



COVID-19 ECONOMIC TRANSITION TEAM

AN ADDENDUM TO THE HEALTH TRANSITION TEAM REPORT & GUIDE
TO REOPENING SAN ANTONIO & BEXAR COUNTY BUSINESS

May 5, 2020

COVID-19 Economic Transition Team Report Draft

An Addendum to the Health Transition Team Report & Guide to Reopening San Antonio & Bexar County Business

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A MESSAGE FROM OUR LEADERS

On behalf of the San Antonio City Council and the Bexar County Commissioners, we would like to thank the business community for their tireless pursuit to initiate an equitable and safe reopening of our economy.

Our region is resilient. Our heritage makes us strong. We are made of something that even the greatest challenges cannot degrade. And none of us should ever have to choose between physical safety and economic health. It is that idea—that every person deserves a chance to recover from this pandemic—that is at the heart of our economic transition plan.

Through careful, deliberate consideration, and informed by the brilliant minds of our medical community, our business and economic development leaders have constructed a thoughtful path forward, intentionally designed to support businesses most in need. The report takes medical advice one step further and provides guidance and resources for our unique industries to assist with a safe return to business. As an addendum to the health transition report, this plan intends to be a single resource for reopening the economy. It contains state guidelines included in the Governor’s [“Open Texas”](#) plan as well as specific recommendations and resources provided by local experts and organizations invested in reopening our economy safely, for businesses of all sizes, and from every corner of the region.

Each one of us is responsible for the safety and well-being of our community. That is precisely why we, as a region, must commit to more than minimum standards set by federal and state officials. Together, we are stronger. Together, we will stay safe. Join us in taking the “Greater. **SA**fer. Together.” pledge, and do your part to help open San Antonio safely. By committing to our collective well-being, you may receive access to supplies, marketing material, and other resources to tell the world with one voice, that Greater San Antonio cares about its people, and is opening its doors responsibly.

Nothing is more important than you. Together, we will stay safe. Together, we will be GREATER than ever.



Handwritten signature of Nelson Wolff in black ink.

NELSON WOLFF, County Judge
Bexar County, Texas



Handwritten signature of Ron Nirenberg in black ink.

RON NIRENBERG, Mayor
City of San Antonio, Texas

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OVERVIEW

Mayor Nirenberg and Judge Wolff assembled the Economic Transition Team (ETT) Thursday, April 23, to lend broad-ranging business perspective to the Health Transition Team (HTT)'s Advisory Guidelines to reopen the local economy. The ETT is tasked with providing a report of recommendations and resources specifically for local businesses to reopen and operate safely within the parameters set by the State of Texas. The work assigned to the ETT is even more timely and critical given Governor Abbott's move to reopen business in Texas on May 1. This economic addendum to the health report will help San Antonio and Bexar County businesses identify appropriate safety protocols to mitigate risk as they reopen. Consumer confidence depends directly on trust in the guidance. Transparency, equity, and clear communication will be critical to successfully reopening the San Antonio and Bexar County economy.

Please Note: Centers for Disease Control and Prevention (CDC) guidance on return to work and isolation has evolved over the course of the COVID-19 pandemic. Business owners and employers should stay informed of updates from the CDC, as guidance will likely continue to change throughout the epidemic.

OBJECTIVES

- 1) Collaborate with HTT to prioritize public health as we develop guidance to protect employees, consumers, and visitors.
- 2) Apply a social equity lens to all guidance and recommendations.
- 3) Consider and include the diverse industry set and their unique needs.
- 4) Supplement the Governor's guidance by evaluating best practices and levels of risk by industry.
- 5) Maintain flexibility and ability to pivot as environment changes.

DELIVERABLES

- ✓ **Feedback on Health Transition Team's Initial Report**
- **Develop a local playbook.** The "playbook" includes additional guidance and safe reopening recommendations over and beyond the minimum standards outlined in Governor Abbott's "Open Texas" plan, including checklists for companies in key industries in San Antonio and Bexar County.
- **Create a marketing & PR plan.** Put forth recommendations for a community-wide marketing and communication campaign to ensure consumer and visitor confidence.
- **Identify & facilitate access to business resources.** In response to small business need, develop a set of guidelines to help businesses ensure the safety of their employees and customers, in response to COVID-19.

ECONOMIC TRANSITION TEAM

Co-Chair

Kevin Voelkel

President, Toyota Motor Manufacturing Texas, Inc.

Co-Chair

Julissa Carielo

President, Tejas Premier Building Contractor, Inc.

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City of San Antonio Liaison

Councilwoman Rebecca Viagran
City Council District 3

Bexar County Liaison

Commissioner Sergio “Chico” Rodriguez
County Precinct 1

NAME	ORGANIZATION	SECTOR
Bede Ramcharan	Indatech	Supply Chain, Logistics
Bobby Perez	Spurs Sports & Entertainment	Sports, Events, Mass Gatherings
Buddy Morris	Spire Risk Management	Insurance, Benefits
David Smith	Bexar County Manger	Public Sector, County
Erik Walsh	San Antonio City Manager	Public Sector, City
Jenna Saucedo-Herrera	SA Economic Development Foundation	Economic Development
Jennifer Delgado	Stability Staffing & Consulting	Professional Services
Jody Bailey-Newman	The Friendly Spot Ice House	Bars, Entrepreneurs
Dr. Kenneth Kemp	Antioch Missionary Baptist Church	Churches, Medical
Leonard Aguilar	Southwest Pipe Trades Association	Trades Advocacy
Lisa Tatum	LM Tatum, PLLC	Legal
Magaly Chocano	Sweb Development	Digital Advertising
Melanie Tawil	SwipeTrack	Technology, eCommerce
Dr. Pedro Martinez	SA Independent School District	Education
Pete Cortez	La Familia Cortez	Restaurants
Suzy Hart	Marriott	Hotels, Hospitality
Tuesdae Knight	SA for Growth on the Eastside	Economic Development
Wayne Terry	Terranalia Consulting	Strategic Planning

PROCESS

The ETT is comprised of a diverse set of leaders spanning sectors, disciplines, business size, geography, and demographics. Each member brought expertise, perspective, and network to this fast-paced, hands-on process. The entire ETT would like to thank everyone who enriched the process, especially the HTT and our respective support staffs.

Methodology

Ahead of receiving the HTT report, the team started by collecting and reviewing source documents from industry organizations, private companies, executive branches of government, and its own operational experience to develop a baseline for recovery guidance.

The team then divided into subgroups to review the HTT report, provide feedback, and develop a matrix of possible controls by industry that could be implemented to mitigate health, operational, and

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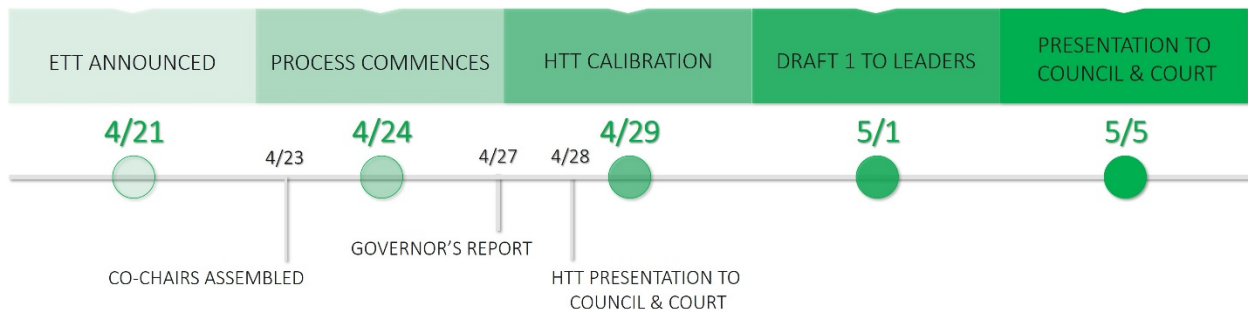
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reputation risks as companies reopen. The larger team continued to meet remotely to maintain clarity as we adapted to the fluctuating environment.

Scope shifted slightly as the Governor released his report, driving the ETT to pivot direction and develop specific resources and guidance for local companies within the parameters of State Mandates. Our subgroups divided work by industry, with the goal of identifying gaps in the State’s guidance and providing a layer of specificity to make the guidance more relevant and useful to local businesses.

As we gathered sources and developed strategies to meet our objectives, we validated our suggestions with stakeholders across sectors and potential end-users of the final products of these efforts.

Timeline



COMMITMENT TO SOCIAL EQUITY

The COVID-19 pandemic has highlighted many of the disparities in our region, our business community included. Small businesses, particularly minority-owned, are faced with decisions no business owner should have to contemplate. The HTT and ETT are committed to bringing forth challenges faced by our marginalized populations and recommending short- and long-term solutions so that San Antonio and Bexar County residents never have to choose between physical and economic health. The HTT and ETT believe that the health of residents will also be improved by providing increased support for small minority and women-owned businesses, who are the heart of our economy, and increasing the capacity of our workforce development programs.

Through national sources and a March survey conducted locally by the San Antonio Economic Development Foundation (SAEDF), we know that several small businesses do not have a banking relationship, automatically eliminating them from access to Small Business Association (SBA) loans and Paycheck Protection Program (PPP) funds. Our community is not alone in this challenge, in the U.S., approximately 95% of Black-owned businesses, 91% of Latino-owned businesses, 91% of Native Hawaiian or Pacific Islander-owned businesses, and 75% of Asian-owned businesses are unlikely to receive a PPP loan through a mainstream bank or credit union.

In April, the U.S. Hispanic Chamber of Commerce, estimated that 1 in 4 Latinx/Hispanic owned enterprises may never reopen, and we know that the health and well-being of our marginalized communities is heavily intertwined with their economic well-being. It is probable that these estimates are

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considerably higher now, and also higher in San Antonio specifically, based on the high number of Latinx/Hispanic-owned enterprises in our city that routinely operate with tight margins.

The HTT and ETT believe that our community can lead the way to recovery in the short term, and affect permanent change for the small business community moving forward and serve as a model for cities around the U.S. Economic equity can be advanced by adopting needs-based triage support efforts, which prioritizes the micro-businesses (<50 employees), owned by women and/or minorities, and their employees. This means meeting the small business community where they are, determining their immediate and long-term needs, and providing a network of advisors, programs, and other assistance to recover from the pandemic and grow in the future.

RECOMMENDATIONS FOR SMALL BUSINESS SUPPORT

Near term, the ETT recommends that the SAEDF Business Response & Recovery Team work with other economic development leaders, small business owners, small business programs, and advocacy organizations to continue identifying immediate needs, determine which organizations are best-positioned to address these needs, and continue to focus operational efforts toward the more than 50,000 small businesses in Bexar County.

Action: The ETT also recommends that SAEDF work with city and county officials to develop a sustained, centralized body or “task force” specific to addressing small local business needs for future disaster and pandemic preparedness and equity concerns by improving small business growth. This task force will help scale and maximize efforts to reach businesses across the region by utilizing local chambers, small business assistance centers, and economic development groups. Strategic activity should be measured and progress reported to the City, County, and private-sector stakeholders invested in any operations driven by the task force. This body will work directly with small businesses in the county to promote equitable access to programs in multiple languages and formats.

CHECKLIST FOR AN EQUITABLE REOPENING

Short-term recommendations:

Many businesses have been affected by the COVID-19 pandemic to the point of complete shutdown. According to the SAEDF survey, the two largest local concerns are financial security and the safety and wellbeing of employees. The ETT recommends the approaches below, and has compiled a list of reputable local organizations equipped to assist with immediate needs.

- Develop new programs, and scale existing ones that provide targeted financial relief, loans, and guidance on how to implement ongoing best practices for business.
- Provide tailored and as-needed, in-person assistance in registering for PPP and other loans.
- Develop assistance for assuring proper insurance coverages to operate in a COVID-19 environment.
- Assistance with legal advice to navigate issues such as arrearages and deferment, etc.
- Provide free guidance and training in best practices to prevent the spread of COVID-19.
- Provide access to cleaning supplies, and safety products (See Page 8).

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- Marketing, education and understanding that small and minority businesses have the largest potential to scale up quickly to hire and grow if being included in contract opportunities with local corporate and public sector organizations (See Page 9).
- Identify business access to capital in different scales with financial literacy planning and loan readiness assistance.
- Identify small business assistance centers immediate needs to help support our local businesses (See Table 1).
- Free and low-cost telehealth and COVID-19 testing.
- Develop new and grow existing “Buy Local” initiatives designed to promote and boost small business.
- Develop and implement free or low-cost business continuity and risk-management educational training in on:
 - Financial literacy
 - Financial planning and forecasting
 - Financial management
 - Cost pricing for profits
 - How to develop an emergency funding plan
 - Loan Readiness Planning
 - Business Continuity
 - Risk Management planning
 - Strategic Planning

Table 1

ORGANIZATION	BY PHONE	ON THE WEB
Centro San Antonio	510-501-0434	https://centrosanantonio.org/
Launch SA	210-885-5914	https://launchsa.org/
LiftFund	210-685-8377	https://www.liftfund.com/
LISC	210-867-2065	https://www.lisc.org/
Maestro Entrepreneur Center	210-693-8345	https://maestrocenter.org/
SAGE	210-464-1355	https://www.sagesa.org/
Small Business Development Center at UTSA	210-458-2744	https://sasbdc.org/
SouthSide First	210-718-8347	https://www.southsidefirst.org/
Westside Development Corporation	210-501-0192	https://westsidedevcorp.com/
U.S. Small Business Administration – S.A. Office	210-517-7377	https://www.sba.gov/offices/district/tx/san-antonio

For a full list of small business resources and advocacy organizations (See Table 2, Page 45).

Long-term recommendations:

The ETT recommends the task force of leaders defined in the previous section not only continue COVID-19 small business support efforts going forward, but also invest in permanent operations to support local

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business needs. It is important for long-term strategic plans of the economic development entities in the task force to address the small business needs and workforce opportunities. The task force should measure and report progress regularly to City Council's Economic and Workforce Development Committee. In addition to making the ETT's short-term recommendations permanent, the team suggests the following:

- Promote equitable access to capital beyond the pandemic.
- Assist in developing business-to-bank relationships and protocols for SBA Loans to encourage relationships.
- Identify and track equity indicators for improving business and economic strategies to address areas of high unemployment or low income.
- Develop local capacity-building programs with community partners to address challenges.
- Advocate for equitable access to healthcare beyond the pandemic.
- Develop long-term "Buy-Local" campaigns.
- Identify and implement business development strategies to promote and connect local businesses to new opportunities.
- Identify and help build small business ecosystem to track the needs of small business assistance centers and incubators serving low income areas.

RESOURCE RECOMMENDATIONS

Resource Access Plan

As the Bexar County and San Antonio business community begins to restart, success will depend on employee health and consumer confidence; in the ability to keep customers safe. The primary factor to keep the public safe, is the ability to adhere to the standards and guidelines set forth by governmental and regulatory agencies, as well as industry best practices. However, the supplies most businesses will need for safe operation are scarce. This is somewhat mitigated when purchases are made in very large quantities, however small business owners lack this buying power.

Strategy and Sourcing

The City and County propose to collaboratively use their buying power to source globally scarce supplies that are critical for businesses to reopen and operate in compliance with the relevant Governor's Executive Orders and related local directives.

To facilitate this sourcing strategy, the City and County propose to identify reliable sources (including from local manufacturers where available and appropriate) for the following compliance-critical items:

- No-touch thermometers
- Disposable or durable non-medical face coverings
- Hand sanitizer for employee and customer use

This City and County sourcing process will also seek to identify reliable sources for the following important items, and to sustain some level of availability until the normal business supply chains stabilize and businesses can return to their usual procurement channels:

- Nitrile gloves or other types appropriate to the business environment

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- Tape or other material to place “physical distancing” markers as a guide to customers
- Surface cleaning products
- Face coverings

Distribution

The City and County will develop short-term processes by which those items can be procured and distributed to businesses with 25 employees or less in San Antonio and Bexar County. The City and County will also investigate the use of City and County procurement channels on a short-term basis to ensure local businesses have another reliable local supply by which they can acquire the items they need to operate in compliance with the Governor Orders for COVID-19 and related local directives.

MARKETING & PUBLIC RELATIONS RECOMMENDATIONS

The ETT recommends a regional, equity-based and collaborative effort to **1) Define, 2) Develop, and 3) Distribute** a cohesive message for reopening the economy safely. This strategic approach should be led by a diverse group of the area’s marketing experts under the advisement of the City of San Antonio Equity Office, and approved by the City of San Antonio and Bexar County.

We recommend that shared resources go toward the strategic planning, tactical planning, creative development, production, and distribution of campaign materials. This approach would enable businesses to acquire assets on a sliding scale of cost and ensure all businesses who want to participate can. A centralized message and distribution plan not only instill confidence among the community, but also saves resources and decreases message confusion.

Concept: Greater. **SA**fer. Together.

Messaging: Emphasis on Greater. The Greater San Antonio Region is resilient. Our inclusive culture and diverse economy sustain us and make us stronger through the hardest times. Together, we will stay **SA**fe. Together, we will be **GREATER** than ever.

Distribution: This multi-channel campaign will provide businesses of all sizes with messaging, social media tools, and signage to show they have pledged to keep our region **SA**fe.

Launch: Website and messaging preview **Tuesday, May 5, 2020.**

GREATER SAN ANTONIO PLAYBOOK FOR LOCAL BUSINESSES

The guidance in this section intends to expand on the minimum standards outlined in Governor Abbott’s “Open Texas” report issued on April 27, 2020. It includes a checklist for companies within key industries in San Antonio and Bexar County to open safely according to the state’s mandates and also local health and business expert recommendations. While the Governor’s report addresses citizens “at risk” from a health perspective, local guidance also recommends measures to mitigate health risks for marginalized populations living within Bexar County.¹

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Disclaimer

The information provided in this report does not, and is not intended to, constitute business, legal or medical advice; instead, the information and content provided in this report is for general informational purposes and serves to make recommendations to the governing boards of the City and County. It is not meant to reflect or convey the views, opinions, or positions of, any individual authors, contributors, committee members, or their respective employers, nor is it intended to convey specific investment, business strategy, tax, or legal advice. This report is also not intended to create, and receipt of it does not constitute, any client relationship with the recipient. The information provided herein may not be applicable to any particular business or place of work.

Website links and related business resources are included only for the convenience of the reader, and may not constitute the most up-to-date information given the fluidity of this COVID-19 environment. The City, County and its agents or representatives do not endorse any entity or individual identified in the included resource material. The listed resources have been found to be reliable sources from which additional education may be gained independently. You are encouraged to research and verify information found in this report.

Readers and users of this report and its guidance are strongly encouraged to carefully evaluate the information provided, in view of individual and unique business needs, and to consult with business and/or legal counsel and/or an environment, health, and safety professionals before implementing any of the recommendations which may be contained herein.

No responsibility or liability under any theory of law (contract, tort, negligence, or otherwise) is assumed, accepted, or assigned for any circumstances arising from or related to the information, recommendations, or resources contained in this report. The information in this report is provided "AS IS" and is not guaranteed to be complete, accurate, or up-to-date. No representations or warranties of any kind, express or implied, are made as to the information in this report. All guarantees, warranties, conditions, and representations of any kind, either express or implied, whether arising under any statute, law, commercial use, or otherwise, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement, are hereby expressly disclaimed.

Note:

The "Open Texas" report included minimum standard health protocols for a small number of Texas industries, divided into the following categories: Health protocols for serving your customers, health protocols for your employees, and health protocols for your facilities.

In addition, the ETT identified the need to add several industries not covered by the "Open Texas" report. For each of these industries, where there was no industry-specific guidance from the State, the ETT utilized the "Open Texas" guidance for "all employers" as a baseline and expanded from there.

Above and beyond the State's guidance, below are the seven health and safety protocols the ETT recommends San Antonio and Bexar County businesses commit to upholding. The following "**Greater. SAfer. Together.**" pledge (in accordance with Centers for Disease Control and Prevention (CDC) guidance) aims to protect the health and safety of employees and customers, and instill community confidence.

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“GREATER. SAFER. TOGETHER.” PLEDGE

As Greater San Antonio business owners, we **PLEDGE** to:

- 1) Use face coverings
- 2) Practice physical distancing
- 3) Conduct temperature checksⁱⁱ
- 4) Provide hand sanitizer
- 5) Follow CDC cleaning protocols
- 6) Implement contactless payment when possible
- 7) General COVID-19 awareness training for employees

<< REPEAT >>

✓ CHECKLIST FOR RESTAURANTS & BARS

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

As outlined in Governor Abbott’s executive order GA-18, restaurants may operate for dine-in service up to 25% of the total listed occupancy of the restaurant and may not offer valet services except for vehicles with placards or plates for disabled parking. As used in executive order GA-18, this applies only to restaurants that are not required to post the 51% sign required by the Texas Alcoholic Beverage Commission. Restaurants may continue to provide to-go or delivery services.

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all restaurants choosing to operate in Texas. Restaurants may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Restaurants should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Restaurants should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state’s minimum guidance, we have included **additional resources** for San Antonio and Bexar County restaurants to open safely. The full checklist (state and local guidance) is available below.

Health protocols for serving your customers:

- Parties maintain at least 6 feet distance apart from other parties at all times, including while waiting to be seated in the restaurant.

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- Make a hand sanitizing station available upon entry to the restaurant.
- No tables of more than 6 people.
- Dining:
 - Do not leave condiments, silverware, flatware, glassware, or other traditional table top items on an unoccupied table.
 - Provide condiments only upon request, and in single use (non-reusable) portions.
 - Use disposable menus (new for each patron).
 - If a buffet is offered, restaurant employees serve the food to customers.
- Contactless payment is encouraged. Where not available, contact should be minimized.

Health protocols for your employees:

- Train all employees on appropriate cleaning/ disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the restaurant:
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID-19
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees wash or sanitize their hands upon entering the restaurant, and between interactions with customers.
- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation

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- should be rigorously practiced.
- Consistent with the actions taken by many restaurants across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

Health protocols for your facilities:

- Consider having an employee manage and control access to the restaurant, including opening doors to prevent patrons from touching door handles.
- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, and chairs.
- Regularly and frequently clean restrooms, and document the cleanings.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the restaurant to remind everyone of best hygiene practices.
- Clean and disinfect the area used for dining (table, etc.) after each group of customers depart, including the disinfecting of tables, chairs, stalls, and countertops.
- Clean and sanitize restaurants daily.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Pre-screening and temperature checks (depending on legal guidance) or health surveys for each employee and guest before entry.
- All facilities have a ServSafe Certified person, with Food Manager Certification in charge and on site during open hours. All employees have a Food Handlers permit.
- Clean high-contact surfaces more than twice daily.
- In addition to the “Greater. **SA**fer. Together.” pledge, restaurants should post the Texas Restaurant Promise at entrances, so everyone understands the mutual steps that both restaurants and patrons must take to keep the community safe.
- Safety equipment: Ensure the use of face covers and gloves by all employees.
- Physical barriers and one-way foot traffic (Entry and Exit) where applicable.
- Touchless: Doors open where applicable; contactless payment/ordering/delivering options.

Business & Industry Best Practice Links:

- https://txrestaurant.org/news/coronavirus-guidance-resources?mc_cid=320cd38375&mc_eid=fabc467de3
[Texas Restaurant Promise](#)
- <https://www.txrestaurant.org/SanAntonio>

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✓ CHECKLIST FOR RETAIL

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

As outlined in Governor Abbott’s executive order GA-18, non-essential retailers may operate up to 25% of the total listed occupancy. In addition, non-essential retailers may operate through pickup, delivery by mail, or delivery to the customer’s doorstep. Shopping malls may operate at up to 25% of the total listed occupancy of the shopping mall, but shopping mall food court dining areas, play areas, and interactive displays and settings must remain closed. In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all retailers choosing to operate in Texas. Retailers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Retailers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Retailers should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state’s minimum guidance, we have included **additional resources** for San Antonio and Bexar County retailers to open safely. The full checklist (state and local guidance) is available below.

Health protocols for serving your customers:

- Retailers are encouraged to consider dedicating a certain period of time each day for only at-risk customers or deliver purchased goods to vehicles to reduce the need for at-risk customers to enter the store.
- If practical, monitor what items customers touch to clean or disinfect when the customer leaves the retail establishment.
- Contactless payment is encouraged. Where not available, contact should be minimized.

Health protocols for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the retailer:

Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache

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- Sore throat
- Loss of taste or smell
- Diarrhea
- Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
- Known close contact with a person who is lab confirmed to have COVID-19

Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:

- In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
- In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
- If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).

Have employees wash or sanitize their hands upon entering the retailer.

Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.

If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.

Consistent with the actions taken by many retailers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

Health protocols for your facilities:

Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.

Disinfect any items that come into contact with customers.

Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.

Place readily visible signage at the retailer to remind everyone of best hygiene practices.

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ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Pre-screening questionnaire and temperature checks for all employees prior to entering building.
- When possible, ask each client entering shop if they have been sick or been traveling.
- Customer hand sanitizing stations at every entrance and exit.
- Clean high-contact surfaces more than twice daily.
- Sanitizing wipes for carts/baskets/changing rooms; high traffic area wipe down (cash register area).
- Sneeze guard separation (plastic shields) at cash register.
- Designate Health, Safety & COVID-19 Supervisor and train all employees daily of COVID-19 expectations.
- Touchless: Doors Open where applicable; contactless payment/ordering/delivering options.

Business & Industry Best Practice Links:

- <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>
- <https://cdn.nrf.com/sites/default/files/2020-04/NRF%20-%20Operation%20Open%20Doors%20-%20Checklist.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>

✓ CHECKLIST FOR MOVIE THEATERS

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

As outlined in Governor Abbott's executive order GA-18, movie theaters may operate up to 25% of the total listed occupancy of any individual theater for any screening.

In accordance with Governor Abbott's executive order GA-18, the following are the minimum recommended health protocols for all movie theaters choosing to operate in Texas. Movie theaters may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Movie theaters should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Movie theaters should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state's minimum guidance, we have included **additional resources** for San Antonio and Bexar County movie theaters to open safely. The full checklist (state and local guidance) is available below.

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Health protocols for serving your customers:

- Movie theaters are encouraged to utilize remote ticketing options to help manage capacity limitations.
- Ensure proper spacing between patrons in the movie theater:

Keep at least two empty seats (or 6 feet separation) between parties in any row, except as follows:

- Two or more members of the same household can sit adjacent to one another, with two seats (or 6 feet separation) empty on either side.
- Two individuals who are not members of the same household but who are attending together can sit adjacent to one another, with two seats (or six feet separation) empty on either side.
- Alternate rows between customers (every other row left empty).
- Disinfect seats and frequently touched areas between screenings.
- For movie theaters providing food service to patrons:
 - Do not leave condiments, silverware, flatware, glassware, or other traditional table top items on an unoccupied table.
 - Provide condiments only upon request, and in single use (non-reusable) portions.
 - Clean and disinfect the area used for dining (table, etc.) after each group of customers depart the theater.
 - Use disposable menus (new for each patron).
 - If the theater allows customers to write down their food orders inside the theater, provide take-home pencils and notepads that cannot be used by other customers.
 - Have wait staff sanitize or wash hands between interactions with customers.
- Movie theaters with counter food service for patrons:
 - Provide condiments or flatware only in single use, individually-wrapped items, and provide condiments only upon request.
 - Have employees follow proper food-handling protocols.
 - Disinfect any items that come into contact with customers.
- Contactless payment is encouraged. Where not available, contact should be minimized.

Health protocols for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the movie theater:
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle Pain
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured

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- Temperature greater than or equal to 100 degrees F.
 - Contact with confirmed COVID case
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
- In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met:
 - at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees wash or sanitize their hands upon entering the movie theater, and between interactions with customers.
- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.
- Consistent with the actions taken by many businesses across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the movie theater to remind everyone of best hygiene practices.

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- Clean and disinfect the area used for dining (table, etc.) after each group of customers depart, including the disinfecting of tables, chairs, stalls, and countertops.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Limited capacity to adhere to Phase in guidelines.
- On-line paperless ticket / no ticket box.
- Clean high-contact surfaces more than twice daily.
- One-way foot traffic flow (Entrance / Exit) (Concessionaire).
- Physical distancing in all areas (6-ft demarcations).
- Touchless: Doors Open where applicable; contactless payment/ordering options.

✓ CHECKLIST FOR MUSEUMS & LIBRARIES

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

As outlined in Governor Abbott's executive order GA-18, museums and libraries may operate up to 25% of the total listed occupancy, and must close any components of the museum or library that have interactive functions or exhibits, including child play areas. Local public museums and libraries may operate only if permitted by the local government.

In accordance with Governor Abbott's executive order GA-18, the following are the minimum recommended health protocols for all museums and libraries choosing to operate in Texas. Museums and libraries may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

City of San Antonio Public Libraries and Museums will not open until the expiration date of the San Antonio Public Health Emergency Delectation or at the direction of the City Manager.

Note:

Please note, public health guidance cannot anticipate every unique situation. Museums and libraries should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Museums and libraries should also be mindful of federal and state employment laws and workplace safety standards.

To supplement the state's minimum guidance, we have included **additional resources** for San Antonio and Bexar County manufacturers to open safely. The full checklist (state and local guidance) is available below.

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Health protocols for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the business.
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle Pain
 - Sore throat
 - Known close contact with a person who is lab confirmed to have COVID-19
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees wash or sanitize their hands upon entering the business.
- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.
- Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

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Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the business to remind everyone of best hygiene practices.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Pre-screening (temperature per CDC Guidelines) for all employees and customers.
- Ask each client entering shop if they have been sick or been traveling.
- Clean high-contact surfaces more than twice daily.
- Training for all visitors on CDC Guidelines and 6-foot distancing.
- No headsets or audio options.
- Plexiglass at register or handsfree payment system. No cash payments. No tickets.
- Worker and customers to use face coverings and gloves at all times.
- Limit to allow 6-foot distancing at all times.
- Limit chairs & benches for customers with 6-foot distancing.
- Personal hand washing and hand sanitation for all customers as they enter.
- At least twice-daily cleaning of all common areas and handrails, doorknobs and other high-touch areas.
- Full disinfecting of museum daily.
- Guests wash hands before and after each visit.
- Placement of CDC guidelines signage for customers to see.
- Designate Health, Safety & COVID-19 Supervisor and train all employees daily of COVID-19 expectations.
- Emergency plan for isolating sick person.

✓ CHECKLIST FOR CHURCHES/PLACES OF WORSHIP

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all churches, congregations, and places of worship in Texas. Churches, congregations, and places of worship may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all Texans. The same minimum standard health protocols would apply to funeral services, burials, and memorials.

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Please note, public health guidance cannot anticipate every unique situation. Churches, congregations, and places of worship should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Churches, congregations, and places of worship should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state's minimum guidance, we have included **additional resources** for San Antonio and Bexar County churches and places of worship to open safely. The full checklist (state and local guidance) is available below.

Health protocols for serving attendees:

- Strongly encourage the at-risk populations to watch or participate in the service remotely.
- Designate an area inside the facility reserved for the at-risk population, or offer a service for at-risk population attendees only.
- Ensure proper spacing between attendees:
 - Keep at least two empty seats (or six feet separation) between parties in any row, except as follows:
 - Two or more members of the same household can sit adjacent to one another, with two seats (or six feet separation) empty on either side.
 - Two individuals who are not members of the same household but who are attending together can sit adjacent to one another, with two seats (or six feet separation) empty on either side.
 - Alternate rows between attendees (every other row left empty).

Health protocols for your employees:

- Train all employees and volunteers on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees and volunteers before coming into the church, congregation, or place of worship:

Send home any employee or volunteer who has any of the following new or worsening signs or symptoms of possible COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell
- Diarrhea
- Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
- Known close contact with a person who is lab confirmed to have COVID-19.

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- Do not allow employees or volunteers with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee or volunteer who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee or volunteer who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee or volunteer has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee or volunteer with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees or volunteers wash or sanitize their hands upon entering.
- Have employees or volunteers maintain at least 6 feet separation from other individuals. If such distancing is not feasible, then other measures including face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- Consistent with the actions taken by many churches, congregations, and places of worship across the state, consider having employees, volunteers, and attendees wear cloth face coverings (over the nose and mouth). If available, they should consider wearing non-medical grade face masks.

Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect seats between services.
- Disinfect any items that come into contact with attendees.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available.
- Place readily visible signage to remind everyone of best hygiene practices.
- If a church or place of worship provides meals for employees, volunteers, or attendees, they are recommended to have the meals individually packed for each employee, volunteer, or attendee.
- Maintain rigorous sanitation practices like disinfection, handwashing, and cleanliness when preparing or serving anything edible.

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ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Do a risk assessment of your congregation, considering the number of participants, the intensity of contact of those participants, and the ability to implement mitigation strategies. Proceed with worship if the risks for COVID-19 transmission can be substantially lowered by achievable mitigation strategies.
- Prioritize protection of worshipers who are at risk of developing severe COVID-19 infection, including those older than 65 with chronic medical problems such as hypertension, diabetes, obesity, and heart disease.
- If risk mitigation can be achieved, continue service to the community through assistance to individuals experiencing homelessness, individuals experiencing food insecurity, and those experiencing mental health concerns.
- Clean high-contact surfaces more than twice daily.
- We highly recommend that cloth or non-medical grade facial coverings be worn by employees and worshipers during worship and during transport between services.
- If outdoor worship is conducted, establish a logistical plan to implement crowd and traffic control.
- Contact local, state, and national governing bodies of your congregation to determine best practices of your particular religious affiliation.

Business & Industry Best Practice Links:

- San Antonio’s Faith-Based initiative in the Department of Human services at: sanantonio.gov/humanservices/FaithBased

✓ CHECKLIST FOR OFFICES & PROFESSIONAL SERVICES

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

As outlined in Governor Abbott’s executive order GA-18, services provided by an individual working alone in an office may operate.

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all single-person offices. Employers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Businesses should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Businesses should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state’s minimum guidance, we have included **additional resources** for San Antonio and Bexar County professional service providers and standard offices to open safely. The full checklist (state and local guidance) is available below.

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Health protocols for your customers and employees:

- Be trained on all appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Self-screen before coming into the office.
- Do not go into the office with new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID-19
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
 - Wash or sanitize their hands upon entering the business.
 - Maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
 - Consistent with the actions taken by many businesses across the state, consider wearing a cloth face covering (over the nose and mouth) upon entering the premises and when using common areas, including elevators, restrooms, break rooms, or stairs. If available, you should consider wearing non- medical grade face masks.

Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.

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- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the business to remind everyone of best hygiene practices.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Facial coverings to be used when public facing and during reduced physical distancing or movement throughout an office or building space – to exchange documents/record/items, narrowing spaces such as hallways, and to/from common areas such as restrooms and mailrooms.
- Encourage frequent hand washing to reduce risk on high-contact surfaces.
- Clean high-contact surfaces more than twice daily.
- Simple “Health Assessment” questionnaire for employees and guests entering building.
- Daily temperature check for employees and guests entering building.
- Physical distancing rules apply in all areas.
- Offices, cubicles and common areas will be cleaned with disinfectant daily.
- Development of “Remote” Working Program for those “at-risk” employees is strongly recommended.
- Development of “Remote” Working Program for all others is encouraged.

Business & Industry Best Practice Links:

- <https://www.thinkhr.com/covid19/>
- <https://www.paychex.com/coronavirus-resources>
- [Covid 19 Health Questionnaire](#)
- <https://www.paychex.com/articles/finance/continuity-planning-for-small-businesses>
- <https://www.paychex.com/support/coronavirus>

✓ CHECKLIST FOR MANUFACTURERS

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all businesses choosing to operate in Texas. Employers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Employers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Employers should also be mindful of federal and state employment laws and workplace safety standards.

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Note:

To supplement the state's minimum guidance, we have included **additional resources** for San Antonio and Bexar County manufacturers to open safely. The full checklist (state and local guidance) is available below.

Health protocols for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the business.
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID-19
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees wash or sanitize their hands upon entering the business.
- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.
- Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

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ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Health protocols for your facilities:

- Adhere to ‘Symptom & Isolation’ protocols: COVID-19 Incident Management Flow for Supervisors
- Follow CDC guidance regarding travel restrictions
- Daily self-screening protocols to decrease spread of infection ‘Stay Home if Sick’
- Return-to-Work (RTW) protocols:
 - Pre-survey for health and risk factors
 - Building Entry – temperature check
 - Badge control activation and deactivation for re-entry
 - Mandatory face covering, employer to provide face covering
 - Face covering if 6 feet of physical distance is not possible in workspace
- Physical distancing – use plexiglass, one-way direction flow:
 - Entry, walk-ways
 - Separation of workstations
 - Cafeteria/breakroom/restroom
 - Create work zones to ensure physical distancing
 - Split large groups into smaller groups where possible
 - No more than 10 people in a room
 - No more than one person in elevator
 - Add floor markings around walkways, copiers, watercoolers, appliances
- Sanitization & Equipment
 - Frequent use of hand sanitizer, washing of hands, anti-bacterial wipes in all processes
 - Limit use of common tools; sanitize prior to handoff
 - Clean high-contact surfaces more than twice daily
 - At each rotation, provide employee time to sanitize all process touch points with sanitizer/cleaner provided
 - Keep as many doors open as possible to minimize touch
 - Close gym for personal use, offer virtual exercise
 - Unplug/remove all process fans; allow ceiling/roof mounted fans
 - Process time built in for sanitization during and in-between shift change

Business & Industry Best Practice Links:

- [Toyota Manufacturing North America Playbook](#)

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An Addendum to the Health Transition Team Report & Guide to Reopening San Antonio & Bexar County Business

✓ CHECKLIST FOR CONSTRUCTION COMPANIES

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all businesses choosing to operate in Texas. Employers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Employers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Employers should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state’s minimum guidance, we have included **additional resources** for San Antonio and Bexar County construction companies to open safely. The full checklist (state and local guidance) is available below.

Health protocols for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the business.
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees F.
 - Known close contact with a person who is lab confirmed to have COVID-19.
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional’s note

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clearing the individual for return based on an alternative diagnosis.

- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees wash or sanitize their hands upon entering the business.
- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.
- Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

For Jobsites:

- Designate a Safety & COVID-19 Supervisor at each jobsite.
- Conduct Safety/Training COVID-19 tool box talks to explain expectations.
- Mandatory temperature checks at each entrance.
- Provide face coverings for all workers.
- Install temporary hand washing stations with soap or antibacterial gel.
- No use of shared water cooler. Encourage individual water bottles.
- At least twice-daily cleaning of common areas, handrails, doors knobs/break rooms and restrooms; all high-touch surfaces.
- Maintain 6 feet physical distancing when gathering or eating together.
- Implement shift work if possible.
- Onsite signage of COVID-19 CDC requirements.
- Notify all visitors, subcontractors, and suppliers of guidelines.

For Office:

- Limit number of employees working in the same office at any given time.
- Issue laptops to work from home and offer alternating shifts for in-office presence.
- Limit office from visitors, deliveries only.
- Check temperatures at all entrances.
- Issue face coverings for all.
- Switch to virtual meetings.
- 6 feet of physical distancing when gathering or eating together.

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- Onsite signage of COVID-19 CDC requirements.
- At least twice-daily cleaning of common areas, handrails, doors knobs/break rooms and restrooms.
- Limit travel to essential site visits.

Business & Industry Best Practice Links:

- OSHA: <https://www.osha.gov/SLTC/covid-19/>
- NIOSH: https://www.cdc.gov/niosh/emres/2019_ncov.html
- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- CPWR: <https://www.cpwr.com>
- <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>

✓ CHECKLIST FOR GYMS/FITNESS STUDIOS

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

In accordance with Governor Abbott's executive order GA-18, the following are the minimum recommended health protocols for all businesses choosing to operate in Texas. Employers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Employers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Employers should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state's minimum guidance, we have included **additional resources** for San Antonio and Bexar County manufacturers to open safely. The full checklist (state and local guidance) is available below.

Health protocols for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the business.
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID-19
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:

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- In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
 - Have employees wash or sanitize their hands upon entering the business.
 - Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
 - If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.
 - Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the business to remind everyone of best hygiene practices.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Instructors and members should wear face coverings.
- Implement physical distancing for use of exercise equipment.
- Temperature screening of members before entering facility/studio.
- Reduce size of classes to promote physical distancing.
- Reduce group exercise time to 50 min. to allow for sanitizing in between classes.

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- Clean high-contact surfaces more than twice daily.
- Additional cleaning crew for extra daily sanitization.
- Wipe down of exercise equipment after single use by member.
- Install sneeze guards to protect employees.
- No touch check-in and payment processes when possible.
- Do not allow shower or locker services.
- Recommend keeping pools, saunas, and whirlpools closed.

✓ CHECKLIST FOR SALONS/SPAS

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all businesses choosing to operate in Texas. Employers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Employers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Employers should also be mindful of federal and state employment laws and workplace safety standards.

Note:

To supplement the state’s minimum guidance, we have included **additional resources** for San Antonio and Bexar County manufacturers to open safely. The full checklist (state and local guidance) is available below.

Health protocols for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the business.
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID-19
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications);

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and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or

- In the case of an employee who has symptoms that could be COVID-19 and does not get
 - have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
 - Have employees wash or sanitize their hands upon entering the business.
 - Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
 - If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.
 - Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the business to remind everyone of best hygiene practices.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Pre-screening (temperature per CDC Guidelines) for all employees and customers.
- Ask each client entering shop if they have been sick or been traveling.
- Plexiglass at register or handsfree payment system.
- Worker and customers to use face coverings and gloves at all times.
- Limit of one customer at a time with 6-foot physical distance waiting area.
- Limit chairs for customers with 6-foot physical distancing.

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- Remove all magazines or hand guides in salon.
- Personal hand washing and hand sanitation for all customers as they enter.
- Chair/Station wipe down with anti-bacterial wipes.
- At least twice-daily cleaning of all common areas and handrails, doorknobs.
- Full disinfecting of shop daily.
- Employees wash hands before and after each client.
- Placement of CDC guidelines signage for customers to see.

Business & Industry Best Practice Links:

- <https://www.modernsalon.com/624102/28-safety-guidelines-for-reopening-salons-and-barbershops>

✓ CHECKLIST FOR MASS GATHERINGS

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all businesses choosing to operate in Texas. Employers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Employers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Employers should also be mindful of federal and state employment laws and workplace safety standards.

Note:

A mass gathering is a planned or spontaneous event with a large number of people in attendance that could strain the planning and response resources of the community hosting the event, such as a concert, festival, conference, sporting event, and bingo halls, even other large gatherings and event venues where concessions are sold and/or provided. Guidance specific to schools and childcare settings, institutions of higher education, and community- and faith-based organizations can be found on CDC’s website focused on prevention COVID-19 spread in communities. Not outlined as separate section in Governor’s report.

Please note that as of this writing, City of San Antonio and Bexar County orders do not allow for any mass gatherings. This direction, and the number of people allowed per gathering is subject to public health and safety conditions. *Limit 50 people at the time of writing.*

Health protocol for individuals:

- Maintain at least 6 feet separation from other individuals not within the same household. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.

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- Self-screen before going into a business for any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees F
 - Known close contact with a person who is lab confirmed to have COVID-19

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

- Wash or disinfect hands upon entering a business and after any interaction with employees, other customers, or items in the business.
- Clean high-contact surfaces more than twice daily.
- Consistent with the actions taken by many individuals across the state, wear cloth face coverings (over the nose and mouth) when entering a business, or when within 6 feet of another person who is not a member of the individual's household. If available, individuals should consider wearing non-medical grade face masks.

Health protocols for serving your customers:

- Create an emergency plan for mass gatherings and large community events to help protect you and the health of your event, participants and the local community.
- There are a number of factors to consider when determining the need to postpone or cancel a large gathering. These include:
 - The overall number of attendees, which includes venues equal to the size of movie theaters and is used for gatherings and events, in addition to larger gatherings (for example, more than 50 people) offer more opportunities for person-to-person contact and therefore pose greater risk of COVID-19 transmission.
 - The number of people attending who are at greater risk of more serious illness after contracting COVID-19. Older adults and persons with severe pre-existing health conditions are thought to be at increased risk.
 - The density of attendees within a confined area. Based on what is currently known about the virus, spread from person-to-person happens most frequently among close contacts (within 6 feet).
 - The potential economic impact to participants, attendees, staff, and the larger community.
 - The level of transmission in your local community and the level of transmission in the areas from which your attendees will travel. To better understand the level of community transmission in your community (and in the communities from which your attendees will be traveling), consult with your local and/or state public health department.
 - If there are ways in which to significantly reduce the number of attendees. For example, for sporting events or school concerts, organizers could consider holding the event but significantly reduce the number of audience members.

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- Promote messages that discourage people who are sick from attending events. This could include electronic messages sent to attendees prior to travel to the event as well as messages requesting that people leave events if they begin to have symptoms of COVID-19, which include fever, cough, and shortness of breath. Attendees should be encouraged to seek medical advice promptly by calling ahead to a doctor's office or emergency room to get guidance.
- If possible, identify a space that can be used to isolate staff or participants who become ill at the event. Designate a space for staff and participants who may become sick and cannot leave the event immediately. Work with partners, such as local hospitals, to create a plan for treating staff and participants who do not live nearby. Include a plan for separating and caring for vulnerable populations.
- Develop flexible refund policies for participants. Create refund policies that permit participants the flexibility to stay home when they are sick, need to care for sick household members, or are at high risk for complications from COVID-19.

Health protocols for your employees:

- Ensure that your events have supplies for event staff and participants, such as hand sanitizer that contains at least 60% alcohol, tissues, trash baskets, face coverings, and cleaners and disinfectants. Clean frequently touched surfaces and objects with detergent and water prior to disinfection, especially surfaces that are visibly dirty.
- Plan for staff absences. Develop and implement flexible attendance and sick-leave policies. Event staff need to stay home when they are sick, or they may need to stay home to care for a sick household member or care for their children in the event of school dismissals. Allow staff to work from home when possible. Identify critical job functions and positions and plan for alternative coverage by cross-training staff (similar to planning for holiday staffing). Provide instructions about how and when to safely return to work.
- Implement flexible staff attendance and sick-leave policies (if possible). Require staff to stay home if they are sick or caring for a sick household member. Notify staff when you plan to implement COVID-19 leave policies.
- Consider alternatives for event staff and participants who are at increased risk for complications from COVID-19. Currently, older adults and persons with severe underlying health conditions are considered to be at increased risk for severe illness and complications from COVID-19. Event organizers can consider reassigning duties for higher-risk staff to have minimal contact with other persons. People in higher-risk groups should consult with their healthcare provider about attending large events. Consider providing refunds to event participants who are unable to attend because they are at high risk and/or provide information on alternative viewing options.
- Plan ways to limit in-person contact for staff supporting your events. Several ways to do this include offering staff the option to telework if they can perform their job duties off-site, using email, and conducting meetings by phone or video conferencing. Reduce the number of staff needed such as staggering shifts for staff who support essential functions and services during events.

Health protocols for your facilities:

- Routinely clean and disinfect surfaces and objects that are frequently touched. Clean with the cleaners typically used. Use all cleaning products according to the directions on the label.
- Face coverings should be kept on-site.
- Should staff or participants become sick at your event, they should be immediately isolated and given a clean face covering to wear while healthcare / emergency protocol is followed.

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Business Guidelines & Industry Best Practices:

- (https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf).

✓ CHECKLIST FOR HOTELS

STATE OF TEXAS MINIMUM STANDARD HEALTH PROTOCOLS

In accordance with Governor Abbott’s executive order GA-18, the following are the minimum recommended health protocols for all businesses choosing to operate in Texas. Employers may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees and customers.

Please note, public health guidance cannot anticipate every unique situation. Employers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Employers should also be mindful of federal and state employment laws and workplace safety standards.

Note:

There is no guidance specific to hotels in the “Open Texas” report. The minimum standards below were extracted from the “all employers” section of the state’s report and all additional recommendations are in accordance with CDC guidelines and the ETT’s collective findings.

Health protocol for your employees:

- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the business.
- Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID-19
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or

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- In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
- If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees wash or sanitize their hands upon entering the business.
- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- If an employer provides a meal for employees, employers are recommended to have the meal individually packed for each employee.
- Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees F
 - Known close contact with a person who is lab confirmed to have COVID-19

Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with customers.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.
- Place readily visible signage at the business to remind everyone of best hygiene practices.

ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Business Guidelines & Industry Best Practices:

- Hotels have the ability to sell specific amounts of rooms per guidelines to ensure traffic control and social distancing. Therefore, we will have the ability to open certain floors at a time and rotate deep cleaning protocol.
- Guest rooms can be cleaned upon departure should guest not want any contact in the guest room while occupied.

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- Sanitation stations set up throughout the hotel, to include elevators, meeting rooms and multiple points in the lobby.
- No valet service, self-park only.
- Safety Equipment: Hotels will ensure the use of gloves and face masks for associates per City and State guidelines.
- Hotels will have control of all entrances to control patterns of traffic for arriving guests and returning guests to ensure physical distancing.
- Front desk, restaurants, and any facing customers will have Plexiglas or coverings for associate and guest to ensure no contact check in should the guest decide not to choose mobile check in.
- Hotel restaurants do have control for physical distancing tables like free standing restaurants.
- All hotels per city and state guidelines must carry the save serve certificate in both food and beverage and engineering.
- Arrival free check in and check out; via mobile phone and mobile key process in place at most hotels. Guest bill will be emailed to ensure no contact upon departure.
- Room service can also be ordered via mobile phone. Touchless delivery in to go bags delivered to guest rooms
- All meeting rooms will utilize and be controlled by capacity charts, thereby adhering to all capacity limits set forth by the city and state, as restaurants, shopping etc.
- New table guidelines and set up processes for physical distancing with space mapping is available for customers to have trust and ensure they will have proper distancing in all meetings. If lineless tables suggested, to be able to sanitize after every use, or change of linen protocol for breakouts and large groups. No pads, pens, paper or candy on meeting tables.
- Technology streaming: Breakouts and general sessions can be seen via satellite and internet from the customer guest room should they not choose to attend the meetings in person.
- Banquet grab and go meals so guest has a no touch food service and can dine at the space of their choice and/or guest room.
- Hotel restaurant and cafés: many are set up with mobile technology to order via kiosk or tablet for a no touch interaction.
- Removal of coffee makers, periodicals, glasses and cups from guest rooms.

Business & Industry Best Practice Links:

- <https://texaslodging.com/wp-content/uploads/2020/05/AHLA-Safe-Stay-Protocols.pdf>

✓ CHECKLIST FOR SCHOOLS & CHILDCARE FACILITIES

Note:

In order to catch up students, the law mandating the first day of instruction as the 4th Monday in August shall be waived in order to allow for more flexible, year-round school schedules, if necessary. Additionally, the law mandating 75,600 minutes annually of student school time shall be waived. The accountability system should remain with No Rating until all brick and mortar schools resume with fully in-person instruction for a full school year.

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ADDITIONAL LOCAL RESOURCES & RECOMMENDATIONS

Logistics and Policy:

- Preserve the elements of funding transformation from the last legislative session (i.e. HB3).
- Schools should be allowed to reopen in waves in order to allow students most in need to be served first. The first students prioritized should include:
 - Those with Special Needs
 - Homeless Students
 - Students that are at highly risk academically
 - Students without access to Technology
- Once these populations are served, then other students can be prioritized based on the capacity of the school. Until physical distancing is no longer needed, it is likely that most students will have to attend school on a modified schedule in shifts (could be certain days of the week, all mornings/afternoons, etc.) to create a hybrid in-person/online school experience.
- If a family requests for their student to stay entirely online that request should be honored during COVID-19 by all county schools.
- All meal service will take place inside classrooms.
- All assemblies will not be possible. Case-by-case determinations should be made by districts in accordance with mass gatherings guidance from CDC.
- Recess will be limited to non-contact activities. Students must wash their hands before entering the classroom.
- Clean high-contact surfaces more than twice daily. With classroom surfaces cleaned after each class.
- Faculty and staff should wear face coverings at all times.
- There will need to be extensive educator training on new safety protocols.
- 6-foot physical distancing protocols would be followed on school buses.

Health protocols for students & educators:

- Maintain at least 6 feet separation from other students. While it is not practical for students to wear face coverings, it is recommended that schools install plexiglass or another barrier between students who must be closer than 6 feet together.
- Self-screen before going into a school for any of the following, new or worsening signs or symptoms of possible COVID-19:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit.
 - Known close contact with a person who is lab confirmed to have COVID-19
- Wash or disinfect hands upon entering a school and after any interaction with employees/students, other visitors, or non-personal items in the school.

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- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed since symptoms first appeared; or
 - In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14-day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).
- Have employees maintain at least 6 feet of physical separation from other individuals. If such distancing is not feasible, measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- Schools are recommended to have the meal individually packed for each student.
- Schools are recommended to continue meal service to those who remain at home completing distance learning.
- Consistent with the actions taken by many businesses across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face coverings.
- Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
- Screen employees before coming into the school:

Send home any employee who has any of the following new or worsening signs or symptoms of possible COVID-19:

- Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID
- Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee who was diagnosed with COVID-19, the individual may return

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to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*.

Health protocols for your facilities:

- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
- Disinfect any items that come into contact with students.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees, students, and visitors.
- Place readily visible signage at the facility to remind everyone of best hygiene practices.

HEALTH TRANSITION TEAM CONCLUDING REMARKS

The COVID-19 Health Transition Team congratulate the Economic Transition Team on this report, which we believe represents some of the best practices in place to reduce the risk of COVID-19 spread in our community.

We recognize that re-opening businesses and other sectors of the economy increases the risk of COVID-19 in our community. It is impossible, within the context of the COVID-19 pandemic, to eliminate the risk of infection. However, there are many opportunities to reduce the risk of reopening for ourselves and others in our community. To do this, we must be vigilant in our own behaviors, watch the indicators proposed in the Health Transition Team Report closely, and prioritize the health of those who are medically at risk or from marginalized communities.

Our COVID-19 Health Transition Team Report, released on April 27, 2020, detailed the current state of public health knowledge and recommendations for reopening. Governor Abbott's Report to Open Texas, released the same day, established minimum standards of health protocols for some Texas industries. The Economic Transition Team's Report builds upon both documents, providing details regarding best practices for an expanded list of sectors of our economy and calling for higher standards that should further reduce risk and promote equity within our community.

We also recognize that both our knowledge of COVID-19 and our response to the pandemic are changing rapidly. Since the release of our report, the U.S. Centers for Disease Control and Prevention (CDC) has changed guidance on who should be tested and protocols for isolation. We encourage all members of our community, but particularly business owners and employers, to remain up to date on evidence-based guidelines and practices.

The Economic Transition Team's recommendations for the support of small and minority owned businesses, which form a large segment of the economy of San Antonio and Bexar County and are particularly threatened by the current crisis, are of critical importance. We applaud their work in this realm.

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The ‘Greater. **SA**fer. Together.’ pledge will help ensure that business owners adhere to our City/County Standards including face covering, physical (or social) distancing, temperature checks, hand sanitizer and cleaning protocols, contactless payment, and employee training. By calling on all business owners to protect the health of employees and customers, we promote both individual and public health.

We are grateful for the Economic Transition Team’s thoughtful approach, their responsiveness to data and public health guidance, and their commitment to equity. By working together, caring for one another, following safety guidance, and focusing on our medically at risk or marginalized neighbors, we will find a way forward and out of this crisis.

Sincerely,

The COVID-19 Health Transition Team

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APPENDIX

ⁱ “Open Texas” report defines “at-risk” customers as those who are 65 or older, especially those with chronic lung disease; moderate to severe asthma; chronic heart disease; severe obesity; diabetes; chronic kidney disease undergoing dialysis; liver disease; or weakened immune system. The Greater San Antonio region definition of “at risk” includes marginalized populations such as individuals living in poverty, experiencing homelessness, and minority populations.

ⁱⁱ The “Open Texas” report cites a minimum temperature of 100 degrees F. The City of San Antonio and Bexar County recommend a minimum temperature in accordance with CDC guidance (of 99.6 degrees F at the time of writing) – subject to change. It is also recommended by the HTT that employees and visitors with a CDC-minimum temperature or higher who test negative for COVID-19 still be required to stay home from work for 7-10 days to minimize the risk of spreading influenza and other contagious pathogens. The ETT recommends against penalties against sick employees.

Table 2

In addition to assistance organizations that connect small business with resources like education, training, access to capital, and supplies, our advocacy organization and chambers of commerce actively represent the voice of local businesses to policymakers. The chambers can help small businesses establish and strengthen networks and will work on their behalf to bring forth and alter policy affecting business.

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SMALL BUSINESS ASSISTANCE	BY PHONE	ON THE WEB
Centro San Antonio	510-501-0434	https://centrosanantonio.org/
Launch SA	210-885-5914	https://launchsa.org/
LiftFund	210-685-8377	https://www.liftfund.com/
LISC	210-867-2065	https://www.lisc.org/
Maestro Entrepreneur Center	210-693-8345	https://maestrocenter.org/
SAGE	210-464-1355	https://www.sagesa.org/
Small Business Development Center at UTSA	210-458-2744	https://sasbdc.org/
SouthSide First	210-718-8347	https://www.southsidefirst.org/
Westside Development Corporation	210-501-0192	https://westsidedevcorp.com/
U.S. Small Business Administration – S.A.	210-517-7377	https://www.sba.gov/offices/district/tx/san-antonio
MEMBERSHIP & ADVOCACY ORGS.	BY PHONE	ON THE WEB
African American Chamber of Commerce of S.A.	210-490-5200	https://www.africanamericanchambersa.org/
Alamo Asian American Chamber of Commerce	210-275-1063	https://alamo-aacc.org/
Alamo City Black Chamber of Commerce	210-789-2788	https://alamocitychamber.org/
American Council of Engineering Companies	210-842-4055	http://acecsanantonio.org/
American Institute of Architects	210-316-8073	https://aiasa.org/
American Subcontractors Association	210-349-2105	https://asasanantonio.org/
Asociacion de Empresarios Mexicanos in S.A.	210-239-9831	https://aemusa.org/chapter-san-antonio/
Associated Builders and Contractors	210-342-1994	http://www.abcsouthtexas.org/
Associated General Contractors - Horizontal	512-431-4194	https://agctx.org/
Associated General Contractors - Vertical	210-349-4921	https://www.sanantonioagc.org/
Chef Cooperatives	210-854-4479	https://www.chefcooperatives.com/
Culinaria	210-822-9555	https://culinariasa.org/
Fair Contractors Coalition	210-226-9041	https://www.facebook.com/FairContractingCoalition/
Global Chamber San Antonio	210-920-1831	https://www.globalchamber.org/aboutsanantonio
Greater San Antonio Builders Association	210-696-3800	https://www.sabuilders.com/
Hispanic Contractors Association de San Antonio	210-444-1100	https://hcadesa.org/
Independent Electrical Contractors	210-431-9861	http://www.iecsanantonio.com/
Ntl. Assc. for the Adv. of Colored People	210-224-7636	http://www.sanantonioniaacp.org/
National Assc. of Women's Business Owners	210-260-6246	https://nawbosa.org/
North San Antonio Chamber	210-344-4848	https://www.northsachamber.com/
Plumbing Heating Cooling Contractors Assc.	210-824-7422	http://www.phcc-sanantonio.org/
Professional Engineers in Private Practice	210-862-8300	http://www.peppbexar.com/
San Antonio Chamber of Commerce	210-229-2100	http://www.sachamber.org
San Antonio Manufacturers Association (SAMA)	210-979-7530	http://www.sama-tx.org/
San Antonio Hispanic Chamber of Commerce	210-208-8200	https://www.sahcc.org/

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San Antonio LGBT Chamber	210-504-9429	http://www.salgbtchamber.org/
San Antonio Restaurant Association	210-734-7663	https://www.txrestaurant.org/sanantonio
San Antonio Women’s Chamber	210-299-2636	https://www.sawomenschamber.org/
South San Antonio Chamber	210-240-1764	https://www.southsachamber.org/
South Texas Merchants Association	210-494-7170	https://www.mystma.com/
Tech Bloc	210-262-1900	https://www.satechbloc.com/
Texas Society of Professional Engineers	210-494-7223	https://www.bexartspe.org/
West San Antonio Chamber	210-229-1266	https://www.westsachamber.org/