

THE ANTRIM PROMISE BUSINESS RECOVERY PACKET

The Antrim Promise was created out of a partnership of the Antrim County Emergency Operation Center (EOC) and the Antrim Economic Development Corporation (EDC) as a subcommittee to address business concerns and the economic recovery of the county.

The Antrim Promise is a plan intended to guide county and local governments, businesses, and residents through pandemic recovery. It includes analysis, recommendations, and templates for use in our recovery. The plan has no direct authority, nor can it regulate government or employer policies. The recommendations are only for guidance; it is an expression of Antrim County's Promise to its residents to lead our county and its people through pandemic recovery into a safer, stronger future.

Included in this packet:

- 1. Business Preparedness and Response Plan Template**
- 2. Strategies for Reopening or Keeping Your Business Open**
- 3. Economic Section of Antrim Promise Recovery Plan**
- 4. Signs for Businesses**
- 5. Additional Resources**



The Antrim Promise Business Preparedness and Response Plan

Businesses are required to have a written or digital preparedness and response plan to address employee health screening, facility cleaning, and other COVID-19 related protection measures. This template is provided by the Antrim Promise subcommittee of the Antrim County EOC and EDC to allow small businesses to create a strategy to 1) comply with state and health department executive orders and 2) protect their employees and customers.

This template provides options for businesses to consider as they evaluate policies during the COVID-19 crisis and moving toward recovery. Not all options will be applicable to every business. Please fill out areas that apply to your business.

If you have any questions or require assistance to fill out this form, please contact Recovery Unit Leader Kaitlyn Szczykka at 231-533-3576 or szczykka@antrimcounty.org.



Preparedness and Response Plan for:

(Name of Business)



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Designated COVID-19 Preparedness Contact

<i>Identify a workplace coordinator who will be responsible for COVID-19 related issues in the workplace.</i>

Name:

Our business' top priorities during the COVID-19 pandemic
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1.

2.

3.

Plan for Employees Returning to the Workplace

How and when will your employees return to work?

Will some employees continue to work from home?

Communication with employees:

Steps to take to reassure your employees that your business is interested in their well-being.

- Make it safe for employees to share concerns and fears.
- Actively encourage sick employees to stay home.
- Update leave policies so they are flexible and non-punitive to allow employees to stay home to care for themselves, their children, or other family members who may be sick or are in need of other care (for example: workers who have limited child care options).
- Designate an area for employees or others who appear to have acute respiratory illness symptoms from others and send them home immediately.
- Train employees on new workplace policies regarding safety, cleaning, social distancing, etc.
- Place posters of safe distancing, hand washing, and other important procedures in places where they will be seen.

Employee Health Screening

As mandated by the Health Department of Northern Michigan.

The following is the criteria set forth by the Health Department of Northwest Michigan (HDNM) to screen employee health upon arrival to the workplace. Employers are required to keep documentation on employees until the HDNM says that it is no longer needed.

- 1) Employee Name
- 2) Time In
- 3) In the past 24 hours, has the employee experienced:
 - Fever or feverish?
 - Cough?
 - Shortness of breath?
 - Sore throat?
 - Gastrointestinal distress?
 - Muscle pain?
 - Chills and/or repeated shaking from chills?
 - New loss of taste or smell?

- 4) Current Temperature?
- 5) Has the employee had close contact in the last 14 days with an individual diagnosed with COVID-19?
- 6) Has the employee engaged in any activity or travel within the last 14 days?
- 7) Has the employee been told by the local health department or their health provider to self-isolate or self-quarantine?
- 8) Indicate if the employee has passed or failed their daily health screening

If YES to 3 and/or 4, send employee home immediately. Direct them to self-isolate at home for seven days, beginning from the onset of when symptoms first appeared, and to contact their primary care physician's office for direction.

If YES to 5, 6, and/or 7, send employee home and direct them to self-isolate for 14 days.

Personal Protective Equipment (PPE)

Please check all that apply to your business.

- Employees will be provided with cloth or appropriate masks (*required by Executive Order*).
- Employees will be provided with disposable gloves.
- Employees will be provided with face shields.
- Employees will be provided with protective gowns.
- Hand sanitizer will be placed in key areas of the building.
- Employees are required to wear masks and other PPE until
 - Health Department of Northwest Michigan (HDNM) order is lifted
 - One week after HDNM order is lifted
 - One month after HDNM order is lifted
 - Other (*please fill in*): _____

Plan for Social Distancing

Please check all that apply to your business.

- Employee hours will be staggered to aid in social distancing measures.
- Limit the number of employees using constricted spaces such as the breakroom, elevators, meeting rooms, and other common areas at a time.
- Space out spots for customers to form a line or queue inside and outside the business.
- Create a system for one-way pedestrian traffic patterns in your business.
- Have plexiglass barriers where applicable.

Plan for Facility

Cleaning:

Please check all that apply to your business.

- Frequently clean and disinfect commonly touched surfaces, such as door knobs/handles, faucet handles, countertops, railings, workstations, etc.
- Provide disposable wipes for employees to disinfect objects that they or customers touch between uses.
- Centralize no-touch trash receptacles for employee use.
- Require tools and equipment to be sanitized if shared between employees.
- Discourage sharing of tools and equipment.

Detailed Cleaning Plan:

Customer Requirements in the Facility

Please check all that apply to your business.

- Customers will be required temporarily to have a cloth covering or specific mask that is over the nose and mouth until _____.
- Customers will be asked to limit touching of merchandise.
- Customers will not be allowed to touch merchandise and need to ask an employee for assistance.
- Customers will be provided hand sanitizer at entrance of building.

Additional Notes

Continue on another page if needed.



STRATEGIES FOR REOPENING OR KEEPING YOUR BUSINESS OPEN

As Antrim County gears up to get back to work, it is important to consider the safety and wellbeing of employees, customers, and visitors to our local businesses, as well as recover lost income. The following is a list of recommendations that business owners and managers should consider as they adapt to the new landscape of business during and after the COVID-19 crisis.

1. **Consider your business' priorities at this time.** Are your concerns the health and safety of your employees, recovering lost income, or other matters?
2. **Create a plan for calling employees back to work.** If your business has had to temporarily shut down, make sure to consider when and how you will ask your employees to return to work. Many employees might have anxiety about returning to the workforce during or after the global pandemic, so be sure to listen and answer any concerns to the best of your ability. Use these points to create a policy that shows your dedication to the health and safety of your employees as they return to work.
3. **Ensure that your employees are informed and aware of changes to the business during this time.** Take time to train employees on new policies and procedures such as increased frequency of cleaning, what to do if they are feeling sick, etiquette regarding coughing and sneezing, and so on. Open communication is key to making employees feel safe and heard.
4. **Utilize the health screening requirements set forth by the Health Department of Northwest Michigan.** Employees who are not working from home are required to be screened as soon as they arrive to their worksite. Details on questions that employers need to ask and how to properly document can be found at nwhealth.org/newsreleases/20204%20Public%20Health%20Emergency%20Order.pdf.

5. **Evaluate leave policies and consider modifications to help employees with their needs during this time.** In light of the global pandemic, increased absenteeism is expected among workers. Update leave policies so they are flexible and non-punitive to allow employees to stay home and care for themselves, their children, or other family members who may be sick or in need of other care (such as workers who have limited child care options).
6. **Provide necessary PPE to workers.** Employers are required by executive order to provide cloth or other relevant face coverings to employees at the business. Other PPE to consider providing to employees could be disposable gloves, hand sanitizer stations, and gowns, all depending on the type of work and the proximity to others.
7. **Create a plan to increase frequency and enhancement of cleaning procedures.** Make sure to frequently disinfect commonly touched surfaces, such as work stations, door knobs/handles, countertops, railings, etc. Provide employees disposable disinfecting wipes so these surfaces can be wiped before and after each use.
8. **Limit the number of people gathering in a specific area.** Ensure that areas such as break rooms, conference space, elevators, and other spaces that your employees gather are limited and allow for social distancing (6 feet of separation between people). Stagger employee hours to aid in these efforts. Create markings for customers and visitors to make a one-way trafficking in businesses as well as mark spaces for customers to wait in line inside and outside of the business.
9. **Consider technology updates to aid in conducting business with less close contact.** Try out website updates, contactless payment systems, online or automated ordering systems, mobile apps, and text or email systems to help your customers navigate changes happening to your business. These options also reduce the need for close contact as we all try to abide by social distancing practices.

10. Continue to communicate with customers the steps you are taking to keep your business safe and viable. Reach out to customers using social media, emails, and other forms of communication to inform them about your status. Let them know hours of operation, steps you are taking for employee and customer health, and so on. This open communication will encourage customers as we all learn to navigate the new world of commerce.

For more resources, please visit <http://www.antrimcounty.org/promise.asp>.



Economic Recovery

STRATEGIES FOR KEEPING EMPLOYERS & EMPLOYEES HEALTHY

There are several characteristics of a pandemic that differentiate it from types of emergencies. Unlike other natural disasters or terrorist events, where any disruption to business service provision is likely to be infrastructure -related, disruption to business operations in the event of a pandemic is anticipated to be human- and material -oriented. A pandemic has the potential to cause illness in a very large number of people, overwhelm the health care system, and jeopardize services by causing high levels of absenteeism in the workforce. Basic services, such as health care, law enforcement, fire, emergency response, communications, transportation, and utilities could be disrupted during a pandemic. Finally, unlike many other emergency events, a pandemic will be widespread, affecting multiple areas of the United States and other countries at the same time.

A pandemic will also be an extended event, with multiple waves of outbreaks in the same geographic area; each outbreak could last several weeks. Waves of outbreaks may occur over a year or more.

Businesses will likely experience:

1. **Absenteeism** - It is projected that up to 30–40% of the workforce may be absent due to the effects of the pandemic on individuals and families. Employees could be absent because they are sick; must care for sick family members or for children if schools or day care centers are closed; or are afraid to come to work.
2. **Change in patterns of commerce** - During a pandemic, consumer demand for items related to infection control is likely to increase dramatically, while consumer interest in other goods may decline. Consumers may also change the ways in which they shop as a result of the pandemic. Consumers may try to shop at off-peak hours to reduce contact with other people, show increased interest in home delivery services, or prefer other options, such as drive-thru service, to reduce person-to-person contact.
3. **Interrupted supply/delivery** - Shipments of items from those geographic areas severely affected by the pandemic may be delayed or cancelled.

The Antrim Promise is recommending strategies to address these issues, as well as safeguarding protocols for all businesses, including those that are re-opening and those essential businesses that have remained open during the stay at home order. These safeguarding protocols are based on the recommendations of the CDC, OSHA and other leading authorities. To support the Antrim Promise, all employers and employees should take steps to reopen safely, help other industries be able to open more quickly, and help Antrim County remain healthy and open for business.

As the direct threat to Antrim County residents' health is mitigated, the threat to their livelihoods is increased. We know that economic health promotes physical and mental well-being. A substantial body of research from the U.S. and abroad consistently demonstrates a strong association between unemployment and poorer health outcomes. To date, Michigan has had over 1 million jobless claims. Equating to 26% job disruption for the Michigan workforce.¹ On May 4, 2020, Antrim County Chambers of Commerce reported around 71% of local businesses were shut down at the time.²

Recognizing that the county's economic health was dependent on the recovery, the Antrim Promise subcommittee was formed. The subcommittee's first action was to create a survey to evaluate local businesses' needs and come up with a plan to address them.

FOR ALL BUSINESSES

The Antrim Promise is recommending safeguarding protocols for all businesses, including those that are re-opening and those essential businesses that have remained open during the Stay at Home order. These safeguarding protocols are based on the recommendations of the CDC, OSHA, and other sources. To support the Antrim Promise, all employers and employees should take steps to reopen safely, help other industries be able to open more quickly, and help Antrim County remain healthy and open for business.

EMPLOYERS

1. Allow employees to work from home as much as possible. Telework is the best way for employees to remain working and avoid exposure, however, depending on the industry or nature of work, this is not always an option.
2. Screen all employees reporting to work for COVID-19 symptoms with the following questions and questions recommended by the Health Department of Northwest Michigan:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?

¹ Paula Gardner, "Michigan jobless claims top 1.1 million as state streamlines approvals," (Bridge MI, May 7, 2020, <https://www.bridgemi.com/business-watch/michigan-jobless-claims-top-11-million-state-streamlines-approvals>, Accessed May 11, 2020).

² Cassidy Cobb, "Antrim Creates Antrim Promise to Help Local Businesses," (9 and 10 News, May 4, 2020, <https://www.9and10news.com/2020/05/04/antrim-county-creates-antrim-promise-to-help-local-businesses/>, Accessed May 11, 2020).

- Have you had vomiting or diarrhea in the last 24 hours?
 - → Please see the Health Department of Northwest Michigan's screening questionnaire at <http://www.nwhealth.org/>.
3. **Temperature screening employees:**
 - **Best practice:** Employers to take temperatures on site with a no-touch thermometer each day upon arrival at work.
 - **Minimum:** Temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit.
 4. **Direct any employee who exhibits COVID-19 symptoms (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately.** They should also seek medical care and/or COVID-19 testing, per CDC guidelines. Employers should maintain the confidentiality of employee health information.
 5. **Implement workplace cleaning and disinfection practices. These should be according to CDC guidelines,³ with regular sanitizing of high-touch surfaces at least every two hours.** Make sure to frequently disinfect commonly touched surfaces, such as work stations, door knobs/handles, countertops, railings, etc. Provide employees disposable disinfecting wipes so these surfaces can be wiped before and after each use.
 6. **Plan for potential COVID-19 cases, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities).** If possible, designate a contained space at work should an employee show symptoms of the virus to wait if not able to go home right away. Additionally, have a "Preparedness and Response Plan" ready to address all COVID-19 related policies and procedures for your business.
 7. **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms.** A PDF of the Families First Coronavirus Response Act can be found here: <https://www.congress.gov/116/plaws/publ127/PLAW-116publ127.pdf>.
 8. **Update the Employee Illness Policy to include the symptoms of "COVID-19" or create a COVID-19 specific policy.** All staff should sign the policy, and the policy should be posted for confirmation. It is strongly recommended that leave policies are flexible and non-punitive to allow employees to stay home and care for themselves, their children, or other family members who may be sick or in need of other care (such as workers who have limited child care options).

³ Centers for Disease Control and Prevention, "Cleaning and Disinfecting Your Facility: Everyday Steps, Steps When Someone is Sick, and Considerations for Employees," (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>, Accessed May 12, 2020).

9. Limit self-service options (customer samples, communal packaging, food/beverages, buffets, etc.).
10. Post extensive signage on health policies, including the following documents in the workplace to help educate building occupants on COVID-19 best practices:
 - CDC guidance to stop the spread of germs & CDC guidance on COVID-19 symptoms

EMPLOYEES

1. **Stay home when feeling ill, when exposed to COVID-19 (e.g., positive household member case), or if diagnosed with a confirmed case of COVID-19.** Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home.
2. **Practice increased hygiene practices**—wash hands more frequently, avoid touching the face, and practice good respiratory etiquette.
3. **Wear a cloth face covering** (not an N-95 or medical mask, which should be reserved for healthcare workers) while at work and in public to help protect against the spread of the virus.
4. **Practice recommended social distancing to the greatest extent possible.** This means stay 6 feet away from others as much as possible.
5. **Abide by guidelines established by employer, which may include the use of gloves, social distancing practices in the workplace, and increased sanitation.**

FACILITIES

1. **Determine what needs to be cleaned and disinfected.** Areas that have not been occupied for 7 or more days do not need to be routinely cleaned. Outdoor areas generally only need to be cleaned routinely and not disinfected, unless there are surfaces or objects that are frequently touched by multiple people.
2. **Make sure to clean *then* disinfect.** Cleaning is using soap and water to get rid of dirt, germs, and other impurities. Disinfecting is when bleach, alcohol, or other EPA approved chemicals to kill germs.
3. **Increase frequency of cleaning and disinfecting highly used areas and surfaces.** It is recommended to clean/disinfect highly trafficked areas every two hours when visibly dirty. Some frequently touched surfaces and objects that will need routine disinfection may include: work spaces, tables, countertops, door knobs/handles, light switches, phones, keyboards/mouse, touch screens, faucets and sinks, toilets, etc.

4. **Wear proper Personal Protective Equipment for cleaning and disinfecting activity.** Check the manufacturer's instructions on types of PPE needed for using the product.
5. **Bathroom cleaning efforts should be at least doubled and other precautions should be taken to decrease chance of spreading the virus.** Signs should be placed that ask customers and employees to wash their hands BEFORE AND AFTER using the restroom. Utilize touchless faucets, paper towel dispensers, and toilet flushers. Consider getting rid of air dryers and replace with no-touch disposable paper towel dispensers.
6. **Utilize touchless technology as much as possible.** Use touchless payment options, have touchless dispensers for hand sanitizer, paper towels, soap, faucets, etc. Consider purchasing these and other options to reduce the risk of spreading the virus at your establishment.
7. **Provide hand sanitizer and wipes for employees to disinfect frequently touched surfaces.** Encourage employees to disinfect frequently touched surfaces before and after use. Have employees clean their workspaces regularly with disposable disinfecting wipes.

INDUSTRY SPECIFIC GUIDELINES

Businesses should follow guidance issued by the Centers for Disease Control and Prevention, as well as any applicable federal or regulatory requirements. In addition to these general guidelines for Antrim County employers and employees, each employer and employee should refer to their industry-specific guidance, as set forth on the following pages. These industry-specific safeguarding protocols have been created with the input of private sector working groups in partnership with the Economic Recovery Group. Protocols are subject to change and may be released on a rolling basis.

Restaurant Industry

In addition to strict adherence to CDC and OSHA guidelines, the following recommendations for restaurants to put into place to protect consumers and employees, include:

Employee Protection for Restaurants

1. **Follow sanitation frequency guidance contained in this document at all times and as directed by the FDA.**
2. **Have dedicated face coverings and dedicated gloves (i.e., only used by one person) worn by all employees, at all times.** These face coverings should not be N-95 or medical variety; those should be saved for use by healthcare workers.
3. **Encourage increased hygiene practices**—have employees wash their hands more frequently, avoid touching the face, and practice good respiratory etiquette.

4. **Require all employees to report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee's household.** Clear communication is key for preventing an outbreak at your business.
5. **Provide ServSafe COVID-19 training for all food handlers as soon as possible.** Found here: <https://www.servsafe.com/Landing-Pages/Free-Courses>.

Consumer Protection for Restaurants

1. **Limit the number of customers in the restaurant to 50% of seating capacity.** Rearrange indoor dining spaces to reduce cross-customer contamination. Tables should be spaced at least 6 feet apart. Limit tables to no more than 6 guests per table.
2. **Mark any indoor or outdoor waiting area so that social distancing standards are met.** (Options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area).
3. **Bar areas should remain closed.** They will remain closed until the State allows these areas to be in use again.
4. **Live music should not be permitted.** Because it is widely believed that the virus is spread through droplets, live music poses a risk to customers.
5. **Screen customers for illness upon their entry into the restaurant:**
 - a. **Best practice:** Temperature checks for every customer. Customers with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise
 - b. **Minimum:** Question customers regarding COVID-19 symptoms
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?

Business Process Adaptations for Restaurants

1. Place hand sanitizer stations in lobby, bathrooms & cashier stations.
2. Sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
3. Use menus that are disposable or sanitized between each use.
4. Use rolled silverware/napkins stored in sealed bins (gloves should be used by staff while rolling silverware in designated sanitary areas).
5. Sanitize all tabletop items, including condiments, after each table turns (or use disposables).
6. Sanitize chairs, especially where contact occurs, after each table turns.

7. Do not offer self-serve buffets, condiments on a counter for use by multiple tables, or beverage station re-use.

Retail Industry

In addition to strict adherence to CDC guidelines, the State recommends retail industries put into place an assortment of measures to protect consumers and employees, including:

Employee Protection for Retail

1. Staff should wear face coverings and other personal protection items as recommended by the CDC. These face coverings should not be N-95 or medical variety that should be saved for use by healthcare workers.
2. Provide training on personal protective equipment. The CDC and other entities have guidelines that can be used for training.
3. Provide a sanitizing station such as a wash basin with soap and/or bottle of hand sanitizer. Keep them at work stations or areas that employees frequent.
4. Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations, to maintain social distancing.
5. Provide regular updates and training for employees about personal COVID-19 mitigation and store safeguards based on CDC guidelines. Communication with employees is important to show that you are interested in their health and wellbeing.
6. Require all employees to report any illness to supervisor and require notification of COVID-19 positive case in employee's household. Clear communication is key for preventing an outbreak at your business.
7. Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible.

Consumer Protection for Retail

1. Limit the number of customers inside a store at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of store occupancy based on the Fire Marshall's rating for the building. This will allow for better social distancing and will better protect employees, customers, and visitors.
2. Customers should wear face coverings inside the store.
3. Consider dedicated shopping hours or appointment times for the elderly, medically vulnerable, and health care workers. These can be before or after regular hours.
4. Establish one-way aisles and traffic patterns for social distancing.

5. **Increase curbside, pickup, and delivery service options.** This will minimize contact and maintain social distancing between employees and customers.
6. **Assign staff to prompt customers regarding the importance of social distancing.**
7. **Add social distancing “reminder” signs, personal stickers, floor decals, and audio announcements.** The Antrim Promise sign to remind customers about social distancing and other protective measures.

Business Process Adaptations for Retail

1. Establish enhanced cleaning protocols that follow CDC guidelines including sanitizing shared resources (such as carts) after each use, and sanitizing all high traffic / high touch areas (such as counters check-out lanes, keypads, break rooms, dressing rooms, rest rooms) every two hours and when visibly dirty.
2. Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing.
3. Use plastic shields or barriers between customers and clerks at service counters, and clean them frequently (every 2 hours and when visibly dirty).
4. Adjust store hours to allow time for enhanced cleaning.
5. Prohibit the use of reusable bags (reusable bags may carry COVID-19).
6. Suspend the sampling of food and personal hygiene products.
7. Task management-level employees within a store to monitor compliance.

Recreational Businesses

In addition to strict adherence to CDC guidelines, recommendations for recreational businesses to put into place includes:

Employee Protection for Recreational Businesses

1. **Staff should wear face coverings and other personal protection items as recommended by the CDC.** These face coverings should not be N-95 or medical variety; those should be saved for use by healthcare workers.
2. **Provide training on personal protective equipment (PPE). The CDC and other entities have guidelines that can be used for training.** Proper PPE for cleaning, interacting with customers, guests, and visitors should be decided by the business after seeking CDC resources and guidance.
3. **Provide a sanitizing station such as a wash basin with soap and/or bottle of hand sanitizer. Keep them at work stations or areas that employees frequent.**

4. Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations, to maintain social distancing.
5. Provide regular updates and training for employees about personal COVID-19 mitigation and store safeguards based on CDC guidelines. Communication with employees is important to show that you are interested in their health and wellbeing.
6. Require all employees to report any illness to supervisor and require notification of COVID-19 positive case in employee's household. Clear communication is key for preventing an outbreak at your business.
7. Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible.

Customer and Visitor Protection for Recreational Businesses

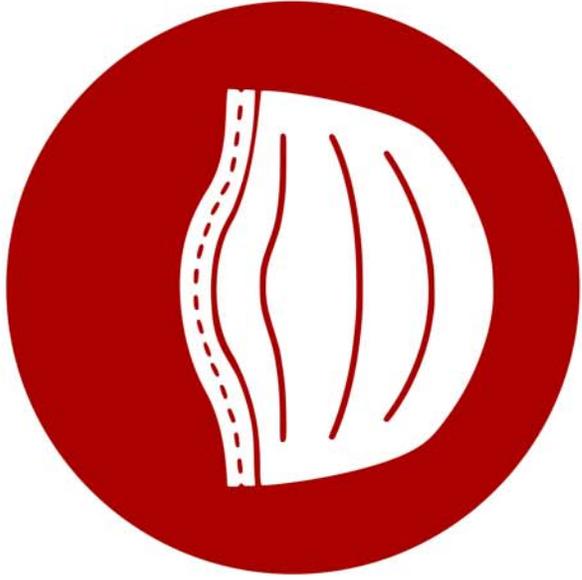
1. Limit the number of customers in a shared space at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of occupancy based on the Fire Marshall's rating for the building. This will allow for better social distancing and will better protect employees, customers, and visitors.
2. Customers should wear face coverings inside enclosed facilities. Lobbies, club houses, etc. are areas where customers need to be covered, especially if they are interacting with employees.
3. For rentals, increase curbside, pickup, and delivery service options. This will minimize contact and maintain social distancing between employees and customers.
4. Assign staff to prompt customers regarding the importance of social distancing.
5. Add social distancing "reminder" signs, personal stickers, floor decals, and audio announcements. The Antrim Promise sign to remind customers about social distancing and other protective measures.

Business Process Adaptations

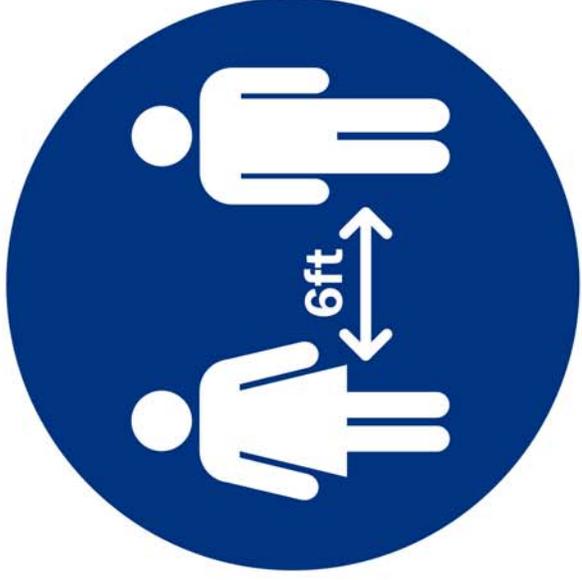
1. Establish enhanced cleaning protocols that follow CDC guidelines including sanitizing rented equipment (such as golf carts, boats, bicycles, and other rental equipment) after each use.
2. Sanitizing all high traffic / high touch areas (such as counters register areas, keypads, break rooms, dressing rooms, restrooms, etc.) every two hours and when visibly dirty.
3. Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing.
4. Use plastic shields or barriers between customers and clerks at service counters, and clean them frequently (every 2 hours and when visibly dirty).

5. Adjust hours to allow time for enhanced cleaning.
6. Prohibit the use of reusable bags (reusable bags may carry COVID-19).
7. Suspend the sampling of food and personal hygiene products.

BEFORE ENTERING



**Masks Are
Required**



**Observe Social
Distancing**

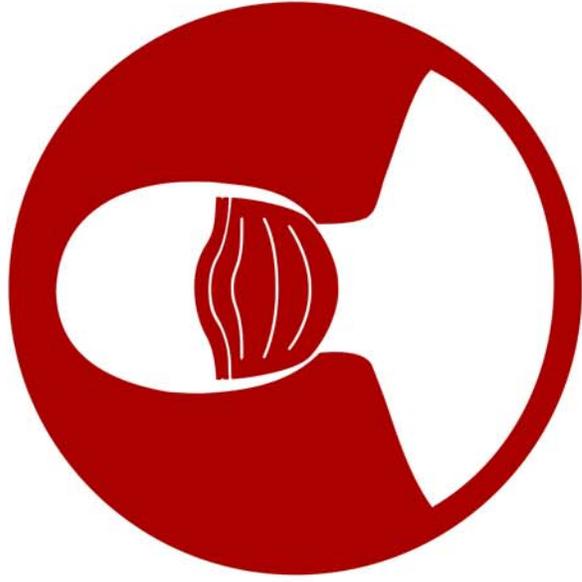


**Please Limit
Touching**

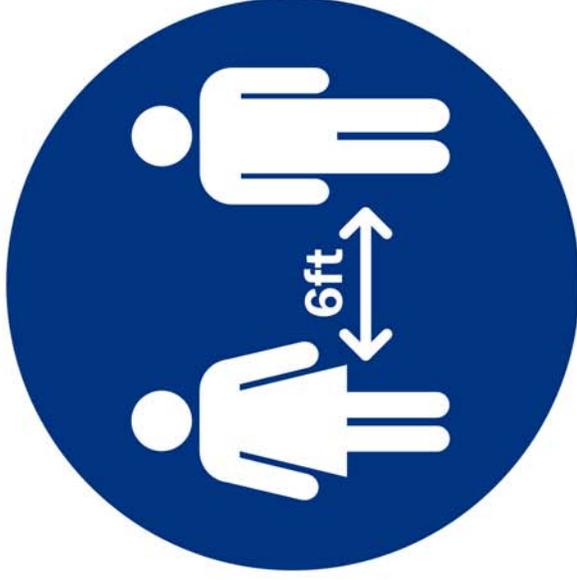


for more information
www.antrimcounty.org/promise.asp

BEFORE ENTERING



**Please Wear
A Mask**



**Observe Social
Distancing**



**Please Limit
Touching**



for more information
www.antrimcounty.org/promise.asp

ADDITIONAL RESOURCES

Antrim Promise Resources:

<http://www.antrimcounty.org/promise.asp>.

Antrim Promise “Business Readiness Pack” Request Form for PPE:

http://www.antrimcounty.org/downloads/supplies_request.pdf

CDC + EPA Guidance for Cleaning and Disinfecting Public Spaces, Work Places, Businesses, Schools, and Homes:

https://www.epa.gov/sites/production/files/2020-04/documents/316485-c_reopeningamerica_guidance_4.19_6pm.pdf

CDC Guidance for Small Businesses:

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>

Health Department of Northwest Michigan:

<http://www.nwhealth.org/>

National Restaurant Association - “COVID-19 Reopening Guide: A Guide for the Restaurant Industry.”

<https://restaurant.org/Downloads/PDFs/business/COVID19-Reopen-Guidance.pdf>

Occupational Safety and Health Administration - “Guidance on Preparing Workplaces for COVID-19.”

<https://www.osha.gov/Publications/OSHA3990.pdf>

Small Business Association of Michigan. “Get Back to Work Safely: Tips and Resources.”

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