



New York City Resources for Businesses Re-Opening – Phase 1

The Core Four Best Practices For a Safe and Healthy New York City

1. Stay home if sick
2. Keep physical distance
3. Wear a face covering
4. Keep your hands clean

If you are a business reopening:

On Monday June 8, New York City will enter Phase 1 of re-opening. This will include manufacturing, wholesale trade, and retail only for pick-up or drop-off at the curbside or in the store. The construction sector and the agriculture, hunting, forestry, and fishing sectors will also be re-opening.

Your first stop should be the [New York State New York Forward](#) guidance – in order to reopen, businesses must read and attest to following the mandates from the State.

The NYC Department of Health and Mental Hygiene (DOHMH) has created plain language [Frequently Asked Questions for each sector](#) re-opening in Phase 1, in adherence with the New York State guidance. Additionally, the Department of Small Business Services (SBS) has created [this simple flyer](#) for businesses and workers.

Support for Businesses

Support in following guidelines: Call **888-SBS-4NYC**

Assistance with your required safety plan: [This template](#) from New York State Department of Health provides a guide for businesses to create their own Safety Plans. These safety plans must be posted on site.

A sample screening tool: DOHMH's [COVID-19 Symptom Screening Tool](#) can be used to conduct screenings. Employers must provide health screenings for employees daily.

Best practices for cleaning: DOHMH has created [Cleaning/Dis-infection Guidance for Non-Health Care Settings](#) to guide businesses through proper cleaning protocols.

Signage: DOHMH provides [posters for printing](#) in multiple languages. Businesses must display signage about social distancing protocols. These posters include:

- [Prevent the Spread](#)
- [Social Distance](#)
- [Cover your Cough](#)
- [Wash Your Hands](#)

Free face coverings: Businesses can pick up 5 masks per employee from [60+ locations](#) across the city. The City is providing 2 million face masks total to small businesses at no cost.

Financial Support: Small businesses impacted by looting that experienced damage to their storefronts can apply to receive up to [\\$10,000 to fund repairs](#). This program will begin in the Bronx and expand to other boroughs.



Inspections

Business reopening requirement inspections are coordinated by the Office of Special Enforcement (OSE) and staffed by various agencies. Inspections will be conducted proactively to promote safety practices across the city, and will also be conducted in response to 311 complaints. The inspectors will be focused on outreach and education to help businesses follow the guidelines and will only take enforcement action in exceptional cases or for persistent violations.

You may encounter inspectors from the Sheriff's Office, Fire Department (FDNY), Department of Environmental Protection (DEP), Department of Consumer and Worker Protection (DCWP), Department of Transportation (DOT), DOHMH, and OSE. FDNY will be doing business re-opening inspections along with routine fire prevention inspections. All inspectors will receive the same training and will be coordinated in their response.

If you are a worker

Workers can call **311** to be connected to the Department of Consumer and Worker Protection (DCWP) hotline, with any complaints about their employers, or workplace-related questions (e.g., about Paid Safe and Sick Leave).

For additional information about what workers need to know, [see this helpful document](#) and other resources on the [DCWP website](#).

For more information, call 311

Anyone can call **311**, to make a complaint about a business not following guidelines. A business inspector from OSE or a partner agency will receive the complaint (see '**Inspections**' above).

Anyone can call **311** with a complaint about social distancing. Those complaints will be routed to the NYPD.

Additional Resources

Keep these websites bookmarked. Information about COVID-19 and requirements are changing regularly.

- [NYC COVID-19 portal](#) – nyc.gov/coronavirus – Follow the [Business & Non-profits](#) links
- [NYC DOHMH website](#) – nyc.gov/doh – Follow links to [COVID](#) and [Guidance for businesses](#) or [Posters & Flyers](#) among other resources
- [NYC Business](#) – nyc.gov/nycbusiness – With links for re-opening guidance, free face covering distribution, and financing
- [NYC 311](#) – <https://portal.311.nyc.gov> – Follow the [Coronavirus \(COVID-19\) and City Life](#) links
- [NY Forward](#) – forward.ny.gov – NY State website with legal guidance
- [NYC Department of Buildings](#) (DOB) – nyc.gov/buildings – information on the construction sector