

Business Reopening Best Practices

Business Safety Tips



Health & Safety Protocols

- **Develop health-screening protocols for employees**
- **Train staff on health, safety and cleaning protocols**
- **Develop a Plan B for symptomatic employees, including a policy for sending home anyone that is sick and an outline for temporary closures for deep cleaning and restaffing**
- **Check temperatures of employees**
- **Wash hands often**



Require the following times to clean hands:

1. Before leaving and upon arriving home
2. Upon arriving to and leaving from work
3. Before and after engaging with customers and other employees
4. Before and after putting on, touching or removing face covering
5. After touching frequently touched objects and surfaces
6. Before and after sneezing (sneeze into tissue and place into the trash)



- **Stay home when sick**
- **Wear a mask**



Provide training on how to wear/remove, and require usage for all employees

1. Before putting on a covering, clean hands with alcohol-based hand rub or soap and water
2. Cover mouth and nose with covering, making sure there are no gaps between your face and the covering
3. Avoid touching the covering while using it; if you do, clean your hands with alcohol-based hand rub or soap and water
4. If possible, replace the covering with a new/clean one as soon as it is damp and do not reuse single-use coverings
5. To remove the covering: Remove from behind (do not touch the front of the mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water

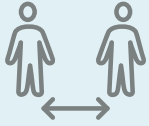


- **Develop intake procedures for customers/clients**
- **Disinfect surfaces frequently**
- **Post signage at entrances, restrooms and high-traffic areas on safety requirements**



Business Reopening Best Practices

Business Safety Tips



Keep Your Distance

- Use signage and tape markings or create physical barriers where needed/appropriate
- Space out tables, chairs and display racks
- Define cueing line areas
- Contact the DDDA for help in expanding outdoor cafes and cueing lines in a public space



The Contactless Experience

- Continue to encourage curbside delivery, pick-up service and reservations only
- Discontinue shared-use items and areas
- Install touchless pay systems
- Provide sanitizer for guests
- Coordinate with vendors on lead times and off-peak restocking of inventory



Communicate to Consumers

Make the customer comfortable by ensuring they know what to expect, and grow your business by communicating hours of operation, services and safety protocols **FREQUENTLY**

- Remind customers to wear a mask when entering your place of business
- Establish an in-store infection notification policy (customers notify you, you notify customers)
- Update communication channels:
 1. Website
 2. Social media platforms
 3. Google and Yelp listings
 4. Outgoing email signatures, phone messages and answering services
 5. Business signage



Grow Your Business

- Show off your contactless experience
- Refresh advertising with new messages
- Establish/grow e-commerce
- Add social media platforms
- Create videos
- Be flexible – add a new product or service needed during this time; discard, eliminate or discount others
- Expand your support team and learn from each other. Utilize the Dearborn Business Assistance Team, webinars, resources and one-on-one consultation services.