

# Reopening Oregon:

## Details on Restarting Public Life and Business

Office of Governor Kate Brown  
May 11, 2020





# Purpose & Mechanics

- Purpose/Learning Goal:
  - You understand the State's guidance for your sector
  - Risk management
  - Note on enforcement
- Your questions are the priority
  - Please submit via chat or email
- Mechanics:
  - To get slide deck & follow-up communications, please email: southernorrsc@gmail.com / Subject: webinar
  - Most documents referenced are at:  
<https://www.oregon.gov/oha/erd/pages/covid-19-news.aspx> [scroll down to OHA Guidance]
- Many partners



# Agenda

## Agenda:

- Message from local public health
  - Setting context
- Summary of Phases
- Face covering policy
- Guidelines for individuals
- Guidelines for all employers
- Sector specific requirements
- Other business help
- Q&A
- Close



# Public health

Setting context  
Summary of Phases  
Face covering policy  
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- County function
  - <https://www.oregon.gov/oha/ph/ProviderPartnerResources/LocalHealthDepartmentResources/Pages/lhd.aspx>

*You don't make the timeline.  
The virus makes the timeline.*

– Dr. Anthony Fauci



Message from local public health

## Setting context

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## Please understand:

- We will be living with the virus until there is reliable treatment or prevention.
- The primary tools we have are physical distancing and hygiene.
- Every restriction we lift increases transmission and will increase cases.



Message from local public health

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## Governor's Goals for Reopening

1. Minimize hospitalizations and death
2. Allow people to safely return to work so they can support themselves and their families
3. Minimize risk to frontline workers
4. Avoid overwhelming health systems
5. Protect those at highest risk of severe illness, especially communities of color
6. Support for small local gatherings that preserve community cohesion and cultural practices.



Message from local public health  
Setting context

## Summary of Phases

Face covering policy  
Guidelines for individuals  
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# Summary of Phases in Oregon

## Phases and Descriptions

Current – 5/5 outdoor rec; 5/15 new statewide retail protocols, face covering policy, guidance for employers, outdoor recreation, transit and childcare updates

Phase I – Some counties start re-opening May 15<sup>th</sup>; re-opens restaurants for dining, personal services, malls, gyms (forthcoming)

Phase II – Higher risk activities, larger group size

Phase III – Highest-risk activities that will require a reliable treatment or vaccine





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Require employees in certain businesses where physical distancing cannot be maintained to wear a mask or cloth material that covers the nose and mouth, including: grocery stores, pharmacies, public transit, salons/personal services, and ridesharing services.

- Strongly recommend that businesses where employees are required to wear face coverings establish a mandatory face-covering policy for their customers as well.

Strongly recommend that a mask or cloth material that covers the nose and mouth be worn in any indoor public space, especially where six feet of physical distance cannot be maintained.



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## Guidelines for Individuals

- Stay home if sick or vulnerable
- Practice good hygiene
- Strongly consider wide use of face coverings in public (cloth, paper, or disposable)
- Maintain physical distance
- Limited visitation to nursing homes, hospitals
- Stay close to home—avoid overnight trips and minimize non-essential travel
- Limited gatherings (phase 1 – no more than 25)



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- Know the signs & symptoms; understand transmission (i.e., airborne or surfaces)
- Maintain physical distancing wherever possible
- Face coverings are required in multiple sectors; employers must provide
- Implement cleaning/disinfection protocols; minimize shared touch points at point of sale
- Train employees
- Encourage employees to stay home if sick; consider health checks
- Modify schedules/discourage travel



## Guidelines for All Employers cont.

- CDC general guidance
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>
  - Identify a workplace coordinator
  - Examine policies for leave, telework, and employee compensation.
  - Review your leave policies with all employees and provide information about available employee assistance services.
  - Prepare business continuity plans .
  - Establish an emergency communications plan. Including suppliers and customers
  - Share your response plans with employees and clearly communicate expectations.
- State sector-specific guidance: <https://govstatus.egov.com/OR-OHA-COVID-19#collapseOHAGuidance>



# Retail

## Clarification...

A forthcoming Executive Order will provide that:

- Several categories of retail required to close under EO 20-12 (furniture/ jewelry/ boutiques) will be able to operate statewide as of May 15.
- All retail that was not closed under EO 20-12 (e.g., grocery/health care/medical or pharmacy), must comply with the new retail guidelines as well. Compliance for these groups is strongly encouraged by May 15 and must be adhered to by May 22, statewide.
- Mall guidance will be separated from the general retail guidance and will be part of Phase 1 operations.



# Retail

## Requirements

### Requirements

- Limit the number of customers
- Maintain at least six (6) feet of distance between people and employees in the store.
- Post clear signs
  - <https://govstatus.egov.com/OR-OHA-COVID-19#collapseOHAGuidance>
- Frequently clean and sanitize work areas, high-traffic areas, and commonly touched surfaces. Wipe down changing room doorknobs, walls and seating between each customer use.
- Require all employees to wear cloth, paper or disposable face covering.



# Retail

## To the Extent Possible

### Businesses should:

- Encourage customers to wear face coverings. (If want to require, consult legal counsel.)
- Consider placing barriers in front of cashiers or anywhere 6' is not possible.
- Encourage one-way flow with marked entrances and exits, and signs.
- Use signs and tape on the floor to maintain physical distancing while waiting for cashiers, or to enter store.
- Prohibit customers from trying on items that are worn on the face.
- IF re-opening fitting rooms, customers should wash hands or hand sanitize before and after.
- Employees should wash hands or use hand sanitizer before and after handling returned items.
- Consider offering alternative order ahead and pick up options, such as curbside pickup



## Phase 1 Malls

Shopping centers must:

- Configure common areas such as food courts and seating areas to support at least six (6) feet physical distance between parties. (chairs, benches, tables).
- Determine maximum occupancy within the shopping center or mall to maintain at least six (6) feet physical distancing and limit admittance accordingly.
- Post signs at entrances, exits and common areas to discourage groups from congregating, and remind customers and employees to keep six (6) feet of physical distance between individuals or parties while waiting.

To the extent possible, shopping centers and malls should:

- Designate entrances and exits to constrain traffic flow and encourage physical distancing between customers. For entrances with a single door or single pair of doors, consider designating it entrance only or exit only if another entrance/exit exists and one-way flow through the area is feasible. Do not block egress for fire exits.





# Phase 1 Restaurants

## Distancing and Occupancy Requirements

### Businesses must:

- Determine maximum occupancy that will maintain physical distancing requirements; limit number of customers on premises accordingly.
- Ensure tables are spaced so that at least six (6) feet between parties is maintained, including when customers approach or leave tables.
  - If booth seating is back-to-back, only use every other booth.
- Limit parties to 10 people or fewer. Do not combine parties/guests at shared seating who have not chosen to congregate together.
- If a business is unable to maintain at least six (6) feet of distance, except for brief interactions (for example, to deliver food to a table), it may operate only as pick up/to go service. This applies to both indoor and outdoor seating.



# Phase 1 Restaurants

## Employee Requirements

### Employees must:

- Minimize (not allow in ODA licensed facilities) employee bare-hand contact with food through use of utensils.
- Maintain meticulous hand hygiene--all employees, including chefs, line cooks and wait staff.
- Wear gloves when performing cleaning, sanitizing, or disinfecting activities.
- Wear cloth, paper or disposable face coverings. Businesses must provide.



# Phase 1 Restaurants

## Operations Requirements

### Requirements:

- End all on-site consumption of food and drinks (incl. alcoholic bev) by 10 p.m.
- No customer self-service
- Disinfect customer-contact surfaces at tables between each customer/dining party including seats, tables, menus, condiment containers and all other touch points.
- Provide condiments in single service packets or container. (If that is not possible, condiment containers should not be pre-set and must be disinfected between each party).
- Do not pre-set tables with tableware (napkins, utensils, glassware).
- Prohibit counter and bar seating unless counter faces a window or wall and at least six (6) feet of distance is maintained between parties.
- Counter and bar ordering are acceptable.
  - Food and alcohol must be taken to a table that meets distancing requirements for consumption.
  - At least six (6) feet of physical distance must be maintained between customers and employees.
  - Post signs and mark floors to ensure customers/parties remain at least six (6) feet apart when ordering.
- Frequently disinfect all common areas and touch points, including payment devices.
- Only use menus that touch-free (whiteboard) or are single-use, and cleanable between customers.
- Prohibit use of karaoke machines, pool tables, and bowling. (Juke box and coin-operated arcade machines, can be used with the same protocols as outlined for Video Lottery Terminals)



## Phase 1 Restaurants

### Operations--To the Extent Possible

#### To the extent possible:

- Assign a greeter or host to manage customer flow and monitor distancing
- Limit the number of staff who serve individual parties. (Any employee must wash hands thoroughly or use hand sanitizer when moving between parties.)
- Encourage all customers to wear face coverings except while seated at the table.
- Encourage reservations or advise people to call ahead
- Consider a system that allows people to wait at a distance and enter only when a called/contacted.
- Consider providing hand-washing facilities for customer use in and around the business. (Hand sanitizer is effective on clean hands; hand sanitizer must not replace hand washing by employees.
- Post clear signs (available at [healthoregon.org/coronavirus](https://healthoregon.org/coronavirus)) listing COVID-19 symptoms, asking employees and customers with symptoms to stay home, etc.



# Phase 1 Restaurants

## Video Lottery Terminal Operations

- Place VLTs at least six (6) feet apart, if there is space to do so. (If VLTs cannot be spaced at least six (6) feet apart, the Oregon Lottery may turn off VLTs in order to maintain required physical distance between operating machines and players.)
- Require individuals to request VLT access from an employee before playing; an employee must then clean and disinfect the machine to allow play. A business must not allow access to VLTs or change VLTs without requesting access from an employee.
- Consider a player at a VLT machine the same as a customer seated for table service.
- Limit one player at or around a VLT.
- Note: Oregon Lottery will not turn on VLTs until the agency is satisfied that all conditions have been met.
- <https://www.oregonlottery.org/retailers/retailers-covid-19>
- **Hotline:** 1-800-766-6789



# Phase 1 Personal Services

## Client Screening Requirements

### Client Screening Requirements:

- Require appointments and screen clients prior to appointment:
  - ☐ Have you had a cough? ☐ Have you had a fever? ☐ Have you had shortness of breath? ☐ Have you been in close contact with anyone with these symptoms or who has COVID-19 in the past 14 days?
- Reschedule an appointment if client answers “yes” to any of the questions. (Don’t see them until symptoms have been resolved for at least 72 hours.)
- Record client contact information, date and time of appointment and provider.



## Phase 1 Personal Services

### Client Screening --To the Extent Possible

#### Client Screening--To the extent possible:

- Consider using touchless infrared thermometers to check temperature of each client
- Any client who has a temperature above 100.3 degrees Fahrenheit should not be seen until at least 72 hours after fever and other symptoms have resolved without medication.



# Phase 1 Personal Services

## Operations Requirements

### Operations - Requirements:

- Send home any employee with COVID-19 like symptoms (cough, fever, shortness of breath, etc.). Don't allow return until 72 hours without symptoms.
- Determine the maximum occupancy of the business to maintain at least six (6) feet of physical distancing between clients and limit admittance accordingly.
- Maintain at least six (6) feet of physical distance between people in the facility whenever possible. (Includes break rooms.)
- Appointment only
  - Have clients wait outside to be contacted when the provider is ready for the appointment.
  - Use curbside pickup for product purchases.
- One provider per client throughout the visit.
- Remove all unnecessary items





# Phase 1 Personal Services

Operations—to the  
extent possible

Operations – to the extent possible:

- Use plastic covers for cloth-covered seating
- Discontinue paper appointment books or cards



# Phase 1 Personal Services

## Personal Protective Measure Requirements

### Personal Protective Measure Requirements:

- Provide and wear cloth, paper or disposable face coverings
- Drape each client in a clean cape, if applicable, for the service.
- Wear a clean smock with each client.
- Wash hands with soapy, warm water, for a minimum of 20 seconds between each client service.
- Request that clients wash hands with soapy, warm water, for a minimum of 20 seconds prior to receiving service.
- Wash hands after using the telephone, computer, cash register and/or credit card machine, and wipe between each use.
- Ensure all sinks in the workplace have soap and paper towels available.
- Post handwashing signs in restrooms



## Phase 1 Personal Services

Personal Protective  
Measures—to the  
extent possible

Personal Protective Equipment – to the extent possible:

- Screen employees for temp prior to each shift
- Wear/provide medical grade masks when providing services that require close contact (within 6 feet).
- Wear/provide face shields in addition to a face covering for face-to-face services, such as mustache trims and brow waxing.
- Have clients wear face coverings, as appropriate.
- Wear disposable gloves when providing client services and change gloves between each client.
- Ask clients to wash their own hair prior to arriving
- Change into clean clothes between clients (esp. for massage or tattoo or other service with extended close contact).
- Change into clean clothes before leaving the business each day



## Phase 1 Personal Services

### Cleaning & Disinfection Requirements

#### Requirements:

- Use disinfectants that are EPA registered and labeled as bactericidal, virucidal and fungicidal; observe contact time.
- Clean all surfaces and tools with hot soapy water, or other appropriate cleaner before disinfecting. Change disinfectant for immersion of tools at least daily
- Prior to reopening disinfect all surfaces, tools, and linens, even if they were cleaned before the business was closed.
- Clean and disinfect all bowls, hoses, spray nozzles, foist handles, shampoo chairs and arm rests between each use.
- After each customer, clean and disinfect all workstation and treatment room surfaces, (countertops, cabinets and doorknobs, chairs, head rests and arm rests). Clean and disinfect all reusable tools and store in airtight container. Clean and disinfect all appliances (including cords), shears, clippers, clipper guards, clippies, rollers, combs, brushes, rolling carts and any other items used to provide client services.
- Regularly clean employee-only areas with particular attention to touch surfaces.
- Clean and disinfect retail areas daily, including products. Try to keep clients from touching products that they do not plan to purchase.



## Phase 1 Personal Services

### Cleaning and Disinfection Requirements

#### Requirements con't

- Ensure all products (lotions, creams, waxes, scrubs, etc.) have always been in a closed container. If not, replace. Discard any products that could have been contaminated.
- Only use porous/soft surfaces once (such as cardboard files, buffers, drill bits, etc.). These cannot be disinfected.
- Launder all linens, blankets, towels, drapes, and smocks in hot soapy water and dry completely at the warmest temperature allowed. Store in an airtight container after each client use. Store all used linens in an airtight container.
- Clean and disinfect all linen hampers and trash containers; only use containers that can be closed and used with disposable liners.
- Clean and disinfect ALL restroom surfaces including floors, sinks, and toilet bowls. Store paper products in a closed cabinet. Provide hand soap. Remove anything that does not have to be in the restrooms.
- Empty all wax pots and disinfect before refilling them with new wax prior to reopening after extended closure. Purchase new single-use applicators that can be disposed of in a lined, airtight trash can.



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- SBDC Network:
  - <https://bizcenter.org/>
- Business Oregon – Business Navigator
  - <https://www.oregon4biz.com/Coronavirus-Information/>
- Find your local chamber
  - <https://www.oregonchamber.org/members/>



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- Use “chat”
- E-mail: [southernorrsc@gmail.com](mailto:southernorrsc@gmail.com)



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# Phases Two and Three

Any/all regions will be in Phase One for a minimum of 21 days prior to moving to Phase Two.

Phase 2: **Possible changes:** Gatherings increase to 100, allow some office work, non-essential travel can resume.

Phase 3: **May not be possible until vaccine or therapeutic treatment is available.** Therefore, all large gatherings should be cancelled or significantly modified through at least September.





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