

General Business Phase 2 Requirements and Guidance

The Governor of Montana issued a Directive on May 19, 2020 that moves Montana to Phase 2 Reopening on Monday, June 1, 2020. This document outlines what general businesses have to follow in order to be open to the public. This guidance document has two sections:

- **Minimum requirements** that you have to meet to operate your business in Phase 2; and
- **Recommendations** that will further protect your staff, customers and our community.
- **Ideas and strategies** to consider when making your individualized plan.

Note that some businesses, like bars and restaurants, have more specific requirements that they have to follow to operate in Phase 2. Consult the Governor's Directive of May 19, 2020 and our website at <http://missoula.co/cvirus> to see if there is more information for your business type.

MINIMUM REQUIREMENTS

Physical Distancing:

- Business must still require and enable physical distancing between non-congregate customers (customers who don't come in together). Ensuring customers can maintain 6 feet from staff and other customers may require you to:
 - Limit the number of people in your business at any one time;
 - Reduce or rearrange seating in service and waiting areas;
 - Manage or close waiting rooms or other areas where people, including staff, may congregate;
 - Have customers call for a reservation or appointment, or use an online wait listing application to reduce the number of people in waiting areas;
 - Manage waiting lines; and/or
 - Create systems that reduce contact time between customers and staff.
- Waiting areas where adequate physical distancing cannot be maintained must be closed.

Pre-shift Health Assessments:

- Health Assessments must be conducted for all employees at the beginning of each shift. These health assessments screen workers for symptoms associated with COVID-19 – they can, but don't have to, include a temperature check (A fever of 100.4°F or higher is the most common symptom of COVID-19). While infected people without symptoms can also spread the disease, this check is important to ensure that visibly sick, potentially contagious people get tested, stay home and are not at the workplace. More information about [health assessments](#), including the current CDC list of COVID-19 symptoms, can be found here: <http://Missoula.co/cvirus>.
- Do not allow people with symptoms of COVID-19 to work

Limit Capacity:

- In Missoula County, all businesses that are open to the public to enter must limit capacity in the business to the degree necessary to provide for 6-foot physical distancing.

Visible Cues:

- In Missoula County, all businesses that are open to the public to enter must have visible cues in place to alert customers of the distancing requirements and to denote the required 6-foot separation. This may be accomplished with conspicuous signage, arrows, tape on the floor, roped-off lanes, or other visible means that will allow customers to easily understand the expectations in your business.

Retail Businesses Plan Required:

- In Missoula County, all businesses that are open to the public, and engaged in retail sales, must have developed and implemented an individualized plan addressing capacity reduction, distancing, cleaning and sanitizing, employee health, and training. This plan template is found in Appendix C of the 5/28/2020 Order, issued by the Missoula City-County Health Officer, and on our website. The plan must be kept on site and made available to Department staff upon request.

RECOMMENDATIONS

Develop and Implement Policies:

- In order for businesses to be successful in minimizing the potential spread of COVID-19, it is important to create a plan or set of protocols specifically for your business to address the four main interventions that can slow the spread of COVID-19: physical distancing, staff health assessments and sick worker exclusion, enhanced cleaning and sanitizing of common surfaces and high-traffic areas, and use of personal protective equipment. The Governor's Directive encourages businesses to consult your industry's best practices and to follow all applicable rules and laws.
- Specifically, the Governor's directive suggests that the following topics be covered by business-specific plans and policies:
 - Social distancing and protective equipment
 - Temperature checks and/or symptom screening
 - Testing, isolation, and contact tracing in collaboration with public health authorities
 - Sanitation
 - Use and disinfection of common and high-traffic areas

Cloth Face Coverings:

- The Missoula City-County Health Board recommends cloth face coverings be worn when 6-foot distancing cannot be consistently maintained. Cloth face coverings can slow the spread of COVID-19 and help people who may have the virus but are not experiencing symptoms from transmitting it to others.

Workforce:

- In addition to pre-shift health assessments, the Governor's Directive recommends that employers monitor their workforce for COVID-19 symptoms.
- If surveillance testing designed to provide community-wide early warning becomes available, encourage your employees to voluntarily participation.
- Telework is still encouraged as a way to reduce potential transmission of the virus, if the work can be accomplished remotely. When telework is not feasible, employers are encouraged to accommodate alternative work schedules such as shift work and staggered scheduling in order to adhere to social distancing guidelines.
- To date, many of the cases in Montana have been related to travel. Minimize non-essential business travel to prevent possible exposure to the disease in other areas.

Vulnerable Individuals:

- Make special accommodations for members of a vulnerable population or those with vulnerable household members.

Sanitizing and Cleaning:

- Businesses should follow CDC sanitation protocols, which can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Group Size:

- If your business involves groups of people who cannot physically distance because of nature of the activity, the Governor's Phase 2 Reopening Directive raises the group size from 10 to 50. He advises that people should avoid gathering in groups of more than 50 people when social distancing is not possible or feasible.

IDEAS AND STRATEGIES

Community leaders appointed a working group of Missoula organizations, businesses and individuals to provide recommendations for reopening Missoula businesses, including pools. The following ideas and strategies were suggested by that group. These are not requirements, but may help you plan on how to modify procedures at your pool during Phase 2 reopening.

Model safe behavior for your customers:

- Your patrons will take cues from you and your staff as to how they should act in your establishment. When your staff understand why it's important to reduce the risk of COVID-19 transmission, and they model the correct behaviors, patrons are more likely to comply with social distancing, face covering use, staying home when sick, etc. Ideas to achieve this include:
 - Designate specific staff to remind patrons (and staff) to maintain social distancing throughout the facility.
 - Have extra face coverings or masks on hand for staff or patrons if they do not bring their own from home.
 - Have staff sanitize or wash their hands frequently.

- Implement new businesses practices that demonstrate your commitment to slowing the spread of the virus, for example: have an easy refund policy to encourage sick patrons to stay home, ask clients to wait in their car instead of a waiting room, or offer incentives to shop online or curbside.

Hygiene

- Ensure that you have adequate supplies to support healthy hygiene, including soap, hand sanitizer, paper towels, tissues and no touch waste cans.
- Encourage patrons to sanitize their hands as they enter the venue.

Cleaning and Sanitizing:

- Consider reducing the number of unnecessary items in your business that may be commonly touched. This may include reducing furniture in common areas, providing single use pens, using no-touch garbage can lids or bathroom fixtures, or propping open doors (provided it doesn't cause a pest issue or violate fire codes).
- Disinfect common surfaces frequently, including point-of-sale areas, counter tops, and plastic/glass barriers.
- Worker stations and equipment should be cleaned and sanitized every time a different staff person uses them. Provide sanitization materials at every workstation

Emergency Response:

- While the 6-foot separation should be strictly adhere to, understand that this does not apply in the event of a medical emergency or when life-sustaining support, such as CPR, First Aid, or AED use is necessary. It is a good idea to review the guidance by the [American Red Cross](#) and the [American Heart Association](#), establish a policy, and provide the necessary personal protective equipment for your staff. Be sure to train staff on any changes in your response policy or PPE use so they can respond quickly and confidently in an emergency.

Facility considerations

- Talk to a heating and air conditioning professional about changes you can make in your facility to reduce the risk of virus transmission through the air. They may have recommendations about keeping windows and doors open or using different filters in your mechanical systems. You can also visit the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) website: <http://ashrae.org> for additional information.
- Close drinking fountains and encourage patrons to bring their own water or provide water through non-touch means like water bottle refill stations.

Additional Signs

- Signs in addition to those required by the governor's directive can help your patrons understand more about how to stay safe and protect others during the pandemic. One idea is to post signs that share how to stop the spread of COVID-19.

Have questions? Please contact us at 258-4755, or envhealth@missoulacounty.us.