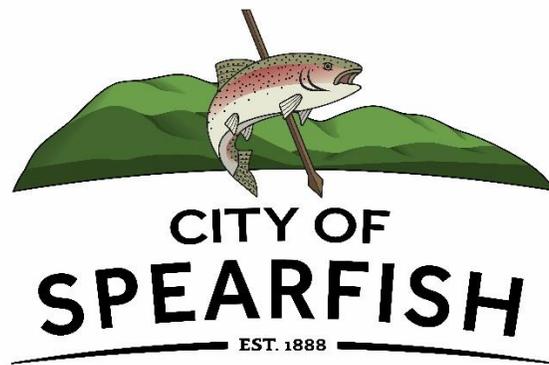


Recommended Best Practices When Re-Opening Post-COVID-19-Related Closures



Updated April 2020

* Information contained within this document comes from Monument Health, the South Dakota State Department of Health, and the Centers for Disease Control and Prevention (CDC). These recommendations are intended for “enclosed retail business that promotes public gatherings,” such as restaurants, bars, fitness centers, entertainment venues, etc., that are re-opening after closures or restrictions caused by the global COVID-19 pandemic.

This digital guidebook, complete with live links to a variety of resources, has been created to assist you, the business owner/manager, during this disruptive COVID-19 pandemic. The City of Spearfish hopes it will assist you in your decision-making for the safety of your employees and customers. The dynamic nature of the COVID-19 outbreak requires changing prevention, containment, and mitigation strategies as the outbreak unfolds, so this guidance is likely to change over time. In addition, this guidance and any future City ordinances, resolutions, and recommendations are subject to applicable state and federal guideline and mandates, including future changes to existing requirements.

Current Status: “Enclosed retail businesses that promote public gatherings” that previously were required to suspend/modify on-site/on-sale business can be open and are encouraged to follow best practices. See next section for details.

Many of you have already implemented sanitization procedures, social distancing measures, no-contact service options, and more, and the City of Spearfish appreciates and applauds your efforts and considerations. We hope this guidebook will further assist you as state guidance allows more businesses to offer on-site/on-sale business, and we will work to keep you informed as changes occur.

We are all in this together, and you, our business community, are a vital part of Spearfish! Thank you for your work in protecting the health, safety, and wellbeing of our community through your efforts!

~ Mayor Dana Boke

What Current Measures Are in Place that Businesses Need to Know?

Governor Kristi Noem’s [executive order](#) and [South Dakota Back to Normal Plan](#) provide recommendations from the Centers for Disease Control and Prevention (CDC). The executive order and plan ask “enclosed retail businesses that promote public gatherings” to resume operations in a manner that allows for reasonable physical distancing, good hygiene, and appropriate sanitation, to consider restricting occupancy, and to continue innovating in this uncertain environment. The Spearfish City Council approved [Resolution 2020-09](#) Wednesday, which provides further guidance and best practices and lasts through July 31, unless the Council chooses to repeal at an earlier date.

Which businesses fall under the resolution?

| | |
|---|---|
| Restaurants/Food Courts | Recreational Facilities |
| Coffee Houses | Public Pools |
| Bars/Breweries/Distilleries | Health Clubs |
| Wineries | Athletic Facilities/Gyms |
| Clubs | Fitness Centers |
| Cafes | Theaters (Movie/ Music/Entertainment Venue) |
| Hookah Lounges/Cigar Bars/Vaping Lounges | Arcades |
| * Other Similar Places of Public Accommodation | Bingo Halls |
| Offering Food, Beverages, or Other Products for | Bowling Alleys |
| On-Site Consumption (Including Alcohol | Casinos |
| Licenses with On-Sale Privileges) | * Other Similar Recreational or Entertainment |
| | Facilities |

**** Even if your business does not fall under the above categories/descriptions, all businesses are asked to consider implementing [the recommendations in the Governor's executive order](#) and [Back to Normal Plan](#) and are encouraged to follow CDC best practices.***

Businesses are encouraged to reconsider their maximum occupancy, using the business's square-footage and social distancing rules, as well as recommendations for physical distancing between patrons within the business at any given time.

Any "enclosed retail business that promotes public gatherings" are encouraged to modify business practices that involve 10 or more people in an enclosed space where physical separation of at least 6 feet is not possible between groups of 9 or fewer.

Each of the affected businesses are encouraged to establish a maximum occupancy rate based on 1 person per 36 square feet of public area in the business and post that maximum occupancy at the business entrance. Employees who will be in public area of the business often would be counted toward the maximum occupancy.

In addition to the maximum occupancy, businesses are encouraged to put physical distancing into place for the patrons who are in the business. For bars, restaurants, and other similar businesses, that means that occupied tables, booths, or other areas intended to accommodate on-site consumption should be a minimum of 6 feet apart. Businesses are encouraged to not allow 10 or more patrons at any table, booth, or other area intended to accommodate on-site consumption, nor congregate in groups of 10 or more.

For businesses such as gyms and entertainment facilities, they are encouraged to allow only 9 or fewer people in the business at a time, unless the size of the business site is large enough to allow for 6 feet of distance between groups of no more than 9 patrons and the business enforces distancing recommendations.

What do these recommended best practices look like in your business?

First, utilize the following formula to determine the recommended maximum occupancy:

The **square-footage of your business's public spaces** (anywhere that customers may be, so do not include spaces like the kitchen, employee break rooms, storage space, private offices, etc.) **divided by 36** (that number is the 6 feet of physical distancing, squared, or 6 times 6). You are encouraged to post that occupancy limit at your business entrance.

For example, if you have measured your business's public spaces and determined that you have 800 square-feet that qualifies as public space, under the ordinance, you need to divide 800 by 36:

$$800/36 = 22.2$$

Using this example, your business would have an occupancy of 22 people, and you are encouraged to post a sign at the entrance door that states that maximum occupancy.

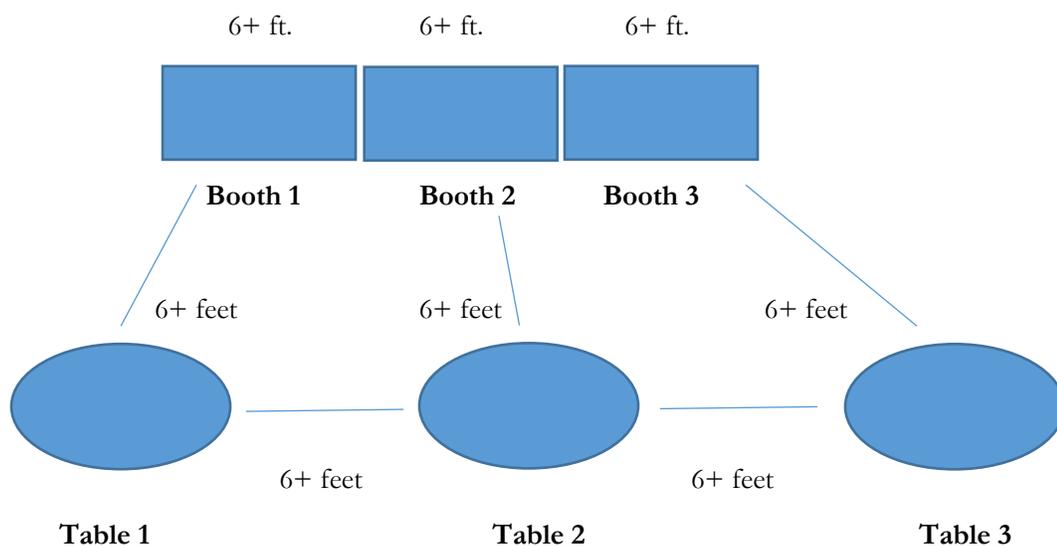
At any given time, then, best practices recommend that the business house no more than 22 people on-site in the public spaces, and this does include personnel who are in the public space (servers, bartenders, clerks,

etc.). Those working in non-public spaces (cooks within the kitchen, managers in private offices, etc.) would not be counted toward the occupancy.

Once you have determined maximum occupancy, consider the social distancing recommendations.

Keeping with the previous example, if the maximum occupancy of the business has been determined to be 22 under the recommended formula, the public space of the business is encouraged to be arranged or safeguarded to keep at least 6 feet of physical separation between groups of 9 or fewer.

Say the business has a variety of booths and tables within its public space. Let's use the following diagram **(not to scale! – for visualization purposes only)** to see how the business could allow seating within this example scenario.



The business is encouraged **not** to seat patrons in Booths 1 or 2, or Booths 2 and 3, simultaneously. Because the booths are adjacent, that would not be following the physical distancing recommendations.

However, if two groups were within the business at the same time and both wanted a booth, under the recommendations, they could be seated at Booths 1 and 3, as long as each group was 9 or fewer people and the total occupancy of the space was not exceeding 22 (the maximum occupancy in our example).

Likewise, groups of no more than 9 could be seated at the tables, as the tables are arranged with enough physical distance between them, as well as between the tables and booths, to allow patrons to be seated at the tables and follow all physical distancing recommendations.

So, knowing that the recommended maximum occupancy of our business is 22, let's look at a possible seating arrangement:

A group of 4 could be seated in Booth 1, with another group of 4 seated in Booth 3, with a group of 2 seated at Table 1, a group of 3 seated at Table 2, and a group of 7 at Table 3. There is a total of 20 people within the public space, which is below the recommended maximum occupancy, and allows for at least 2 employees in the area, with all physical distancing recommendations met.

Other seating arrangements work, too – always keep the maximum occupancy, group size, and physical distancing recommendations in mind, and you are successfully implementing the best practices.

For entertainment or fitness facilities – the same recommendations are in place, so imagine those booths and tables as spaces within a gym or theater setting: As long as you are within the maximum occupancy, group size, and physical distancing recommendations, you are implementing the best practices.

Is My Business Required to Open to On-Site Patrons?

No. Business owners should consider what is best for their employees, patrons, and business objectives. Businesses are encouraged to consider offering models that do not involve public gatherings, such as takeout, delivery, drive-thru, curbside services, and other innovative practices that do not involve public gatherings in an enclosed space.

Where Should Businesses Direct Questions Regarding Best Practices?

The City of Spearfish is happy to assist businesses with any questions they may have in regard to the current recommendations in place. We can assist businesses with determining their square-footage and will try to answer any questions and direct business owners to additional resources. Please call the City Administration Office at 642-1354 for more information.

We also encourage business owners and managers to take advantage of Monument Health's free best practices inspection to ensure they are taking all necessary steps to protect customers through social distancing, sanitization, etc. Those wishing to have their business inspected should call Karyla Dahl at Monument Health, 644-4095. Inspections are available from 9 a.m. to 7 p.m. Monday through Friday and take one to two hours to complete. Monument Health staff use a checklist and provide a personalized report to the business for how it can implement procedures on-site to best follow all guidelines.

The next section mirrors Monument Health's inspection guide to assist business owners as they consider best practices to implement to keep themselves, their employees, and their customers safe and healthy during the COVID-19 pandemic.

Best-Practice Recommendations To Use When Re-Opening Your Business

The following is an effort, based on the most recent best-practice guidelines, to assist you, the business owner/manager, in decision-making for the safety of your employees and customers as you prepare to offer on-site/on-sale services in the age of COVID-19.

Many businesses have already implemented sanitization procedures, social distancing measures, no-contact service options, and more, and businesses are encouraged to continue these options. If they choose to reopen to on-site/on-sale business, the following guidelines should be considered, per Monument Health and the Centers for Disease Control and Prevention (CDC).

Goal: To address technical, organizational, and personnel measures to reduce the risk of COVID-19 spread in Spearfish.

Technical Measures:

- Increase ventilation in the workplace, either filtered or outside air circulation.
- Decrease time employees spend sharing air space if possible.
- Provide tissues to use to cover coughs, and consider adding no-touch trashcans so said tissues can be thrown away without additional contact of surfaces. Promote etiquette for [coughing and sneezing](#) and [handwashing](#).
- Provide hand washing stations with soap and water and/or hand sanitizer in multiple locations.
- Perform routine environmental cleaning of high-touch surfaces (tabletops, chairs/stools, door handles, menus, cash registers/tills, sinks/faucets, bathrooms, equipment/appliances, etc.). A list of disinfecting and sanitizing agents effective against COVID-19 can be found [here](#).
- Consider single-use individual packets for condiments, sugar, creamer, salt, pepper, etc., versus having items in reusable containers on tables, unless these items are getting sanitized between every customer group.
- Discourage workers from sharing items, or, if they must share, ensure the items are disinfected between uses.
- Provide disinfectant wipes to encourage frequent cleaning of items within the business.

Personal Protective Equipment

- Gloves should be changed frequently and between tasks and between customers.
- Staff should be instructed on the [proper technique](#) to remove gloves.
- Hand hygiene (hand-washing or hand sanitizer) should be performed after each removal of gloves.
- When [face masks](#) are used, staff should be instructed to leave their masks in place and not touch/adjust the mask nor remove the mask frequently.

Organizational Measures:

- [Educate](#) employees about COVID-19, its [symptoms](#) (cough, fever, shortness of breath, chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell), and how it is [spread](#).
- [Implement](#) flexible sick leave policies so your employees do not feel pressure to come to work if they are ill. Actively encourage sick employees to [stay home](#). Know the requirements within [the Families First Coronavirus Response Act](#) (FFCRA).
- Consider implementing a written policy to ask customers to leave if they are ill.
- Assign a sanitary team leader to enforce proper hygiene during each shift. This team leader should encourage staff members to implement each Technical Measure described in these guidelines.
- Assess your essential functions and be innovative in considering how to change operational practices to allow for 6 feet of space between groups of customers; post signage to remind customers to practice proper hygiene (signs about washing hands, etc.); consider utilizing one door for an entrance and another for an exit, to avoid having people congregate as they enter/exit the business; etc.
- Determine how you could function with increased absenteeism, due to current requirements.

Social Distancing Policies

- Have employees work from home if possible.
- Implement flexible or staggered shifts.
- Increase [physical space between employees](#), as well as between employees and customers.

Personnel Measures:

- Employees presenting to work with symptoms (cough, fever, shortness of breath) should be separated from other employees and sent home.
- Consider implementing employee screening at arrival of their shifts by the following criteria:
 - Fever >100.4 F
 - Cough
 - Shortness of breath
 - Exposure to a known COVID-19 patient
- Any employees with symptoms should contact their healthcare provider.
- Employers are encouraged to not require employees to be tested for COVID-19 to confirm calling in sick or to return to work. Follow the directions of the South Dakota Department of Health or their healthcare provider (see attachments in Appendix).
- If an employee is confirmed as COVID-19 positive, follow the instructions of the South Dakota Department of Health in follow-up of the employee's contacts.

Additional Resources Related to COVID-19

[Centers for Disease Control and Prevention/CDC](#)

[City of Spearfish](#)

[Guidance on Preparing Workplaces for COVID-19](#) (Occupational Safety and Health Administration/OSHA)

[Internal Revenue Service](#) (Tax Relief)

[Monument Health](#)

[South Dakota's Back to Normal Plan](#)

[South Dakota Department of Health](#)

[Spearfish Chamber of Commerce](#)

[Spearfish Economic Development Corporation](#)

[U.S. Small Business Administration](#) (Disaster Loans)