



**PORT ORANGE COVID-19
REOPENING PLAN
PHASE ONE**

CHAMBER OF COMMERCE/CITY OF PORT
ORANGE REOPENING TASK FORCE

APRIL 2020

Table of Contents

Committee Members	1
Executive Summary	2
General guidelines to protect employees and customers	5
Employee Protective Measures Overview	5
Customer Protective Measures Overview	6
Restaurants	7
Retail	11
Medical & Health Services	15
Close contact services	21
Manufacturing and Industry	25
Real Estate	29
Gyms and Fitness Centers	34
City Services	37

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Executive Summary

The State of Florida declared a state of emergency on March 9th, 2020 and subsequently limited operations for all non-essential businesses in response to the COVID-19 pandemic. This pandemic has caused uncertainty and disruption in all areas of the daily lives of Port Orange citizens and businesses. The closure of our schools and universities, youth sporting events and other organized activities has put additional strain on our local economy. From an economic perspective, City of Port Orange officials have mobilized containment and mitigation efforts by implementing guidelines for business and industry to reduce the spread of COVID-19 and prioritize the health and safety of our citizens while respecting their rights to the maximum extent possible. The Governor's issuing of the stay-at-home order for the public and deeming certain industries as "essential" resulted in the closure of certain businesses in the city, causing extreme instability to families and our local economy.

Port Orange's vitality and resiliency is critical to the health and prosperity of the citizens and businesses in our city and will play a major role in our recovery from this pandemic. Based on our resiliency and need to recover, the City of Port Orange and the Port Orange, South Daytona Chamber of Commerce have teamed up with key stakeholders in our community to ensure we reopen its economy in a safe, organized and effective manner. This subcommittee consists of public officials, health care professionals and industry leaders from all areas of the city who brought diverse and necessary perspectives to the table to help construct the recommendations provided in this report. You will notice that some of the recommendations are familiar and are based on best practices from essential businesses that have remained open during the pandemic. Additional measures outlined in this document are intended to strengthen those measures already in place with a goal of creating a consistent and effective set of guidelines that can be implemented based on specific subcategories of businesses. Furthermore, the measures recommended by this subcommittee are substantially aligned with guidance for businesses and employers issued by the Center for Disease Control. It is the intent of the city to move forward in a manner that also coincides with our sister cities, County and State plans, as well to minimize confusion.

It is important that we reopen our city in a deliberate and incremental manner so we can adapt to the expected and unexpected effects of opening before we move to the next phase. The intent is to

execute a three-phased plan that will provide that pause to determine the effects of a relaxed defense posture and adapt as required.

Phase 1 will consist of essential businesses continuing their operations with the precautions and COVID-19 virus mitigation measures in place. Additional businesses will be opened as well following the same basic guidelines that have been instituted by those businesses that remained open. Some city services will be available on a limited basis. Government meetings will move back to normal operation with mitigation measures. The city will work with businesses to think creatively to maximize opportunity while minimizing risk of spreading the virus to include temporary measures relaxed in from code enforcement by executive order if required. It is important that the subset of citizenry considered by the CDC as “at risk” use extreme measures to ensure they remain protected from the virus. The two main components of this phase are social distancing in all areas of business as well as social interactions among individuals. We are also going to stick to no groups of more than 10 individuals assembled in one location unless space provides for multiple groups of less than 10.

Phase 2 will consist of relaxing mitigation measures on businesses that currently have severe restrictions such as restaurants and possibly bars (dependent on the state). Those essential businesses that have occupancy restrictions may be relaxed to maximize business and a return to operations that may be considered somewhat normal. Sanitization and proper customer/employee etiquette will be key to transition and maintaining this phase. It is the opinion of this committee that Phase 2 will last over 30 days and as long as 90 days. City Hall will open to the public for business without restrictions adhering to proper sanitization and customer/employee sanitization and distance etiquette.

Phase 3 will remove all restrictions for occupancy and remove all limitations from businesses. The committee has determined that this phase will not be an “all clear” signal and we see proper sanitization and customer/employee distancing etiquette remaining in place for the foreseeable future. Businesses should plan for the increase cost of doing business in a post pandemic environment for the next 12- 18 months, or until a vaccine and/or effective treatments are approved by the FDA.

By following the guidelines provided, each and everyone of you will be part of the successful transition to normalcy following the pandemic. Leading by example will shift behaviors and make this transition less painful. Failure to follow the guidelines may result in a relapse that puts our city back in danger of some type of modified closing which will affect or vitality and prosperity. Furthermore, we

request that you consider this plan a fluid, living document. Phases of the plan may bleed into the next phase and we may have the need to go back to a previous phase or some hybrid. We ask everyone to remain patient, understanding and empathetic to those around them.

We have broken down our direction for each subsector of our economy to provide some direction in a focused manner including City services, retail, medical health, pharmacies, manufacturing and industry, real estate, and gyms & fitness centers.

General guidelines to protect employees and customers

The recommendations in this report provide specific measures for each business category to facilitate a safe reopening of businesses. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID -19 and to prevent spreading of the virus.

Employee Protective Measures Overview

- Employees to wear PPE when possible.
- Practice sensible social distancing, maintaining six feet between co-workers.
- Employees who have a fever or COVID-19 symptoms will not be allowed to work
- Train workers in proper hygiene practices.
- Encourage workers to report any safety and health concerns to the employer.
- Access to anyone presenting symptoms is prohibited.
- A sign posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees will have access to hand sanitizer (with minimum 60% alcohol content) or a place to wash their hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Florida Department of Public Health.
- All persons in the business will be required to maintain a social distance of at least six feet between another person.
- Sales registers must be at least six feet apart. Equipment will be frequently cleaned and sanitized.
- The entrance/exit doors will be sanitized routinely.
- Stores will encourage customers to make non-cash payments and reduce handling of money/cards.
- Protective barriers between customers and employees at points of sale.

Customer Protective Measures Overview

- No employee who has a fever or other symptoms of COVID-19 will be allowed to work.
- Door entrances and exits will be sanitized at least three times each day.
- Customers will be required to use hand sanitizer upon entering the store.
- Customers should consider using face coverings while in public.
- The number of people inside the store will be limited to 8 people per 1,000 square feet and be able to maintain 6 feet separation.
- The store will provide access to hand sanitizer and trash receptacles.
- Store employees will enforce social distancing of at least 6 feet between people. Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store.
- Sales registers will be located at least 6 feet apart.
- Point of sale equipment will be frequently cleaned and sanitized.
- High traffic stores will provide traffic pattern suggestions to aid in the orderly movement throughout the store and limit opposing flow throughout the isles.

Restaurants

Average level of Customer Interaction

- Full-Service Restaurant – server takes customer’s order at table, delivers food to customer, used dishes and utensils are removed from table, payment is received from customer.
- Limited Service Restaurant – customer’s order is taken at counter, payment is made at counter, food is delivered to customer at counter or table, customer disposes of own utensils/trash or employees may do so.

Restaurant Employee Protective Measures

- Post sign on door that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- Staff will limit the number of customers in the restaurant to those that can be adequately distanced 6 feet apart.
- Any indoor or outdoor waiting area must be marked so that social distancing standards are met. One member of a party may be allowed in waiting area while other members of their party wait in their car or away from others.
- Where possible, temporary queuing lines can be erected to control inflow and outflow of guests.
- Tables will be limited to no more than 10 guests per table.
- All employees are required to report any fever or illness to supervisor
- Employees are encouraged to take ServSafe Food Handler class to learn more about food safety as it relates to COVID-19.
- Employees can wear masks at their discretion.
- High customer contact areas (i.e. door entrances) will be cleaned and sanitized every two hours.
- Customer Service employees should wash hands once per hour at minimum, whether they have engaged in an activity that requires immediate hand washing or not.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- Employer/supervisor will communicate with all employees the measures verbally or in writing.

Will these measures require any additional or particular cleaning/sanitation supplies?

- No, the restaurant industry is already very thorough in its cleaning and sanitation processes.

Will these measures require installment of special equipment?

- If a restaurant desires to further expand its seating capacity by placing a physical barrier they may install this type device.

Will these measures require additional sanitation practices for incoming stock, parts and raw materials?

- No, the restaurant industry is already very thorough in its cleaning and sanitation processes.

Will these measures require the purchase and use of Personal Protective Equipment (PPE)?

- Gloves are already part of the supplies restaurants use on a daily basis. There should be no additional need for other supplies outside the normal course of business.

Restaurant Customer Protective Measures

- Post sign on door that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- Limit the number of customers in the restaurant to those that can be adequately distanced 6 feet apart.
- Tables/booths may alternatively be separated by a physical barrier.
- Tables will be limited to no more than 6 guests per table.
- All employees are required to report any fever or illness to supervisor.
- Tables, settings and seating will be sanitized after each guest.
- High customer contact areas (e.g. door entrances) will be cleaned every two hours.

- Condiments are not to be left on tables. Provided by request and sanitized after usage or disposable packets should be used.
- Drink refills shall be in clean/unused glass/cups.
- Menus, if laminated, should be cleaned after each usage or paper menus shall be designed for single use and disposed of.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- Measures will be communicated via social media (Facebook/Instagram) and on the restaurant's website.
- These measures will be posted on the front door/window for clients to read before entering the restaurant.

Will these measures require any additional or particular cleaning/sanitation supplies?

- None outside the normal scope of operations.

Will these measures require installment of special equipment?

- Yes, for limited service restaurant ordering in which customers stand in line.

Will these measures require any additional social distancing requirements in areas of close proximity?

- The space between tables/booths must be 6 feet unless a physical barrier is present. If restaurants have self-seating, signage should be placed on tables/booths which are not to be used.

Will these measures require the designation of an employee to perform a specific monitoring function?

- No.

Summary

The National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through April 30. All restaurants are encouraged to have their employees complete this training. Proper hygiene, disease prevention and sanitation are an ordinary part of the restaurant business. The restaurants in Port Orange are required to have someone on

property at all operational times who is a certified food protection manager. They are trained in the prevention of foodborne disease as well as the appropriate personal hygiene to ensure the safety of their employees and customers. Since the Executive Order, restaurants have already adapted to employee safe practices for pick-up and curbside services.

Retail

Retail Businesses included (generally):

*Furniture & Home furnishings
Clothing
Shoe Stores
Clothing Accessories
Luggage Stores
Leather Goods
Auto repair*

*Grocery Stores
Department Stores
Sporting Goods Stores
Book Stores
Craft Stores
Music Stores
Other Mercantile Stores*

The retail industry is a prime example of an industry that, if allowed to apply simple but effective measures to protect against the spread of COVID-19, would result in the reopening of many businesses across the city and the reemploying of many of our workers. This committee determined that retailers of all types can eliminate, or extremely limit, any interaction between employees and customers, as well as customers with other customers. In many cases, sanitation measures are already in place with most retailers and can easily be increased if certain measures are required. Measures to reduce the interaction of customers in high-traffic areas can be easily administered and enforced by employees and are measures that are already being utilized by grocery-type retail stores. The recommendations referenced in this section of the report require little-to-no training and are easily communicated to employees and customers. Many of our retailers are currently open and using these procedures.

Average level of Customer Interaction

- Requires close interaction between staff and customers, but not direct physical contact.

Retail Employee Protective Measures

- A sign will be posted on the storefront that individuals who have a fever or other symptoms of COVID-19 should not enter the store.
- Limit the number of individuals inside the store to 50% of fire capacity occupancy or 8 customers per 1,000 square feet.
- Customers will be encouraged to use hand sanitizer upon entering the store.
- Employees who have a fever or exhibit COVID-19 symptoms will not be allowed to work.

- Employees may be allowed to wear facemasks or gloves.
- All persons in the store should practice sensible social distancing of at least 6 feet between another person. Sales registers must be at least 6 feet apart.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Customer Service employees should wash hands once per hour at minimum, whether they have engaged in an activity that requires immediate hand washing or not.
- Workers and customers will be provided an adequate number of trash receptacles.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Florida Department of Public Health.
- Point of sale equipment will be frequently cleaned and sanitized.
- The stores will encourage customers to make non-cash payments.
- The entrance/exit doors will be sanitized at least three times per day.
- Encourage workers to report any safety and health concerns to the employer.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- A press release and social media post from the City of Port Orange, Chamber of Commerce, and applicable trade organizations.
- Promulgation of this plan to businesses in Port Orange.
- Management will inform employees verbally and in writing of the safety standards.

Will these measures require any additional or particular cleaning/sanitation supplies?

- Disinfect to regularly sanitize common surfaces.
- Soap and water or hand sanitizer.

Will these measures require installment of special equipment?

- No but protective screens may be installed at the discretion of each store.

Will these measures require additional sanitation practices for incoming stock, parts and raw materials?

- Yes. Sanitization of incoming stock and merchandise is recommended.

Will these measures require the purchase and use of Personal Protective Equipment (PPE)?

- Facemasks and gloves are recommended.

Retail Customer Protective Measures

- No employee who has a fever or COVID-19 symptoms will be allowed to work in the store.
- The number of customers inside the store will be limited to 50% of fire marshal capacity or 8 customers per 1,000 square feet.
- Door entrances and exits will be sanitized at least three times each day.
- Customers will be encouraged to use hand sanitizer upon entering the store.
- Customers will be encouraged to wear facemasks in order prevent spreading of the virus.
- The store will be encouraged to provide access to hand sanitizer and trash receptacles.
- Store employees will encourage social distancing of at least 6 feet between customers. Stores with higher traffic will mark spaces 6 feet apart at the sales registers and outside the entrance to the store and may provide traffic routing patterns.
- Sales registers will be located at least 6 feet apart.
- Point of sale equipment will be frequently cleaned and sanitized.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Florida Department of Public Health.
- Encourage customers to wear facemasks.

How can these measures be communicated to customers in a clear and consistent manner across the industry?

- Measures will be posted at door of store.

Will these measures require any additional or particular cleaning/sanitation supplies?

- None outside the normal scope of operations.

Will these measures require the installment of special equipment?

- These measures will require some type of marking or tape on the floor at checkout line to ensure adherence to 6-foot social distancing standards as well as traffic routing if deemed necessary.

Will these measures require any additional social distancing requirements in areas of close proximity?

- Salesperson will at point of sale, encourage customers; either to insert payment card or to provide their own pen to sign the receipt. Receipt should be left on counter or put in bag.

Will these measures require the designation of an employee to perform a specific monitoring function?

- Yes, a designated employee would be on duty to monitor all procedures.

Summary

Essential retail stores are currently operating and were not closed by Executive Order. The recommendations above for non-essential retailers are consistent with the current Florida Health Department guidelines in effect for essential retail operations with enhanced focus on the health and safety of employees and customers in accordance with CDC guidelines.

Recommendation:

This committee recommends that retail businesses open with these restrictions and considerations during Phase 1 of the reopening plan as they are able.

Medical & Health Services

Dentists
Physical Therapists
Optometrists

Chiropractors
Speech Pathologists
Pharmacies

In addition to hospitals, there are other members of the Medical and Health Services Industry that are critical to the well-being of Port Orange's citizens. These businesses provide close contact or direct contact between the employee and the patient. Ensuring that businesses obtain and utilize personal protective equipment (PPE) will be critical to the safety and health of individuals operating and consuming within this industry. In many cases, patients will also need to obtain PPE in order to attend an appointment with a business in this industry. Communicating these measures to patients during the appointment scheduling process will be critical.

Average level of Customer Interaction

- Evaluation and treatment of acute and chronic illness, encouraging lifestyle modifications to prevent onset and progression of chronic diseases and the encouragement of wellness. Interaction with patients includes direct physical contact with the patient. Physicians interact with multiple patients each day and patients interact with multiple staff members each encounter.

Medical Service Employee Protective Measures

- Staff will be educated and trained on the appropriate use and disposal of Personal Protective Equipment (PPE) and will have appropriate PPE available to them.
- All staff will be screened for symptoms of Covid-19. Temperatures will be taken each day upon arrival at the facility. Staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- The waiting room will be closed except that one person per patient will be permitted only if necessary, i.e., parent with child, caregiver for patients with disabilities.
- Persons accompanying patients will be required to wait in the car or away from others outside of the confines of the facility.

- Patients will be required to wait in the car or outside the confines of the facility and will be notified via cell phone when an exam room is available, and they will be escorted directly into exam room.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate health care facility.
- When possible, non-emergent conditions will be handled via telemedicine.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- All staff and physicians will wear facemasks and gloves.
- The office will be cleaned and disinfected daily.
- Exam rooms will be cleaned and disinfected after each patient encounter.
- Physicians have already adapted and have begun the practice of “televisits,” and are encouraged to continue this practice with patients when possible.

[How can these measures be communicated to employees in a clear and consistent manner across the city.](#)

- Doctors will meet with all staff and present the COVID-19 guidelines and instructions.
- Doctors and staff will be required to adhere to guidelines established by the Centers for Disease Control and Prevention, the Florida Department of Health, the American Medical Association and relevant professional associations.
- Students assigned to clinic rotations are subject to the same protocols as professional staff.
- Training on the appropriate use and disposal of Personal Protective Equipment (PPE) and will have appropriate PPE available to them.
- Appropriate signage, in service training and reminders will be used to provide an atmosphere of hypervigilance and precaution to ensure the safety of all patients, staff and providers.

[Will these measures require any additional or particular cleaning/sanitation supplies.](#)

- The protocol for cleaning and sanitizing is established by the American Medical Association.
- Physicians offices will be required to use facemasks and other PPE as appropriate.

[Will these measures require thee installment of certain equipment?](#)

- Staff at checkout will be required to wear gloves and face masks/coverings.

- Credit card receipts will be emailed or mailed to the patient, no exchange of paper between staff and patient.
- Staff will present post-operative instruction and written prescriptions to the patient while wearing gloves and facemasks/coverings.

Will these measures require the purchase and use of personal protective equipment (PPE) such as facemasks/coverings or gloves?

- Facemasks/coverings and gloves

Medical Service Customer Protective Measures

- The number of patients inside the office building will be limited. In general, patients will be encouraged to wait in their vehicles and will be notified via cell phone when an exam room is available.
- Patients will be encouraged to wear facemasks/coverings.
- The waiting room will be closed except for situations where the patient requires assistance, eg., parent/child, elderly, patients with disabilities and where it is not practical for the attendant to wait in their vehicle.
- When possible, patients will utilize telemedicine services to avoid entering the building.
- When possible, the scheduling of patients will separate the well from the sick, eg., well patient follow ups scheduled in the mornings and sick patients in the afternoons.
- When possible, some encounters may be done in the parking lot to avoid the patient entering the office building.
- High risk patients will use a separate entrance and exit and will be escorted directly to an exam room and avoid the waiting room.
- Physicians and staff will wear facemasks/coverings and gloves.
- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- All staff will be screened for symptoms of Covid-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.

How can these measures be communicated to customers in a clear and consistent manner across the industry?

- Patients will be called prior to their appointment.
- Staff will ask patients a series of questions about their current health.
- If a patient says they have any signs of sickness, the appointment will be rescheduled.
- On the pre-visit phone call, the staff will inform the patient of the new procedures which will include patient calling the office upon arrival, waiting in their car and a temperature screening prior to the patient entering the building accompanied by staff.

Will these measures require any additional or particular cleaning/sanitation supplies.

- No

Will these measures require the installment of certain equipment?

- No

Will these measures require any additional social distancing requirements in areas of close proximity?

- The use of the waiting room will be limited to the greatest extent possible and if it is required then social distancing of at least 6 feet between patients will be maintained.

Will these measures require the designation of an employee to perform a specific monitoring function?

- Yes, staff will be assigned to sanitize bathrooms and surfaces at checkout.

Pharmacies

- Pharmacy personnel to wear PPE is encouraged.
- Encourage all prescribers to submit prescription orders via telephone or electronically. The pharmacy should have procedures to avoid handling paper prescriptions.
- Drive through and curbside service for prescription pick up recommended
- Strategies to limit direct contact with customers include:
 - Packaged medication can be placed on a counter for the patient to retrieve.
 - Avoid touching objects that have been handled by patients including insurance and benefit cards.
 - Widen check-out counters for social distancing.
 - Utilize plastic shields/screens at check-out and other counters.
 - Provide hand sanitizer on counters for use by customers and have sufficient and easy access to

soap and water or hand sanitizer for staff.

- Increase cleaning measures and supplies for the pharmacy area.
- Limit transactions to patient or authorized representative only to decrease occupancy. Practice social distancing (utilize signage/ barriers and floor/seat markers to instruct waiting patients to remain 6 feet apart).
- Promote the use of self-serve checkout registers and clean them frequently. Have hand sanitizer and disinfectant wipes at register locations for use by customers.
- Close self-serve blood pressure units.

Summary

The practice of medicine is an essential service required for the treatment of acute and chronic medical diseases and conditions as well as the maintenance of health and wellbeing and the prevention of disease and its consequences. As the pandemic has spread in Florida, physicians in all settings and their staff have had to attempt to manage provision of medical care to both COVID-19 and non-COVID-19 patients with little or no PPE and a lack in availability of appropriate testing. As providers of medical care and owners of businesses, physicians have seen firsthand both the devastation to public health and physicians seek to balance both reduction in the spread of COVID-19 and an increase in economic activity. Medical experts encourage all medical service businesses and regulatory agencies to use data-driven principles to guide the gradual easing of public health restrictions. This includes widespread availability of PPE and appropriate testing. The medical profession should lean on the Florida Medical Association, CDC, Florida Department of Health and other appropriate regulatory agencies for regularly updates on issues of concern and the latest updates on Covid-19 and other health related matters. The Medical Association strives to provide the latest and most relevant information to its members to advance the practice of medicine and provide for the safety and well-being for the entire state.

The City would like to see medical practices fully reopen as soon as possible, and many are functioning now but on a limited basis, such as providing remote telemedicine services or severely restricted office operations. For practices to fully reopen and resume business as usual in a way that ensures the safety of the public and the healthcare workforce, we must be in a situation where PPE and prompt test results for COVID-19 are consistently and adequately available and contact tracing for mitigating the disease's spread is significantly ramped up. Only a sustained decrease in the number of new cases of COVID-19 will allow the manufacturing and distribution of the PPE, cleaning supplies and other essentials to catch up to demand. We suspect that it may take some time to fully reopen but

limited or restricted opening of medical practices will continue or resume in some areas; however, we are concerned fully reopening too soon, without the aforementioned in place, may serve to exacerbate the problem and cause a more prolonged shut down of essential and necessary services in the future.

Recommendation:

This committee recommends that medical service businesses open with these restrictions and considerations during Phase 1 of the reopening plan as they are able.

Close contact services

*Waxing Salons
Hair Salons
Barber Shops*

*Body Art & Tattoo Facilities
Massage Therapy Facilities
Nail Salons*

Average level of Customer Interaction

- Work requires direct physical contact with customer.

Close Contact Employee Protective Measures Waxing Salons, Tattoo facilities.

- Use disposable materials & supplies according to Florida Health Department rules.
- Services will be provided by appointment only; no walk-in customers.
- Post a sign outside the front door/window that states that any customer who has a fever or other COVID-19 symptoms must reschedule their appointment.
- Businesses will limit the number of clients in the store.
- No persons will be allowed to wait in the store; customers will wait in car until service provider is ready.
- All employees will wear facemasks.
- Employees will wear protective gloves. (excluding massage therapy – need to be in a private service room. Require customers to wash hands and sanitize prior to receiving massage.)
- Consent form – Have you been exposed? Have you traveled recently? Have you had a fever?
- Agree to voluntary consent for services? etc.
- Employees should have temperature taken upon beginning each workday.
- Employees should wear a disposable lab-coat or protective gown.
- (Tattooing) – Permanent makeup – Use disposable equipment and dispose of after service for each client.
- (Microblading) – Dispose of blades after each use.

Close Contact Employee Protective Measures Barber shops and Hair Salons.

- Services will be provided by appointment only; no walk-in customers.
- Customers will be required to sanitize their hands upon entering the building and also before each treatment.
- Signs will be posted at the entrance and at eye-level at each workstation stating that any customer who has symptoms of COVID-19 must reschedule their appointment.

- Limitations will be placed on the number of customers in the barber shop to one per barber.
- No more than 50% of the normal number of barbers will be in the barber shop at a time.
- Barber stations will be separated by at least six feet from other stations.
- All barbers will wear facemasks.
- Barbers will wear protective gloves.
- Proper handwashing must occur after cleaning of workstations and after caring for each customer.
- Payment for services may be non-cash only when able.

Close Contact Employee Protective Measures Waxing Salons, Tattoo facilities.

- Services will be provided by appointment only; no walk-in customers.
- Customers will be required to wash their hands upon entering the building and also before each treatment.
- Signs will be posted at the entrance and eye-level at each workstation stating that any customer who has a fever or exhibits symptoms of COVID-19 must reschedule their appointment.
- Salons will limit the number of customers in the salon to one per technician.
- Salons with three or fewer technicians may resume operations so long as social distancing and other measures described herein are maintained.
- Salons with four or more technicians must stagger the work schedules so that no more than 50% of the normal number of technicians will be in the salon at a time.
- Technician stations will be separated by at least six feet apart from other stations.
- All technicians will wear facemasks.
- Technicians will wear protective gloves.
- Proper handwashing must occur after cleaning of workstations and after caring for each customer.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- Owner will meet with all employees and communicate measures verbally in writing.

Will these measures require any additional or particular cleaning/sanitation supplies?

- No sanitation or cleaning outside of the normal scope of operations would be required to reopen.

- Under existing practice, employees may not leave their service areas without complete sanitization of the workstation.

Will these measures require installment of special equipment?

- No.

Will these measures require additional sanitation practices for incoming stock, parts and raw materials?

- Employees will sanitize incoming stock and merchandise.

Will these measures require the purchase and use of Personal Protective Equipment (PPE)?

- Yes. Facemasks and gloves will be required. One facemask can be used per day. Gloves will be disposed of and changed after each client unless otherwise specified.

Close Contact Customer Protective Measures

- No employee with a fever or any other symptoms of COVID-19 will provide services to clients.
- Only one client per service provider.
- No persons will be allowed to sit in waiting area.
- Only one person should be admitted to each service room at any time.
- Employees will wear protective facemasks and gloves.
- All equipment, chairs, and tables used by an employee will be sanitized between clients.
- Provide hand sanitizer/sanitization wipes to customers upon arrival.

How can these measures be communicated to customers in a clear and consistent manner across the industry?

- Communicate when appointment is scheduled.
- Measures will be communicated via social media (Facebook/Instagram) and on the salon website.
- These measures will be posted on the front door/window for clients to read before entering the salon.
- Protocols for protection will be distributed to each client entering the building.

Will these measures require any additional or particular cleaning/sanitation supplies?

- No sanitation or cleaning outside of the normal scope of operations would be required to reopen.

- Under existing practice employees may not leave their service areas without complete sanitization of the workstation.

Will these measures require installment of special equipment?

- No.

Will these measures require ant additional social distancing requirement in areas of close proximity?

- No.

Will these measures require the designation of an employee to perform a specific monitoring function?

- No.

Summary

Generally, if all organizations follow their common cleaning and sanitization practices the risk of contamination is considerably mitigated. Employees will continue to sanitize work areas before the start of business, between customers and after the close of business each day according to board guidelines. A notice will be posted encouraging customers to use credit/debit cards or Paypal/Venmo for payment for services.

Recommendation:

This committee recommends that close contact businesses open as soon as the Governor of the State of Florida allows in accordance with the state Phase 1 recommendations.

Manufacturing and Industry

Pump Manufacturing
Medical Technology
Food Distribution
Hand Punch manufacturers

Construction Companies
Military Contractors
Home builders

The manufacturing and industrial industry is one where employee protection and communication are the key tools in combatting COVID-19. Companies in this industry have little-to-no interaction with customers daily; however, most have a rather large employee base that operates on multiple shifts in a 24-hour period. Regardless of where a company exists in the product lifecycle, the managing of goods in and goods out will also require increased attention during these unique circumstances. Fortunately, some of Port Orange's manufacturing community remained open as part of the essential business list recommended by the Governor and the Department of Homeland Security. Most have acceptable work plans and COVID-19 response teams with the primary goal of making employee health and safety a priority. The recommendations referenced in this section of the report will require training, oversight and additional supplies, such as sanitary or personal protective equipment for those that have not already obtained the necessary supplies.

Average level of Customer Interaction

- Minimal, if any.

Manufacturing and Industry Employee Protective Measures

- Establish an internal pandemic response team who will design and implement a "return-to-work" plan.
- Establish an adequate supply of preventative material inventory (soap, sanitizer, thermometers, etc.).
- Establish an adequate supply of PPE.
- People clocking in are required to meet 6-foot distance clocking in and out daily.
- Establish a disinfection team and clean/disinfect entire facility & establish a recurring disinfection schedule for all areas of facility based on risk of transmission.
- Establish an inbound parts/materials/packages disinfection strategy.
- 6-foot distance required for break areas ' many conference rooms have been converted to additional break rooms for social distance requirement at break and lunch.
- Establish transportation contamination mitigation strategy.

- Establish isolation protocols in case an employee contracts COVID-19 and contaminates the facility.
- Establish a COVID-19 protocol coordinator and training strategy.
- Establish a social distancing strategy based on the layout and workflow of the facility.
- Establish on-site health screening strategy.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- Company-wide distribution of the "return-to-work" plan.
- Arrange staggered "day-of-return" meetings to discuss mitigation strategy.
- Use of widely posted COVID-19 mitigation signage throughout facility.

Will these measures require any additional or particular cleaning/sanitation supplies?

Disinfectant spray/wipes.

- Hand sanitizer dispenser (floor-stand).
- Adequate supply of hand soap.
- Bio-hazard container (bags that can be sealed and tagged as contaminated material).
- Adequate supply of paper towels.

Will these measures require the installment of certain equipment, such as screens at checkout counters?

- Establishment of on-site screening checkpoints upon entrance to facility.
- Barriers or screens may be installed in areas where workflow prohibits adherence to social distancing protocol.

Will these measures require additional sanitization practices in regard to supply chains in your industry, such as sanitization of incoming stock, component parts, raw materials, etc?

- Expedited shipments (transit time less than 48 hours) should be handled utilizing PPE and personal sanitization practices.
- Expedited shipment may be sanitized (only by appropriately trained personnel) with a 10% bleach solution or a hospital grade disinfectant.
- When possible, allow incoming materials to remain untouched for 48 hours when received.

Will these measures require the purchase and use of personal protective equipment (ppe)?

- Disposable surgical masks (1 per employee/day).
- Nitrile gloves (2 pairs per employee/day).
- Infrared thermometer (1 per 100 employees).
- Glasses/face-shields (1 per employee).

Manufacturing and Industry Customer Protective Measures

- Limit face-to-face interaction with customers.
- When face-to-face interaction cannot be avoided utilize PPE supplies and adhere to social distancing guidelines.
- Consider sanitization of all out-going products (only by appropriately trained personnel) using a 10% bleach solution or hospital-grade disinfectant.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- COVID-19 protective measures memo from facility manager to all customers.
- COVID-19 protective measures memo attached to outgoing products (sent with Bill of Lading, shipping documentation, etc.)

Do any measures require a business to get an updated building occupancy fire code in order to determine a certain percentage of occupancy allowed in the store/facility?

- No.

Will these measures require any additional or particular cleaning/sanitation supplies?

- Sanitization/disinfectant solution for outgoing products.

Will these measures require the installment of special equipment?

- These measures will require some type of marking or tape on the floor at checkout line to ensure adherence to 6-foot social distancing standards.

Will these measures require any additional social distancing requirements in areas of close proximity?

- No.

Will these measures require the designation of an employee to perform a specific duty, such as monitoring store capacity or consistently sanitizing a designated surface?

- Pandemic Response Team
- COVID-19 protocol coordinator

Summary

Each organization should develop a thorough plan before resuming operations if not already done so. Each organization should clearly communicate that plan using press releases, internal and external memo's, facility-wide use of signage, and verbally during team meetings.

Recommendation:

This committee recommends that manufacturing and industry sector open with considerations of these restrictions during Phase 1 of the reopening plan if not already done so.

Real Estate

The business types reviewed in the Real Estate Industry mainly focus on Commercial and Residential real estate agencies. The measures recommended take into account the necessary physical requirements for real estate agents and their customers. Measures to limit physical meetings and real estate showings are recommended in order to minimize the potential spreading of COVID-19.

Average level of Customer Interaction

- High level of close contact with the customer.

Real Estate Employee Protective Measures

- Practice social distancing. Stay 6 feet away from others. Avoid physical contacts such as hugs, handshakes, large gatherings and proximity.
- Wear disposable gloves whenever possible.
- Wash your hands. Frequent handwashing with soap and water for at least 20 seconds is a well-recognized preventative measure.
- Cover your mouth and nose with a mask when around others and in public. Avoid touching eyes, nose and mouth.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash.
- Ask the homeowner to wipe down all surfaces before a buyer or tenant is granted access.
- Advise buyers or tenants in advance that they need to bring and will be required to wear gloves and face coverings and to avoid touching or adjusting their masks.
- Consider market availability when requesting additional safety measures such as hand sanitizer and personal protective equipment such as shoe coverings or masks.
- Consider using the [Florida Realtors COVID-19/Coronavirus In-Person Access Acknowledgement form](#).
- Limit showings to one group at a time to minimize contact, and schedule showings to allow time for needed cleaning of touched surfaces between showings.
- Ask the buyer or tenant to limit the number of people viewing the property to only those necessary.
- Ask the buyer or tenant to refrain from touching items unless necessary.
- Ask the buyer or tenant to be efficient in minimizing the time physically at the property.
- For vacant properties, discuss with the owner the plan for proper cleaning. Consider whether a professional cleaning service should be used or whether virtual showings are best.
- Have the owner coordinate access for showings with the association, if needed.
- Do NOT show a property if you do not feel well.
- Do NOT show a property to someone who does not feel well.

- Disinfect surfaces with the appropriate cleaning solutions. Frequently touched surfaces should be cleaned and disinfected daily. This includes tables, doorknobs, light switches, countertops, handles, desks, keyboards, toilets, faucets and sinks. Most common EPA-registered household disinfectants, diluted household bleach solutions and alcohol solutions will work.
- Do NOT conduct open houses.
- Do NOT canvas neighborhoods in person (knock on doors, deliver door hangers, etc.)

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- Social media communication
- Flyers
- Staff safety meetings
- Posters
- Phone calls and text messages
- Personal notification via text, email or phone before meeting clients
- Verbally
- Online staff meetings
- Emails

Will these measures require any additional or particular cleaning/sanitation supplies?

- Disinfectant wipes
- Hand sanitizer
- Disinfectant cleaners
- Bleach

Will these measures require the purchase and use of personal protective equipment (PPE)?

- Gloves, masks, sanitizer, disinfecting wipes for entering properties.
- Agents & clients that need to evaluate a property or attend a closing.
- Gloves and masks for house showings.

Commented [JM1]: And bottles if we keep them in the list.

Real Estate Customer Protective Measures

- Practice social distancing. Stay 6 feet away from others. Avoid physical contacts such as hugs, handshakes, large gatherings and proximity.
- Wear disposable gloves whenever possible.

- Wash your hands. Frequent handwashing with soap and water for at least 20 seconds is a well-recognized preventative measure.
- Cover your mouth and nose with a mask when around others and in public. Avoid touching eyes, nose and mouth.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash.
- Agents will ask the homeowner to wipe down all surfaces before a buyer or tenant is granted access.
- Advise buyers or tenants in advance that they need to bring and will be required to wear gloves and face coverings and to avoid touching or adjusting their masks.
- Consider market availability when requesting additional safety measures such as hand sanitizer and personal protective equipment such as shoe coverings or masks.
- Consider using the [Florida Realtors COVID-19/Coronavirus In-Person Access Acknowledgement form](#).
- Limit showings to one group at a time to minimize contact, and schedule showings to allow time for needed cleaning of touched surfaces between showings.
- Ask the buyer or tenant to limit the number of people viewing the property to only those necessary.
- Ask the buyer or tenant to refrain from touching items unless necessary.
- Ask the buyer or tenant to be efficient in minimizing the time physically at the property.
- For vacant properties, discuss with the owner the plan for proper cleaning. Consider whether a professional cleaning service should be used or whether virtual showings are best.
- Have the owner coordinate access for showings with the association, if needed.
- Do NOT show a property if you do not feel well.
- Do NOT show a property to someone who does not feel well.

[How can these measures be communicated to employees in a clear and consistent manner across the industry?](#)

- Social media communication
- Flyers
- Staff safety meetings
- Posters
- Phone calls and text messages
- Personal notification via text, email or phone before meeting clients
- Verbally
- Online staff meetings
- Emails

[Will these measures require any additional or particular cleaning/sanitation supplies?](#)

- Disinfectant wipes
- Hand sanitizer
- Disinfectant cleaners
- Bleach

Will these measures require the installment of special equipment?

- No.

Will these measures require any additional social distancing requirements in areas of close proximity?

- Ensure social distancing guidelines are followed by riding in separate cars to showings.

Will these measures require the designation of an employee to perform a specific duty, such as monitoring store capacity or consistently sanitizing a designated surface?

- Yes. Designate person or schedule for sanitizing the office or house after a showing.

Summary

Tenant education is important. Utilize lock boxes and implement one day showings. Reduce client attendance for showings; Clients should be cleaning their homes. When possible move to a virtual showing platform ONLY for home showings of occupied properties. It is difficult to guarantee safety for buyers and sellers while showing occupied property. There is still risk with unoccupied property, but at least having everyone sanitize hands and wear masks in the property protects buyers. Employment of videographers to shoot virtual tours eliminating homes not attractive to potential buyers and making actual showings more effective and eliminating potential exposure for both sellers and potential buyers would be helpful.

Recommendation:

This committee recommends that the commercial and residential real estate sector to continue or safely resume operations and take the above recommendations for action as necessary to decrease the spread of COVID-19.

Gyms and Fitness Centers.

Exercise is important to the physical and mental health of many Port Orange citizens. Exercise facilities generally have several high-traffic areas, so it will be critical that these facilities adhere to strict social distancing and sanitation measures. Self-monitoring and enforcing the measures recommended will be vital to their effectiveness in achieving a safe and healthy environment for customers and employees. It should not be assumed that responsibility for sanitization of fitness equipment lie solely with the customer.

Average level of Customer Interaction

- Limited interaction between employees and customers.

Gym and Fitness Employee Protective Measures

- Spreading of equipment to maintain a distance of 6 feet between machines.
- Employees should perform regular cleaning and encourage customer assistance with cleaning equipment after each use.
- Encourage the following of CDC guidelines for monitoring of employee and customer health.
- Prohibit access to the facility for anyone who exhibits symptoms of COVID-19.
- Employees and customers should be encouraged to wear PPE where applicable.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- Employees should be trained on CDC guidelines and social distancing best practices.

Will these measures require any additional or particular cleaning/sanitation supplies?

- Purchasing of additional CDC recommended cleaning supplies.

Will these measures require the installment of special equipment?

- Some locations may require barriers to separate customers and/or employees. Barriers and signage made available in all common areas.

Will these measures require the purchase and use of personal protective equipment (PPE)?

- Facemasks can be used once daily. Gloves may be available for employers and customers.

Gym and Fitness center Customer Protective Measures

- Practice social distancing (utilize signage/barriers and floor/seat markers to instruct customers to remain 6 feet apart.)
- Promote the use of self-serve checkout registers and clean them regular.
- Make hand sanitizer and disinfectant wipes available throughout the facility.
- Gym clients should sanitize the surface of all exercise equipment after each use
- Employees will wear protective masks and gloves where applicable.
- All countertops should be sanitized between customers.
- No food products consumed on premise by employees or customers.
- Customers and employees should bring their own water or other drinks.

How can these measures be communicated to employees in a clear and consistent manner across the industry?

- Employees should be trained on CDC guidelines and social distancing best practices.

Will these measures require any additional or particular cleaning/sanitation supplies?

- Additional CDC recommended cleaning products.

Will these measures require the installment of special equipment?

- Postings of signs encouraging social distancing should be visible to the customers. Barriers between equipment may be installed for additional protection.

Will these measures require any additional social distancing requirements in areas of close proximity?

- No

Will these measures require the designation of an employee to perform a specific duty, such as monitoring store capacity or consistently sanitizing a designated surface?

- Yes, management will need to develop a checklist for sanitization in compliance with CDC guidelines and designate an employee to monitor to store capacity.

Summary

Exercise facilities can safely reopen by following CDC recommended guidelines for sanitization and social distancing. Machines and/or equipment can be placed at a safe distance of 6 feet to discourage close contact between customers. Where necessary, additional barriers may be installed to avoid contact between customers. Customers and employees should be encouraged to wear PPE where applicable.

Recommendation:

This committee recommends that Gyms and Fitness centers open as soon as the Governor of the State of Florida allows in accordance with the state Phase 1 recommendations.

City Services

City Services cover a wide array of services that will take a phased approach to reopening. Many of the services provided by the City have continued under essential services and will be able to continue with minimal disruption to the citizen. Other City services bring numerous people together in one location will take a slower approach to reopening. This committee determined that most City Services can eliminate, or extremely limit, any interaction between employees and customers, as well as customers with other customers. Measures to reduce the interaction of customers in some high-traffic areas can be easily administered and enforced. Other areas, such as Parks Services are not monitored as closely and will rely on education of the public.

Average level of Customer Interaction

- Varies based on City Service. Some services require direct physical contact. Others require close interaction, and some can services can be rendered with no physical interaction.

City Services Protective Measures

- The City will continue to offer no-contact services whenever possible and encourage citizens to utilize these services as their first option. Additional services may be available by appointment.
- A sign will be posted on City Facilities that individuals who have a fever or other symptoms of COVID-19 should not enter.
- Once facilities are opened, the number of individuals inside the City facility will be limited to 25% of fire capacity occupancy. Smaller areas such as the Customer Service Lobby of City Hall will reduce entry to limited number of customers at a time.
- Customers will be encouraged to use hand sanitizer upon entering the facility.
- Employees who have a fever or exhibit COVID-19 symptoms will not be allowed to work.
- Employees may be allowed to wear facemasks or gloves. Employees with close contact will be provided appropriate PPE.
- All persons in the facility should practice sensible social distancing of at least 6 feet between another person.
- Employees will have access to hand sanitizer or a place to wash their hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Florida Department of Public Health.
- Internal measures for employees will be implemented (such as limiting break room usage, limiting shared equipment and transportation) to adhere to social distancing guidelines.
- Point of sale equipment will be frequently cleaned and sanitized.

- Citizens will be encouraged to make non-cash payments.
- The entrance/exit doors will be sanitized at least three times per day.
- Services rendered at people's residents and businesses (such as Police, Fire, Utilities, Code Enforcement, Inspections, etc.) will continue measures to limit exposure, including trying to resolve items remotely or using electronic measures, asking people to step outside their location (if possible) for services, etc.
- Departments will evaluate any services that have been suspended due to close contact and based on potential risk, begin a phased approach of reimplementing these services.
- Open Space areas, such as Parks will be open. Higher contact services or areas which cannot be monitored for social distancing or regularly sanitized by staff through the day (such as playground equipment) will not generally be opened in Phase 1.
- Programs such as athletics and special events will be evaluated for potential risk to include number of people involved, potential contact, etc. before scheduling these events. Large special events such as festivals will not be held in this phase.
- Programs may utilize a waiver/acknowledgement before allowing participation.
- Public Meetings will continue to operate offering electronic participation.

[How can these measures be communicated to employees?](#)

- Management will inform employees verbally and in writing of the safety standards.

[Will these measures require any additional or particular cleaning/sanitation supplies?](#)

- Disinfect to regularly sanitize common surfaces.
- Soap and water or hand sanitizer.

[Will these measures require installment of special equipment?](#)

- Yes. Protective screens will be installed at City facilities. Signs will be posted adhering to these requirements. Tape may be used in high traffic area to mark distances 6 feet separated.

[Will these measures require additional sanitation?](#)

- Yes. Sanitization of facilities such as playground equipment will be increased once reopened.

[Will these measures require the purchase and use of Personal Protective Equipment \(PPE\)?](#)

- Yes. Many departments are already utilizing PPE. More gloves or masks may be required as more people return to on site.

Citizen Protective Measures

- No employee who has a fever or COVID-19 symptoms will be allowed to work.
- Once facilities are opened, the number of individuals inside the City facility will be limited to 25% of fire capacity occupancy. Smaller areas such as the Customer Service Lobby of City Hall will reduce entry to limited number of customers at a time.
- Door entrances and exits will be sanitized at least three times each day.
- Citizens will be encouraged to use hand sanitizer upon entering the facility.
- Citizens will be encouraged to wear facemasks in order prevent spreading of the virus.
- Employees will encourage social distancing of at least 6 feet between citizens. Facilities with high traffic should mark spaces 6 feet apart.
- Point of sale equipment will be frequently cleaned and sanitized.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Florida Department of Public Health.
- Signs will be posted at public spaces such as Parks to encourage social distancing.

How can these measures be communicated to customers in a clear and consistent manner across the industry?

- Measures will be posted at door of the facility and via City sources such as website and social media.

Will these measures require any additional or particular cleaning/sanitation supplies?

- Yes. Sanitization of facilities such as playground equipment will be increased once reopened.

Will these measures require the installment of special equipment?

- Yes. Protective screens will be installed at City facilities. Signs will be posted adhering to these requirements. Tape may be used in high traffic area to mark distances 6 feet separated.

Will these measures require the designation of an employee to perform a specific monitoring function?

- Yes, a designated employee would be on duty to monitor all procedures.

Summary

Essential services never stopped operating and were not closed by Executive Order. Some service delivery mechanisms were altered. Some of these alterations may remain long term while other service delivery mechanisms will return to the prior state. The recommendations above are consistent with the current Florida Health Department guidelines.

Recommendation:

This committee recommends that City Services that are able to reopen with these restrictions and considerations do so during Phase 1. Some services or programs may only partially reopen during this phase and some programs will not reopen during Phase 1.