

NYC MEANS BUSINESS

➤ Guidelines for Reopening Your
Phase 1, 2, or 3 Business





THE
➤ **NYC DEPARTMENT
OF SMALL BUSINESS
SERVICES (SBS)**

helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building thriving neighborhoods across the five boroughs.

Our NYC Business Solutions Centers can connect you to the resources you need to **start, operate, or grow** your business.



BUSINESS COURSES

Develop your business plan and get guidance on the right strategy for your business.



LEGAL ASSISTANCE

Access our network of pro bono attorneys who can answer all of your legal questions.



FINANCING ASSISTANCE

Secure the financing you need.



INCENTIVES

Save money and maintain a competitive edge with government incentives.



NAVIGATING GOVERNMENT

Cut through the red tape. We'll connect you with the right government agencies.



RECRUITMENT

Hire talented staff to open a new location or expand your existing business.



TRAINING

Give your employees the skills they need to take your business to the next level.



SELLING TO GOVERNMENT

Learn what it takes to become a government contractor.



M/WBE CERTIFICATION

Get certified to compete on government contracts and access exclusive programs designed to help small businesses grow.

> STAY UP TO DATE

BUSINESS

nyc.gov/business

STATE WEBSITE

forward.ny.gov

Rapidly changing
information related
to COVID-19

State requirements are rapidly changing and businesses are responsible for staying up to date and in compliance. SBS is here to help.

GENERAL UPDATES

Text COVID to **692-692**

HEALTH

nyc.gov/coronavirus

➤ According to State guidelines, NYC businesses will reopen in phases

PAUSE

Essential businesses should continue to operate as they have under PAUSE. Visit [forward.ny.gov](https://www.forward.ny.gov) to see if your business is essential.

PHASE 1

- Manufacturing
- Construction
- Wholesale Trade
- Retail - (Limited to curbside or in-store pickup or drop off)
- Agriculture, Forestry, Fishing and Hunting
- Higher Education Research

PHASE 2

- Offices
- Real Estate
- Essential + Phase II In-Store Retail
- Vehicle Sales, Leases, Rentals
- Retail Rental, Repair, Cleaning
- Commercial Building Management
- Hair Salons and Barbershops
- Outdoor and Takeout/Delivery Food Services

PHASE 3

- **Personal Care Services**

PHASE 4

- Arts / Entertainment / Recreation
- Education

TIP:

Use the Business Reopening Lookup Tool to see when your business can reopen:
businessexpress.ny.gov/app/nyforward

Today we will provide an overview of requirements for reopening Phase 1-3 businesses.

Businesses must meet **all** requirements to reopen.

Guidelines vary by industry and can be found at

forward.ny.gov/reopening-new-york-city

When reopening,
businesses must follow
all **STATE GUIDELINES**

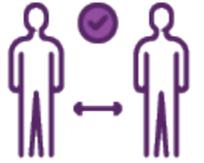


- **PHYSICAL DISTANCING**
- **PERSONAL PROTECTIVE EQUIPMENT (PPE)**
- **CLEANING + HYGIENE**
- **HEALTH SCREENINGS**
- **COMMUNICATIONS**

TIP:

- Before reopening, all businesses **must**
1. Develop a safety plan and display it prominently;
 2. Read and affirm compliance with NYS safety guidelines.

PHYSICAL DISTANCING



State Requirements for Physical Distancing

- Ensure 6 feet distance between personnel, unless safety or core function of the work activity requires a shorter distance.
- Any time workers or visitors are less than 6 ft. apart from one another, and without a physical barrier (e.g., plexiglass), individuals must wear acceptable face coverings.
- Limit the total number of occupants at any given time to no more than 50% of the maximum occupancy for a particular area as set by the certificate of occupancy. If the facility or equipment requires more employees to safely operate, personnel must wear face coverings at all times.
- Tightly confined spaces (e.g., elevators, small stock rooms, behind cash registers, narrow merchandise aisles) should be occupied by only one individual at a time, unless all employees are wearing face coverings.
- Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g., clock in/out stations, health screening stations, cash registers).
- Limit in-person gatherings as much as possible and use tele- or video-conferencing whenever possible. Essential in-person gatherings (e.g., meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.
- Reduce interpersonal contact and congregation through various methods (e.g. adjusting workplace hours, shifting design, reducing on-site workforce, staggering arrival/departure times to reduce congestion in lobbies/elevators)
- Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.
- Clearly signal 6 ft. spacing in any lines for waiting customers
- Designate entrances/exits for customers and separate entrances/exits for employees, where possible.
- Close waiting rooms.

IMPORTANT NOTE: Guidance is evolving and may change. Please check forward.ny.gov/reopening-new-york-city for recent changes.

PERSONAL PROTECTIVE EQUIPMENT (PPE)



State Requirements for Personal Protective Equipment (PPE)

- Employers must provide employees with free face coverings.
- Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana) and surgical masks, unless the nature of the work requires stricter PPE (e.g. N95 respirator, face shield). Learn more about face coverings here: coronavirus.health.ny.gov/system/files/documents/2020/04/doh_covid19_eo20216employeefacecovering_041420.pdf
- Employees must wear face coverings when interacting with customers or the public.
- Face coverings must be cleaned or replaced when damaged or dirty.
- Train employees on how to don, doff, clean (as applicable), and discard PPE .
- Face coverings must not be shared.
- Face coverings should be properly stored or discarded if damaged.
- Limit the sharing of objects and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact.

TIP:

The City of New York can help businesses access face coverings. Visit nyc.gov/business to find out more.

CLEANING + HYGIENE



State Requirements for Cleaning + Hygiene

- Use New York State approved products for cleaning and disinfecting. Find a complete list of approved products [here](#). Follow all [Centers for Disease Control and Prevention](#) and [Department of Health](#) rules for hygiene and sanitation.
- Provide hand hygiene stations that include soap, water, paper towels and/or hand sanitizer containing 60% or more alcohol for areas where handwashing is not possible.
- Provide cleaning supplies for shared surfaces and objects. Encourage staff to disinfect shared surfaces before and after use and to wash hands.
- Do not allow employees to share food and beverages (e.g. no buffet-style meals).
- Clean and disinfect site at least every day.
- Clean and disinfect shared objects (e.g. tools, registers) and high transit areas (e.g. restrooms, common areas) multiple times per day. If cleaning or disinfection causes safety hazards or damages objects, give staff disposable gloves and require hand washing before and after use.
- Keep a cleaning log that lists the date, time, and scope of cleaning.
- Provide cleaning and disinfection of exposed areas in the event that an individual is confirmed to have COVID19, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. elevators, lobbies, building entrances, badge scanners, restrooms handrails, door handles).
- Wherever possible, increase ventilation of outdoor air (e.g. opening windows and doors) while maintaining safety precautions.
- Minimize sharing of equipment between employees, where possible

HEALTH SCREENINGS



State Requirements for Health Screenings

- Employees who are sick should stay home. Employees who become sick at work should return home.
- Conduct a mandatory health screening (e.g. questionnaire, temperature check) before employees begin work each day and for essential visitors, asking about 1. [COVID-19 symptoms](#) in the past 14 days, 2. [Positive COVID-19 test](#) in past 14 days, and/or 3. close contact with confirmed or suspected COVID-19 case in past 14 days.
- Assessment responses must be reviewed every day and documented.
- Take action based on the responses to the questionnaire:
- Employees with COVID-19 symptoms should be sent home to contact their health care provider for medical assessment and COVID-19 testing.
- If an employee tests positive for COVID-19 but does not have symptoms, they may only return after a 14-day quarantine from the date they were tested.
- If an employee tests positive and does have symptoms, they must wait to return to work until the following are true: 1. It has been at least 14 days since their symptoms started. 2. They have not had a fever for the prior three days without the use of fever-reducing drugs such as Tylenol or ibuprofen. 3. Their overall illness has improved.
- Employees who have had close contact with a person with COVID-19 should inform their employer. If they are showing no symptoms, they may be able to work with additional precautions (regular monitoring for symptoms and temperature, face covering all times, and social distancing from others at all times).
- On-site screeners should be selected and trained by employer using CDC, DOH, and OSHA protocols. Screeners should wear appropriate PPE, including at a minimum, a face covering.
- Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case. Review [cleaning and disinfection protocols](#).

TIP:

Review the [NYC Health Department's model screening tool](#).

COMMUNICATIONS



State Requirements for Communication with Employees and Customers

- Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them.
- Post signs to remind personnel to follow proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting procedures. Train all personnel on procedures and frequently communicate safety guidelines.
- Designate a safety monitor who is responsible for continuous compliance with all aspects of the business safety plan.
- Conspicuously post completed safety plans on site.
- Establish a communication plan for employees, visitors, and clients. Make sure you consistently update information.
- Maintain a log of every person, including workers and visitors, who may have close contact with individuals at the work site; can exclude deliveries performed with appropriate PPE or through contactless means.
- Immediately notify the state and city health departments if an employee tests positive for COVID-19 and cooperate with contact tracing efforts, including notification of potential contacts, while maintaining confidentiality required by state and federal law and regulations.

TIP:

You can [download](#) and [print](#) signs in multiple languages to help communicate guidelines for employees and customers.

Additional State Requirements for Personal Care Services



- **Personal care services that require customers to remove face coverings (e.g. lip/nose piercings, face massage, facials, lip/nose waxing) are prohibited.**
- **Tattoo and piercing facilities must ensure that:**
 - Staff remove needles from sealed packages before every customer procedure. Any stencils or razors must also be clean and unused, and discarded immediately after use.
 - Standard DOH, [OSHA](#) & [CDC guidelines](#) for health and safety are followed.
- **Salons offering services including nail specialty, and waxing must ensure that:**
 - Manicure and pedicure baths and bowls are appropriately disinfected between each use. They must be thoroughly cleaned and disinfected with EPA-approved solution.
- **Facilities offering massage therapy and spa services must:**
 - Hand/foot drying tables are appropriately cleaned and disinfected after each customer.
 - All wax containers are replaced or cleaned and disinfected between each customer, and no double dipping of applicators.
 - Each new customer receives all new or cleaned and disinfected implements such as towels, finger bowls, spatulas.
 - [OSHA recommendations](#) for health and safety in salons as well as the hygiene and sanitation requirements of [Article 27](#) of the General Business Law, 19 NYCRR 160.19, 160.20, 160.21, 160.22 and 160.24 are followed.
- **Facilities offering massage therapy and spa services must:**
 - Provide accommodations for clean and disinfected face coverings during massage in prone position (e.g. cotton pillowcase draped in face cradle) or avoid such positions altogether. Employees may perform massages on customers in prone positions if the employee is equipped with both a face covering and face shield or eye protection. Ensure that customers don face covering when switching from prone to side or supine position.
- **Abide by any DOH guidance governing dining/beverage service areas.**
 - Ensure that all linens are changed between clients and laundered appropriately and that they are stored in appropriate containers between use.
 - Close saunas, steam rooms, or any other services that take place in enclosed spaces where it is inherently difficult to maintain social distancing and/or unsafe to wear an appropriate face covering.
 - Clean and disinfect all tanning beds and booths between each use.

Additional Recommended Best Practices for Personal Care Services (Not Required)



- **Tattoo and piercing facilities should:**
 - **Cover tattoo machines in plastic and/or clean and disinfect them between each customer procedure.**
 - **Limit customer contact with retail products before purchase, particularly body jewelry.**
 - **Salons offering services including nail specialty and waxing should:**
 - Consider waterless manicures and pedicures or use of disposable plastic liners in pedicure baths.
 - Consider decanting wax into clean single-use containers that are discarded after each customer.
 - Discourage use of hands (unless clean gloves are applied before handling and removed and discarded and hygiene performed after removing gloves) for mixing or sampling products, and ensure use clean spatula to disperse color onto pallet. Encourage use of disposable brushes wherever possible.
 - Discourage the use of “tester” products or color samples unless single-use.
- **Facilities offering massage therapy and spa services should:**
 - Encourage the use of single-use tanning supplies such as eye-protection, hair caps, foot protection, and lip balm.
 - **Adjust business hours as necessary to reduce density and enable enhanced cleaning and disinfection procedures.**
 - **Discourage any use of spray bottles in the facility to minimize the generation of potentially contagious aerosols.**
 - **Eliminate or relax cancellation fees to encourage customers to stay home if they become sick.**
 - **Encourage customers to use touchless payment options or pay ahead.**

Additional Requirements for Food and Beverage Establishments (Executive Order 202.43)



Businesses selling or serving alcohol to be consumed at the business or elsewhere must ensure that everyone within 100 feet of their business is:

- In compliance with open-container, social-distancing, and face-covering rules
- Following all existing rules, regulations, and laws

Businesses that cannot follow these guidelines must stop selling alcohol until they can.

- Violations could result in having a license suspended or revoked, with fines up to \$10,000 per violation
- Patrons can also be fined for breaking open container or social distancing rules

NYC Open Restaurants Program Allows for Temporary Outdoor Dining

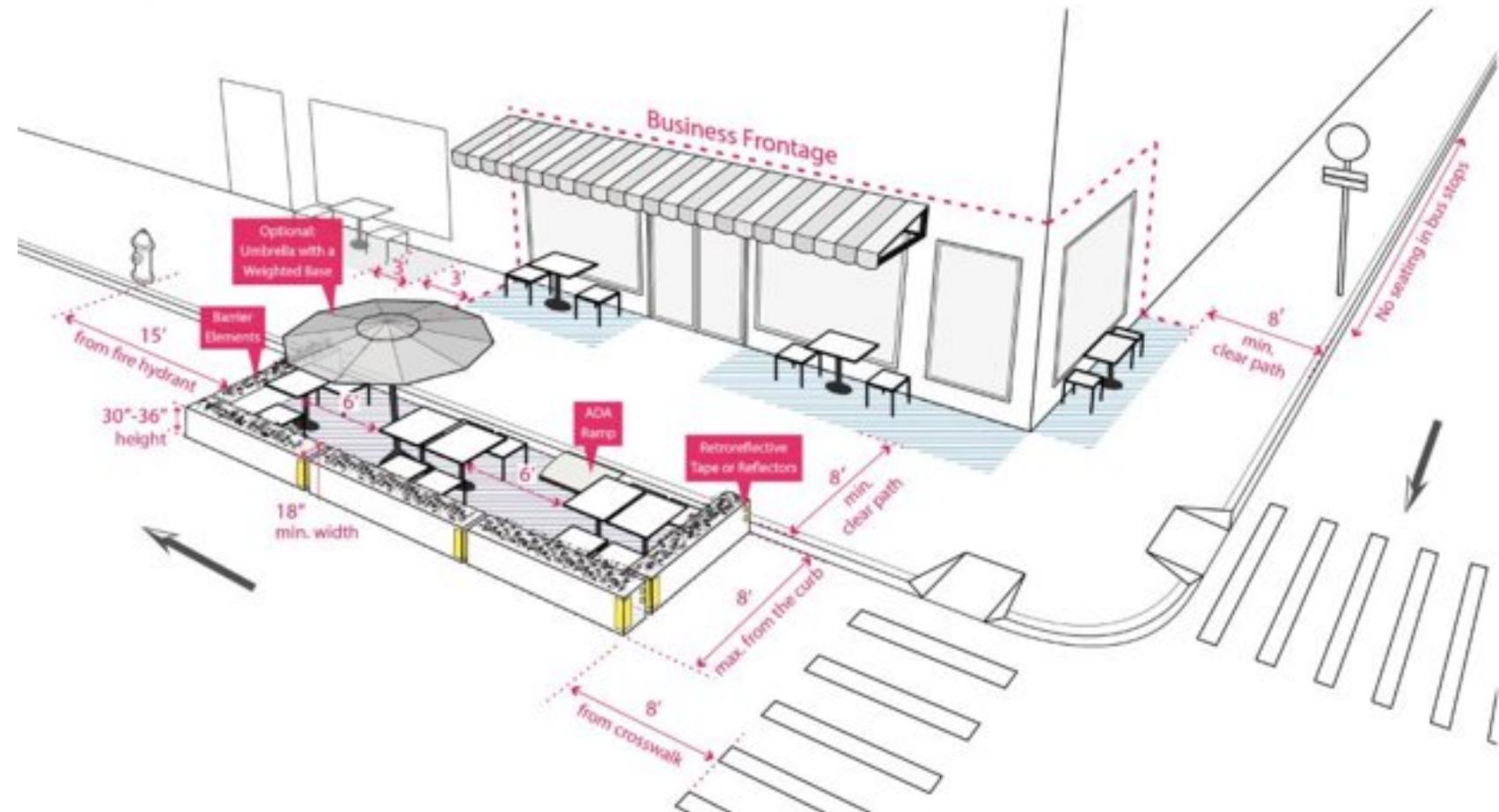


This citywide multi-phase program expands outdoor seating options for food establishments to promote open space, enhance physical distancing, and help rebound in these difficult economic times.

Learn more and apply to place outdoor seating on the sidewalk and/or roadway outside your bar or restaurant at

nyc.gov/openrestaurants

NYC Open Restaurants Siting Criteria



EMPLOYEE SUPPORT



Requirements and Resources Are In Place to Protect Your Employees

- Under the [NYC Paid Safe and Sick Leave Law](#), employers with five or more employees who work more than 80 hours/calendar year in NYC must provide paid safe and sick leave. Employers with fewer than five employees must provide unpaid safe and sick leave. Employees can use safe and sick leave for care of themselves or a family member. Visit nyc.gov/paidsickleave or call 311 (212-NEW-YORK) for more information.
- On March 18, 2020, Governor Cuomo signed emergency legislation guaranteeing job protection and pay for New Yorkers who have been quarantined as a result of COVID-19. [Read more here.](#)
- Emotional reactions to stressful are normal. If you or your staff are feeling stressed or anxious, contact [NYC Well](#) at 888-NYCWELL (888-692-9355) or text WELL to 65173.
- If you feel you or your staff has been harassed due to race, nation of origin or other identities, report to the [NYC Commission on Human Rights](#) by calling 311 or 718-722-3131.
- Stay informed, listen to public health messages from reliable sources like the [NYC Health Department](#) or the [CDC](#), and implement good personal and public health practices to prevent the spread of COVID-19.

Compliance and enforcement is required for all businesses



✓ Develop a Safety Plan using the State template and post it prominently at your work site.

✓ Affirm compliance at forms.ny.gov/s3/ny-forward-affirmation

✓ Inspectors may visit businesses to promote compliance.

✓ Due to health and safety concerns, there are no waivers for compliance.

✓ Read State-issued industry guidelines:

PHASE I

- Manufacturing
- Wholesale Trade
- Construction
- Curbside Retail

PHASE II

- Offices
- Real Estate
- Outdoor and Take-Out/Delivery Food Services
- Essential and Phase II Retail
- Hair Salon & Barbershop

PHASE III

- Commercial Building Management
- Retail Rental, Repair, and Cleaning
- Vehicle Sales, Leases, and Rentals
- Personal Care Services

➤ PLEASE BE AWARE OF SCAMS

targeting businesses with loan
and grant fraud



Beware of phishing
emails and robocalls



Double check web
addresses



Follow on Twitter
for crime prevention tips



[@NYPDCPD](https://twitter.com/NYPDCPD)

RESOURCES

There are many resources available to help you reopen



➤ **HOTLINE, GUIDES, CONSULTATIONS, & WEBINARS**

➤ **FACE COVERINGS + PPE SUPPLIER DIRECTORY**

➤ **FINANCIAL ASSISTANCE**

➤ **COMMERCIAL LEASE ASSISTANCE**

➤ **TAX, DEBT, AND UTILITIES RELIEF**

➤ **INCENTIVES & COST SAVINGS**

➤ **MARKETING SUPPORT**

➤ **REGULATORY CHANGES**

➤ **EMPLOYEE SUPPORT**

TIP:

Visit nyc.gov/business to learn more and register.



> QUESTIONS?

HOTLINE:

888-SBS-4NYC

(888-727-4692)

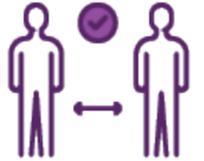
EMAIL:

covid19biz@sbs.nyc.gov

➤ APPENDIX

Industry specific guidelines
and best practices

PHYSICAL DISTANCING



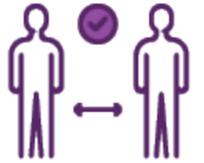
State Requirements for Physical Distancing by Phase III Sectors



PERSONAL CARE SERVICES

- Limit the workforce and customer presence to no more than 50% of the maximum occupancy, inclusive of customers, who must maintain 6 ft. of separation from others, except during the service, and, in all cases, only be permitted entry if wearing an acceptable face covering; provided that the customer is over age 2 and medically able to tolerate one.
- Ensure 6 ft. distance between individuals at all times, unless safety or the core activity requires a shorter distance (e.g. performing a piercing/tattoo, providing a massage, performing a manicure/pedicure). Employees must wear face coverings any time they interact with customers (e.g. performing a service, ringing up a purchase) and any time they come within 6 ft. of another person.
- Ensure that customer seating allows customers to maintain a 6 ft. distance from all others except for the employee providing service (e.g. tattoo and piercing workstations, massage tables, or salon workstations must be 6 ft. apart from each other), unless a physical barrier is in place in accordance with [OSHA guidelines](#).
- Ensure that employees at appointment desks/cash registers maintain 6 ft. of distance from others, unless there is a physical barrier (e.g. plexiglass) between them, or the employee is wearing a face covering; however, even with a barrier, employees must wear a face covering any time they interact with a customer.
- Close waiting rooms.
- Put in place practices for adequate social distancing in small areas, such as restrooms and breakrooms.
- Establish designated areas for pickups and deliveries, limiting contact to the extent possible.

PHYSICAL DISTANCING



State Requirements for Physical Distancing by Phase II Sectors



OFFICES

- Shared workstations (e.g. “hot-desks”) must be cleaned and disinfected between users.
- Non-essential common areas (e.g. gyms, pools, game rooms) must remain closed.



REAL ESTATE

- Modify seating areas (in common outdoor spaces such as terraces and courtyards) to ensure that individuals (e.g. workers and/or residents) are at least 6 ft. apart in all directions (e.g. side-to-side and when facing one another).
- Non-essential common areas (e.g. gyms, pools, game rooms) must remain closed.
- In-person showings are only allowed in unoccupied or vacant properties (e.g. current owner or lessee is not inside the property).
- Stagger in-person showings in order to avoid congregation of people outside and inside the property.



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

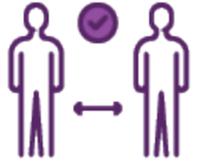
- Close indoor dining areas to customers.
- Outdoor tables with seats must be at least 6 feet from another table. If tables cannot be arranged 6 feet apart, set up physical barriers between each.
- If patrons must enter indoors to access outdoor space, ensure indoor capacity is sufficient to allow for social distancing.
- Patrons must wear face coverings at all times, except while seated; provided the patron is over age two and able to medically tolerate.
- Individuals seated at the same table must be of the same party (but may be from different households), with a max of 10 people per table. Communal tables permitted if at least 6 ft. can be maintained between parties.
- Designate entrances/exits for customers and separate entrances/exits for employees, where possible.



ESSENTIAL & PHASE II RETAIL

- Ensure fitting rooms are equipped with appropriate cleaning/hygiene supplies for employee and customer use, including hand sanitizer.
- Close amenities including self-serve bars and samplers.

PHYSICAL DISTANCING



State Requirements for Physical Distancing by Phase II Sectors



HAIR SALONS & BARBERSHOPS

- Waiting rooms must be closed and lines should be avoided, to the extent possible. Walk-in customers who are not able to be immediately served should be provided a time to return.
- Close all non-essential amenities including product samples, water fountains, and magazine areas.



COMMERCIAL BUILDING MANAGEMENT

- Ensure together with tenants that total occupancy is limited to 50% of max occupancy for a particular area.
- Close non-essential common areas (e.g. game rooms).
- Shared workstations (e.g. "hot-desks") must be cleaned and disinfected between users.
- Implement practices to maintain adequate social distancing in small areas, such as restrooms and breakrooms, and signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas.



RETAIL RENTAL, REPAIR, & CLEANING

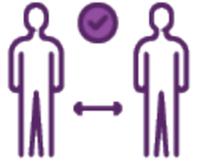
- Ensure fitting rooms are equipped with appropriate cleaning/hygiene supplies for employee and customer use, including hand sanitizer.
- Consider closing waiting rooms, and post signage and floor distance markers denoting 6 ft. outside of the shop where customers may wait.



VEHICLE SALES, LEASES, & RENTALS

- If an employee accompanies a customer on a test drive, the employee must sit in the seat with the furthest possible distance from the customer(s) and wear an appropriate face covering.
- Ensure that waiting areas allow customers to adhere to social distancing rules (e.g. space seating 6 ft. apart)

PHYSICAL DISTANCING



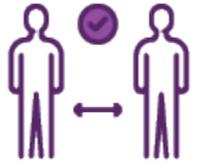
Physical Distancing Best Practices and Recommendations by Phase III Sectors (not required)



PERSONAL CARE SERVICES

- Implement “by appointment only” policy to limit walk-in customers and congregation. Walk-in customers who are not able to be immediately served should be provided a time to return.
- Ask customers to wait in cars or outside the personal care facility at least 6 ft. away until the appointment time.
- Consider electronic alternatives to in-person appointments where appropriate for visits, such as aftercare follow-up, troubleshooting, and other consultations.
- Tattoo and piercing parlors should consider posting designs online or in the window in order to minimize the amount of time that customers spend in the business, to the extent possible.
- Nail specialty facilities should ensure that nail polish bottles or other shared items are removed from displays or secured to prevent handling by multiple customers.
- Modify layouts and reduce bi-directional foot traffic by posting signs with arrows in narrow aisles, hallways, or spaces.
- Provide clearly designated, separate entrances and exits.
- Modify the use and/or restrict the number of workstations and employee seating areas, so that workers are at least 6 ft. apart in all directions.
- Post distance markers using tape or signs that denote 6 ft. of spacing in commonly used areas (e.g. in front of appointment desks/cash registers).
- Prohibit the use of small spaces (e.g. small stock rooms, behind cash registers) by more than one individual at a time, unless all individuals are wearing face coverings. If occupied by more than one person, keep occupancy under 50% of maximum capacity of the space.

PHYSICAL DISTANCING



Physical Distancing Best Practices and Recommendations by Phase II Sectors (not required)



OFFICES

- Implement strict clean-desk policies, so that non-essential items are stored in cabinets or drawers, rather than on desks
- Leverage technology, such as room sensors and real-time dashboards, to quantify and display utilization of spaces throughout the office.
- Add desks to spaces previously used for group gathering (e.g. meeting spaces, conference rooms).



REAL ESTATE

- Enable use of stairs to prevent congregation in elevator waiting areas and limit density in elevators
- Reduce bi-directional foot traffic using tape or arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting 6 ft in all commonly used areas and areas where lines are formed (e.g. elevator entrances, escalators, lobbies, clock in/out stations, health screening stations, etc.).
- Prohibit non-essential visitors on site.
- Consider remote walkthroughs (e.g. recorded or live videos)
- Encourage only one party (e.g. building inspector, home appraiser, prospective tenant/buyer, photographer, stager) to be allowed inside the property at a time. If more than one party is inside the property at the same time, 6 ft. of distance must be maintained at all times between individuals, and face coverings must be worn.
- Limit salespeople / brokers from driving in the same car with prospective tenants / buyers. If this cannot be avoided, face coverings must be worn by everyone in the vehicle and frequently touched areas of the vehicle should be cleaned and disinfected.



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Designate discrete work zones for services, where possible. Servers should serve specific zones in the restaurant to minimize overlap.
- Ensure kitchen staff are dedicated to one station throughout their shift. (e.g. salad or grill or desserts), to the extent possible.
- Encourage kitchen staff to place items on the counter for the next person to pick-up, rather than passing items hand to hand.
- Encourage customers to wait in their car or outside until food is ready to be picked up/they're ready to be seated.
- Encourage customers to place orders online or by phone.
- Allow for contactless order, payment, delivery, and pickup, where possible.

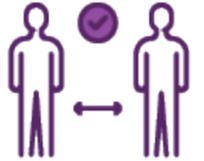


ESSENTIAL & PHASE II RETAIL

- Modify retail layouts and reduce bi-directional traffic using tape or signs with arrows in narrow aisles, hallways, or spaces.
- Provide clearly designated, separate entrances/exits
- Implement a touchless system for merchandise deliveries where drivers stay in vehicle. If not feasible, provide protective equipment for delivery (at minimum, a face covering).
- Minimize touch points of products by suspending the use of bulk-bins and encourage customers to only touch products they will buy.
- Provide remote shopping alternatives including click-and-collect, delivery, and shop-by-phone to limit customers in the establishment.
- Encourage customers to use touchless payment options or pay ahead.
- Encourage customers to bag their own purchases.

PHYSICAL DISTANCING

Physical Distancing Best Practices and Recommendations by Phase II Sectors (not required)



HAIR SALONS & BARBERSHOPS

- Implement “by appointment only” policy to limit walk-in customers.
- Create additional space for employees by limiting in person presence to only personnel necessary for the current task(s), adjusting hair salon and barbershop hours to spread employee and customer traffic over a longer period of time, staggering arrival/departure times, or creating A/B teams.
- Modify the use and/or restrict the number of workspaces and employee seating areas to maintain 6 ft. distance.
- Install physical barriers to divide employee workstations.
- Ask customers to wait in cars or outside the location at least 6 ft. away until the appointment time.
- Eliminate or relax cancellation fees to encourage customers to stay home if they become sick.
- Encourage customers to use touchless payment options or pay ahead.
- Prohibit non-essential visitors at the salon or barbershop location.



COMMERCIAL BUILDING MANAGEMENT

- Work with tenants to establish and enforce capacity limits.
- Consider closing any common indoor or outdoor seating areas.
- Close non-essential amenities and communal areas that promote gathering or are high-touch (e.g. vending machines, communal coffee machines).
- Stagger worker schedules to observe social distancing for any gathering.



RETAIL RENTAL, REPAIR, & CLEANING

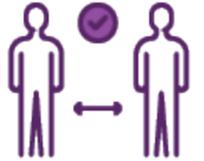
- Modify the use and/or restrict the number of workspaces and employee seating areas to maintain 6 ft. distance.
- Modify retail layouts and reduce bi-directional foot traffic by posting signs with arrows in narrow aisles, hallways, or spaces.
- Encourage customer visits for services (e.g. computer repair, dry cleaning) be made by appointment only.
- Stagger customer arrivals by advising pick-up time windows and avoid direct handoffs.
- Facilitate curbside pickup by reserving parking spaces near the front door and avoid direct handoff when possible by implementing a touchless delivery system whereby customers stay in the car.
- Designate and arrange customer waiting areas (e.g. lines, parking areas) to maximize social distancing.
- Encourage customers to use touchless payment options or pay ahead.
- Adjust retail hours as necessary to enable enhanced cleaning and disinfection procedures.
- For in-home services, provide windows for service time and encourage customers to wear face coverings and socially distance.
- Provide remote shopping alternatives for customers (e.g. click-and-collect, delivery).



VEHICLE SALES, LEASES, & RENTALS

- Encourage customers to conduct viewings, test drives, and/or rentals by appointment only.
- Modify showroom and retail layouts so that employees and customers are at least 6 ft. apart in all directions when employees are working and customers are browsing, unless physical barriers are in place.
- Prepare to queue customers outside while still maintaining physical distance (e.g. use of visual cues).
- Stagger schedules for employees to observe social distancing.
- Allow customers to conduct unaccompanied test drives.
- Facilitate curbside pickup and drop-off where possible.
- Limit the number of vehicles for viewing or renting in enclosed spaces.
- Minimize touching vehicles unless on a test drive or renting the vehicle.

PHYSICAL DISTANCING



Physical Distancing Best Practices and Recommendations by Phase I Sectors (not required)



MANUFACTURING

- Implement “pods” with consistent groups of employees, and limit contact across pods (e.g. separate break areas, staggered entrances/exits).
- Hold incoming shipments of supplies for 3 days before distributing in order to limit contact.



CONSTRUCTION

- For indoor work, limit personnel to 1 worker per 250 square feet (excluding supervisors).
- Prioritize tasks that allow for physical distancing (e.g. steel erection) over those that do not (e.g. dry walling, glazing).
- Ask suppliers to give 24 hours advance notice to ensure site is prepared for a contactless drop-off.



WHOLESALE

- Increase ventilation with outdoor air if possible (e.g. leave truck and staff entrances open), while maintaining safety protocols.
- Reassign lockers or limit/stagger locker use to increase distance.
- All showroom visits and demonstrations must have a pre-arranged appointment that incorporates appropriate social distancing protocols.
- If possible, establish a “no walk-in” policy, and, instruct clients to place orders online or by phone.



RETAIL (CURBSIDE)

- Display an outdoor sign with services, instructions for order/pickup, and hours.
- Set pick-up times to stagger arrivals. Limit customers one at a time while others wait six feet away or in vehicles. Consider adding markings on the sidewalk to indicate where customers can safely stand.
- Example: Some retailers have moved the register to the front door to reinforce pick-up only rules.
- Example: Some retailers have added plexiglass shields at checkout to further protect employees.

PERSONAL PROTECTIVE EQUIPMENT (PPE)



State Requirements for Personal Protective Equipment by Phase III Sectors



PERSONAL CARE SERVICES

- Customers must only be permitted entry into the facility if they wear an acceptable face covering, provided that the customer is over the age of 2 and able to medically tolerate such a covering.
- Employees must wear a face covering that completely covers the nose and mouth and a face shield or safety goggles when providing service directly to customers.
- Employees must wear face coverings any time they interact with customers, even if they are 6 ft. or more apart.
- Tattoo and piercing facilities must ensure that all employees wear a surgical mask that completely covers the nose and mouth, eye protection (goggles and/or face shield), and disposable gloves when providing service directly to/on customers
- Limit the sharing of objects (e.g. tattoo machines, oils, lubricants, brushes, nail files, clippers) and discourage touching of shared surfaces; or, require workers to wear gloves (trade-appropriate or medical) when in contact with such objects/surfaces; or, require workers to perform hand hygiene before and after contact.
- **RECOMMENDED BEST PRACTICE (NOT REQUIRED):** Consider requiring employees to wear disposable gloves where appropriate for the core activity.

PERSONAL PROTECTIVE EQUIPMENT (PPE)



State Requirements for Personal Protective Equipment by Phase II Sectors



OFFICES

- Train workers on how to don, doff, clean and disinfect (as applicable), and discard PPE (training should be extended to contractors if the building managers/owners supply contractors with PPE).
- Must advise workers and visitors to wear face coverings in common areas including elevators, lobbies, and when traveling around the office.



REAL ESTATE

- Provide workers with an acceptable face covering at no cost to the workers and contractors and have an adequate supply of coverings in case of replacement.
- Train workers on how to don, doff, clean (as applicable), and discard PPE (training should be extended to contractors if the building managers/owners supply contractors with PPE).
- All individuals visiting the property will be required to wear a face covering at all times



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Train employees on how to don, doff, clean (as applicable), and discard PPE.
- Ensure all staff wear face coverings at all times and that they practice hand hygiene and use bare hand barriers consistent with state and local sanitary codes.
 - If employees wear gloves during non-food preparation activities, ensure they replace gloves frequently, and encourage them to change gloves when switching tasks (e.g. serving customers to pre-rolling silverware).
 - If employees do not wear gloves, ensure they frequently wash their hands with soap/water.
- Ensure that employees who are bussing tables wash their hands with soap/water and, if they wear gloves, replace the gloves before and after cleaning and disinfecting tables.



ESSENTIAL & PHASE II RETAIL

- Employers must train employees on how to put on, take off, clean and discard PPE, including face coverings.
- At check-out registers, employees must wear face coverings and employers must enact physical barriers such as plastic shield walls in areas where they would not affect air flow, heating, cooling, or ventilation.

PERSONAL PROTECTIVE EQUIPMENT (PPE)



State Requirements for Personal Protective Equipment by Phase II Sectors



HAIR SALONS & BARBERSHOPS

- Employees must wear a face covering that completely covers the nose and mouth and either a face shield or safety goggles when providing service directly to customers.
- Employees also must wear face coverings any time they interact with customers (e.g. at the cash register, hair consultations), even if they are 6 ft. or more apart.
- Customers must only be permitted entry into the hair salon or barbershop if they wear an acceptable face covering, provided that they are over age two and medically able to tolerate one.
- Employees must use gloves when providing service to a customer or perform hand hygiene before and after contact. If gloves are used, they must be replaced after each appointment.
- Employees must wear clean smocks or gowns.
- If providing coverings (e.g. apron, smocks) to a client, coverings must be disposable, or cleaned and disinfected between each use.
- Services offered must not require removal of a facemask (e.g. beard trim)



COMMERCIAL BUILDING MANAGEMENT

- Train workers on how to don, doff, clean (as applicable), and discard PPE (training should be extended to contractors if the building managers/owners supply contractors with PPE).



RETAIL RENTAL, REPAIR, & CLEANING

- Ensure that each customer entering the retail store is wearing an acceptable face covering, provided that the customer is over the age of two and able to medically tolerate such covering.
- Employers must train employees on how to put on, take off, clean and discard PPE, including face coverings.
- Employees must wear face coverings when they are within 6 ft. of customers or coworkers and any time they interact with customers (e.g. ringing up a purchase, in-home appliance repair).
- For businesses where travel and interaction with customers is frequent (e.g. home appliance repairs, in-home cleaning services), employees must wear face coverings when within 6 ft. of a customer.
- If vehicle travel is required and more than one employee is in the vehicle, all employees must wear face coverings.



VEHICLE SALES, LEASES, & RENTALS

- Ensure that each customer entering the store is wearing a face covering, provided that the customer is over the age of two and able to medically tolerate wearing such covering.
- Employers must train employees on how to put on, take off, clean and discard Personal Protective Equipment (PPE), including face coverings.
- Employees must wear face coverings when they are within 6 ft. of customers or coworkers and any time they interact with customers.
- For test drives of vehicles requiring more than one person, all individuals must wear a face covering.

IMPORTANT NOTE: Guidance is evolving and may change. Please check [forward.ny.gov/reopening-new-york-city](https://www.forward.ny.gov/reopening-new-york-city) for recent changes.

PERSONAL PROTECTIVE EQUIPMENT (PPE)



Personal Protective Equipment (PPE) Best Practices and Recommendations by Phase II Sectors (not required)



OFFICES

- Maintain adequate supply of face coverings, masks and other required PPE should a worker need a replacement, or should a visitor be in need.



REAL ESTATE

- Gloves and shoe-covers are recommended in addition to face coverings.
- Provide face coverings and gloves to prospective tenants and/or buyers, if necessary.



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Encourage, but don't require, customers to wear face coverings when seated but not eating or drinking.



ESSENTIAL & PHASE II RETAIL

- For activities that require extra protection, consider physical barriers such as strip curtains, cubicle walls, or Plexiglass.

PERSONAL PROTECTIVE EQUIPMENT (PPE)



Personal Protective Equipment (PPE) Best Practices and Recommendations by Phase II Sectors (not required)



HAIR SALONS & BARBERSHOPS

- At check-out registers, use physical barriers such as plastic shield walls in areas where they would not affect air flow, heating, cooling, or ventilation



COMMERCIAL BUILDING MANAGEMENT

- Install physical barriers at reception and security desks (e.g. plexiglass or similar materials) in accordance with the OSHA guidelines.



RETAIL RENTAL, REPAIR, & CLEANING

- For cleaning services (e.g. residential cleaning), employees should wear disposable gloves.
- Encourage customers to wear face coverings and adhere to social distancing guidelines during home service.
- Encourage employees and customers to wear face coverings at all times when in an enclosed space.
- Minimize the need for employees to travel in shared vehicles.



VEHICLE SALES, LEASES, & RENTALS

- If an employee accompanies a customer on a test drive, the employee must sit in the seat with the furthest possible distance from the customer(s) and wear an appropriate face covering.
- Ensure that waiting areas allow customers to adhere to social distancing rules (e.g. space seating 6 ft. apart)

PERSONAL PROTECTIVE EQUIPMENT (PPE)



Personal Protective Equipment (PPE) Best Practices and Recommendations by Phase I Sectors (not required)



MANUFACTURING



CONSTRUCTION



WHOLESALE



RETAIL (CURBSIDE)

ALL:

- Face coverings do not replace the need for physical distancing and frequent handwashing.
 - A face covering with an exhalation valve should not be used as it allows unfiltered exhaled air to escape to others.
 - Have a backup supply of face coverings in case employees need replacements.
 - Provide employees with multiple disposable face coverings or multiple cloth coverings to allow them adequate time to clean their face covering daily.
 - If a customer refuses to follow rules about face coverings and physical distancing, you may ask the person to leave. If it's due to a disability, you must discuss a reasonable accommodation.
- If possible, implement a touchless delivery system where drivers stay in the vehicle, or provide masks and other protective equipment to delivery workers.
 - Station contact-free hand sanitizer stations in areas where employees will share tools and equipment
 - NOTE: The [CDC](#) explains that in general, gloves are appropriate when cleaning or caring for someone who is sick. In most other situations, wearing gloves is not necessary and may still lead to the spread of germs. The best way to protect yourself is to regularly wash your hands with soap and water for 20 seconds or use hand sanitizer with at least 60% alcohol.

CLEANING + HYGIENE



State Requirements and Recommendations for Cleaning + Hygiene by Phase III Sectors



PERSONAL CARE SERVICES

REQUIREMENTS

- Place hand sanitizer throughout the personal care facility for use by employees and customers
- Ensure that employees wash hands for 20 seconds with soap and water or use an alcohol-based hand sanitizer before and after providing services to each customer.
- Ensure that workstations (e.g. chairs, headrests, work surfaces, massage tables) and reusable tools are cleaned and disinfected between each customer.
- Require that all non-disposable implements (e.g. piercing guns, forceps/clamps, metal implements) are appropriately cleaned and disinfected after each use.
- Leave time between appointments for full workstation cleaning and disinfection.
- Tanning facilities may refer to [DOH guidelines](#) when choosing appropriate disinfectants

RECOMMENDATIONS (NOT REQUIRED)

- Ensure that appropriate ventilation is provided for all side rooms to increase air circulation. Refer to [CDC guidance](#) on ventilation best practices.
- Cover workstations and chairs in disposable coverings and replacing with new unused coverings before each new customer procedure or service.
- Place signage near hand sanitizer stations indicating that visibly soiled hands should be washed with soap and water; hand sanitizer is not effective on visibly soiled hands.
- Place receptacles around the facility for disposal of soiled items, including PPE.

IMPORTANT NOTE: Guidance is evolving and may change. Please check forward.ny.gov/reopening-new-york-city for recent changes.

CLEANING + HYGIENE



State Requirements for Cleaning + Hygiene by Phase II Sectors



OFFICES

- No additional requirements



REAL ESTATE

- If shared building space has been used by sick worker, shut down those shared spaces (e.g. elevator, lobbies, entrances) and disinfect.
- Prohibit the use of shared, coffee pots or other food and beverage amenities normally provided to residents and/or workers.
- Replace or clean and disinfect gloves after every showing (as applicable).
- Clean and disinfect high-touch surfaces (e.g. handrails, doorknobs etc.) before or after every showing.



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Before returning to work, complete pre-return checks and assessments of kitchen systems to ensure a healthy and safe environment.
- Minimize sharing of kitchen equipment between staff (e.g. knives, pots, rags/towels), where possible.
- Prohibit the use of devices (e.g. buzzers) to provide alerts to customers that seating or an order is available, unless such devices are thoroughly cleaned and disinfected between each use
- Ensure all condiments provided directly to customers are in single-use disposable containers or reusable containers that are regularly cleaned/disinfected.
- If non-disposable menus are used, clean and disinfect the menus between each party's use.
- Use pre-packaged silverware or pre-rolled silverware. Silverware must be pre-rolled while wearing masks and gloves.
- Provide hand hygiene stations for customers waiting for takeout food/drinks.
- If pickup/delivery is indoors, ensure windows/doors are opened for ventilation.



ESSENTIAL & PHASE II RETAIL

- Sanitize hands before and after transferring merchandise.
- Hand sanitizer must be placed throughout the store for use by employees and customers.
- Require gloves when handling any food product.

CLEANING + HYGIENE



State Requirements for Cleaning + Hygiene by Phase II Sectors



HAIR SALONS & BARBERSHOPS

- Wash hands for 20 seconds with soap and water before and after providing services to each customer.
- Clean and disinfect workstations and tools (e.g. brushes, chairs, shears) between each customer.
- Leave time between appointments for full workstation cleaning (e.g. 15 min.).
- Place hand sanitizer throughout the location for use by employees and customers.



COMMERCIAL BUILDING MANAGEMENT

- Prior to reopening, complete pre-return checks, tasks, and assessments to ensure a healthy and safe environment, including but not limited to, mechanical systems, water systems, elevators, and HVAC systems



RETAIL RENTAL, REPAIR, & CLEANING

- Place hand sanitizer throughout the store for use by employees and customers.
- Require employees to wash hands for 20 seconds with soap and water after handling laundry or cleaning and disinfecting rented or repaired equipment or homes from individual customers.
- If providing equipment or goods for rent or providing repair services (e.g. sports equipment rentals), clean and disinfect equipment or goods before pickup by a customer and after a customer drops-off or returns the equipment or goods.
- If providing cleaning services (e.g. in-home cleaning), sanitize all equipment (e.g. vacuums, buckets) between each use and location.



VEHICLE SALES, LEASES, & RENTALS

- Clean and disinfect every vehicle (interior and exterior) and keys prior to customer picking up or test driving and after the customer drops off the vehicle.
- Place receptacles around the building for disposal of soiled items, including PPE.
- Close all amenities including self-serve bars, vending machines, cafes and dining areas.

CLEANING + HYGIENE



Cleaning + Hygiene Best Practices and Recommendations by Phase II Sectors (not required)



OFFICES

- Avoid use of furniture that is not easily cleaned and disinfected (e.g. cloth fabric sofas).



REAL ESTATE

- Ensure real estate salespeople provide hand sanitizer to potential customers before and after visiting property.
- Install touch-free hand sanitizer dispensers in high touch areas including entrances and exits.
- Sellers/lessees are advised to open all necessary doors and cabinets as well as turn on all light switches to ensure minimal touching of surfaces by outside parties
- Advise prospective tenants/buyers to only touch essential surfaces (e.g. handrails going up/down stairs if necessary) during their time in the property
- Prospective tenants/buyers are encouraged not to bring young children to property showings, when possible, or leave attended children outside.



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Discourage food preparation employees from changing/entering each others' workstations during shifts, unless they are appropriately cleaned/disinfected.
- Provide guests with a single use, paper, disposable menus and/or display menus on white boards/chalk boards/televisions/projectors.
- Encourage customers to view menus online (e.g. on their own smartphone or electronic device), where possible.
- Make hand sanitizer available throughout high touch areas (e.g. outside restrooms) and place it in convenient locations (e.g. entrances, exits, cashiers). Install touch-free hand sanitizer where possible.



ESSENTIAL & PHASE II RETAIL

- Prepare a plan for receipt, cleaning, and resale of returned merchandise, or modify policies to ensure safety of employees and customers.
- Clean and disinfect returned merchandise, to the extent practicable.

CLEANING + HYGIENE



Cleaning + Hygiene Best Practices and Recommendations by Phase II Sectors (not required)



HAIR SALONS & BARBERSHOPS

- No additional guidelines



COMMERCIAL BUILDING MANAGEMENT

- Avoid use of furniture that is not easily cleaned and disinfected (e.g. cloth fabric sofas).



RETAIL RENTAL, REPAIR, & CLEANING

- For business providing laundry services (e.g. laundromat, dry cleaner), follow CDC guidance:
 - Items should be laundered at the warmest appropriate water setting and dried completely
 - Do not combine customers' laundry;
 - Dirty laundry should not be shaken;
 - Clean and disinfect equipment (e.g. hampers, bags) after each use.



VEHICLE SALES, LEASES, & RENTALS

- Avoid renting or issuing for test drive vehicles that may be difficult to clean and disinfect (e.g. fabric seats).
- Minimize touching vehicles on a test drive or renting the vehicle.

CLEANING + HYGIENE



Cleaning + Hygiene Best Practices and Recommendations by Phase I Sectors (not required)



MANUFACTURING

- Add sanitizing stations on all outer entrances, inner entrances, and employee workstations.



CONSTRUCTION

- Limit sharing of objects, (e.g. tools, machinery, materials, vehicles), as well as touching shared surfaces such as railings and fences; or, require workers to wear gloves or sanitize hands before and after contact.
- Employer-owned and controlled equipment, (e.g. hard hats, face shields), should be sanitized after each shift. Disinfect the inside, the outside, and wash hands with soap and water.
- Encourage workers who own their own hard hats to follow the same cleaning protocol and provide proper cleaning products. Allow paid work time to complete this cleaning.



WHOLESALE

- Inspect products remotely over video when possible. If physical inspection is needed, sanitize hands before and after, and wear masks and gloves to touch merchandise.
- Organize operations so that the fewest number of employees touch products at the same step in a process. For example, one employee packs boxes, another seals boxes, and a third loads boxes.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.



RETAIL (CURBSIDE)

- Limit sharing of objects (e.g. registers).
- Encourage use of touchless/online payments. Minimize handling of cash, cards, and phones.
- Include commonly touched surfaces in cleaning routines, such as shopping carts, baskets, conveyor belts, registers (include self-checkout), scanners, telephones, handheld devices, counters, door handles, and ATM pads.
- Ask customers who bring reusable bags to bag their own purchases.
- Prepare a plan or modify policy for receipt and resale of returned merchandise.

HEALTH SCREENINGS



State Requirements and Recommendations for Health Screenings by Phase III Sectors



PERSONAL CARE SERVICES

REQUIREMENTS

- Employees shall be tested for COVID-19 through a diagnostic test every 14 days, so long as the region in which the personal care workplace is located remains in Phase III of the State's reopening.

RECOMMENDATIONS

- Ensure employees performing services directly on/to customers have been tested for COVID-19 through a diagnostic test prior to performing such services.
- Customers are strongly encouraged to inquire with the employee providing services on/to them about whether the employee has received testing.
- Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, when possible.
- Screeners should be trained by employer-identified individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE.
- Maintain a log of every person, including employees and visitors, who may have close or proximate contact with other individuals at the work site or area such that all contacts may be identified, traced and notified in the event an individual is diagnosed with COVID-19; excluding customers/deliveries performed with appropriate PPE.
- Encourage, but do not require, customers to complete a health screen/provide contact information so that they can be logged /contacted for contact tracing, if necessary.
- Refer to [DOH Guidance](#) for protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19.

HEALTH SCREENINGS



State Requirements for Health Screenings by Phase II Sectors



OFFICES

- Coordinate with building managers to facilitate screening. Tenants are responsible for screening their own employees and visitors, unless tenants and building management have agreed to alternate arrangement to ensure screening is in effect.



REAL ESTATE

- No additional guidelines



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Establishments cannot mandate that customers complete a health screen or provide contact information.
- Screeners should be trained by employer-identified individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE, including at a minimum, a face covering.



ESSENTIAL & PHASE II RETAIL

- If a worker, visitor, or customer who interacted at the business tests positive for COVID-19, cooperate with contact tracing efforts, including notification of potential contacts, such as workers, visitors, and/or customers (if known) who entered the retail location dating back to 48 hours before the employee began experiencing COVID-19 symptoms or tested positive, whichever is earlier, while maintaining confidentiality required by state and federal law and regulations
- Designate a site safety monitor who will ensure compliance with the business's safety plan.
- Provide for the cleaning and disinfection of exposed areas in the event of a positive case, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. bathrooms, doorknobs)

IMPORTANT NOTE: Guidance is evolving and may change. Please check forward.ny.gov/reopening-new-york-city for recent changes.

HEALTH SCREENINGS



State Requirements for Health Screenings by Phase II Sectors



HAIR SALONS & BARBERSHOPS

- Ensure that employees performing services directly on or to customers (i.e. haircutting) are tested for COVID19 through a diagnostic test every 14 days, so long as the region in which the hair salon/barbershop is located remains in Phase II of the State's reopening.



COMMERCIAL BUILDING MANAGEMENT

- Tenants are responsible for screening their own employees and visitors, but tenants and building management should coordinate to facilitate screening.
- Allow for adequate social distancing while individuals queue for screening and/or building entry.



RETAIL RENTAL, REPAIR, & CLEANING

- No additional guidelines



VEHICLE SALES, LEASES, & RENTALS

- No additional guidelines

HEALTH SCREENINGS



Health Screenings Best Practices and Recommendations by Phase II Sectors (not required)



OFFICES

- Prevent workers or visitors from intermingling in close or proximate contact with each other prior to completion of the screening.
- Screen individuals at or near the building entrance (if space allows) to minimize the impact of a positive individual in case of a suspected or confirmed case of COVID-19.
- Coordinate with building managers to identify individuals who have completed a remote screening.
- Use screening tools in building entrances, in coordination with building management where possible, to identify potentially symptomatic visitors and direct them to a secondary screening area to complete a follow-on screening.
- Daily temperature checks may be conducted per Equal Employment Opportunity Commission or DOH guidelines.



REAL ESTATE

- Encourage residents to share if they have tested positive for COVID-19 and/or are symptomatic. If tested positive or are symptomatic, real estate proprietor/owner must initiate appropriate cleaning and disinfection protocols.
- For property showings, require buyer/lessee/seller/lessor to complete screening questionnaire before entering.
- Require buyer/lessee/seller/lessor to disclose if symptomatic and/or tested positive for COVID-19 within 48 hours of last visit.
- Consider daily temperature checks per Equal Employment Opportunity Commission or DOH guidelines.



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Prevent employees from intermingling in close or proximate contact with each other prior to completion of the screening (e.g. perform screening remotely).
- Provide an option for customers to provide contact information so they can be logged and contacted for contact tracing.
- Daily temperature checks may be conducted per Equal Employment Opportunity Commission or DOH guidelines.



ESSENTIAL & PHASE II RETAIL

- Perform screening remotely (e.g. by telephone or electronic survey), before reporting to the retail location, to the extent possible.
- Encourage – but do not require – customers to complete a health screen and provide contact information so that they can be logged and contacted for contact tracing, if necessary.
- Ask employees to immediately disclose if they begin to experience symptoms, including outside of work hours.

HEALTH SCREENINGS

Health Screenings Best Practices and Recommendations by Phase II Sectors (not required)



HAIR SALONS & BARBERSHOPS

- Customers are strongly encouraged to inquire with the employee providing services directly on or to them about whether the employee has received testing.
- Customers cannot be mandated to complete a health screen or provide contact information but may be encouraged to do so.
- Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, to the extent possible.
- Coordinate screening to prevent people from intermingling in close or proximate contact with each other prior to completion of the screening.



COMMERCIAL BUILDING MANAGEMENT

- Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, to the extent possible.
- Prevent employees, contractors or visitors from intermingling in close or proximate contact with each other prior to completion of the screening, if on site.
- Screen individuals at or near the building entrance (if space allows) to minimize the impact of a positive individual in case of a suspected or confirmed case of COVID-19.
- Coordinate with tenants to identify individuals who have completed a remote screening.
- Use contactless thermal cameras in building entrances, in coordination with building management, to identify potentially symptomatic visitors and direct them to a secondary screening area to complete a follow-on screening
- Daily temperature checks may be conducted per Equal Employment Opportunity Commission or DOH guidelines.



RETAIL RENTAL, REPAIR, & CLEANING

- Customers cannot be mandated to complete a health screen or provide contact information but may be encouraged to do so.
- Encourage customers to provide contact information so they can be logged and contacted for contact tracing, if necessary.
- Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, to the extent possible.
- Coordinate screening to prevent people from intermingling in close or proximate contact with each other prior to completion of the screening.



VEHICLE SALES, LEASES, & RENTALS

- Customers cannot be mandated to complete a health screen or provide contact information but may be encouraged to do so.
- Encourage customers to provide contact information so they can be logged and contacted for tracing, if necessary.
- Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, to the extent possible.
- Coordinate screening to prevent people from intermingling in close or proximate contact with each other prior to completion of the screening.

HEALTH SCREENINGS



Health Screenings Best Practices and Recommendations by Phase I Sectors (not required)



MANUFACTURING

- Educate employees on [COVID-19 symptoms](#).
- Provide information about free [COVID-19 testing](#).
- Share information about the [NYC COVID-19 Hotel Program](#) to help provide a free place to self-isolate, if eligible.
- Provide information about [what to do when sick](#).



CONSTRUCTION

- Distribute [information](#) in appropriate languages on COVID-19 to employees.
- Distribute the current health care provider directory for your company's health insurance plan to help employees find care.
- If you are a small business and do not provide employees with insurance, inform employees that they can call 311 to find free or low-cost health care.



WHOLESALE

- Post flyers sharing the DOHMH website, nyc.gov/coronavirus, and link to it through digital channels.
- Example of best practice: use of contactless thermometers to monitor employees before entering work; buy employees a thermometer for self-monitoring at home.



RETAIL (CURBSIDE)

COMMUNICATIONS



Communication Best Practices and Recommendations by Phase III Sectors (not required)



PERSONAL CARE SERVICES

Develop a communications plan that includes applicable instructions, training, signage, and a consistent means to provide licensed personnel with information. Consider developing webpages, text and email groups, and social media.

COMMUNICATIONS



Communication Best Practices and Recommendations by Phase II Sectors (not required)



OFFICES

- Develop webpages, text and email groups, and social media campaigns to provide information to workers, customers, and visitors that include instructions, training, signage, and information.
- Work with building management to help facilitate any building-wide communications
- Provide a list of essential visitors expected to enter the building
- Identify a point-of-contact for issues and events related to COVID-19



REAL ESTATE

- Develop a communications plan that includes applicable instructions, training, signage, and consistent channels.
- Develop webpages, text and email groups, and social media campaigns to provide updated information to workers, customers, and visitors that include instructions, training, signage, and information.



OUTDOOR & TAKE-OUT/DELIVERY FOOD SERVICES

- Notify customers waiting on an order or seating through audio announcements, text messages or notices on screens (i.e. contactless methods).
- Establish a communications plan for employees, vendors, and customers that includes a consistent means to provide updated information.



ESSENTIAL & PHASE II RETAIL

- Identify a point-of-contact for issues and events related to COVID-19.
- Use social media, verbal communication, and signs to provide customers with instructions and to encourage them to use face coverings. Establish a communication plan for employees, visitors, and clients with a consistent means to provide updated information.

COMMUNICATIONS



Communication Best Practices and Recommendations by Phase II Sectors (not required)



HAIR SALONS & BARBERSHOPS

- Use social media, verbal communication, and signs to provide customers with instructions and to encourage them to use of face coverings, in accordance with Governor's Executive Orders, CDC, and DOH guidance.
- Establish a communication plan for employees, visitors, and customers with a consistent means to provide updated information.



COMMERCIAL BUILDING MANAGEMENT

- Coordinate with tenants to receive lists of essential visitors expected to enter the building.
- Work with tenants to develop webpages, text and email groups, and social media campaigns to provide information to workers, customers, and visitors that include instructions, training, signage, and information.



RETAIL RENTAL, REPAIR, & CLEANING

- Use social media, verbal communication, and signs to provide customers with instructions and to encourage them to use of face coverings when 6 ft. of distance cannot be maintained, in accordance with CDC and DOH guidance.
- Establish a communication plan for employees, visitors, and clients with a consistent means to provide updated information.



VEHICLE SALES, LEASES, & RENTALS

- Develop webpages, text and email groups, and social media campaigns to provide information to staff and customers.
- Exchange paperwork via electronic transmission and communicate with customers by phone, email or video conferencing when practicable.
- Develop a communications plan for employees and customers that includes applicable instructions, training, signage, and a consistent means to provide individuals with information.

COMMUNICATIONS



Communication Best Practices and Recommendations by Phase I Sectors (not required)



MANUFACTURING



CONSTRUCTION



WHOLESALE



RETAIL (CURBSIDE)

ALL:

- Review safety practices with employees and repeat training as needed.
- Use multiple means of communications: email, posting on bulletin boards, announcements.
- Communicate in languages employees understand.
- Train temporary and contract workers and provide them with face coverings. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Notify employees where the safety plan is posted.
- Provide employees with a copy of the safety plan.
- Use social media, verbal communication, and signs to provide customers with instructions for ordering/pickup, payment online or over the phone, and to encourage the use of face coverings.