

# CAPITAL REGION FORWARD

Our action plan for safely reopening businesses and reinvigorating the economy.



**WE'RE  
READY  
TO DO  
BUSINESS**

# Regional Collaboration

From the earliest days of this pandemic, County and local leaders throughout the Capital Region have upheld a commitment to communication, coordination, and collaboration concerning developments in our region and beyond.

We are committed to continuing these efforts as we reopen businesses, schools, transportation systems, and public facilities.

We are fortunate to have a well-developed and managed public transportation system in the Capital District Transportation Authority (CDTA). CDTA is the region's mobility manager. CDTA is working on service and ridership models that will provide valuable connections as the region begins to reopen. The focus is on main routes, known as trunks, which serve 75% of the region's employment centers, grocery stores, pharmacies, and health care centers. Particular attention is being paid to service frequencies and capacity – with a new standard for vehicle occupancy having been established. The capacity standards ensure social distancing, customer and bus operator safety.

The coordinated transportation system includes services for people with disabilities (STAR) with no reductions in this service level. Comprehensive communications and outreach are being developed to support system design. As ridership returns, additional phases of service redesign will be deployed. More information about CDTA and their services and can be found at [www.cdta.org](http://www.cdta.org).

As was mandated via Executive Order, the school districts have all developed distance learning programs to bring continuity to student's development in the absence of classroom learning. In areas of challenge, such as limited internet access in rural areas, partnerships will help expand access for those in less connected parts of the region. Our reopening plan will encourage this kind of creative collaboration to meet other pressing needs.

With County officials having years of distinguished service and some holding important roles in both New York State Association of Counties (NYSAC) and the County Executives of America (CEA), the region is well placed to take full advantage of collective coordination to address the challenges we face.



# Creating a Healthy Environment for Business

## Together we share responsibility for safely opening the Capital Region.

We will only succeed if everyone commits to abide by the health and safety guidelines outlined in this plan, monitors progress, and adapts quickly as new information and data is available. Our eight counties are committed to communicating this plan and its guidelines widely across the Capital Region and providing businesses with the resources, information, and tools they need to keep employees and customers safe.

**We will ask all businesses and employees to sign a pledge that they understand what is being asked of them and are committed to doing their part to reopen the Capital Region for business and keep it open.**

## A regional sense of cohesion among the Capital Region business community and beyond is needed to spark and sustain this effort.

We will create a Healthy Capital Region branding campaign, with logo and tagline, that represents the commitment of the region to creating and maintaining a healthy business environment. This brand will be placed on materials communicating the back-to-work recommendations that we ask our businesses to promote.

As businesses sign the pledge committing to the reopening strategy, they will be able to download, or have mailed to them, a poster to display for employees and customers indicating that the business, and their employees, are committed to the highest standards for reopening.

# Establishing Communication Channels

Maintaining open communications is a fundamental element of the Reopening Plan.

**An online portal is being developed that connects local businesses in the Capital Region to a comprehensive list of health and safety guidelines, as well as resources, grants, loans, credits, offers, and local incentives.**

Each business will be provided with a unique login to access their own business profile and resource page. Through this page, businesses will be able to:

- Sign the reopening pledge
- Report status regarding compliance
- Answer survey questions - 30 days post re-opening businesses will be surveyed to capture real time feedback about their experiences
- Upload their unique safety plans
- Access other valuable information and intelligence

This platform will allow timely dissemination of updates to the business community, as well as facilitate the collection and tracking of critical health and safety metrics in real time and support informed decision-making moving forward.

To populate the platform, a business list will be developed with the help of partners throughout the region, and a marketing campaign will be launched to encourage businesses to sign up. After 2-weeks of general marketing, a direct outreach campaign will be launched and businesses that have not yet logged into the platform will be contacted and encouraged to sign up.

All the above will be conducted in concert with the regional economic and business development partners to reach businesses within their respective geographic and industry networks.

Information will be developed in multiple languages and with consideration for ADA best practice standards.



**GUIDED  
BY  
BEST  
PRACTICES**

**The phased reopening of the eight-county Capital Region economy adheres closely to CDC recommendations and national best practices.**

This will occur upon evidence of successfully meeting all key health indices established by New York State.



Throughout each phase for reopening, Capital Region hospitals will continue to report information to New York State Department of Health's (DOH) Health Emergency Response Data Systems (HERDS).

The Capital Region's Healthcare Emergency Operations Coordinating Council (HEOCC), which is chaired by Scott Heller, *Albany Medical Center's Vice President of System Emergency Management*, and comprised of representatives from area hospitals and local health departments, will analyze HERDS data for trends and provide help throughout all phases of reopening.



In partnership with the State of New York officials and our counties, the Control Room will continue to closely monitor the health dashboard to ensure that the Capital Region stays in compliance and promptly addresses new guidance from the CDC and the New York State Department of Health.

COVID-19 Metrics Dashboard:  
<https://forward.ny.gov/daily-hospitalization-summary-region>

GUIDED BY BEST PRACTICES



# PUBLIC HEALTH AND SAFETY



# Assuring Healthcare Capacity

To maintain the phased reopening plan, the Capital Region will have at least 30 percent of hospital beds and ICU beds available after elective surgeries resume. NYS DOH Health Emergency Response Data Systems (HERDS) data will be used to understand hospital and ICU bed availability.

The table shown here outlines the number of hospital and ICU beds that must be kept available in the Region after elective surgeries resume. In conjunction with NYS DOH, the Capital Region HEOCC will facilitate monitoring hospital bed utilization and availability.

Table 1. Capital Region Hospital Bed Capacity and 30% Benchmarks

County	# Licensed Beds	# Staffed Beds	30% Bed Availability	# ICU Beds	30% ICU Bed Availability
Albany	1,532	1,479	444	116	35
Columbia	192	95	29	9	3
Greene	0	0	0	0	0
Rensselaer	292	257	78	30	9
Saratoga	259	259	78	30	9
Schenectady	483	351	106	39	12
Warren	391	361	109	24	8
Washington	0	0	0	0	0
<b>Total</b>	<b>3,149</b>	<b>2,802</b>	<b>844</b>	<b>248</b>	<b>76</b>

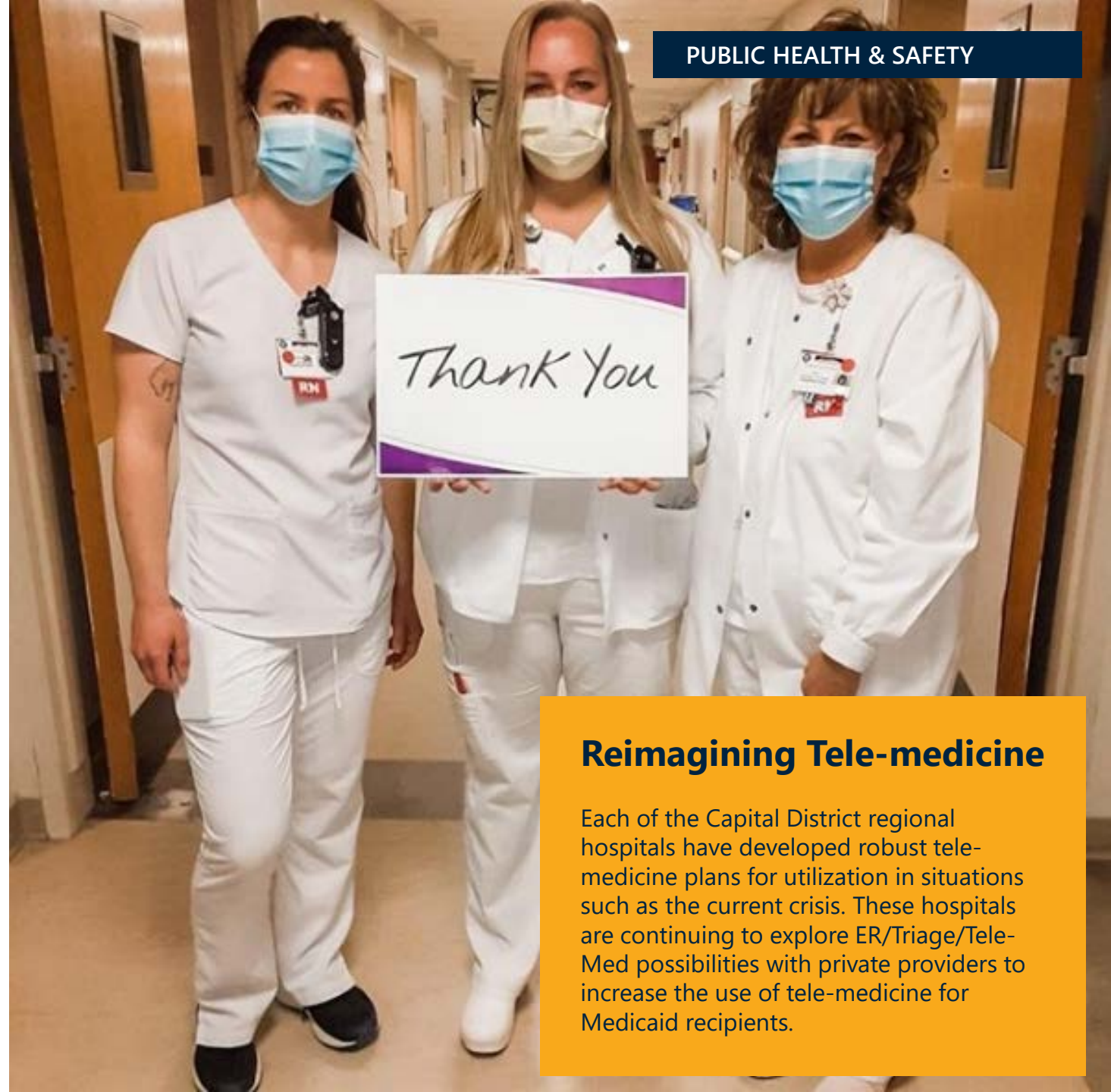
Source: Definitive Healthcare

# Assuring PPE

## Area hospitals and local health departments will focus on expanding procurement of Personal Protective Equipment (PPE.)

At all times, a 90-day supply (based on historical usage for individual facilities) will be stockpiled. Regional purchasing consortiums and distribution policies are being explored, as is real-time inventory and asset management systems for hospital and county supplies.

Capital Region local health departments and sheriff's offices will work with NYS DHSES/OEM to request and distribute PPE on a need-driven basis to augment existing stock. This network could also be used to receive and distribute donations of PPE. A regional stockpile warehouse is also under consideration.



## Reimagining Tele-medicine

Each of the Capital District regional hospitals have developed robust tele-medicine plans for utilization in situations such as the current crisis. These hospitals are continuing to explore ER/Triage/Tele-Med possibilities with private providers to increase the use of tele-medicine for Medicaid recipients.

# Testing Regimen

The Capital Region will implement a testing regimen that prioritizes symptomatic persons and individuals who were in contact with a known COVID-positive person, as well as conducting frequent tests of frontline and essential workers.

The Capital Region will maintain an appropriate number of testing sites to accommodate its population and will advertise where and how people can get tested. Data will be collected to track and trace the spread of the virus. The Capital Region currently has numerous established testing sites, some of which were established with significant State support. These sites consist of private providers, New York State supported locations, and County supported sites.

Testing locations are distributed throughout the region and do not limit those who can engage a provider based on residency. Some counties will have mobile test sites located in socio-economically challenged areas to make sure that mobility challenges are not prohibitive for individuals in need of testing.

Antibody testing sites have also been established and efforts are currently underway to expand this complementary type of testing to increase availability to the public.

The current testing protocol includes provision for triaging individuals requesting testing according to need. Symptomatic individuals are given priority, followed by individuals who have been exposed to confirmed positive cases of COVID-19.

Established testing sites are advertised through all forms of media and the mobile sites are advertised periodically as they are established based on the analysis of data to determine locations with the highest need.

**Each individual member county has the capability to track the data specific to their county and to have that data merged for the purposes of regional planning and tracing.**



Table 2. Capital Region Testing Sites (as of 5/13/2020)

Name of Site	Site Operators	Location	Hours of Operation	Geographic Area Served
Ellis Hospital <b>Walk-Up</b>	Ellis Hospital, Schenectady County LHD	Rotating walk-up locations in City of Schenectady; refer to website.	Mon-Fri; 9:00am-5:00pm	Open to multiple counties
Priority 1 Urgent Care (Guilderland) <b>In-Office Testing Only</b>	Priority 1 Urgent Care, Albany County LHD	Hamilton Square at 2080 Western Ave. in Guilderland	Mon- Fri, 8:00am-8:00pm Sat- Sun, 10:00am-6:00pm	Open to multiple counties
Rite Aid (Colonie) <b>Drive-Through</b>	National program with Rite Aid and HHS Project Baseline	1863 Central Ave, Colonie, 12205	Daily; 9:00am-5:00pm	Open to multiple counties
WellNow Urgent Care	St. Peter’s Health	Multiple locations	Daily 8:00am-8:00pm	Open to multiple counties
UAlbany <b>Drive- Through</b>	NYSDOH	University at Albany, Colonial Quad Parking Lot, 1400 Washington Ave, Albany, NY 12222	Daily; 8:00am-6:00pm	Open to multiple counties
Walmart	Walmart, Quest Diagnostics, Schenectady County	1320 Altamont Avenue, Town of Rotterdam	Monday, Wednesday, Friday 7:00am-9:00am	Open to multiple counties
Warren County <b>Drive-Through</b>	Glens Falls Hospital and Warren County LHD	Warren County Municipal Center, Lake George	Monday-Friday, 9:00AM-1:00PM	Residents of Warren, Washington, Saratoga, Hamilton, Essex counties
Whitney Young Health Center (WYHC) <b>Walk-Up</b>	WYHC and Albany County LHD	Rotating walk-up locations within Albany and Rensselaer counties	Refer to county websites for list of times	Primarily Albany and Rensselaer County residents, but open to others.

Given the number and distribution of testing sites, there will not be a problem with maintaining current testing and increasing capacity large enough to handle the expected demand.

# Tracing System

Local health departments (LHDs) have been performing contact tracing since the onset of the pandemic.

Each county has a dedicated group of employees and volunteers able to perform tracing for each new case that arises. In addition, each county will actively recruit individuals interested in becoming tracers and connecting them with the State hiring effort. These capabilities will be closely monitored by the Control Room.

The partnership developed by New York State in collaboration with the Bloomberg Philanthropies, Johns Hopkins University, and Vital Strategies will allow all LHD's to adequately increase capacity if an increase in cases occurs. The statewide case management system and centralized solicitation of new tracers will maximize efficiency. If outbreaks occur in concentrated numbers, rapid response teams will be available to support the containment effort. Furthermore, this State led effort will allow seamless coordination as progress with the opening of each region occurs at differing times.



# Isolation Facilities

The Capital Region has sufficient resources and rooms available for people who test positive for COVID-19 and who cannot self-isolate safely.

In the Capital Region there are dozens of hotels and motels participating in, or willing to participate in, a quarantine placement program. This includes accommodating those with means as well as indigent individuals. In addition to lodging, there is a fully integrated program of food delivery for those who need groceries or prepared meals.

In addition to hotel isolation facilities, larger, high capacity locations, such as vacant but habitable buildings, have been identified as resources in case of a large-scale outbreak that requires large numbers of individuals to be isolated at one time. This process represents a full cooperative effort between county social services and aging departments, homeless shelters, food pantries, and restaurant associations.



# Capital Region Control Room

The Capital Region Control Room will monitor regional indicators during the phased reopening, including hospital capacity, rate of infection, and PPE burn rate.

**This Control Room will share information daily with the Governor's office and key officials.**

The Control Room will focus on those resources that will allow it to make the most pertinent decisions related to reopening. For the Capital Region, two large and well-respected hospitals, which serve as major resources for the entire region, will be key players. The Control Room members will determine administrative support and personnel necessary to effectively follow through on the decisions they make.

The Capital Region Control Room was established by Governor Cuomo and will assume the primary role in approving the Reopening Plan and providing critical oversight and accountability for its success.

## Control Room Team:

- *Regional Captain:*  
**Major General Patrick A. Murphy**
- **Ruth Mahoney**, REDC co-chair
- **Mike Blue**, President, Capital District Area Labor Federation
- **Daniel P. McCoy**, Albany County Executive
- **Steven McLaughlin**, Rensselaer County Executive
- **Rory Fluman**, Schenectady County Manager
- **Spencer Hellwig**, Saratoga County Administrator
- **Robert Henke**, Washington County Bd of Admins. Vice Chair
- **Ryan Moore**, Warren County Administrator
- **Shaun Groden**, Greene County Administrator
- **Matt Murell**, Columbia County Board of Supervisors Chair
- **Kathy Sheehan**, City of Albany Mayor

# Protecting and Respecting Essential Workers

The Capital Region will continue to ensure protections are in place for essential workers.

As the Region's workforce progresses toward a 100% operational model, we will follow CDC and the Occupational Safety and Health Administration (OSHA) guidance for reducing workplace exposure for all employees and maintain a commitment to implementing the following policies and protocols.

**Each respective business/industry is encouraged to develop, maintain, and update a Workforce Protection Plan in accordance with CDC and Occupational Safety, Health Administration (OSHA) guidance and NYS Executive Orders for COVID-19.**

Depending on the circumstances surrounding the respective business' closure and current operational structure, each plan will ensure it meets all State and Federal guidelines for standard operation.



# Phased Reopening of Businesses

The Control Room will share information daily with the Governor's office and key officials. There will be a minimum two-week interval between phases. For updated information contact [www.esd.ny.gov](http://www.esd.ny.gov)

## Phase 1

- Construction
- Manufacturing
- Whole Trade
- Select Retail – Curbside Pickup Only
- Outdoor Activity (Agriculture, Forestry, and Fishing)

## Phase 2

- Office Settings (Professional Services, Finance and Insurance, Administrative Support)
- Retail
- Real Estate, Rental, and Leasing


## Phase 3

- Hospitality (Restaurants and Food Services, Hotels and Accommodations)

## Phase 4

- Arts, Entertainment and Recreation
- Education

*Note that the following pages pertain to businesses included in Governor Cuomo's four phase reopening plan and may not include some essential businesses that are currently operating.*

A woman with long dark hair, wearing a light-colored face mask and a dark jacket, is looking down at a green plastic basket in a grocery store aisle. The aisle is filled with various fresh produce, including tomatoes and leafy greens. The background shows the store's interior with shelves and other produce displays.

# **BUSINESS PRECAUTIONS AND PROTOCOLS**

**The Capital Region has developed business precautions and protocols designed to protect employees and customers, ensure a safe work environment, and meet changing public health obligations.**





Credit: Times Union

## The Capital Region precautions and protocols complement reopening guidelines established by New York State.

New York State requires each re-opening business develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out a template designed by the State to fulfill the requirement ([linked here](#)), or it may develop its own Safety Plan. This plan does not need to be submitted to a state agency for approval but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection.

# Expectations of all Employers

Expectations of all employers are described below. Additional actions and recommendations are described in the Industry Specific Section that follows and at New York Forward's website, linked [here](#).

## Protect High Risk Employees

All employers are expected to take particular care to reduce vulnerable workers' risk of exposure to COVID-19, while making sure to be compliant with relevant ADA and ADEA regulations.

- Vulnerable workers at higher risk from severe illness from COVID-19, or who reside with individuals who are higher-risk, include those with:
  - Asthma or lung disease
  - Heart conditions
  - Immunocompromised
  - Diabetics
  - Liver/kidney disease undergoing dialysis

Higher risk employees whose work cannot be done remotely, should be considered for temporary work in another capacity where remote/telework may be possible or where the employee has limited exposure to others in the worksite.

## Maximize Telework Capability

All employers should encourage telework for as many employers/employees as is feasible and possible. This involves ensuring that employees have the equipment required to perform their job remotely and making sure employees continue to follow all rules and procedures, such as established response times to calls and emails.

Employers implementing telework should have employees clearly communicate their work hours and availability to coworkers, share information as appropriate, and work collaboratively with coworkers as needed to fulfill their roles and responsibilities. All employers will address any ADA-accommodation issues with relevant teleworking employees.

# All employers are expected to ...

## Provide Reusable and/or Disposable Face Masks

Provide face covering as deemed necessary and in accordance with state and local regulations and guidance. Employees should be expected to wear face covering when in direct contact with clients or members of the public or when unable to socially distance themselves from others.

## Post Signs on How to Stop Spread of COVID-19

Including hand washing and use of everyday protective measures such as social distancing and wearing a face covering. CDC guidance posters may be found at the link [here](#) and [here](#). Communicate frequently with workers through digital communications and posters to let them know what measures are being followed and where they can go with any questions or concerns.

## Enforce and Practice Social Distancing

- Reviewing worksite layout plans to ensure all employees and clients can remain at least six feet apart.
- Where possible, employee shifts should rotate or be staggered to limit the number of employees in the workplace at the same time. Create calendars to monitor.
- Replace in-person meetings with video or teleconference.
- Tasks requiring large amounts of people to be in one area should be reduced or eliminated if possible.
- If in-person meetings are essential, meetings should be limited or relocated for adequate social distancing.
- Nonessential visitors, volunteers, and activities involving external groups or organizations should be prohibited on the worksite, until further notice.
- All nonessential travel should be limited or cancelled entirely in accordance with state and local regulations and guidance, until further notice.
- Entrances and exits should be designated in high traffic areas, and directional foot traffic pathways should be considered.
- Encourage customers to make appointments, if applicable
- Conduct training virtually, or if in-person, ensure that social distancing is maintained.

# All employers are expected to ...

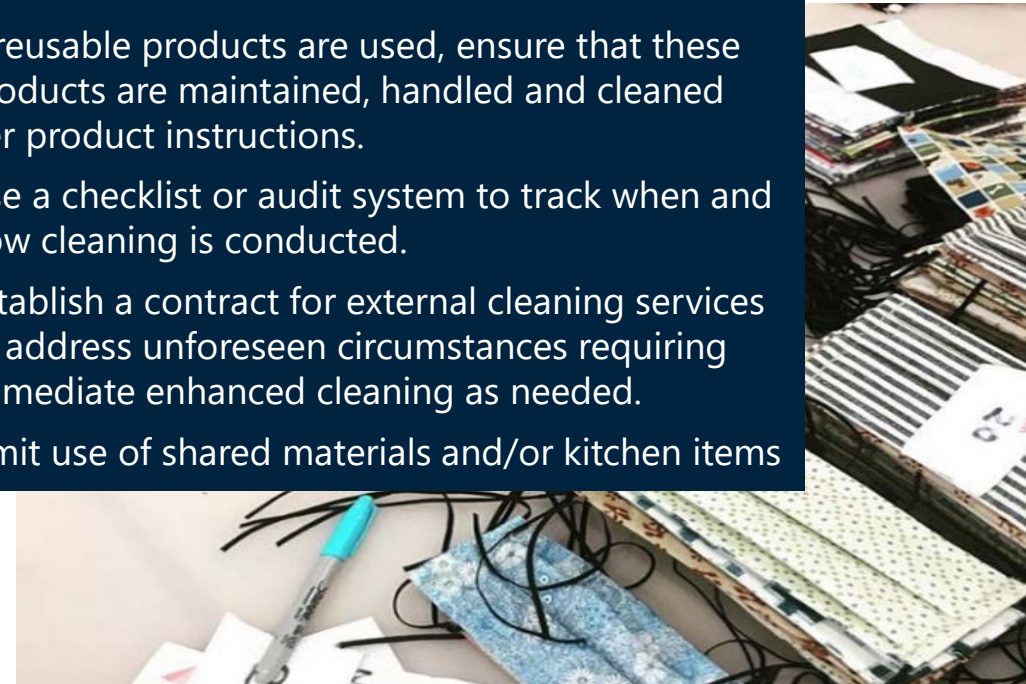
## Procure Adequate Supplies to Support Healthy Hygiene Behaviors

This includes soap, hand sanitizer with at least 60 percent alcohol, tissues, and no-touch trash cans, wherever possible.

Clean, sanitize, and disinfect frequently touched surfaces at least daily and shared objects between use. Avoid use or sharing of items that are not easily cleaned, sanitized, or disinfected. Ensure safe and correct application of disinfectants and provide for proper ventilation of facilities.

## Cleaning Procedures

- High contact surfaces should be disinfected regularly.
- Appropriate disinfectants should be selected and required to be used by all cleaning personnel.
- Disposable products should be used when possible.
- If reusable products are used, ensure that these products are maintained, handled and cleaned per product instructions.
- Use a checklist or audit system to track when and how cleaning is conducted.
- Establish a contract for external cleaning services to address unforeseen circumstances requiring immediate enhanced cleaning as needed.
- Limit use of shared materials and/or kitchen items



# All employers are expected to...

## Encourage employees who are sick to stay home.

Immediately separate employees with symptoms (fever, cough, or shortness of breath) and send such employees home.

## Restrict areas used by any sick person until after proper cleaning and disinfection has occurred.

## Conduct workplace contact tracing as required by public officials.

## Provide training for all managers and staff in the required safety actions.



# Employers may...

- Ask questions of employees arriving at work.
- Conduct routine health checks (e.g., temperature and symptom screening) of all employees daily.
- Establish procedures for safely transporting anyone sick to their home or to a healthcare facility.
- Assess staffing requirements, wages, and workloads frequently with changing dynamics in regulations.
- Think about cybersecurity risks and software needed to continue with digital/remote work.
- Develop resiliency plans for possible health-related emergencies.
- Assign their Department of Human Resources, Personnel Manager or equivalent, or interdepartmental taskforces to be responsible for responding to COVID-19 concerns pertaining to personnel policies, practices, or procedures.

## Personal Responsibility

All employees should monitor their own temperature before arriving to the workplace. They are expected to stay home if they have a temperature above 100.4 degrees. They should refer to local health guidelines and contact their primary care physician if Covid-19 related symptoms occur.

### Questions for employees arriving at work:

- Have you been in close contact with a confirmed case of COVID-19?
- Are you experiencing a cough, shortness of breath, or sore throat?
- Have you had a fever in the last 48 hours?
- Have you had new loss of taste or smell?
- Have you had vomiting or diarrhea in the last 24 hours?

# INDUSTRY SPECIFIC PROTOCOLS



# CONSTRUCTION

## EMPLOYEE PROTECTION

- Implement modified schedules to include staggered shifts, breaks, and mealtimes.
- Best efforts should be taken to wear protective gear and face coverings on site.
- No group gatherings during breaks and lunch.
- Supervisors should use precaution when conveying information to workers.
- Identify high risk areas such as tight spaces, hallways, and elevators, and control them to enable social distancing.
- Consider a 4-day work week for all crew to allow for 72 hours of downtime at the site.
- Stop employees from randomly walking floors, between floors, or buildings to reduce cross-contamination.
- Designate a site supervisor to enforce COVID-19 control protocols.

## PHYSICAL WORKSPACE

- Perform deep cleaning on jobsites, including disinfecting handrails, doorknobs, equipment handles, tools, and portable toilets.
- Ensure sufficient hand-washing or sanitizing stations at the worksite.
- Utilize disposable hand towels and no-touch trash receptacles.
- Remove common water coolers. Use individual bottles or personal coolers.

## PUBLIC HEALTH PROCESSES

- Designate approved entry points for screenings of workers, subcontractors and others.
- Eliminate non-essential visits, such as job tours, vendor demos, etc.
- Maintain a daily approved visitor log.

# MANUFACTURING

## EMPLOYEE PROTECTION

- Implement modified schedules with staggered shifts, breaks, and mealtimes.
- Limit entry of visitors, vendors, and contractors.
- Maintain a distance of at least six feet when feasible on production lines, in cafeterias, common areas, and building entrances.
- Face coverings should be used by all workers.
- Disinfect all touched surfaces between shifts.
- Modify routine shift hand off meetings to stand six feet apart or communicate digitally.
- Designate a shift supervisor to enforce.

## PUBLIC HEALTH PROCESSES

- Isolate key personnel essential for keeping the facility operational.

## PHYSICAL WORKSPACE

- Modify floor space and rearrange equipment to allow for six feet of distance between employees.
- Use physical marker or tape to reinforce social distancing.
- Avoid large group trainings and meetings.
- Leave doors open or remove them to eliminate surfaces if appropriate and consistent with code.
- Increase ventilation rates.



# WHOLESALE TRADE

## EMPLOYEE PROTECTION

- Minimize transaction time between warehouse employees and transportation personnel.
- Perform paperwork digitally where feasible.
- Implement staggered shifts and breaks.

## PHYSICAL WORKSPACE

- Reconfigure, restrict or close common areas and create alternative space for breaks.
- If possible, make narrow hallways one-way.
- Investigate the possibility of using apps or cameras to clock employees in/out.
- If a time clock must be used, add floor marks to ensure proper spacing of six feet. Provide hand sanitizer nearby.

## PUBLIC HEALTH PROCESSES

- Create dedicated entry points for workers to assure all are screened daily.



# SELECT RETAIL: CURBSIDE PICKUP

## EMPLOYEE PROTECTION

- Reduce shared materials, equipment, and use of communal spaces.
- When shared equipment is necessary, thoroughly sanitize in between usage.
- Conduct daily health checks with consistent set of questions for employees.
- Place hand sanitizer at high contact locations and encourage frequent handwashing.
- Limit entry into the premises by vendors and deliveries.
- Customers should wear face coverings when picking up.
- Prohibit use of reusable bags.
- Task store managers with compliance monitoring.

## PHYSICAL WORKSPACE

- Indicate appropriate distance between customers using signs or floor markings. This includes outdoor space where patrons may be waiting.
- Designate space for disinfecting new product or materials.
- Frequently assess staffing levels as regulations change overtime.
- Work with municipality or parking jurisdiction to determine signage for curbside pickups or additional parking considerations like time limits and payment.
- Identify staff person or position for cleaning and implementing daily responsibility checklist.
- Require appointments for certain pickups to limit crowd gatherings where feasible.

**LIST OF  
HOOSICK AREA  
RESTAURANTS  
TAKE OUT**



# SELECT RETAIL: CURBSIDE PICKUP

## PUBLIC HEALTH PROCESSES

- Adjust business hours to accommodate vulnerable populations if necessary.
- Distribute copy of cleaning protocol to all employees.
- Offer the latest information on store offerings online and social media to reduce interaction in person.
- Consult the National Retail Federation for updates to best practices in the retail sector.
- Talk with landlord about additional measures that need to be taken in shared spaces with other tenants or facility improvements.
- Encourage contactless payment options or payment over the phone.
- Prohibit or limit use of reusable bags.
- Continue to grow online presence.



# OUTDOOR ACTIVITIES

(INCLUDING: AGRICULTURE, FORESTRY, AND FISHING, LANDSCAPING ETC.)

## EMPLOYEE PROTECTION

- Social distancing of six feet should be maintained outdoors, in vehicles, and in structures.
  - Where this is difficult, such as with landscaping crews, wear protective gear.
- Limit crew size by increasing number of staggered shifts and breaks.
- Provide methods to disinfect equipment and supplies. Keep a spray bottle of disinfectant in tractors and other vehicles.

## PHYSICAL WORKSPACE

- For other outdoor activity, provide additional seating and shade structures to allow employees to take breaks.
- Make hand washing stations available and encourage use.
  - Ensure employees are compensated for time spent hand washing.

## PUBLIC HEALTH PROCESSES

- Establish a location for receiving regular deliveries away from on-farm high-traffic areas.
  - Create signage and specific instructions for deliveries.
- Utilize a physical or virtual message board to communicate tasks and other information.



# GENERAL OFFICE SETTINGS

(INCLUDING: FINANCE AND INSURANCE, PROFESSIONAL SERVICES ADMINISTRATIVE SUPPORT, ETC.)

## EMPLOYEE PROTECTION

- Establish a written, worksite-specific COVID-19 prevention plan at every business location.
- Designate a person or team at each office or other workspace to implement the plan.
- Utilize work practices to limit the number of employees at the office at one time. This may include scheduling (e.g. staggering start/end times), establishing alternating days for onsite reporting, returning to the office workspace in phases, or continued use of telework when feasible.
- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any personnel entering the facility.
- Stagger employee breaks, within compliance with wage and hour regulations, to maintain physical distancing and protective protocols.
- Limit visitors and vendors within the premises unless necessary.
- Limit all non-essential work travel.
- Limit the use of standard-size elevators to four individuals at a time.

## PUBLIC HEALTH PROCESSES

- Require employees to clean and disinfect personal work areas at least once per day.
- Install and maintain alcohol-based hand sanitizer dispensers in locations where the spread of germs is likely, and normal soap and water hand washing stations are not readily available.
- For shared office items, disinfect between shifts or uses, whichever is more frequent with a cleaner appropriate for the surface. Items include office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared workstations, etc.
- Ensure that supply areas are accessible and fully stocked. Provide additional soap, paper towels, and hand sanitizer when needed.
- For those facilities in laboratory, research, or clinical settings, evaluate existing personal protective equipment practices and determine additional measures or necessary adjustments.

# GENERAL OFFICE SETTINGS

(INCLUDING: FINANCE AND INSURANCE, PROFESSIONAL SERVICES ADMINISTRATIVE SUPPORT, ETC.)

## PHYSICAL WORKSPACE

- Consider installation of new partitions and signage to inform and enforce proper distancing and spacing.
- Designate separate routes for entry and exit into office and other spaces to help maintain social distancing.
- Establish directional hallways and passageways for foot traffic, if possible.
- Close or restrict common areas, using barriers, or increasing physical distance between tables/chairs where personnel are likely to congregate and interact.
- Redesign office spaces if necessary and decrease the capacity for conference and meeting rooms to ensure spaces allow for six feet between employees.
- Consider enhancements to improve healthy ventilation.
- Post signage for employees and others on good hygiene and new office practices.



# RETAIL

## EMPLOYEE PROTECTION

- Continue to follow all employee screening and health guidance from curb-side pick ups.
- Train employees on in-store procedures, customer interactions, and expectations with coworkers.
- Implement frequent cleaning regimens.
- Establish protocol if staff member is exposed to or contracts COVID-19.
- Ensure there are stated expectations and/or signage not just for employees but contractors, delivery personnel, and other required visitors.

## PHYSICAL WORKSPACE

- Establish protocol for monitoring store occupancy.
- Install physical barriers where customer/employee interaction occurs.
- Clearly inform public of new routines, safety protocols and customer expectations with clear, accessible signage.
- Designate space for disinfecting new product or materials.
- Frequently assess staffing levels as regulations change overtime.

## PUBLIC HEALTH PROCESSES

- Continue to grow online presence.
- Consider role of employees that are considered vulnerable and how they can support the business remotely.
- Determine communication processes among managers and staff for changes to policies, individual health or other vital announcements. Confirm all employees are aware of communication expectations through employee agreement.



# REAL ESTATE, RENTAL AND LEASING

## EMPLOYEE PROTECTION

- Establish a written COVID-19 prevention plan to be followed by agents and others who show properties and equipment.
- Real estate and equipment rental agents should confirm understanding of rules with visitors before showings at the property or business or equipment demonstrations.
- Utilize virtual tours in lieu of open houses via digital technologies, whenever possible.
- Post updated operational procedures and rules as part of online public and MLS listings.
- Complete purchasing, rental and leasing transactions with all related parties digitally when possible.
- Ensure clients, agents, employees, and inspectors use face coverings and hand sanitizer.
- Distribute communications to tenants outlining basic CDC recommendations.
- Inquire whether residences for sale or lease have symptomatic individuals or individuals who have contact with known positive cases.
- Ensure current occupants are away from property during showings.
- Maintain detailed log of customer interactions.
- Provide estimates, invoices, and other documentation electronically, if possible.

## PUBLIC HEALTH PROCESSES

- Thoroughly clean properties and/or equipment before and after showings, disinfecting commonly used surfaces.
- Instruct employees to wipe down and disinfect equipment that passes between employees and customers.
- All persons on property (except for an agent wearing gloves) for in-person showings should avoid touching items and surfaces when possible.
- Discontinue holding open houses open to the general public on a walk-in basis.

## PHYSICAL WORKSPACE

- Equip shown properties with proper sanitation products, including hand sanitizer and sanitizing wipes, for use by employees and clients.
- Before a showing, introduce fresh outside air, for example by opening doors/windows and operating ventilation systems.
- Display a set of rules for agents and property/equipment viewers at the entrance of each property that are to be a condition of entry (instructions to use face coverings, maintain physical distancing, and avoid touching surfaces of the shown property/equipment when possible).

# RESTAURANTS AND FOOD SERVICES

## EMPLOYEE PROTECTION

- Continue to follow FDA and CDC best practices as information evolves.
- Pre-screen employees for health changes at beginning of each shift.
- Group employees by shift to limit exposure.
- Employees must wear masks at all times. Cloth masks should be washed each day and disposable masks should only be used once.
- Servers should limit visits to each table.
- Allow for necessary breaks for hand washing.
- Use gloves to avoid bare hand contact with ready to eat food.

## PUBLIC HEALTH PROCESSES

- Specific hours for vulnerable populations, as applicable.
- Consider ensuring manager on duty has up to date ServSafe Food Manager certification.
- If moving to a delivery model, ensure that hot items are kept at a safe temperature. Keep refrigerated foods cool with insulation or ice packs.



# RESTAURANTS AND FOOD SERVICES

## PHYSICAL WORKSPACE

- Reconfigure space to allow for a minimum of 6 feet between tables.
- Begin seated dining at no more than 50% of restaurant capacity.
- Remove all food samples.
- Remove communal eating spaces like salad bars, buffets and self-service drink stations where possible.
- Establish designated waiting areas with necessary spatial guidance.
- Implement no contact deliveries where possible.
- Post menu on website so patrons can view on their individual phones or use one-time use menus.
- Work with municipality or parking jurisdiction on curbside pick up.
- Where possible, expand/move seating or waiting options to outdoor space to allow for more room between patrons.
- Begin with no parties or events that would bring large crowds together.
- Manage in-person dining through online reservation system.
- Eliminate shared condiments and bring to table only as requested – use single serving condiments as necessary.
- Use signage liberally to indicate health and safety protocols.



*Guidance from the Food and Drug Administration*



# HOTELS AND ACCOMMODATIONS

## EMPLOYEE PROTECTION

- Mandatory training
- Required employee self-screening at home prior to leaving for work
- Enhanced hygiene guidelines following CDC/DOL guidelines
- If sick during a shift, employees must leave property or be immediately quarantined
- Stagger employee start times to limit congregation
- Limited interaction with co-workers not directly related to fulfilling job duties
- Limited guest interaction
- Property enhancement suggestions: hospital grade disinfectants, electro-static technology; protective barriers (flexi-glass) between customers and staff at registration and common service/waiting areas

## PHYSICAL WORKSPACE

- Tables minimum 6' apart up to maximum 50% of occupancy
- Maximum 6 guests per table, same family or small group that shares trust and follows recommended precautions
- Limit employee clustering in meetings, break, or common areas
- Prohibit or limit meetings, ceremonies, or dancing
- No seating or standing at bars, remove bar stools
- Frequent cleaning of keyboards, elevator buttons, stairway and door handles, common furniture, credit card machines, valet carts, exercise rooms and equipment, etc.
- Overnight Lodging
  - Space between guest rooms
  - Modify housekeeping practices for towel/linen exchange in lieu of traditional daily service
  - Remove printed collateral material from room

## GUEST PROTECTION

- Adhere to CDC guidelines on masks and screenings
- Signage clearly visible stating policies must be prominently posted
- No admittance for symptomatic guests and agreed upon removal of guests that demonstrate clear symptoms of virus
- Information concerning guests of lodging facilities will be recorded in a log that will be made available to allow contact tracing

# ARTS, ENTERTAINMENT AND RECREATION

## EMPLOYEE & CUSTOMER PROTECTION

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any personnel entering the facility.
- Implement measures to ensure physical distancing of at least six feet between workers and customers, including the use of physical barriers.
- Ensure all employees and customers are wearing proper facial coverings.
- Encourage contactless payment options.
- Limit visitors and vendors within the premises unless necessary.
- Utilize remote ticketing options to help manage capacity limits.
- Space any common equipment to provide for at least 6 feet separation between patrons.
- Institute staggered arrival times for events to limit large groups gathering.
- For organized activities have an individual or team wholly or partially dedicated to ensuring the health protocols adopted are being successfully implemented and followed.



# ARTS, ENTERTAINMENT AND RECREATION

## PHYSICAL SPACE

- Implement physical measures to ensure physical distancing of at least six feet between workers and customers, which can include use of physical partitions (i.e. at ticket booths, ushers, etc.)
- Designate separate routes for entry and exit into facilities and other spaces to help maintain social distancing.
- Establish directional hallways and passageways for foot traffic, if possible.
- Close or restrict non-essential common areas using barriers that increase physical distance where customers are likely to congregate and interact.
- For seated events, keep at least two empty seats (or six feet separation) between parties.
- Ensure proper ventilation in all areas where possible.
- *Note:* The Regional Control Room will be considering proper opening procedures for gyms and indoor recreational facilities.

## PUBLIC HEALTH PROCESSES

- Install hand sanitizer dispensers in areas convenient to employees and customers, and in places where there may not be immediate access to hand washing facilities.
- Disinfect seats, equipment, and frequently touched areas daily or between uses, if applicable.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees, contractors, and customers.
- Consider a schedule of 'deep cleanings' for facilities on a regular basis.



# EDUCATION

As part of the fourth and final phase, addressing education will be a critical and high priority item as the safety of our children and educators is paramount. The Control Room, working with the Governor's office and other local and regional education organizations and leaders will consider optimal protocols and procedures to ensure that our educational facilities uphold the highest standards for student and educator safety.



## Reimagining Tele-Education

Distance learning programming has been in place through each school district in the region since the beginning of PAUSE. These plans address needs of students to maintain their learning activities and will be continuously improved. While it is important to note that distance learning cannot be the singular permanent solution to our children's needs, it is essential to note that many of the lessons we have learned during the COVID-19 crisis will continue to be utilized long after the immediate effects of the pandemic have passed.





# Compliance

The Capital Region will utilize its reopening digital communication platform for businesses to report situations where protocols are not being followed.

Upon receipt of an incident, local authorities may be contacted to respond.

We will be attentive in our efforts to ensure all businesses understand these guidelines and are able to access available resources to stay in business and contribute to the Capital Region economy.

