

HILLSBOROUGH BACK TO BUSINESS TOOLKIT



OPEN
FOR BUSINESS

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Dear Business Owner,

We appreciate how difficult the past few months have been for you, your employees and your business. This toolkit was created to provide you with the resources you need to resume safe operation and put the current health and safety guidelines provided by federal, state and local government agencies at your fingertips.

Our business community's commitment to resuming operations safely will go a long way toward restoring worker and consumer confidence and preventing another COVID-19 related shut down. Therefore, we urge you to consider the following:

- What inventory, materials, personal protective equipment (PPE), and disinfecting and cleaning supplies do you have or need?
- What kind(s) of assistance do you need to help your business recover?
- What is your business' financial position?
- Have your customers or suppliers been affected, and to what extent? How does this impact your business?
- Do you have a reopening plan? A sanitation and disinfection protocol? How will you assess the health of your employees before they enter the workplace? What is your policy for sending home those who feel ill or have a temperature? How will social distancing be practiced in your place of business?
- What online updates and notifications do you need to do to alert your customers, suppliers, and employees?
- Do you need to change the way you do business to accommodate new health and safety measures?
- How will you market your re-opening, operating hours, etc?

You'll also find in this toolkit posters, resource links, sample updated human resources policies and other items from state and federal agencies. The guidance from these agencies will change over time, so we strongly urge you to flag important links to agencies such as the Centers for Disease Control and Governor Ron DeSantis' Plan for Florida's Recovery web sites and visit them often for updates.

Please contact us if we can help your business.



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GET PREPARED - UPDATE YOUR POLICIES

HR POLICIES:

Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws. Please see the Centers for Disease Control (CDC) [Guidance for Businesses and Employers](#) for further updates.

Sick Leave

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

Physical Distancing Policies

- Discourage workers from using other workers’ phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Practice physical distancing, as the virus is most transmissible indoors under close, sustained contact. If you are around other people, try to maintain 6 feet of separation. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible workhours, staggering shifts, meeting requirements, and travel options where applicable. All employers should encourage teleworking, where practical. Employers should develop plans for employees to return to work in phases, which should be implemented in subsequent phases of Governor DeSantis’ [Safe. Smart. Step-by-Step.](#) plan.

PLANNING A SAFE REOPENING

A Reopening Plan should be posted in your business. Here are the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:

- **Wearing Face Coverings and Proper Usage.** For businesses that are in close contact or have a high potential for exposure to COVID19, require employees to wear masks, cloth face coverings or other PPE while inside or within close proximity to members of the public.
- **Taking Employee Body Temperatures.** (Recommended, not required) We recommend that employees take their temperature before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. (CDC considers 100.4°F a fever). Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures. Employers should screen employees before entering the premises for symptoms of COVID-19 or influenza like illness and, where practical, take the temperature of each employee.
- **Symptom Monitoring.** Ask employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, chills / repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell.
- **Disinfecting Plan.** Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, and other work equipment.

Customer Contact Recommendations:

- Sanitize hands after physical interaction with a customer or any monetary exchange.
- Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.

Disinfecting Solutions:

- To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
- Alcohol solutions with at least 70% isopropyl alcohol may also be used
- Any commercial disinfecting product labeled to kill coronavirus can be used
- Read labels carefully and research before mixing chemicals.

Physical Distancing Plan:

- (Recommended) All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
- (Recommended) Markings placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
- (Recommended) Order areas are separated from Pick up areas to prevent customers from gathering.
- (Recommended) Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).

PLANNING A SAFE RE-OPENING (CONTINUED)

- **Crowd Control.** Plan on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase Hillsborough County is in and cannot exceed your business maximum occupancy given physical distancing measures.
- **Establish a Policy for Customer Non-compliance with Business Safety Practices.** Give your employees clear instructions on how to handle customers who will not comply with your business' established policies for health and safety, such as face covering requirements and social distancing.
- **Employee Training & Test Runs.** (Recommended). Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.



Sanitize hands after
physical interaction
with a customer or any
monetary exchange.

FULL PHASE 1

Effective Monday, May 18, 2020

RESTAURANTS AND FOOD ESTABLISHMENTS

- May increase indoor capacity to 50% with proper social distancing
- Outdoor seating encouraged

RETAIL

- May operate up to 50% capacity indoors

MUSEUMS AND LIBRARIES

- May operate up to 50% capacity if permitted by local government

GYMS AND FITNESS CENTERS

- May operate up to 50% capacity
- Self sanitize machines and surfaces after use

AMUSEMENT PARKS

- May submit re-opening plan to the State

PROFESSIONAL SPORTS VENUES

- Professional sports teams are welcome in Florida
- Professional sports venues may open and operate for games, events and training

VACATION RENTALS

- Counties may seek approval to operate vacation rentals by submitting a written request and country vacation rental safety plan to the Florida Department Business and Professional Regulation

ELECTIVE SURGERIES

- Elective surgeries may continue if a facility has adequate PPE, hospital bed surge capacity and works with the local community to prevent and/or contain outbreaks in long-term care facilities

BARBER SHOPS AND SALONS

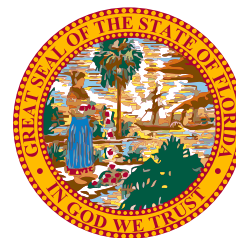
- Barber shops, hair salons and nail salons may operate while adhering to safety protocols effective May 11

SCHOOLS

- Students continue with distance learning

LONG-TERM CARE FACILITIES

- Visitation in long-term facilities prohibited for COVID-19
- Hospitals required to test all individuals before discharge to long-term care facilities
- Long-term care facilities required to transfer COVID-19 positive residents if the facility is not equipped for appropriate care



STATE OF FLORIDA



THE PLAN: PHASES FOR RE-OPENING

PHASE 1

Phase 1 should begin based on the benchmarks provided for in the Roadmap for Re-Opening which includes a downward trajectory of the syndromic and epidemiology criteria while maintaining adequate health care capacity.

The [Safe. Smart. Step-by-Step.](#) plan sets forth minimum recommended health protocols. Individuals and businesses should adhere to all public guidance by federal, state and local officials, including state regulatory agencies.

INDIVIDUALS

Vulnerable Populations

Individuals older than 65 years of age and individuals with a serious underlying medical condition (such as chronic lung disease, moderate-to-severe asthma, serious heart conditions, immune-compromised status, cancer, diabetes, severe obesity, renal failure and liver disease) should continue to stay at home. When leaving home, these individuals should follow social distancing and other general mitigation guidance. Those living with vulnerable individuals should be aware of the exposure risk that they could carry the virus back home after returning to work or other environments where distancing is not practical. Vulnerable populations should affirmatively inform their employer that they are a member of the vulnerable population so that their employer can plan accordingly.

Social Gatherings

All individuals should continue to maximize physical distance from others in public, particularly in enclosed environments. Individuals should avoid socializing in groups of more than 10 people in circumstances that do not readily allow for appropriate social distancing of at least 6 feet.

Travel

Individuals should avoid all non-essential travel and cruises, including to U.S. states and cities outside of Florida with substantial community spread of COVID-19. Individuals coming to Florida from an area with substantial community spread, such as the New York Tri-State Area, should adhere to CDC guidelines regarding isolation for 14 days upon arrival in Florida.

EMPLOYERS

Telework

All employers should encourage teleworking, where practical. Employers should develop plans for employees to return to work in phases, which should be implemented in subsequent phases of the [Safe. Smart. Step-by-Step.](#) plan.

Employee Screening

All employers should screen employees before entering the premises for symptoms of COVID-19 or influenza like illness and, where practical, take the temperature of each employee.

THE PLAN: PHASE 1 (CONTINUED)

Travel

Employers should avoid non-essential travel and adhere to CDC guidelines regarding isolation following travel.

Local Government Meetings

The in-person quorum for a local government body to meet should remain suspended and the use of technology and video conferencing for local government meetings should be encouraged.

OTHER

Bars, Pubs and Nightclubs

Bars, pubs, and nightclubs that derive at least 50 percent of sales from alcohol should remain closed.

Restaurants

Restaurants and food establishments should operate at no more than 50 percent capacity, with appropriate social distancing and a minimum of 6 feet separating parties, as the virus is most transmissible indoors under close sustained contact.

- Parties should not exceed 10 people. Businesses should limit inside waiting areas for patrons waiting to be seated.
- Businesses should thoroughly clean and disinfect all surfaces after each use.
- Businesses should consider a reservations-only business model or call-ahead seating to manage spacing in restaurant.
- Outdoor dining areas should be prioritized.
- Businesses should consider posting signs to remind staff and patrons of safety and sanitization protocols.
- Businesses should screen employees before work and should consider requiring employees to wear face masks or cloth face coverings while inside or within close proximity to members of the public.
- Bar areas should remain closed.
- Menus, if laminated, should be cleaned after each usage. Paper menus should be designed for single use and then disposed of immediately after use.
- Businesses should avoid cafeteria-style dining arrangements. If salad bars or buffets are permitted efforts to mitigate risk should include barriers to block virus spread from sneezes and coughs and service utensils should be handled by staff and/or washed frequently.

Gyms and Fitness Centers

Gyms and fitness centers may re-open but should at a minimum:

- Operate at no more than 50 percent of building capacity.
- Adhere to strict social distancing and sanitation protocols, including cleaning and disinfecting all surfaces.
- Separate patrons by at least 6 feet.
- Encourage appointment only or scheduled use of equipment.
- Prohibit indoor group sessions or classes.

THE PLAN: PHASE 1 (CONTINUED)

Recreation

- State Parks: A limited number of state parks should open for daytime use only. During this phase, visitors will not have access to certain amenities, such as pavilions, picnic areas and campsites, due to sections of the park being closed or staff and visitor safety considerations.
- Public Beaches: Beach access should be limited to parties of 10 or less with 6-foot distance between groups. Beach closures should remain a local government decision.
- Large Venues: (i.e. movie theaters, concert halls, auditoriums, bowling alleys, arcades, playhouses, casinos) These venues should utilize strict social distancing protocols and should operate at no more than 50 percent capacity, with a minimum of 6 feet separating parties. Additional guidance includes:
 - Parties should not exceed 10 people.
 - Operators should clean and disinfect all surfaces after each use.
 - Businesses should consider screening employees before work and require workers to wear face masks or cloth face coverings while inside or within close proximity to members of the public.

Large Sporting Events and Theme Parks

- Large spectator sporting events should use strict social distancing guidelines and limit occupancy of venues to 25 percent of building capacity.
- Theme parks should remain closed.

Vacation Rentals

Vacation rentals should remain suspended.

Personal Services Businesses

Personal Services Businesses, such as cosmetology salons, barber shops and nail salons, should limit occupancy to 50 percent of building capacity and should consider the following mitigation measures:

- Welcome patrons by appointment only and avoid group appointments that increase occupancy during the same time periods.
- Regularly sanitize working stations and equipment between interactions with customers to the greatest frequency feasible.
- Require all employees to wear face masks, cloth face coverings and other PPE while inside or within close proximity of members of the public.
- Encourage customers to wear face masks or cloth face coverings when entering the premises and provide face masks or cloth face coverings upon request, if available.
- Post signage to direct customers against congregating outside of the premises.
- Remove all unnecessary, frequent-touch items such as magazines, newspapers, service menus, any other unnecessary paper products and décor from customer service areas.

THE PLAN: PHASE 1 (CONTINUED)**Retail Businesses**

These types of businesses should consider the following mitigation measures:

- Operate at no more than 50 percent of building capacity.
- Post signage to direct the flow of customers within the premises to promote social distancing, as the virus is most transmissible indoors under close, sustained contact.
- Regularly sanitize work stations and frequently touched surfaces.
- Develop and implement policies and procedures to train employees on personal hygiene expectations, including increased frequency of hand washing, the use of hand sanitizers with at least 60 percent alcohol and, clear instruction to avoid touching hands to face.
- Consider dedicating a certain time each day for vulnerable populations.



Personal Services Businesses, such as cosmetology salons, barber shops and nail salons, should limit occupancy to 50 percent of building capacity.

THE PLAN: PHASES FOR RE-OPENING

PHASE 2

Phase 2 will begin after the successful conclusion of Phase 1, which includes a downward trajectory of the syndromic and epidemiology criteria while maintaining adequate health care capacity. This will occur when there is no evidence of a rebound or resurgence of COVID-19 cases and satisfies the benchmarks outlined in this [Safe. Smart. Step-by-Step.](#) plan.

The Safe. Smart. Step-by-Step. plan sets forth minimum recommended health protocols. Individuals and businesses should adhere to all public guidance by federal, state and local officials, including state regulatory agencies.

INDIVIDUALS

Vulnerable Populations

Individuals older than 65 years of age and individuals with a serious underlying medical condition (such as chronic lung disease, moderate-to-severe asthma, serious heart conditions, immune-compromised status, cancer, diabetes, severe obesity, renal failure and liver disease) should continue to stay at home. When leaving the home, these individuals should follow social distancing and other general mitigation guidance. Those living with vulnerable individuals should be aware of the exposure risk that they could carry the virus back home after returning to work or other environments where distancing is not practical. Vulnerable populations should affirmatively inform their employer that they are a member of the vulnerable population so that their employer can plan accordingly.

Social Gatherings

All individuals should continue to maximize physical distance from others in public, particularly in enclosed environments.

- Individuals should avoid socializing in groups of more than 50 people in circumstances that do not readily allow for appropriate social distancing of at least 6 feet.

Travel

Individuals may resume non-essential travel.

EMPLOYERS

Telework

All employers should continue to encourage teleworking where practical. Employers should begin implementing plans for employees to return to work in phases.

Employee Screening

All employers should screen employees before entering the premises for symptoms of COVID-19 or influenza like illness and, where practical, take the temperature of each employee.

THE PLAN: PHASE 2 (CONTINUED)

Travel

Employers should minimize non-essential travel and adhere to CDC guidelines regarding isolation following travel.

Local Government Meetings

In-person quorum for local government bodies should resume, allowing no more than 50 people in attendance, as long as social distancing guidelines can still be maintained.

Continue to allow authorized technology and video conferencing for public participation at local government meetings.

OTHER

Bars, Pubs and Nightclubs

Bars, pubs, and nightclubs that derive more than 50 percent of sales from alcohol should operate at 50 percent of building capacity with an emphasis on diminished standing room capacity and prioritizing outdoor service.

Owners should consider:

- Spacing tables at least six feet apart and reducing and spreading the arrangement of seating at the bar to incorporate appropriate social distancing between patrons as well as between patrons and the bar staff.
- Restricting coupling of tables or table groups to 10 or fewer patrons.
- Encouraging beverage orders to be taken at the table by bar or wait staff rather than at the bar counter.
- Incorporating intentional and manageable traffic flows to enable responsible social distancing for patrons waiting on service when accepting orders directly at the bar.
- Cleaning and disinfecting all surfaces after each use.
- Menus, if laminated, should be cleaned after each usage. Paper menus should be designed for single use and then disposed of immediately after use.

Restaurants

Restaurants and food establishments should operate at no more than 75 percent of building capacity, with appropriate social distancing and a minimum of 6 feet separating parties, as the virus is most transmissible indoors under close, sustained contact.

- Parties should not exceed 10 people. Businesses should limit inside waiting areas for patrons waiting to be seated.
- Allow walk-ins but continue to emphasize a reservations-only business model or call-ahead seating to manage spacing effectively in restaurant.
- Outdoor dining areas should continue to be prioritized.
- Operators should clean and disinfect all surfaces after every use.
- Businesses should consider posting signs to remind staff and patrons of safety and sanitization protocols.
- Businesses should continue to screen employees before work and consider requiring employees to wear face masks or face coverings while inside or within close proximity to members of the public.
- Menus, if laminated, should be cleaned after each usage. Paper menus should be designed for single use and then disposed of immediately after use.

THE PLAN: PHASE 2 (CONTINUED)

- Businesses should avoid cafeteria-style dining arrangements. If salad bars or buffets are utilized, efforts to mitigate risk should include barriers to block virus spread from sneezes and coughs and service utensils should be handled by staff and/or washed frequently.

Gyms and Fitness Centers

Gyms and fitness centers should:

- Operate at no more than 75 percent of building capacity.
- Adhere to strict social distancing and sanitation protocols, including cleaning and disinfecting all surfaces after each use.
- Separate patrons by at least 6 feet.
- Resume indoor group sessions and classes with restricted capacity to promote social distancing, as the virus is most transmissible indoors under close, sustained contact.

Recreation

- State Parks: All state parks should be opened for daytime use. Some facilities within state parks—including overnight accommodations, pavilions, interpretive programs, any large group activities or events—will remain closed.
- Public Beaches: Beaches should be fully open.
- Large Venues: (i.e. movie theaters, concert halls, auditoriums, bowling alleys, arcades, playhouses, casinos) These venues should utilize strict social distancing protocols and should operate at no more than 75 percent capacity, with a minimum of 6 feet separating parties. Additional guidance includes:
 - Parties should not exceed 10 people.
 - Operators should clean and disinfect all surfaces after each use.
 - Businesses should consider screening employees before work and requiring workers to wear face masks or cloth face coverings while inside or within close proximity to members of the public.

Large Sporting Events and Theme Parks

- Large spectator sporting events should limit occupancy of venues to 50 percent of building capacity and use strict social distancing.
- Theme parks may consider re-opening with capacity limits, strict social distancing and proper measures to clean and disinfect.

Vacation Rentals

Vacation rentals should consider the following:

- Vacation rentals should open and operate for in-state reservations only (i.e. only Florida residents).
- Prohibit rentals to persons traveling internationally or from a state or locality with a substantial community spread of COVID-19.
- Maintain 72 hours between guest check-ins to allow for effective cleaning and disinfecting of the rental unit.
- Thoroughly clean and disinfect the property between rentals and post signage in all units detailing cleaning and sanitation procedures.

THE PLAN: PHASE 2 (CONTINUED)

Personal Services Businesses

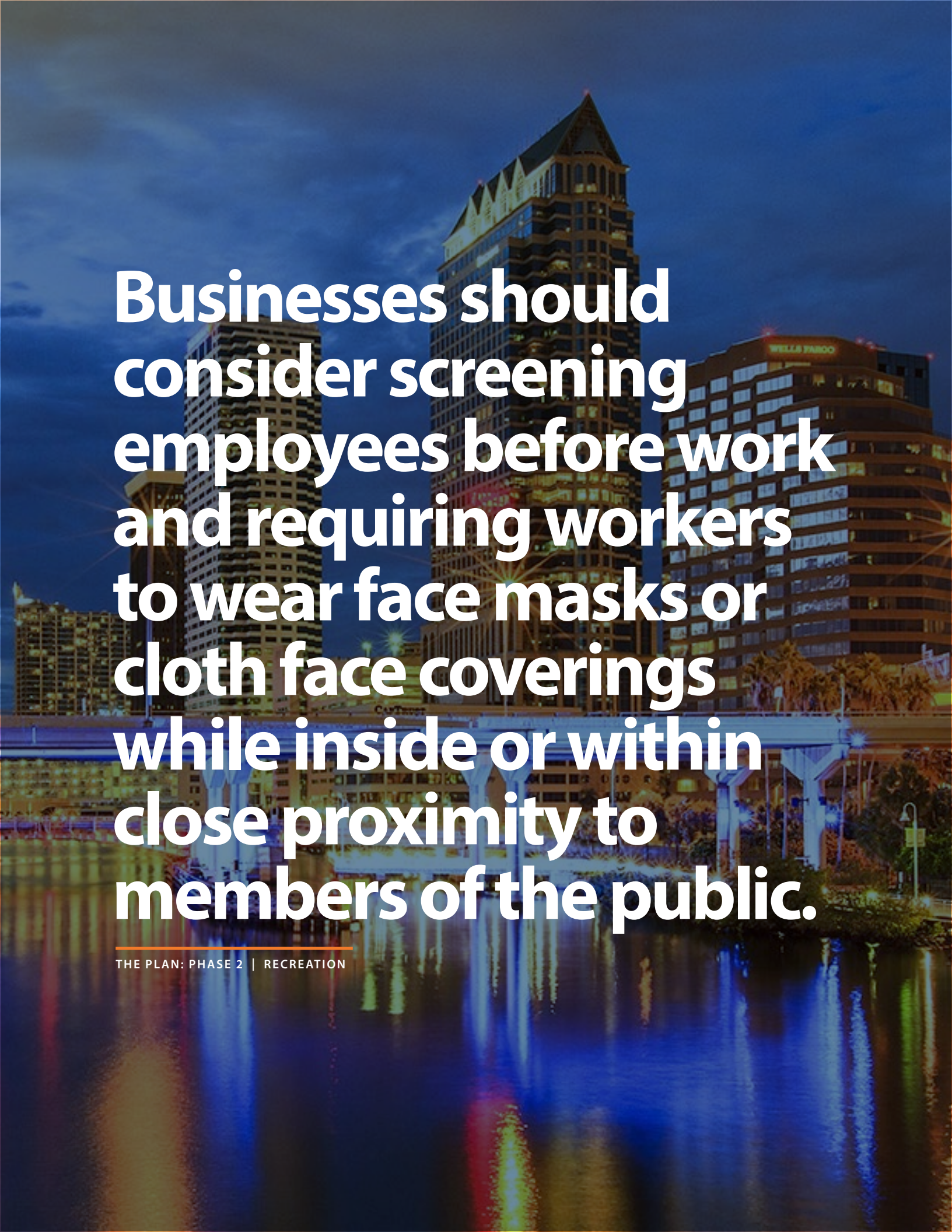
Personal Services Businesses, such as cosmetology salons, barber shops and nail salons, should limit occupancy to 75 percent of building capacity and should consider the following mitigation measures:

- Allow service for walk-in patrons at the discretion of the business owner, so long as patron waiting areas can accommodate proper social distancing protocols, as the virus is most transmissible indoors under close, sustained contact.
- Regularly clean and disinfect working stations and equipment between interactions with customers to the greatest frequency feasible.
- Suggest all employees wear face masks, cloth face coverings and other PPE while inside or within close proximity to members of the public.
- Encourage customers to wear face masks or cloth face coverings when entering the premises and provide face masks or cloth face coverings upon request, if available.
- Post signage to discourage customers against congregating outside of the premises.
- Remove all unnecessary, frequent-touch items such as magazines, newspapers, service menus, any other unnecessary paper products and décor from customer service areas.

Retail Businesses

Retail businesses should consider the following mitigation measures:

- Operate at no more than 75 percent of building capacity.
- Post signage to direct the view of customers within the premises to promote social distancing.
- Regularly clean and disinfect working stations and commonly touched surfaces at the greatest frequency feasible.

A nighttime photograph of a city skyline reflected in water. A prominent bridge with blue lighting is in the foreground. Several skyscrapers are visible, including one with a 'WELLS FARGO' sign. The sky is dark blue with some clouds.

**Businesses should
consider screening
employees before work
and requiring workers
to wear face masks or
cloth face coverings
while inside or within
close proximity to
members of the public.**

THE PLAN: PHASE 2 | RECREATION

ONGOING CONSIDERATIONS

EDUCATION

The Department of Education and the State University System, in consultation with state health officials, should monitor the re-opening phases as set by this report. However, plans should be developed to resume on-campus learning, full-time, for the 2020-2021 school year.

- The Department of Education should develop a plan to phase-in education, safely, during the summer months to provide supplemental education for closing achievement gaps for early learning through K-12 students who may need additional supports due to COVID-19 school closures.
- Florida's postsecondary institutions should continue to implement distance learning measures to the extent possible and develop a plan for return to on-campus instruction.

SMALL AND RURAL BUSINESSES

Small businesses are the backbone of the Florida economy. Getting them up and working again is critically important for Florida's economic recovery. The guidance contained in Florida's [Safe. Smart. Step-by-Step.](#) plan is not a condition for a small business to operate, but the deployment of these recommended measures should occur to the greatest extent feasible to promote economic recovery while ensuring the public health and safety of all Floridians.

Businesses that frequently interact with customers should institute mitigation measures outlined in the guidance within specific phases to ensure that they can conduct their operations in a safe manner and prevent the spread of COVID-19. While these measures should be universally deployed, many small businesses will be unable to afford PPE and need assistance to provide PPE or other protective equipment.

As the state moves forward with the [Safe. Smart. Step-by-Step.](#) plan, resources should be provided to aid small businesses to acquire the protective materials needed to restart operations. These measures can include:

- Direct grant assistance to local governments focused on small business programs to acquire PPE and other protective infrastructure such as sneeze guards, thermometers, and sanitation supplies.
- Coordinated support from the Division of Emergency Management to local governments to provide protective health supplies when deficiencies exist that severely impair small business operations

Additionally, rural communities have experienced the COVID-19 pandemic differently than urban areas. Florida's agriculture industry has felt significant economic strain through the supply chain from mitigation measures taken by restaurants and retail businesses.

Through all stages of economic recovery, Florida's rural communities should be a focus of efforts to restore stability to the state's diverse economic base. Some examples of measures include:

- Policies developed by Florida's social services programs for food assistance should prioritize buying from Florida growers and producers, and state vendors should prioritize Florida businesses as a condition of all procurement.
- Florida economic development planning should develop marketing and branding strategies to further promote rural communities and products and food produced in Florida to Floridians.

ONGOING CONSIDERATIONS (CONTINUED)

The Florida Department of Economic Opportunity, through its emergency operation function, should continue to partner with local governments and small businesses to communicate successful mitigation strategies for businesses.

TOURISM

Tourism is vital to Florida's economic well-being. Tourism marketing by VISIT FLORIDA should be reintroduced in phases that acknowledge the progression the state makes through the [Safe. Smart. Step-by-Step.](#) plan. Currently, VISIT FLORIDA is engaged in limited marketing. During the initial phases of the [Safe. Smart. Step-by-Step.](#) plan, VISIT FLORIDA should focus on promoting in-state travel when businesses are ready.

HURRICANE PREPAREDNESS: BUSINESS DISASTER PLANNING

Before a Disaster Strikes

A disaster of any size could have an impact on business. All businesses should build a disaster continuity plan and encourage employees to create a family emergency plan. It is important to consider how a disaster could affect employees, customers and workplaces. Important considerations include: how to manage a business if access to the workplace is limited by road closures, streets are impassable, or communication is limited.

Additionally, businesses should similarly plan for the unique challenges of a hurricane during a pandemic and set aside disaster supplies. This may include warehousing or storage of emergency masks, cloth face coverings or other PPE along with generators and other equipment.

During a Disaster

During a disaster, safety is the main concern. Businesses are encouraged to review their Business Continuity Plan to ensure the information is up to date and employees are aware of the plan and their responsibilities. It is important to monitor relevant emergency management news for weather and safety updates. In case an evacuation is ordered, business owners should secure their businesses and follow instructions by local emergency management on evacuation orders. If local emergency management officials order an evacuation and a business owner makes the decision to remain at their business, emergency responders will not be able to respond during the disaster.

Regarding COVID-19, the unique issues of this public health crisis may require emergency management officials to consider stay-at-home orders instead of evacuating people in a storm's path. If evacuations are required, transportation network companies, such as Uber and Lyft, may be considered in addition to buses to assist in evacuations. Further, utilizing additional school locations to add capacity to allow for greater social distancing as well as hotels may be considered in addition to current evacuation centers.

STAYING HEALTHY

The COVID-19 virus spreads from person-to-person through close contact, or when an infected person coughs or sneezes and respiratory droplets land in the mouths or noses of people nearby. It may also spread from contact with contaminated surfaces or objects.

There are ways you can protect yourself from the virus including practicing good hygiene, social distancing and maintaining a healthy mind and body.

Reduce your risk

- Wash your hands frequently with soap and water for at least 20 seconds and toss used paper towels in the trash.
- Wash after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Wash after touching someone.
- If you don't have soap and water, use a hand sanitizer containing at least 60 percent alcohol.
- Cough and sneeze into your bent elbow or a tissue. Throw used tissues in the trash.

Health officials are recommending people wear a cloth face covering to cover their nose and mouth when in community settings.

FACE COVERINGS & MASKS

Why should I wear a face covering or mask?

Droplets produced when breathing, speaking, or singing may spread COVID-19 from person to person. The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

Face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric - if it is a cloth covering
- Allow for breathing without restriction.

What qualifies as a face covering?

Officials urge the public to not buy N95 masks or PPE but instead use a cloth mask, scarf, or bandana in place of a medical mask.

How can I make my own face covering?

There are not enough surgical face masks for everyone, and available ones should go first to health care workers and first responders. [Click her for resources for making your own mask.](#)

STAYING HEALTHY (CONTINUED)

Can I re-use a face covering?

You can re-use cloth face coverings, but they should be routinely washed, according to the CDC. A regular washing machine should safely sterilize and clean cloth face coverings.

SOCIAL DISTANCING

Social distancing is a public health practice that prevents people who are sick or otherwise carry the virus from coming into close contact with healthy people. Such encounters can spread the virus. Follow Centers for Disease Control and Prevention guidelines on social distancing.

MENTAL HEALTH

Maintaining your mental health is important during this time. The CDC recommends the following tips:

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate
- Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.

Need help?

Disaster Distress Helpline: Call 1-800-985-5990

National Domestic Violence Hotline: 1-800-799-7233 and TTY 1-800-787-3224

Crisis Center Tampa Bay (211)

EXERCISE

Some Hillsborough County parks may be closed, but there are still ways to stay active. Residents are allowed to exercise and walk their pets as long as social-distancing guidelines are observed.

- Go for a walk or run as long as social-distancing guidelines are observed
- Play a game of catch in your yard
- Go boating
- Finish some home improvement projects
- Use online resources for fitness.

FOR MORE INFORMATION, VISIT THESE WEB SITES:

[Hillsborough County's COVID-19 Resources Page](#)

[City of Tampa's COVID-19 Resources Page](#)

COVID-19 HEALTH QUESTIONNAIRE & WAIVER - PERSONAL SERVICES

Business: _____

Client Name: _____ Phone: _____

Do you have any of the following symptoms?

- ☐ Fever Dry Cough
- ☐ Body Aches Headaches
- ☐ Sore Throat Runny Nose
- ☐ Tiredness Shortness of Breath
- ☐ None of the Above

Have you been in contact with anyone who has a confirmed case of COVID-19 in the past 14 days?

☐ YES or ☐ NO

If you're a healthcare provider and the answer is YES, was this exposure without proper personal protective equipment (PPE)?

☐ YES or ☐ NO or ☐ NOT APPLICABLE

Have you been out of the country in the past 14 days?

☐ YES or ☐ NO

RELEASE OF LIABILITY WAIVER

State of Florida

I hereby agree that _____ has a proper sanitation and disinfection plan in place and is not responsible for any accidental transmission of COVID-19 that could occur by being in their business or within close proximity of each other.

I also agree that if I become symptomatic within 14 days of my visit, I will notify the business immediately.

Signature: _____

Today's Date: _____

#BacktoBizHillsborough



GOOGLE YOUR BUSINESS

Google your business and make sure the sites listed on your front page results contain your current information (hours of operation, special instructions for customers, and so forth). This is the first page your customers will see when they Google information about you - make sure it's correct!



UPDATE SOCIAL MEDIA

Update your business hours on your "About" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process, if applicable, so your customers know what to expect. Pin this post to the top of your page so customers see it first.



EMAIL BLAST

If you have an email list, use MailChimp, Constant Contact, or a direct email (blind-copy all addresses) to welcome your customers back, and include any new processes or procedures they can expect when visiting you. This is a great time to give your email subscribers an exclusive, members-only discount or coupon to bring them back in!

POSTERS

The next 5 pages are posters you can print off and display at your entrance, in your business, or in employee areas. These are sized for 8.5 x 11 paper.

HOW TO PROPERLY WEAR A FACE MASK

- 1 Ensure the proper side of mask faces outwards
- 2 Secure the strings behind your head or over your ears
- 3 Press the metallic strip to fit the shape of the nose
- 4 Cover mouth and nose fully making sure there are no gaps
- 5 Wear mask
- 6 Do not touch the mask while using it. If you do wash your hands
- 7 Remove the mask from behind by holding the strings with clean hands

FACTS OVER FEAR
COVID-19

FACE COVERINGS

Guidance For Effective Use

- Try not to touch your face when putting on and taking off a facemask
- Wash your cloth mask routinely with your regular laundry
- Always wash your mask if you have been around sick people or when it becomes wet or visibly dry
- Wash your hands before putting on your mask and after taking it off

STOP

MAXIMUM CAPACITY REACHED

Please wait for sign to be turned or someone to exit

COVID-19 NOTICE

Has a COVID-19 Business Plan in place

- ☐ Disinfection and sanitation plan
- ☐ Physical distancing measures
- ☐ Protective gear (masks, gloves, barriers)
- ☐ Employee training on COVID plan
- ☐ Temperature and symptom checks on employees

MAXIMUM OCCUPANCY _____

We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated. **Please enter at your own risk.**

DO YOUR PART, PLEASE:

- Limit groups
- Do not enter if you feel sick
- A face mask is strongly recommended
- Maintain a distance of 6-feet between people
- Leave at risk people at home when possible

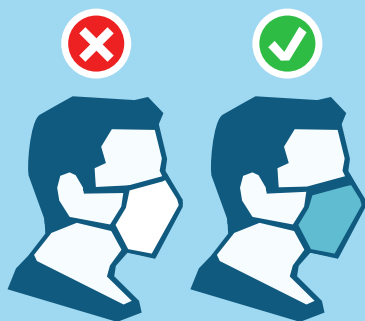
SYMPTOMS OF novel coronavirus (COVID-19), a cold and the flu

SYMPTOMS	COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
Fever	Common	Rare	Common
Cough	Common	Common	Common
Sore throat	Sometimes	Common	Common
Shortness of breath	Sometimes	No	No
Fatigue	Sometimes	Sometimes	Common
Aches and pains	Sometimes	No	Common
Headaches	Sometimes	Common	Common
Runny or stuffy nose	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes especially for children
Sneezing	No	Common	No

For more information, visit www.health.qld.gov.au/coronavirus
Adapted from material produced by WHO, Centers for Disease Control and Prevention.

HOW TO PROPERLY WEAR A FACE MASK

1 | Ensure the proper side of mask faces outwards



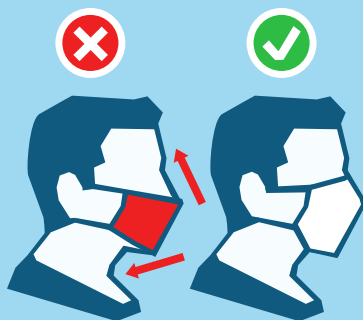
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5 | Wear mask



6 | Do not touch the mask while using it, if you do wash your hands



7 | Remove the mask from behind by holding the strings with clean hands



FACTS OVER FEAR
COVID-19

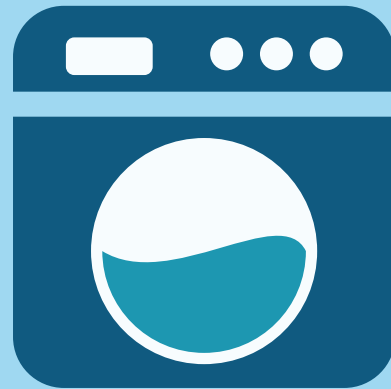
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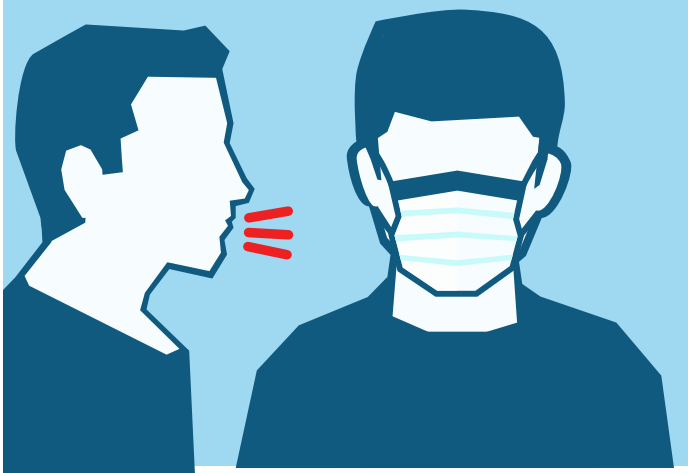
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Wash your cloth mask routinely with your regular laundry



Always wash your mask if you have been around sick people or when it becomes wet or visibly dirty



Wash your hands before putting on your mask and after taking it off





**MAXIMUM
CAPACITY REACHED**

**Please wait for sign
to be turned or
someone to exit**

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 Runny or stuffy nose	Sometimes	Common	Sometimes
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 Sneezing	No	Common	No

HELPFUL LINKS AND INFO

TAMPA BAY EDC

[Tampa Bay EDC COVID-19 Resources](#)

CITY OF TAMPA

[COVID-19 Resources](#)

HILLSBOROUGH COUNTY

[Stay Safe Guide](#)

TAMPA BAY CHAMBER

[Coronavirus Updates](#)

VISIT TAMPA BAY

[Travel Resources: COVID-19](#)

STATE OF FLORIDA

[Florida Health Department COVID-19 Tool Kit](#)

[Re-Open Florida Task Force Report](#)

[Safe. Smart. Step-by-Step: Plan for Florida's Recovery Presentation](#)

FLORIDA CHAMBER OF COMMERCE

[COVID-19 Resource Center](#)

SBDC Florida

[Small Business Guide to COVID-19](#)

CUSHMAN WAKEFIELD

[Guide to Reopening Your Workplace](#)

SMALL BUSINESS ADMINISTRATION

[Small Business Guidance and Loan Resources](#)

211 TAMPA BAY

DASHBOARDS

[Johns Hopkins University COVID-19 Dashboard](#)

[Florida Health COVID-19 Data and Surveillance Dashboard](#)

[State of Florida Metrics COVID-10 Dashboard](#)