them know what (if anything) might need to change about your working relationship

5 EXECUTE

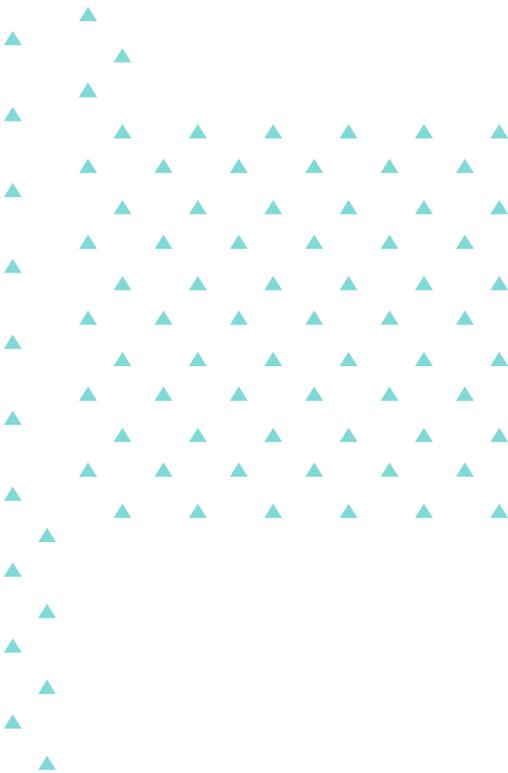
- **Get input from your team.** If your business is customer-facing, ask your staff for their thoughts and concerns about interacting with customers in the near term, given the current circumstances in your state.
- **Plan out an anticipated schedule of pre-opening tasks.** From deep-cleaning and sanitizing to rearranging furniture to encourage social distancing, make a list of everything you'll need to do to get your business customer-ready.
- **Coordinate with your vendors.** If you've been shut down, start reaching out to vendors re-establish your supply chain and administrative support. If you've been operating in a limited capacity, plan ahead for how your inventory needs may increase as business picks up.
- **Give your customers a heads up.** Even if you don't have an exact date for reopening yet, [stay in touch with your customers](#) and let them know to stay tuned for an upcoming announcement.

6 BE READY to adapt to any obstacles

- **Anticipate and prepare for challenges.** No matter how prepared you are, you may find that some elements of reopening your business are more difficult than you expected. You may need to change directions quickly and make swift decisions to overcome obstacles.
- **Check in with your employees.** During your first few weeks of operating "normally" again, frequently check with your staff and see how they're feeling. See if there's anything you can do to make their jobs easier or give them greater peace of mind about their health and safety.
- **Know that you won't get it perfect on day one.** Mistakes may happen as you execute your reopening plan. If something goes wrong, quickly acknowledge the situation and let employees and customers know how you're making it right.
- **Create formal and informal processes for getting feedback.** Listening to your employees, customers, vendors and partners during this time is critical for your future success. Have one-on-one conversations, share polls on social media and send out anonymous surveys via email to encourage your stakeholders to share their thoughts.
- **Analyze your sales data, customer behavior and ROI.** Your numbers likely won't bounce back right away, especially if you've changed your product or service offering. Keep an eye on your business analytics to understand what's working and what's not.
- **Gauge the overall community response.** Pay attention to what customers are saying about you (and your competitors) as everyone adjusts to your industry's operational changes. Take customer suggestions seriously and always acknowledge anyone who mentions your business directly.

7 **RESPOND** and pivot your strategy accordingly

- **Make adjustments based on the feedback you receive.** Your employees and customers may be feeling apprehensive and nervous right now, so it's more important than ever to meet their needs. Do what you can to adjust your operations in response to stakeholder feedback.
- **Communicate evolving changes in a timely, transparent manner.** Let people know what's happening and why. If appropriate, give credit to the employee or customer who inspired the change so your audience knows you're listening to them.
- **Continue mapping out your road back to normal.** Normalcy is not going to happen overnight. In fact, "normal" for you moving forward may look very different from what it looked like pre-pandemic. Your journey back to the volume of customers you had before may take time, but all your business can do is keep learning, growing and evolving as new information becomes available.



#TriValleyStrong #RecoverDanville

GOOGLE



GOOGLE YOUR BUSINESS

Google your business and make sure the sites listed on your front page results contain your current information (hours of operation, special instructions for customers, and so forth). This is the first page your customers will see when they Google information about you - make sure it's correct!

SOCIAL



UPDATE SOCIAL MEDIA

Update your business hours on your "About" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process, if applicable, so your customers know what to expect. Pin this post to the top of your page so customers see it first.

EMAIL



EMAIL BLAST

If you have an email list, use MailChimp, Constant Contact, or a direct email (blind-copy all addresses) to welcome your customers back, and include any new processes or procedures they can expect when visiting you. This is a great time to give your email subscribers an exclusive, members-only discount or coupon to bring them back in!

CALL

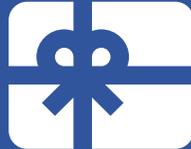


CALL CUSTOMERS

Nothing beats a personal call and talking directly to your customers and clients. Spend some time each day to call customers and let them know that you're back in business!

ONLINE CHECKUP - OTHER IDEAS

Contest



Run a social media contest for a prize to reengage customers with your brand.

Check your social media platform's guidelines for contest rules.



Broadcast "LIVE" on Facebook during your first week to give customers a virtual tour around your business, showcasing any physical distancing you've put in place.



IMPROVE YOUR ONLINE PRESENCE



This is the perfect time to start working on your online business presence. The ability to do business online gives you the flexibility to more easily pivot during a crisis. If you don't have a merchant web site set up yet, consider working on this now so you are able to sell your merchandise or services online.

SYMPTOMS OF novel coronavirus (COVID-19), a cold and the flu



SYMPTOMS	COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
 Fever	Common	Rare	Common
 Cough	Common	Common	Common
 Sore throat	Sometimes	Common	Common
 Shortness of breath	Sometimes	No	No
 Fatigue	Sometimes	Sometimes	Common
 Aches and pains	Sometimes	No	Common
 Headaches	Sometimes	Common	Common
 Runny or stuffy nose	Sometimes	Common	Sometimes
 Diarrhea	Rare	No	Sometimes especially for children
 Sneezing	No	Common	No

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



When in public, wear a cloth face covering over your nose and mouth.

Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.

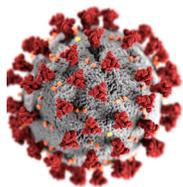


Wash your hands often with soap and water for at least 20 seconds.



cdc.gov/coronavirus

What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



Important Information About Your Cloth Face Coverings

As COVID-19 continues to spread within the United States, CDC has recommended additional measures to prevent the spread of SARS-CoV-2, the virus that causes COVID-19. In the context of community transmission, CDC recommends that you:



Stay at home as much as possible



Practice social distancing (remaining at least 6 feet away from others)



Clean your hands often



In addition, CDC also recommends that everyone wear cloth face coverings when leaving their homes, regardless of whether they have fever or symptoms of COVID-19. This is because of evidence that people with COVID-19 can spread the disease, even when they don't have any symptoms. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.

How cloth face coverings work

Cloth face coverings prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. If everyone wears a cloth face covering when out in public, such as going to the grocery store, the risk of exposure to SARS-CoV-2 can be reduced for the community. Since people can spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth face covering can protect others around you. Face coverings worn by others protect you from getting the virus from people carrying the virus.



How cloth face coverings are different from other types of masks

Cloth face coverings are NOT the same as the medical facemasks, surgical masks, or respirators (such as N95 respirators) worn by healthcare personnel, first responders, and workers in other industries. These masks and respirators are personal protective equipment (PPE). Medical PPE should be used by healthcare personnel and first responders for their protection. Healthcare personnel and first responders should not wear cloth face coverings instead of PPE when respirators or facemasks are indicated.



N95 respirator



Cloth covering

General considerations for the use of cloth face coverings

When using a cloth face covering, make sure:

- The mouth and nose are fully covered
- The covering fits snugly against the sides of the face so there are no gaps
- You do not have any difficulty breathing while wearing the cloth face covering
- The cloth face covering can be tied or otherwise secured to prevent slipping



Avoid touching your face as much as possible. Keep the covering clean. Clean hands with soap and water or alcohol-based hand sanitizer immediately, before putting on, after touching or adjusting, and after removing the cloth face covering. Don't share it with anyone else unless it's washed and dried first. You should be the only person handling your covering. Laundry instructions will depend on the cloth used to make the face covering. In general, cloth face coverings should be washed regularly (e.g., daily and whenever soiled) using water and a mild detergent, dried completely in a hot dryer, and stored in a clean container or bag.

For more information, go to: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

How to Protect Yourself and Others

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact



- **Stay home if you are sick.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick.** www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html



cdc.gov/coronavirus

Cover your mouth and nose with a cloth face cover when around others



- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a cloth face cover when they have to go out in public**, for example to the grocery store or to pick up other necessities.
 - » Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The cloth face cover is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes



- **If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

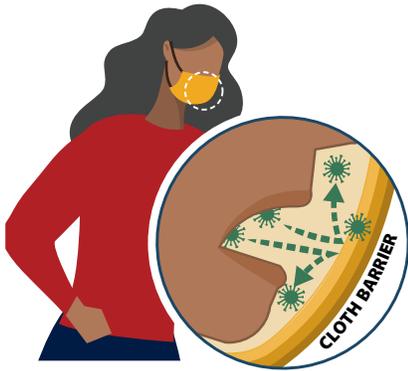


- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** You can see a list of [EPA-registered household disinfectants here](#).

How to Safely Wear and Take Off a Cloth Face Covering

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2

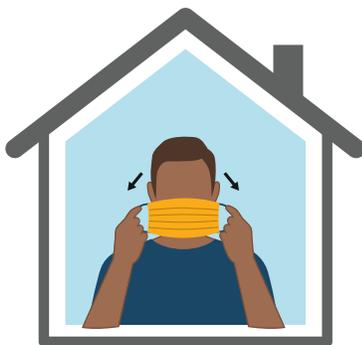


USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

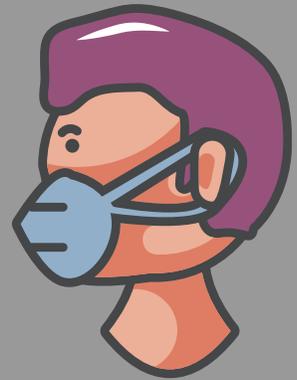
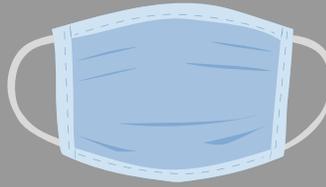
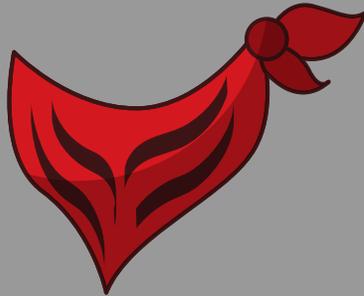
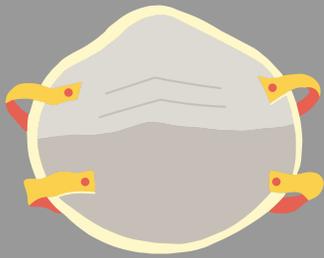
For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

REQUIRED FOR ENTRY

Everyone must wear a face covering

Covering your face is currently mandatory by order of Contra Costa Health Services to help prevent the spread of COVID-19



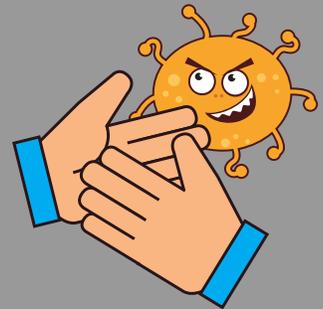
Please keep at least
6ft apart



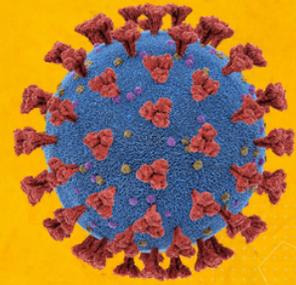
Stay home if
you're sick



Wash your hands
often



COVID-19 NOTICE



[Redacted]

Has a COVID-19 Business Plan in place

- Disinfection and Sanitation plan
- Physical distancing measures
- Protective gear (masks, gloves, barriers)
- Employee Training on COVID-19 plan
- Temperature & Symptom Checks on Employees

MAXIMUM OCCUPANCY: [Redacted]

We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated. PLEASE ENTER AT YOUR OWN RISK.

DO YOUR PART, PLEASE:

- Do not enter if you feel sick
- A face mask is mandatory
- Maintain a distance of 6-feet between people
- Leave at risk people at home when possible
- Limit Groups

**MAXIMUM
CAPACITY REACHED**



**PLEASE WAIT FOR
SIGN TO BE TURNED
OR SOMEONE TO EXIT**



Feeling Sick?

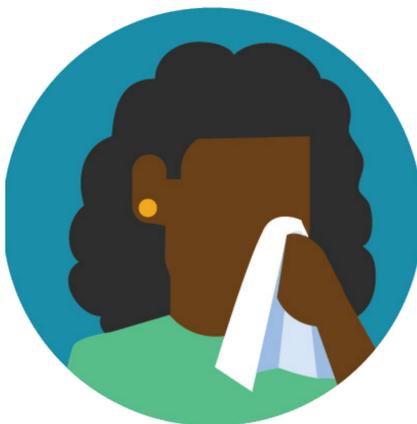
Stay home when you are sick!

If you feel unwell or have the following symptoms
please leave the building and contact your health care provider.
Then follow-up with your supervisor.

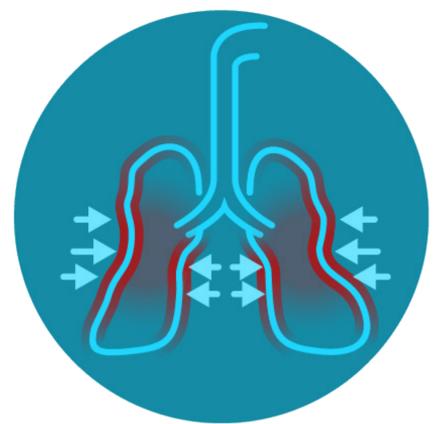
DO NOT ENTER if you have:



FEVER



COUGH



**SHORTNESS OF
BREATH**



[cdc.gov/CORONAVIRUS](https://www.cdc.gov/CORONAVIRUS)



Hands that look clean can still have icky germs!



WASH YOUR HANDS!



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention



**SIX FEET
APART**
Please



**A UNA DISTANCIA
DE 6 PIES**
Por favor

SOCIAL DISTANCING

What does it mean?

Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases.

Social distancing measures include limiting large groups of people coming together, closing buildings and canceling events.

AVOID

- Group gatherings
- Sleepovers
- Playdates
- Concerts
- Theater outings
- Traveling
- Athletic events
- Crowded retail stores

- Malls
- Workouts in gyms
- Church Services
- Visitors in your house
- Non-essential workers in your house
- Mass transit systems



KEEP YOUR DISTANCE

- Visit a local restaurant to get take out
- Visit grocery store

- Pick up medications
- Play tennis in a park

Keep at least 6' - 8' between yourself and others



SAFE TO DO

- Take a walk
- Go for a hike
- Yard work
- Play in your yard

- Clean out a closet
- Read a good book
- Listen to music
- Cook a meal

- Family game night
- Go for a drive
- Stream a favorite show

- Call or email a friend or elderly neighbor to check in
- Group video chats



As California moves into stage 2 of our [Resilience Roadmap](#), every business should take steps to reduce the risk of COVID-19 and create a safer environment for workers and customers.

Below is statewide guidance for businesses to follow, if they're permitted to open per county health rules. Learn more and find industry guidance for counties that have received state approval to move faster into stage 2 on the [County Variance](#) page.

Businesses may use effective alternative or innovative methods to build upon the guidelines. Review the guidance that is relevant to your workplace, prepare a plan based on the guidance for your industry, and put it into action.

When complete, you can post the industry-specific checklist (below) in your workplace.

Before reopening, all facilities **must**:

1. Perform a detailed risk assessment and implement a site-specific protection plan
2. Train employees on how to limit the spread of COVID-19, including [how to screen themselves for symptoms](#) and stay home if they have them
3. Implement individual control measures and screenings
4. Implement disinfecting protocols
5. Implement physical distancing guidelines

It is critical that employees needing to self-isolate because of COVID-19 are encouraged to stay at home, with sick leave policies to support that, to prevent further infection in your workplace. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#).

Agriculture and livestock: The [guidance for the agriculture and livestock industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the agriculture and livestock industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Auto dealerships: The [guidance for the automobile dealerships and rental operators industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the automobile dealerships and rental operators industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Child care: All childcare facilities can open with necessary modifications. The [guidance for childcare industry](#) provides guidelines to create a safer environment for workers.

Communications infrastructure: The [guidance for the communications infrastructure industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the communications infrastructure industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Construction: This [guidance for the construction industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the construction industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Delivery services: The [guidance for the delivery services industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the delivery services industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Dine-in Restaurants: This [guidance for Dine-in restaurants](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for dine-in restaurants](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Energy and utilities: The [guidance for the energy and utilities industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the energy and utilities industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Food packing: The [guidance for facilities that process or pack meat, dairy, or produce](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for facilities that process or pack meat, dairy or produce](#) in your workplace to show customers and

Hair Salons and Barbershops: This [guidance for hair salons and barbershops](#) provides guidelines to create a safer environment for workers.

Hotels and lodging: This [guidance for the hotels and lodging](#) provides guidelines to create a safer environment for workers.

Under the current statewide Stay-at-Home order, hotels should only open for COVID-19 mitigation and containment measures, treatment measures, providing accommodation for essential workers, or providing housing solutions, including measures to protect homeless populations.

Review the guidance, prepare a plan, and post the [checklist for Hotels and lodging](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Life sciences: The [guidance for the life sciences industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the life sciences industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Limited services: This [guidance for Limited Services](#) provides guidelines to create a safer environment for workers.

Faith-based counseling can reopen within the following parameters:

1. Counselling services are permissible in-person where the service cannot reasonably be practiced remotely;
2. Counselling services should adopt state guidance on Limited Services, where applicable;

3. This designation does not permit gatherings beyond counselling to members of a single household.

Review the guidance, prepare a plan, and post the [checklist for Limited Services](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Logistics and warehousing facilities: The [guidance for businesses operating in the logistics/warehousing industry](#) provides guidelines to create a safer environment for workers. Review the guidance, prepare a plan, and post the [checklist for the logistics/warehousing industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Manufacturing: The [guidance for the manufacturing industry](#) provides guidelines to create a safer environment for workers. Review the guidance, prepare a plan, and post the [checklist for the manufacturing industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Mining and logging: The [guidance for the mining and logging industries](#) provides guidelines to create a safer environment for workers. Review the guidance, prepare a plan, and post the [checklist for the mining and logging industries](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Outdoor museums: This [guidance for outdoor museums](#) provides guidelines to create a safer environment for workers. Review the guidance, prepare a plan, and post the [checklist for outdoor museums](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Office workspaces: This [guidance for office workspaces](#) provides guidelines to create a safer environment for workers.

Faith-based office workspaces can reopen within the following parameters:

1. Faith-based facilities are considered "offices" only for those employed by the organization and where the facility is their regular place of work.
2. The employer should implement state guidance relating to offices before reopening the facility for employees;
3. This designation does not to permit gatherings of non-employees, such as the organization's congregation.

Review the guidance, prepare a plan, and post the [checklist for office workspaces](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Places of worship: This [guidance for the places of worship](#) provides guidelines to create a safer environment for workers.

Ports: This [guidance for the port industry](#) provides guidelines to create a safer environment for workers. Review the guidance, prepare a plan, and post the [checklist for the port industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Public transit and intercity passenger rail: This [guidance for public transit agencies](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for public transit agencies](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Real estate transaction: This [guidance for businesses operating in the real estate industry](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for the real estate industry](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Retail: This [guidance for retailers](#) provides guidelines to create a safer environment for workers. Retailers, shopping malls, and libraries can re-open, along with the manufacturing and logistics sectors that support retail. Interior stores in shopping malls can do curbside pickup with modifications. Drive-in movie theaters can re-open with additional considerations. Retail does not include personal services such as beauty salons, but does include the sale of goods such as:

- Bookstores
- Jewelry stores
- Toy stores
- Clothing and shoe stores
- Home and furnishing stores
- Sporting goods stores
- Florists

Retail stores identified in the [essential workforce list](#) can open for in-store shopping. They include:

- Retail facilities specializing in medical goods and supplies
- Grocery stores, pharmacies, convenience stores, and other retail that sells food or beverage products, and animal/pet food
- Fuel centers such as gas stations and truck stops
- Hardware and building materials stores, consumer electronics, technology and appliances retail

Review the guidance, prepare a plan, and post the [checklist for retail](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

Shopping centers: This [guidance for shopping centers](#) provides guidelines to create a safer environment for workers.

Review the guidance, prepare a plan, and post the [checklist for shopping centers](#) in your workplace to show customers and employees that you've reduced the risk and are open for business.

To provide your input on future industry guidance, fill out the [California Recovery Roadmap survey](#).

Additional California State Links:

- [Department of Public Health](#)
- [Governor's Newsroom](#)
- [Statewide COVID19 Hotline](#)

HELPFUL LINKS & INFO

Federal, State, County and Local Links

California- <https://covid19.ca.gov/>

Dept of Labor - Coronavirus Resource: <https://www.dol.gov/coronavirus>

US Chamber of Commerce - COVID: <https://www.uschamber.com/coronavirus>

OSHA Guide: <https://www.osha.gov/Publications/OSHA3990.pdf>

Families First Coronavirus Act:

<https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave>

CDC Business Resources:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Filing Unemployment: https://edd.ca.gov/about_edd/coronavirus-2019.htm

SBA (Small Business Association) - EIDL & PPP Loans: <https://www.sba.gov/>

Alameda County- <http://www.acgov.org/index.htm>

Alameda Supervisor Scott Haggerty- <https://www.acgov.org/board/district1/>

Contra Costa County: <https://ca-contracostacounty3.civicplus.com/>

Contra Costa Supervisor Candace Andersen: <https://www.contracosta.ca.gov/4668/District-2-Supervisor-Candace-Andersen>

Town of Danville- <https://www.danville.ca.gov/>

Danville Area Chamber of Commerce- <https://danvilleareachamber.com/>

City of Dublin- <https://dublin.ca.gov/>

Dublin Chamber of Commerce- <https://www.dublinchamberofcommerce.org>

City of Livermore- <http://www.cityoflivermore.net/>

Livermore Valley Chamber of Commerce- <https://www.livermorechamber.org/>

City of Pleasanton- <https://cityofpleasantonca.gov>

Pleasanton Chamber of Commerce- <https://www.pleasanton.org/>

City of San Ramon- <http://www.sanramon.ca.gov/>

San Ramon Chamber of Commerce- <https://sanramon.org/>