

Phase 1: Stabilization - Reopening Guidelines

Below are designated businesses and operations reopening guidelines to be applied during Phase 1: Stabilization. Both essential businesses that continue to operate and designated businesses or operations that reopen are subject to established physical distancing, sanitation, and workplace safety guidelines and best practices – reference Overview of Adaptations that follows – as well as activity-specific guidelines detailed in the table below.

It is also understood that the ability to procure personal protective equipment (PPE, e.g., masks, gloves, etc.) and sanitizing products to enable reopening in each of the categories below is an acknowledged pre-condition to enacting any of the Reopening Recommendations.

Designated Businesses and Operations	Including:	Risk Level ¹
Phase 1: Stabilization “Healing Hawaii” Reopening Guidelines		
<u>Agriculture (non-food)</u>	Landscape, Floral, Ornamental	LOW RISK

Guidelines:

- Open with health and safety precautions for employees and customers, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- Floral and ornamental shops open for delivery and curbside pickup
- If doing curbside pickup, customers encouraged to call or order online first (as possible) and wait in cars for employees to bring out merchandise at the facility
- Customers required to wear face coverings when in close proximity to employees and should practice physical distancing of 6 feet or greater while at the facility
- Facilities should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles)
- Signs should be posted throughout the area reminding visitors and employees of physical distancing and to wash their hands
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [USDA](#), [CDC](#), [OSHA](#), [Society of American Florists](#), [National Association of Landscape Professionals](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

<u>Astronomical Observatories & Support Facilities</u>	LOW RISK
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Guidelines:

- Open with health and safety precautions for employees and visitors, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- Facilities should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles)

¹ Adapted from Johns Hopkins Public Health Principles for a Phased Reopening: Contact Intensity & Number of Contacts

- Capacity limits inside based on size and layout of facility; ensuring all employees and visitors can maintain 6 feet of distancing while on-site
- When visitors are on-site, they are encouraged to avoid touching surfaces if they can
- Cancel or postpone all gatherings of more than 10 people (including classes or meetings)
- If using shared equipment (e.g., telescopes, computers), clean and disinfect equipment after each visitor or employee use
- Signs should be posted throughout the area reminding visitors and employees of physical distancing and to wash their hands
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- Offices should be thoroughly cleaned and disinfected, and employees should maximize physical distancing while in the office simultaneously (e.g., through capacity limits or reconfigured desks)
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [OSHA](#), [CDC](#), [CDC-Cleaning & Disinfecting Facilities](#)

Auto Dealerships

LOW RISK

Guidelines:

- Open with health and safety precautions for employees and customers, including physical distancing of 6 feet or greater, enhanced sanitation measures and ~~required~~ appropriate PPE
- Facilities should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles)
- Auto dealerships can conduct business in person by appointment only and buyer groups must maintain physical distancing of 6 feet or greater between customers and employees while visiting the facility
- Capacity limits enforced in showrooms depending on size of showroom (e.g., only 10 people at a time)
- Auto dealerships encouraged to have hand sanitizer and easily accessible hand washing stations on site for employees and customers
- Test drives should be less than 10 minutes and cars should be disinfected before and after each employee or customer use
 - During test drives, both employees and customers should wear face coverings
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Customers should wait outside and practice physical distancing until it is their turn to enter the facility
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [OSHA](#), [CDC](#), [National Automobile Dealers Association](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

Car Washes

LOW RISK

Guidelines:

- Open with health and safety precautions for employees and customers, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- Facilities should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles)
- Customers should remain inside their vehicles at all times
- Car washes should limit the number of employees in the facility at a time to allow for safe physical distancing practices
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Businesses should close vacuum areas to prevent employee/customer contact
- Drying towels should be washed before being shared between employees, and should not be made available to customers
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [OSHA](#), [CDC](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

Pet Grooming Services

LOW RISK

Guidelines:

- Open with health and safety precautions for employees and customers, including physical distancing of 6 feet or greater between workstations, enhanced sanitation measures and appropriate PPE
- Businesses should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles, points of sales)
- Customers can visit by appointment only and should wait outside the facility (e.g., in cars) until employees are ready to work with them and while services are being rendered
- Wherever possible, disposable equipment should be used. If not possible, wash and disinfect equipment (including entire workstation area, surfaces, etc.) between each customer use.
- Employees should wash hands before and after every customer appointment, wear disposable gloves and change gloves frequently
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Both employees and customers should wear face coverings at all times when in close proximity
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [TN Cosmetology & Barber Guidelines](#), [CDC](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

Healthcare & Social Assistance

Elective surgery, Non-emergent services, etc.

LOW RISK

Guidelines:

- Open with health and safety precautions for employees, visitors and patients, including physical distancing of 6 feet or greater between workstations/desks, enhanced sanitation measures and appropriate PPE
- Facilities should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles)
- Visitors and patients by appointment only and should wait outside the facility (e.g., in cars) until employees are ready to work with them
- Either disposable equipment or appropriate equipment disinfection protocols should be used
- Employees should wash hands before and after every appointment, and wear disposable gloves at all times that are changed frequently
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Patients should fill out paperwork digitally in advance, where possible
- Employees, visitors and patients should wear face coverings at all times when on the premises
- Employees should also wear face shields if possible when in close proximity to others
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [CDC](#), [CDC-Reopening Guidance for Cleaning and Disinfecting Public Spaces](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

Healthcare - [OSHA](#), [American Medical Association](#)

Dental - [OSHA](#), [American Dental Association](#)

Non-profit Organizations

LOW RISK

Guidelines:

- Open with health and safety precautions for employees and visitors, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- If clients or visitors enter the building, ensure that seats are placed to allow for physical distancing (e.g., when in staff offices) and implement capacity limits on visitors in the facility
- Ask visitors to wait outside the facility until employees are ready to work with them and can safely practice physical distancing
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- Consider offering hand sanitizer and face coverings at the facility for visitors if possible
- Cancel or postpone all gatherings of more than 10 people (including classes or groups offered)
- If offering smaller classes for visitors (<10 people), consider moving to a larger space in the facility and allow people to have 6 feet or greater between themselves
- Organizations should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles, computers)
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

- Consider work from home and alternate work schedules

Mitigation Resources: [OSHA](#), [CDC](#), [CDC-Cleaning & Disinfecting Facilities](#)

Real Estate, Rental & Leasing	Virtual open house, Showings by appointment	LOW RISK
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Guidelines:

- Open with health and safety precautions for customers and employees, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- Open houses should be conducted virtually as much as possible
- Real estate, rental and leasing can conduct business in person by appointment only and customers must maintain physical distancing of 6 feet or greater when visiting a property
- Properties encouraged to have hand sanitizer and easily accessible hand washing stations on site for employees and visitors
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- When customers are on-site visiting a property, they are encouraged to avoid touching surfaces
- Properties should disinfect high-touch surfaces after visitors exit the property
- Offices should be thoroughly cleaned and disinfected, and employees should maximize physical distancing while in the office simultaneously (e.g., through capacity limits or reconfigured desks)
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed on the property

Mitigation Resources: [OSHA](#), [CDC](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

Retail & Services	Apparel, Electronics, Florists	LOW RISK
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Guidelines:

- Open with health and safety precautions for employees and customers, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- Non-essential retail can open and encouraged to use curbside pickup or delivery
- Businesses should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles, points of sales)
- If doing curbside pickup, customers encouraged to call or order online first (as possible) and wait in cars for employees to bring out merchandise at the facility
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- Customers are required to wear face coverings when inside and should practice physical distancing of 6 feet or greater while at the facility
- Capacity limits inside based on size and layout of facility; ensuring all employees and visitors can maintain 6 feet of distancing while on-site
- Employees should maintain frequent disinfecting of high touch areas
- Fitting rooms should remain closed

- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [National Retail Federation](#), [Retail Industry Leaders Association](#), [NY state guidance](#), [OSHA](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#), [National Association of Realtors](#), [CDC-Reopening Guidance for Cleaning and Disinfecting Public Spaces](#)

Shopping Malls

LOW RISK

Guidelines:

- Open with health and safety precautions for employees and customers, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- Businesses are encouraged to customer pickup or delivery options to limit employee/customer interactions
- Businesses should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles, points of sales)
- Customers required to wear face coverings when in close proximity to employees (unless they are eating) and should practice physical distancing of 6 feet or greater while at the facility
- Capacity limits inside based on size and layout of facility; ensuring all employees and visitors can maintain 6 feet of distancing while on-site
- Employees should maintain frequent disinfecting of high touch areas
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility
- **Guidance for food courts:** Food courts should be limited to take-out only. While waiting in line at food establishments, customers must practice physical distancing with floor markings instructing where to stand. Food court areas should be closed off from rest of mall (e.g., with rope) and have 1 designated entrance if possible. Designated staff should be at entrance at all times enforcing capacity limits and ensuring customers have enough personal space to allow for physical distancing. Eliminate use of trays or disinfect between customers.
- **Guidance for outdoor malls:** Businesses should practice all guidance above, limit physical distance between employees and customers, and implement floor markings instructing customers to follow 1-way pathways to allow for physical distancing while walking. If possible, capacity limits should be exercised in outdoor malls by closing off most entry points (e.g., with rope and signs) and having designated employees at 1 designated entrance enforcing capacity.

Mitigation Resources:

Retail – [International Council of Shopping Centers](#), [National Retail Federation](#), [Retail Industry Leaders Association](#), [NC state guidance](#), [OSHA](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC-Reopening Guidance for Cleaning and Disinfecting Public Spaces](#)

Food Services - [National Restaurant Association](#), [FDA](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

Guidelines:

- Open with health and safety precautions for employees and visitors, including physical distancing of 6 feet or greater, enhanced sanitation measures and appropriate PPE
- Deliveries and pickups should be conducted in one designated area to limit visitor and employee contact
- Businesses should frequently conduct thorough and detailed cleaning and disinfecting with focus on high-touch areas (e.g., door handles, equipment)
- Complete routine sanitization of high-touch surfaces throughout the workday (e.g., water containers, steering wheels, shared tools, shared workstations, door handles, seat belts, etc.)
- Workstations should be staggered if possible, to allow for 6 feet or greater physical distancing between employees
- Line speed should be adjusted to allow for proper physical distancing
- Employees should wear face coverings at all times unless they are eating
- Employees are encouraged to avoid gathering in communal spaces
- Employees are encouraged to not share tools and equipment, if possible. If tools and equipment are shared, employees should be provided disposable wipes to disinfect commonly used surfaces before each use
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Employees should be given frequent opportunities to wash their hands and hand washing stations should be readily available to employees throughout the facility
- Employees who develop symptoms of COVID-19 at work should be dismissed as soon as possible to self-isolate at home or seek medical attention as appropriate
- Anyone visibly displaying symptoms of COVID-19 should not be allowed in the facility

Mitigation Resources: [OSHA](#), [CDC](#), [CDC-Cleaning & Disinfecting Facilities](#), [CDC Small Business guidance](#)

Overview of Adaptations - Businesses & Public Spaces to Resume Operations

Cleaning and sanitizing

- Follow CDC-recommended cleaning and sanitation guidelines
- Frequently clean and sanitize high-touch surfaces, as well as common-use facilities like restrooms

Physical distancing

- Put capacity limits in place, including at congregation points like waiting rooms and break rooms
- Ensure 6 feet or greater between individuals as much as possible, using floor markings, signage, etc. to reinforce
- Manage employee schedules (e.g., staggering) to enable physical distancing
- Limit non-essential employee work-related travel

Employee health and personal hygiene

- Limit in-person work when possible
- Require employees with any symptoms of COVID-19 to remain home until they are symptom-free for at least 3 days without fever or muscle aches without medication and all respiratory symptoms have resolved
 - If confirmed COVID-19 positive, as above -OR- at least 10 days since symptom onset and all respiratory symptoms have resolved, whichever is longer
- Supply and encourage use of face coverings and other PPE (e.g., gloves) in relevant settings
- Train all employees on personal hygiene practices (e.g., handwashing with soap and water) and COVID-19 symptom detection

Facility safety

- Reduce number of high-touch surfaces and objects as much as possible
- Reconfigure workplace to enable physical distancing if possible
- Remain mindful that those with disabilities may not be able to avoid close contact with others or engage in frequent handwashing with soap and water, thus modify facility safety measures appropriately
- Communicate health and safety protocols to all employees, customers, and visitors
- Screen employees for health upon reporting for work, and log all workers that come on the premises
- In case of positive employee test, cooperate with Hawaii Department of Health contact tracing personnel in investigations per Hawai'i public health guidelines

Customer expectations

- Continuously communicate important health information and relevant safety measures to customers
- Consider using social media and business websites to educate customers on business health measures and what to expect when visiting
- Encourage businesses to place signage at the facility entrance stating how customers can prepare to enter the facility

Employee support

- Identify employee stressors and mitigate anxieties when going back to work through clear communication and protocols
- Provide continuous training and updates to employees on new health and safety protocols, wellness programs, people policies, etc.

Employers Should Develop Protocols That Meet These Adaptations to Resume Operations

Cleaning and sanitizing

- Complete thorough and detailed cleaning with focus on high-contact areas that would be touched by both employees and customers
- Make hand sanitizer readily available to customers throughout the building and consider touchless solutions
- Require staff to frequently sanitize high-touch surfaces and shared resources (e.g., door handles, points of sales)
- Use CDC-recommended COVID-19 disinfecting products
- Consider extra deep cleaning recommendations, where appropriate
- Clean and sanitize restrooms regularly based on frequency of use
- Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash
- Launder all towels, tablecloths, uniforms, etc. frequently, using the warmest appropriate water setting for items

Physical distancing

- Maintain physical distancing of 6 feet for extended periods of >10 minutes (e.g., customers waiting for their order); face masks should be provided and worn by all employees and customers at all times except when eating
- Implement floor markings to promote physical distancing
- Post signs for customers to remind them of physical distancing, face covering requirements and to use hand sanitizer provided
- Limit contact between staff and customers as much as possible
- Enforce capacity limits (e.g., enforced at point of entry with clickers) for high volume venues
- Consider an exit from the facility separate from the entrance
- Manage employee schedules to allow for physical distancing whenever possible
- Where possible, workstations should be staggered so employees can avoid standing direct next to one another
- Limit the number of employees allowed simultaneously in break rooms, require wearing of masks if less than 6 feet of separation
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between tables
- Encourage customers to avoid congregating in waiting areas and design a process to ensure guests stay separate while waiting to enter the business (e.g., outdoor distancing)

Employee health and personal hygiene

- Require employees with any symptoms of COVID-19 to remain home or return home until they are free of COVID-19 symptoms for three days without medication
- Require employees to self-quarantine per Hawai'i public health guidelines if they have been exposed to COVID-19
- Require employees who test positive for COVID-19 to be in isolation per Hawai'i public health guidelines
- Remind employees that even those who have recovered from COVID-19 may not necessarily be immune to the disease

- Where it's hard for employees to maintain a 3-6 foot distance, provide employees with face masks and keep face masks clean
- Remember there is no need to use medical PPE such as N95 masks if in a non-medical setting; cloth face coverings are sufficient
- Train all employees on the importance of frequent handwashing with soap and water, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Remind employees that all precautions apply equally to employee break areas, meal times and locker rooms in addition to public-facing spaces
- Train all employees on symptom detection, sources of high risk to COVID-19, prevention measures and leave benefits/policies

Facility safety

- Log all workers that come on the premises for purposes of supporting public health contact tracing by the Hawai'i Department of Health
- Check appropriate functioning of HVAC
- Encourage electronic and credit card payments
- Ask employees resuming work to confirm they have not experienced COVID-19 symptoms for 3 days prior to return
- Ensure adequate storage of necessary materials to meet PPE (face masks, gloves, etc.) and cleaning requirements
- Communicate safety protocols to all employees and customers, including available contact to report violations of protocols
- If offering delivery options, ensure coolers and transport containers are sanitized and encourage customers to use "no touch" deliveries

Customer expectations

- Implement signs throughout the business for workers, volunteers and visitors on shared responsibilities (including proper hygiene and sanitization, physical distancing, face coverings and information for reporting concerns)
- Make customer safety guidelines publicly available
- Consider using social media or business websites to educate customers on business safety protocols and what to expect when visiting
- Encourage businesses to place signage at the facility entrance stating how customers can prepare to enter the facility

Employee support

- Mitigate anxiety by recognizing fear in returning, communicating transparently, listening and surveying employees regularly
- Provide early reopening communication by keeping workforce informed as soon as appropriate
- Reinforce training after Day One by providing ongoing methods of additional training to reinforce messaging and changes

Reopening Hawai'i: Safe Practices

ACTION	DESCRIPTION	PHASE(S)
Hand Hygiene	Hand washing with soap and water and/or 60% hand sanitizer facilities available in work and public settings for use by employees and the public	ALL
Home if Ill	Stay home if ill (except to seek care—call first)	ALL
Face Covering	Cloth face coverings worn at all times by employees and public when outside the home and unable to maintain 6 feet or greater of physical distance	ALL
Surface Cleaning	Regular cleaning/disinfection of surfaces and objects frequently touched by the public and employees	ALL
Physical Distance	Maintain 6 feet or greater distance between ALL individuals to the extent possible	ALL
Protect High Risk	Those at higher risk for severe illness advised to minimize time and activities outside the household. Limited in-person visits to nursing homes, hospitals, congregate facilities.	ALL
Gatherings	Limit large gatherings	Phase 1: limit all
Isolation	Isolation of cases either in home or in facility, under DOH monitoring & direction	ALL
Quarantine	Quarantine of close contacts of cases either in home or facility, under DOH monitoring & direction	ALL
Travelers	Quarantine of all travellers for 14 days after arrival, or until departure (whichever is shorter)	Phase 1-2A: continue

NOTES:

- 1) These guidelines are a baseline. Industry-specific higher standards of safety and protection, such as those issued by OSHA, NIOSH, CDC, etc. shall be observed as applicable.
- 2) These guidelines apply to public-facing workplaces as well as to break rooms, mealtimes, and employee locker rooms