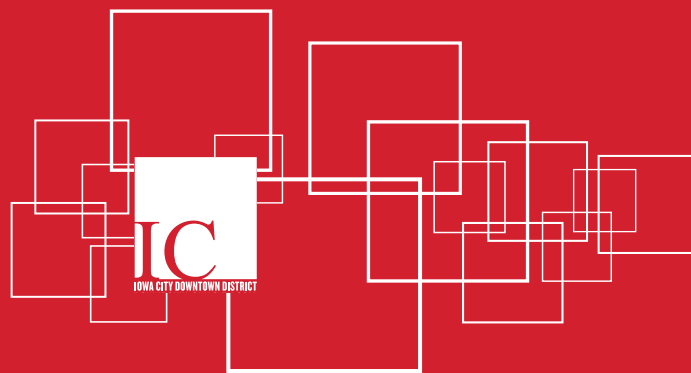


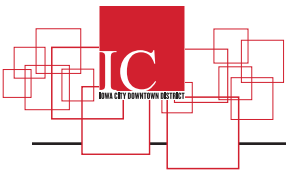


**WHAT TO DO**

# **RIGHT NOW**

**CONSIDERATIONS AS YOU GET READY TO REOPEN**





# THE COVID-19

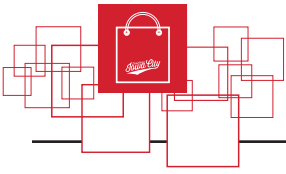
pandemic is unprecedented and unlike any crisis we have had to face before. The Iowa City Downtown District's mission is to champion the Iowa City Downtown District as a progressive, healthy, and culturally vibrant urban center of the region and know that it will be more important than ever, as we move towards the road to recovery.

**Here is a quick guide of considerations and resources for Downtown Iowa City businesses** on how to get on top of the situation, stay ahead of the curve and come out the other end of it as we look towards reopening and recovery! \*Please note that things are changing daily, this is a living document that we will update as much as possible but encourage everyone to review the CDC, Public Health, & Governor latest guidelines often.

Coming soon...The collaborative website [icareatogether.com](http://icareatogether.com) will launch a new brand and new built out of resources for businesses in reopening and recovery phase.

	<b>CENTERS FOR DISEASE CONTROL</b>
	<b>FOOD AND DRUG ADMINISTRATION</b>
	<b>IOWA DEPARTMENT OF PUBLIC HEALTH</b>
	<b>OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION</b>
	<b>CITY OF IOWA CITY</b>
	<b>IOWA CITY DOWNTOWN DISTRICT</b>

THROUGHOUT THIS GUIDE, THESE ICONS ARE LIVE LINKS TO EACH ORGANIZATION



# RETAIL

## CONSIDERATIONS AS YOU GET READY TO REOPEN

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### HYGIENE

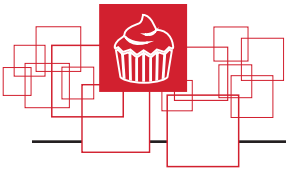
- **Provide cloth masks for employees and customers.**
  - This will be a phased approach. Initially, this may be more necessary than later.
- **Provide hand sanitizer** (alcohol-based hand rubs containing at least 70% alcohol) upon entrance/exit of your business. Remind customers to use upon entering.
- **Provide gloves** for employees and customers upon entrance to allow them to touch products, use changing rooms, and pick up items.
  - Make sure there is a trash receptacle at the exit to ensure customers are able to dispose of their gloves responsibly. This will be a phased approach.
  - Initially, this may be more necessary than later.

### CUSTOMERS

- **Limit the number of customers in your business at a time.**
  - Allow 6ft of space throughout your business. This may require some rearrangement of inventory or space but ensuring customers can stand at least 6ft apart from one another will be important.
    - At least a 50% decrease in your normal legal capacity. This is a good time to tweak store layout to allow better and more open flow for customers, while always allowing the 6ft distancing. Arrows, one-ways, and exit and entrance indicators will be important.
  - Change hours as needed to decrease staff numbers at one-time.
- **Reduce time customers spend in your business.**
  - Tweak your processes to be efficient and contactless.
    - Is now the time to get a chip reader or touchless pay? Discourage cash.
  - Encourage customers to place orders online for pick-up in store.
- **Make customers feel clean and safe.**
  - Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces and equipment with Environmental Protection Agency-approved cleaning chemicals. Make sure it smells clean!
  - Constantly wipe down surfaces. Schedule sanitizing every 30 minutes.
  - There are a number of cleaning of housekeeping and cleaning companies that can be hired to provide an extra level of cleaning power.
  - Discourage employees from using too many shared areas and items. This may be a time to reroute the store phone to your cell phone only.
- **Open all doors/windows and get airflow from the outdoors as much as possible.**

### COMMUNICATIONS

- **Ensure that the messaging across all of your platforms is aligned and timely.**
- **Use the signage provided** to display on doors to customers on what procedures and processes your shop is taking to ensure the safety of your customers and employees.



# RESTAURANTS : I

## CONSIDERATIONS AS YOU GET READY TO REOPEN

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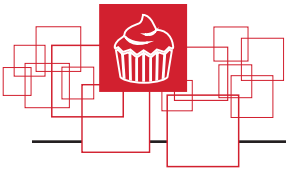
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### HYGIENE

- **Provide cloth masks** for employees and customers.
  - This will be a phased approach. Initially, this may be more necessary than later.
  - Offer a hygienic option for guests to store their masks in during the meal.
    - A small paper bag with a sticker, or even an envelope.
- **Provide hand sanitizer** (alcohol-based hand rubs containing at least 70% alcohol) upon entrance/exit of your business. Remind customers to use upon entering.
  - Ideally at every table, host stand, and any other exit/entrance point.
- **Limit the number of items and products available for communal use:** pens, calculators, P.O.S. computers etc.

### CUSTOMERS

- **Limit the number of customers** in your business at a time. This will be a phased approach but in-restaurant dining should return gradually.
  - Tables should be spaced, and seating arrangements coordinated, maintaining a distance of at least 6ft between patrons. At least a 50% decrease in your normal legal capacity.
    - Options: Only setting every other table, changes to the floor plans and removing tables.
  - Do not take parties of six or more to be seated together.
  - Reduce time customers spend in your business.
    - Tweak your processes to be efficient and contactless. Is now the time to get touchless pay?
    - Encourage customers to place orders online for pick-up & delivery as much as possible.
  - Eliminate seating at bar within restaurants.
  - Eliminate entertainment options or activities.
- **Guide customers through your space** with arrows, one-ways, and exit and entrance indicators.
- **Eliminate all self serve areas.**
- **Open all doors/windows** and get airflow from the outdoors as much as possible.



# RESTAURANTS : 2

## CONSIDERATIONS AS YOU GET READY TO REOPEN

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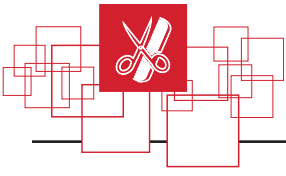
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### CUSTOMERS, CONTINUED

- **Make customers feel clean and safe.**
  - Clean and sanitize table condiments, reusable menus, digital ordering devices, check presenters, pens, napkin dispensers, salt and pepper shakers, and other commonly-touched items between each customer use.
  - Use pre-wrapped silverware and eliminate table presets including table tents, menus, salt and pepper shakers, napkin dispensers, and condiments.
  - Eliminate refilling customer beverages from common containers (i.e., pitchers).
  - Discard single-use or paper articles, such as paper menus, after each use.
  - Create and implement an enhanced cleaning/sanitizing schedule for all food contact
  - Disinfect commonly-touched surfaces throughout the entire facility (both front and back-of-house) such as door handles, credit card machines, bathrooms, etc., at least once every hour.
  - Post signage on entrance door that no one with a fever or symptoms of COVID-19 will be permitted in the restaurant.
  - Screen all employees each shift before entering the facility for symptoms (i.e., fever of 100°F or higher, cough, shortness of breath, runny or stuffy nose, sore throat, muscle aches, fatigue, diarrhea, or vomiting). Immediately exclude anyone with symptoms from entering.
  - Where possible, workstations should be staggered to avoid employees standing directly opposite one another or next to each other, and maintain six feet of social distance.
  - Require employees with direct customer contact to wear cloth or other mask that is laundered or replaced daily.
  - Frequently monitor employee handwashing and ensure no bare hand contact with ready-to-eat foods.
  - Notify customers by signage to report concerns of social distancing infractions to the restaurant manager.
  - Use technological solutions where possible to reduce person-to-person interaction (e.g. mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, contactless payment options).
  - Enhance employee safety training, emphasizing employee health, handwashing, and personal hygiene practices.

### COMMUNICATIONS

- **Ensure that the messaging across all of your platforms is aligned and timely.**
- **Use the signage provided to display on doors to customers on what procedures and processes your shop is taking to ensure the safety of your customers and employees.**



# PERSONAL CARE

## CONSIDERATIONS AS YOU GET READY TO REOPEN

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### HYGIENE

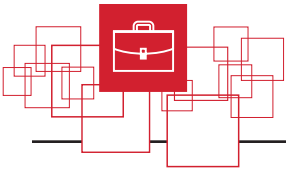
- **Provide cloth masks for employees and customers.**
  - This will be a phased approach. Initially, this may be more necessary than later.
- **Provide hand sanitizer** (alcohol-based hand rubs containing at least 70% alcohol) upon entrance/exit of your business. Remind customers to use upon entering.
- **Provide gloves for employees and customers** upon entrance to allow them to touch products.
  - Make sure there is a trash receptacle at the exit to ensure customers are able to dispose of their gloves responsibly. This will be a phased approach.
  - Initially, this may be more necessary than later.
- **Encourage and provide employees with disposable gowns and shoe covers** to be thrown away at the end of the day.
- **Eliminate communal items:** pens, calculators, magazines, flyers etc.

### CUSTOMERS

- **Limit the number of customers in your business at a time. Return to full service gradually.**
  - Open for appointments only with limited capacity to ensure social distancing can be maintained.
  - **Modified Patient/Customer Check-In:** Close waiting area. Check-in over the phone. Patients wait to be called-in for an appointment once the previous patient is gone and sanitation is complete.
  - **Maintain 6ft social distancing.**
    - Adjust service area layout as necessary, alternating chairs or stations when possible, and encourage customers to maintain proper physical distance other while waiting for services.
  - Do not let customers bring guests to wait.
  - Guide customers through your space with arrows, one-ways, and exit and entrance indicators.
- **Tweak your processes to be efficient and contactless. Is now the time to get touchless pay? Discourage cash.**
- **Make customers feel clean and safe.**
  - **Maintain regular housekeeping practices**, including routine cleaning and disinfecting of surfaces and equipment with Environmental Protection Agency-approved cleaning chemicals. Make sure it smells clean!
  - **Constantly wipe down surfaces.** Schedule sanitizing every 30 minutes. There are a number of cleaning of housekeeping and cleaning companies that can be hired to provide an extra level of cleaning power.
  - This may be a time to reroute the store phone to your cell phone only.
  - Open all doors/windows and get airflow from the outdoors as much as possible.

### COMMUNICATIONS

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# OFFICES

## CONSIDERATIONS AS YOU GET READY TO REOPEN

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### HYGIENE

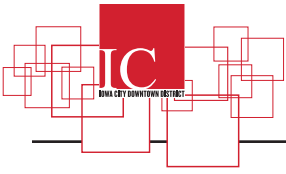
- **Provide cloth masks for employees and customers.**
  - This will be a phased approach. Initially, this may be more necessary than later.
- **Provide hand sanitizer** (alcohol-based hand rubs containing at least 70% alcohol) for each employee.
- **Limit the number of items and products available for communal use:** pens, calculators, P.O.S. computers etc.
- **Eliminate all multi-use utensils, dishes and kitchenwares.** Discourage use of communal cafeteria/kitchen.

### EMPLOYEES AND CLIENTS

- **Encourage tele-commuting as much as possible. Coming back in person will be a gradual process.**
- **Adjust office setting to accommodate 6ft social distancing for desks and office areas.**
  - Put up signage, arrows, one-ways, exit and entrances.
  - Discourage workers from using other employee's phones, desks, offices or other work tools and equipment, when possible.
- **Minimize contact among workers and clients by replacing face-to-face meetings with virtual communications.**
  - Consider locking the doors to allow only employees to enter.
- **Establish alternating days or extra shifts that reduce the total number of employees in an office at a given time, allowing them to maintain distance from one another while maintaining a full onsite work week.**
- **Make employees feel clean and safe.**
  - Ensure each office area and all equipment are cleaned and sanitized before employees return
  - Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces and equipment with Environmental Protection Agency-approved cleaning chemicals. Make sure it smells clean!
  - Constantly wipe down surfaces. Schedule sanitizing every 30 minutes.
  - There are a number of cleaning of housekeeping and cleaning companies that can be hired to provide an extra level of cleaning power.
  - Open all doors/windows and get airflow from the outdoors as much as possible.

### COMMUNICATIONS

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# DOOR SIGNAGE

CONSIDERATIONS AS YOU GET READY TO REOPEN

## DEAR FRIENDS & CUSTOMERS,

Thank you for your ongoing support during this time. The support of the community and our beloved customers is the reason why we once again are able to open our doors.

Please be aware that while our doors are now open back to the public, we have instituted some changes and protocols to meet recommendations from the CDC, WHO & Governor Reynolds.

We are working hard to set high standards for cleanliness, safety and social distancing standards.

You may notice some changes to hours, staffing, layout and inventory, thank you for your understanding during this time.

## WE ASK THAT ANYONE ENTERING THE PREMISES ABIDES BY THE FOLLOWING:

- Use the hand sanitizer provided by the door upon entering and exiting.
- Anyone showing symptoms such as a fever, coughing or shortness of breath, we may regretfully prohibit from entering.
- Be mindful of the items you touch; avoid picking up and putting items back down.
- We have implemented directional paths and six foot distancing indicators, please pay attention and respect the physical distancing we have established.

**WILL HAVE SPACE FOR YOU TO LIST YOUR STORE'S SPECIFIC REQUESTS.**

Also, we want to remind you to follow our social pages for the latest updates, pick-up/delivery options and ways to support from a distance.

Thank you for your understanding and continuous support!

