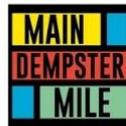


# EVANSTON COVID 19 RECOVERY PLAYBOOK

May 2020



## OVERVIEW

The Evanston Covid-19 Recovery Playbook is a **set of recommendations** to help relaunch the Evanston business community with health and safety as the priority.

On May 5, 2020 Governor Pritzker issued [Restore Illinois](#), a plan that includes five phases of recovery. While this plan will likely be updated, it provides a strong framework for businesses and communities as they prepare to reopen. Since May 7, the State of Illinois has been in Phase 2. In order for us to progress to the next levels (five phases total where Phase 5 is completely back to normal), Covid numbers have to level off or decline for 28 days.

On May 24, 2020 Governor Pritzker released [industry specific guidelines](#) for reopening businesses during phase 3 of the 5-phase plan, which will begin on May 29. Although businesses now have official guidelines, it does not guarantee that businesses are prepared to open their doors. Determining the right time to reopen will depend on government protocols, availability of PPE for employees including masks, POS shields and sanitation supplies. Every business will have to adjust, including reconfiguring space to accommodate for social distancing.

The goal of the Economic Recovery Playbook is to help businesses better prepare for the relaunch and feel more comfortable inviting customers and clients back into our local economy. In addition to the IDPH Restore Illinois guidelines, recommendations have been sourced from several economic and community development organizations including International Downtown Association (IDA), Illinois Retail Merchants Association (IRMA) and consulting companies such as StreetSense and Redevelopment Management Association (RMA).

### I. Pre-Recovery Planning || March - May 28, 2020

During Phase 2 of the governor's Restore Illinois plan characterized by the shelter-in-place order, businesses have been and should continue to plan for reopening. Use this time to anticipate what customers will be most concerned about when they return to a socially distanced open economy. Your plan will give returning customers confidence that they will be safe returning to your business.

#### What to Expect

Surveys show the majority of Americans want states to extend shelter in place orders. Customers are eager to get life back to normal, but understand the need for social

distancing and other preventative measures. Masks are worn in all open businesses and public places. Customers self-deputize and report non-compliance by other customers or businesses, and have pre-Covid expectations of speed of service and delivery.

### Actions for Businesses - “**Clean Like Everyone is Watching**”

- Sanitize your business. Review [this guide](#) for cleaning and disinfecting ideas/methods
- Follow planning guidelines for your industry type
- Review and communicate new procedures with staff on a regular basis
- Rehearse proper cleaning techniques with staff members
- Share photos/messaging of planning efforts on social media
- Send updates to your customers/clients through your normal channels

### Resources for Workplaces

- Illinois Department of Public Health [“What Businesses and Employers Can Do to Prepare”](#)
- [Guidance for employers during the COVID-19 response](#)
- Illinois Department of Health [Food Establishment Guidelines](#)
- [OSHA Guidelines](#)
- State of Illinois Restore Illinois [Package guidelines](#)

## **II. Post Shelter in Place || May 29, 2020 through vaccine/treatment Mid-2021**

During this time beginning May 29 (Phases 3 & 4), we can expect people returning to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming Covid-19.

### What to Expect

There will be varying degrees of how customers respond to businesses reopening. Some may be eager to return to normal, some will proceed with great caution and others will continue to only order online for pickup or delivery. Customers will expect to experience new cleanliness and sanitation practices, changes to the business layout to accommodate physical distancing measures, new ordering and payment procedures, and less people in the business. Businesses should expect that customers and staff will be nervous or anxious so it will be essential to clearly communicate and demonstrate new procedures right away.

To help build confidence during the Phase 3 transition, businesses should implement a communication plan for customers and employees that includes the following key elements:

- “How to” signage at entry, at point of sale, and throughout space
- Social media, subscriber emails, and website notices summarizing COVID19 business practices
- Frequent safety protocols reviews with employees
- Placement of employee safety signage where customers can view as well, especially in restaurants.
- Regular check-ins with staff to make sure staff feel comfortable and safe and to seek feedback on business operations

Phase 3 business reopening with significant restrictions include:

- Gatherings: All gatherings of 10 people or fewer are allowed; subject to change based on latest data & guidance
- Travel: Travel should follow IDPH and CDC approved guidance
- Health Care: All health care providers are open with IDPH approved safety guidance
- Education and childcare: Remote learning in preschool to 12th grade schools and higher education; limited child care and summer programs open with IDPH approved safety guidance
- Outdoor recreation: State parks open; activities permitted in groups of 10 or fewer with social distancing
- Manufacturing: Non-essential manufacturing that can safely operate with social distancing can reopen with IDPH approved safety guidance
- “Non-essential” businesses: Employees of “non-essential” businesses are allowed to return to work with IDPH approved safety guidance depending upon risk level, tele-work strongly encouraged wherever possible; employers are encouraged to provide accommodations for COVID-19-vulnerable employees
- Bars and restaurants: Open for delivery, pickup, and drive-through only. Outdoor dining permitted with strict social distancing. Six person maximum allowed per table.
- Personal care services: Barbershops and salons open with IDPH approved safety guidance
- Health Clubs: Health and fitness clubs can provide outdoor classes and one-on-one personal training with IDPH approved safety guidance
- Retail: Open with capacity limits and IDPH approved safety guidance, including face coverings

## Official Guidelines & Toolkits

- [Restore Illinois Phase 3 Business Toolkit](#)
  - Includes posters, signage, social media graphics, and checklists
- [Restore Illinois Phase 3 Guidelines for Reopening Business and Returning People to Work Safely](#)
  - [Retail Guidelines & Toolkit](#)
  - Restaurants and Bars (outdoor dining only) [Guidelines & Toolkit](#)
  - Office [Guidelines & Toolkit](#)
  - Health & Fitness [Guidelines & Toolkit](#)
  - Personal Care [Guidelines & Toolkit](#)
  - Service Counters [Guidelines & Toolkit](#)
- [City of Evanston Outdoor Dining Guidelines](#)
  - [Outdoor Dining News Bulletin 5.28.2020](#)
  - [City of Evanston Dept of Health Guidelines.](#)

## Additional Best Practice Recommendations

In addition to the official government guidelines linked above, please review these best practices gathered from industry resources and other city and state guidelines.

### **Hygiene/Protection for All Businesses**

- Provide cloth masks for employees and customers. Initially, this may be more necessary than later.
- Limit the number of customers in your business at a time or consider shopping by appointment.
- Provide touchless hand sanitizer dispensers (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.
- Six foot spacing indicators in the business. Larger stores should consider one-way directional signage on the floor.
- Point of Sales plexiglass shields - you can purchase from an Evanston company.

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- Alternative payment methods, touchless; no cash
- Create e-commerce, phone order, curbside/store pickup, and delivery program
- Research proper public washroom maintenance and occupancy limitations
- Take staff temperature and communicate this to patrons and/or have a sign visible
- 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.
- Limit the number of items and products available for communal use: pens, calculators, P.O.S. computers etc.
- Consider rearrangement of inventory or space but ensuring customers can stand at least 6 feet 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 6 feet distancing. Arrows, oneways, and exit and entrance indicators will be important.
- Reduce time customers spend in your business.
- Consider sales at the door (similar to a carryout window), where customers can stand outside and request specific products to purchase (literal window shopping)
- Open all doors/windows and get airflow from the outdoors as much as possible.

### **Employees**

- 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.
- Change hours as needed to decrease staff numbers at one-time
- Provide extra breaks for employees to get fresh air, reduce stress (there will be additional tension or anxiety at first)

### **Communications**

- Ensure that the messaging across all of your platforms is aligned and timely.
- Display signage on doors to customers about procedures and processes your shop is taking to ensure the safety of your customers and employees.

## **Restaurants - Additional Suggestions**

### **Customers**

- Offer a hygienic option for guests to store their masks in during the meal, perhaps a small paper bag with a sticker or an envelope.
- Limit the number of customers in your business at a time. This will be a phased approach but in-restaurant dining should return gradually.
- Implement a reservation system
- Tables should be spaced, and seating arrangements coordinated, maintaining a distance of at least 6 feet 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 such as touchless pay.
- Encourage customers to place orders online for pick-up & delivery as much as possible.
- Eliminate seating at the bar within restaurants or remove every other bar stool.
- 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.
- Minimize items on tables (condiments by request, reusable menus, etc.)
- Eliminate refilling customer beverages from common containers (i.e., pitchers).
- Discard single-use or paper articles, such as paper menus, after each use.
- Notify customers by signage to report concerns of social distancing infractions to the restaurant manager.
- Post signage on the entrance door that no one with a fever or symptoms of COVID-19 will be permitted in the restaurant.

### **Employees**

- 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 a 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.
- 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).

### **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.
- Post cleaning protocol on posters and website to reassure guests

### **Additional Resources:**

- National Restaurant Association [Guidance for Reopening](#)
- US Food [Blueprint for Reopening](#)
- Streetsense Guide for Restaurants
- [ServSafe Coronavirus Tips](#)

### **Offices - Additional Suggestions**

#### **Employees**

- Eliminate all multi-use utensils, dishes and kitchenwares. Discourage the use of a communal cafeteria/kitchen for 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.
- Close shared/common area spaces including kitchenettes, shared mini refrigerators, vending machines, and other high touch areas or create specific protocols for frequent cleaning of high touch areas
- Employees that must work on site might be required to utilize new technology such as thermal temperature scanners upon entering the building or business
- 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.
- 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.
- Occupancy limitations based on social distancing will drive floorplan - i.e. conference room usage, desks, cubicle, etc.
- Consider work from home for all employees who do not need to physically work in space (i.e. admin office staff work from home to not infect a lab worker for example)
- Reconsider common area usage including kitchens (appliances, sinks, coffee machines), vending machines, or other areas where employees have high touch

### **Hotels - Resources for Reopening**

The hotel industry requirements will vary from hotel to hotel, each brand has their own set of recommendations. Below find some recommendations discovered during the research of creating this playbook.

- [Streetsense Hotel Survival Guide](#)
- [Cleaning & Disinfectant Guide for Hospitality Businesses](#)

### **Museums/Galleries**

The American Alliance of Museums drafted [guidelines for reopening](#), which focuses on having a flexible reopening plan.

### III. Post Covid-19 || Mid-2021

In Phase 5 of the Restore Illinois plan all sectors of the economy reopen with businesses, schools, and recreation resuming normal operations with new safety guidance and procedures. Conventions, festivals, and large events can take place. A vaccine is available to prevent the spread of Covid-19 or a treatment option is readily available. Businesses should prepare by implementing the following:

- Remove Covid-19 barriers depending on type of business and comfort of owner and staff members
- Continue to build and utilize e-commerce platforms and offer local delivery and curbside pickup options. Customers will be slow to return to normal shopping and dining experiences.
- Communicate any changes to business to customers via email, website and social media.
- Continue utilizing extra sanitization and disinfection practices to assure customers, clients, and tenants that the workplace is clean
- Continue to practice vigilant hand-washing, face coverings in close quarters, decreased shared space and items, lower capacity workplaces and other measures to prevent spread of illnesses
- Restaurants gradually increase tables and chairs, bring back dishware, consider menu format though still practice enhanced cleaning and sanitizing.