



# MANUFACTURING GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

The Recovery Phase of the Restore Illinois public health approach to reopening the Illinois economy includes returning people to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

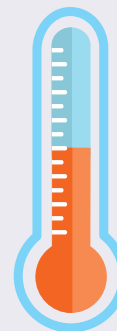
- Non-customer-facing facilities engaged in the mechanical, physical, or chemical transformation of materials, substances, or components into new products
- Examples of manufacturing facilities include (non-exhaustive): plants, factories, mills

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home.
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois guidelines website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95

## Guidelines specific to Manufacturing businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Manufacturer should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Manufacturer should reconfigure workstations to allow for 6-ft. social distancing between employees OR install impermeable barriers between employee workstations
3. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles
4. Vending machines may remain in use, though should be sanitized after each use. Employers are encouraged place disinfectant wipes and hand sanitizer next to the machine for employee use



### ii. Encouraged best practices

1. Eliminate common touchpoints (e.g., remove shared items in commons areas, use touchless door pulls)
2. Modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
3. Minimize the use of shared work materials (e.g., tools, equipment) and if practical, eliminate rotations / keep employees on a single station each day
4. If practical, reduce the use of shared papers and encourage use of digital tools
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Manufacturer should provide hand washing or sanitization stations that are easily accessible from anywhere on the manufacturing floor and have a plan in place for ensuring all stations are adequately stocked at all times
4. Workstations should be disinfected between every shift and in between employee handoffs
5. If equipment is shared, equipment should be disinfected before use by another employee
6. Clean and sanitize reusable articles (e.g., gowns, gloves) before they can be used by another employee or alternatively use single-use articles and dispose after use



### ii. Encouraged best practices

1. Provide each employee with disinfecting/ cleaning materials to be used at his/her workstation

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Manufacturer should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
2. Manufacturer should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. Minimize the number of in-person meetings
  - a. If an in-person meeting is necessary, limit to 10 people with social distancing



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or visitor to enter, or while requiring them to wait in a designated area, manufacturer should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, employer should take external supplier or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Manufacturer should keep a log of all external suppliers and any visitors who enter the premises
3. Suppliers and other visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

1. Limit contact between external suppliers/visitors and employees
2. If practical, clean and sanitize any incoming shipments before they enter the facility



**If you have questions or need additional support:  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [www2.illinois.gov/business toolkit](http://www2.illinois.gov/business toolkit)**

**Additional Resources:**

- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)

# RESTAURANTS & BARS FOR OUTDOOR DINING GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

The Recovery Phase of the Restore Illinois public health approach to reopening the Illinois economy includes returning people to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

- Full-service restaurants, limited-service restaurants, snack and nonalcoholic beverage bars, taverns, and other food services and drinking places licensed to serve food, beverages and liquor for consumption by the relevant local jurisdiction and State Liquor Control Board, if applicable, that can follow all minimum guidelines outlined in this document
- In Phase III, services for Restaurants and Bars should be limited to:
  - i. Outdoor dining and/or drinking only<sup>1</sup>; and
  - ii. Parties of 6 persons or fewer.
- For the purposes of these guidelines, a dining or drinking area is considered an outdoor dining or drinking area if the area meets any of the following criteria:
  - i. Located on the rooftop of a building or within establishment with retractable roof (should remain open during hours of operation of outdoor dining and/or drinking); or
  - ii. Outdoor space connected to or located on the site of a restaurant, grocery store, health or fitness center, hotel, golf club, or other social club with a food establishment license; or
  - iii. Indoor space where 50% or more of a wall can be removed via the opening of windows, doors, or panels provided that dining tables are within 8-ft from such opening; or
  - iv. Any other outdoor dining and drinking areas authorized by local governments provided that food and drinks are prepared by licensed food or liquor establishments and that proper social distancing of 6-ft between designated customer tables and/or other seating areas is observed and parties are of 6 persons or fewer.
- For the purposes of these guidelines, businesses may be subject to additional regulations on outdoor dining by units of local government and local health departments

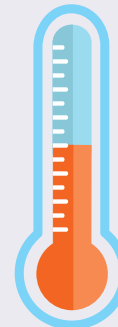
<sup>1</sup> This guidance is subject to State and local liquor control, food safety, and other applicable laws and regulations.

Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
2. Arrange seating to provide a minimum of 6-ft between tables. Use of plexiglass between tables is a best practice.
3. Employer should provide hand washing capability or sanitizer to employees and customers
4. Bar and restaurant employees should wash hands for 20 seconds every 30 minutes, and:
  - a. Upon arrival to work
  - b. Prior to and during food preparation
  - c. When switching between tasks
  - d. Before donning gloves to work with food or clean equipment and utensils
  - e. After using the restroom
  - f. After handling soiled dishes and utensils
  - g. When visibly soiled
  - h. After coughing, sneezing, using a tissue, touching face,
  - i. After eating or drinking
  - j. After smoking or vaping
  - k. After handling cell phone
5. An adequate supply of soap, disinfectant, hand sanitizer, and paper towels must be available
6. Gloves should be worn by staff preparing food per pre-COVID food handling protocols, such as handling Ready to Eat (RTE) foods



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home.
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois guidelines website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact<sup>2</sup> with co-worker or any other person who is diagnosed with COVID-19 is required to quarantine for 14 days after the last/most recent contact with the infectious individual and should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>2</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.



## Guidelines specific to outdoor dining and drinking establishments:

**PHYSICAL WORKSPACE****i. Minimum guidelines**

1. Employer should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Employer should configure space to allow for at least 6-ft. of distance between tables or other designated customer service areas
3. Employees should maintain social distance to the extent possible while performing services
4. Employer should close all open congregate areas (e.g., waiting areas)
5. Employers should close all self-service food areas (e.g., buffets, salad bars, coffee station)
6. Employers should eliminate table presets (e.g., table tents, menus, salt and pepper shakers, lemons, straws, shared condiments, etc.)
7. Employers should use single packet condiments, if possible, OR serve condiments in containers – such as a washable bowl or paper cup – that can be sanitized or disposed of after use (no shared condiments permitted)
8. Employers should use disposable silverware, if possible, OR use rolled silverware or silverware place in sleeves (employers should utilize gloves while rolling/placing in sleeves)
9. Employers should use disposable or touchless menus, if practical, or use menus that can be sanitized between each use
  - a. If practical, QR Digital menu or app-based ordering should be used
10. Employers should eliminate refilling customer beverages altogether and should use a new glass cleaned using proper dishwashing procedures
11. Close all self-service beverage stations
12. Water fountains in employee breakrooms, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles
13. Customers should handle their leftover food to be taken to-go
14. Ensure that the area for take-out customers allows for at least 6-ft of separation from seated customers
15. Customers should not be seated if inclement weather is forecasted
16. In case of inclement weather or emergency while customers are outdoor dining, food should be packaged to-go and customers encouraged to leave

**ii. Encouraged best practices**

1. Deliver items to table on service trays to minimize hand contact
2. Display visual markers 6-ft. apart at customer queue points
3. Display signage at exits of restrooms to promote use of paper towel to open door for exit
4. Display signage to promote distancing within shared restrooms
5. Eliminate seating at bars within restaurant to the extent possible
6. If practical, install impermeable barriers (e.g., plexiglass) from street and/or sidewalk traffic
7. If practical, install impermeable barriers between tables
8. If practical, install impermeable barriers in close contact areas (e.g., host stand, cashier)
9. If practical, implement touchless transactions
10. If practical, allow one-way traffic flow in and out of restaurant to the outdoor seating area to limit any congregation
11. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a routine basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every half hour recommended for high-traffic areas
3. Sanitization of multi-use items (e.g., menus, if reuse, special cards, pens, check presenters, etc.) should be completed after each use
4. Disinfect tables and chairs between parties and again at closing time (see [EPA approved list of disinfectants](#))
5. Discard any single-use or paper articles (e.g., paper menus) after each use



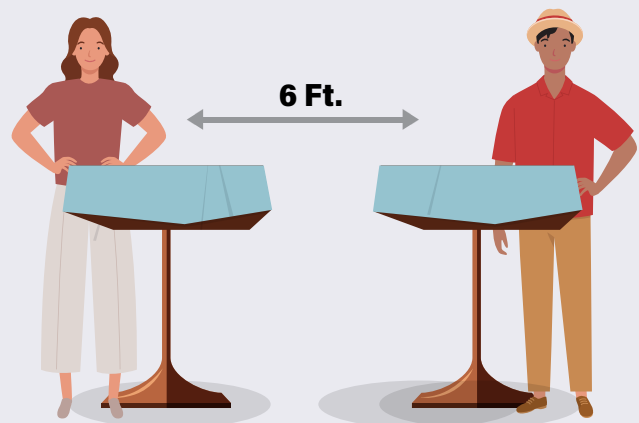
### ii. Encouraged best practices

1. Provide hand sanitizer in outdoor seating area for customers. If hand sanitizer is placed in restrooms, assure handwashing is still encouraged
2. Create and implement an enhanced cleaning/sanitizing schedule for all food contact surfaces, and cleaning/disinfecting of non-food contact surfaces; if practical, have designated staff member that responsible for cleaning

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Outdoor area capacity shall be determined by arranging seating to provide a minimum of six feet between tables or other designated customer service areas.
2. Employee should social distance from customers while not performing services
3. Employer should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
4. Live music is permitted but employees and performers should follow social distancing guidelines, keeping the maximum distance possible from each other and from customers. Performers should wear face coverings where possible and the use of barriers between singers and customers and employees during the performance is strongly encouraged.



### ii. Encouraged best practices

1. If practical, alter hours of operation to adequately spread out customer traffic and allow for additional cleaning time
2. Stagger shift start and end times to minimize congregation of employees during changeovers
3. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor (excluding third-party visitors providing carry-out services only) to enter, or while requiring them to wait in a designated area, employer should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, employer should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Employer should keep log of all external suppliers who enter premises
3. Suppliers and other non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face-covering)

### ii. Encouraged best practices

1. Limit contact between external suppliers and employees
2. Restrict suppliers from entering premises and if practical, have deliveries dropped at door



## CUSTOMER BEHAVIORS

### i. Minimum guidelines

3. 6-person party limit
4. Implement a reservation or call ahead model, if practical. All outdoor dining areas must be staffed to ensure social distancing will be maintained prior to guests being seated
5. Customers should wait for services off premises, either outdoors and maintaining social distance of 6-ft with use of recommended face coverings or in their vehicles. Customers should be seated immediately upon entry
6. Customers should wear face coverings over their nose and mouth while on premises, except while eating and drinking at table (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Before allowing entrance, employers ask whether customer is currently exhibiting COVID-19 symptoms
  - a. If practical, employer should take customer temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)

**If you have questions or need additional support:  
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or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [www2.illinois.gov/business toolkit](http://www2.illinois.gov/business toolkit)**

### Additional Resources:

- FDA: [Food Safety and COVID-19](#)
- FDA: [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery During COVID-19](#)
- FDA: [Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease \(COVID-19\) Pandemic](#)
- FDA: [Employee Health and Personal Hygiene Handbook](#)
- CDC: [Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#)
- CDC: [What Grocery and Food Retail Workers Need to Know about COVID-19](#)
- CDC: [COVID-19 Resources for Businesses and Employers](#)
- CDC: [Restaurants and Bars Reopening Decision Tree](#)
- CDC: [COVID-19 Printed Resources](#)
- IDPH: [COVID-19 Resources for Businesses and Organizations](#)
- IDPH: [Guidance for Maintaining Water Systems During Reduced Use and Returning Water Systems to Regular Use after Extended Periods of Reduced Use](#)
- IDPH: [Retail Food Page and Food Codes](#)
- Illinois Department of Human Services: [FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- EPA: [List of EPA-registered Disinfectants](#)
- AFDO: [Planning for Reopening Food Service Establishments As COVID-19 Impacts Best Practices and Protocol](#)
- OSHA: [Guidance of Preparing Workplaces for COVID-19](#)
- National Restaurant Association: [COVID-19 Reopening Guidance: A Guide for the Restaurant Industry](#)

# OUTDOOR RECREATION GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

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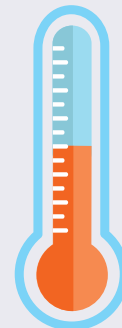
- Customer-facing establishments primarily engaged in providing outdoor recreational and amusement services
  - i. Examples of outdoor recreation businesses include (non-exhaustive): driving ranges, outdoor shooting ranges, paintball courses, outdoor adventure parks

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home.
2. All employers should have a wellness screening program. Resources outlining best practices are posted on the DCEO Restore Illinois website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

Guidelines specific to Outdoor recreation businesses:

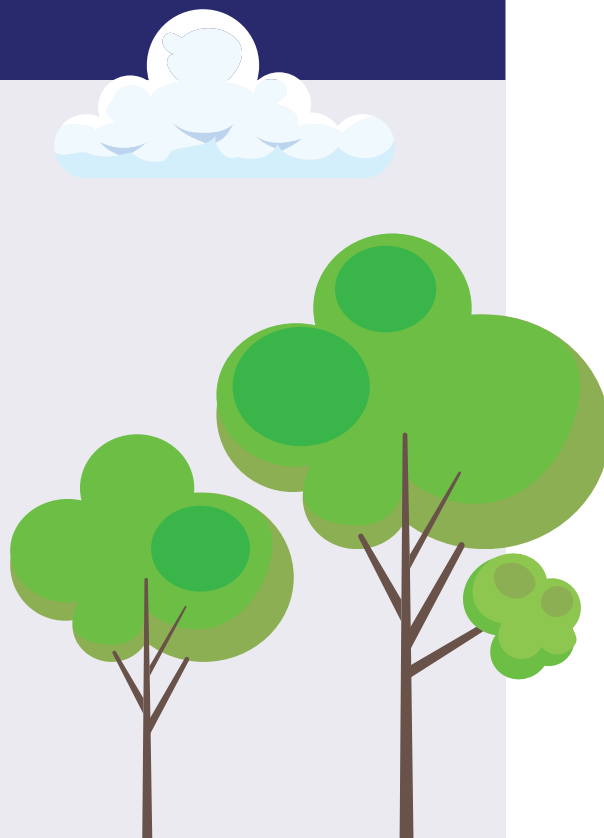
## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Operator should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. If facility has stations for individual recreation activities, operator should ensure at least 10-ft. between stations. If stations cannot be moved, operator should limit number of open stations to ensure social distancing
3. Clubhouse and any other communal gathering place should be closed
4. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles

### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at checkout



## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Sanitization of locker rooms and showers should be completed at least every 2 hours
4. Operator should thoroughly sanitize all rental equipment before and after use by a customer



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Operator should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
2. Operator should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
3. Group sizes should be limited to 10 people with social distancing
  - a. If social distancing is not feasible, groups should be limited to people within the same household
4. Multiple groups permitted at once as long as 1) facilities allow for social distancing of participants and employees, 2) 30-ft. of distancing is maintained between groups, and 3) areas for each group are clearly marked to discourage interaction between groups



### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, operator should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, operator should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Operator should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ other non-customer visitors and employees



## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Operator should develop a method to inform customers of available facility capacity before customers arrive at the facility (e.g. reservation system) and customers should check for available capacity before going to the outdoor recreation facility



### ii. Encouraged best practices

1. Customers avoid touching facility accessories (e.g., pin flags, targets)

**If you have questions or need additional support:**  
 Please call our hotline at 1-800-252-2923  
 or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
 or return to [www2.illinois.gov/business toolkit](http://www2.illinois.gov/business toolkit)

### Additional Resources:

- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)

# PERSONAL CARE SERVICES GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

The Recovery Phase of the Restore Illinois public health approach to reopening the Illinois economy includes returning people to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

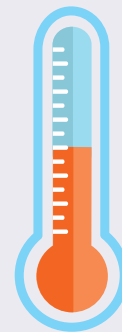
- Hair salons, hair braiders, barber shops, nail salons, spas, massage parlors, waxing centers, tattoo parlors, tanning salons, cosmetology schools, hair club services and other providers of personal care services
- In Phase III, services for personal care should be limited to:
  - i. Services which can be performed while customer and employee are wearing a face covering over their nose and mouth
  - ii. Massages and body treatments (e.g. body wraps, scrubs) of 30 minutes or less

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to personal care services businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Service provider should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Service provider should configure space to allow for at least 6-ft. of distance between customers
3. Service provider employees should maintain social distance to the extent possible while performing services
4. Service provider should remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing
  - a. Any surfaces in waiting area (e.g., seats) touched by customers should be disinfected after use
5. Service provider should eliminate service of all beverages
6. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barriers between work stations
3. If practical, implement touchless transactions
4. Reduce number of items on surfaces to allow for easier cleaning, including any retail items available for purchase
5. Remove shared products (e.g., beauty testers) from displays and discourage handling of display items
6. Make hand sanitizing products available for employee and customer use
7. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Service provider should fully disinfect work stations before serving each customer and at closing time (see [EPA approved list of disinfectants](#))
4. After use, service provider should fully clean and sanitize reusable customer articles (e.g. towels, blankets, capes, robes) before they can be used by another customer or alternatively use single-use articles and dispose of articles after customer use



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum of 50% of capacity OR 5 customers allowed per 1000 sq. ft. of usable space (see DCEO guidance)
  - a. For salon suites, capacity limits should be applied within each suite
2. Service provider employees should social distance from customers while not performing services
3. Service provider should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements



### ii. Encouraged best practices

1. If practical, alter hours of operation to adequately spread out customer traffic and allow for additional cleaning time
2. Stagger shift start and end times to minimize congregation of employees during changeovers
3. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, service provider should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, service provider should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Service provider should keep log of all external suppliers who enter premises
3. Suppliers and other non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

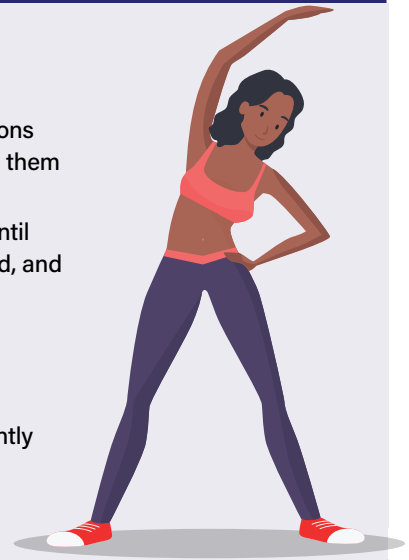
## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Reservation only, no walk-ins
2. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. If customer has COVID-19 symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared

### ii. Encouraged best practices

1. If practical, customers should wait for services off premises
2. Before allowing entrance, service provider asks whether customer is currently exhibiting COVID-19 symptoms
  - a. If practical, employer should take customer temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)



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### Additional Resources:

- [AIHA Re-opening Guidance for Hair and Nail Salons](#)
- [AIHA Workplace Cleaning for COVID-19 Guidance Document](#)
- [CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [CDC Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation](#)
- [CDC Interim Guidance for Businesses and Employers](#)
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# RETAIL GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

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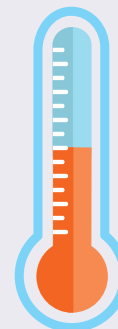
- Customer-facing stores engaged in retailing merchandise and services
  - i. Examples of retail include (non-exhaustive): grocery stores, hardware stores, clothing stores, pharmacies, department stores, shopping malls

#### guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work
2. Employers should continue to limit all non-essential business travel
  - a. If employee should travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.



## Guidelines specific to retail businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Retailer should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles
3. Shopping mall food courts should have all indoor seating and tables removed or otherwise be made inaccessible for public use. Food court restaurants should only offer carry out or delivery service unless the Restore Illinois Outdoor Dining and Drinking Guidelines apply.



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at checkout
3. If practical, implement touchless transactions
4. Remove shared products (e.g., beauty testers) from displays
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Fitting rooms and frequently touched surfaces within (e.g., benches, handles, hooks) should be disinfected by an employee after every use with a disinfectant with contact time (length of time to kill all bacteria and viruses) of 1 minute or less (see [EPA approved list of disinfectants](#) ) OR fitting rooms should remain closed
  - a. If fitting rooms remain open, solid surfaces (e.g., tags and hangers of garments) should be sanitized before returning to sales floor. Bathing suits and undergarments may not be tried on by customers
4. Disinfect all returned items, either via use of disinfecting products or by removing and isolating the items for a recommended duration of at least 72 hours, before returning items to the sales floor



### ii. Encouraged best practices

1. Checkout keypads and self-checkout stations are disinfected by an employee after every transaction using disinfectant with contact time (length of time to kill all bacteria and viruses) of 1 minute or less (see [EPA approved list of disinfectants](#) )
2. Shopping carts and baskets are disinfected by an employee after each use OR hand sanitization stations/ disinfecting wipes are placed near shopping carts and baskets for use by customers

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum of 50% of store capacity OR 5 customers allowed per 1000 sq. ft. of retail space (see DCEO guidance)
2. Retailer should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
3. Retailer should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

### ii. Encouraged best practices

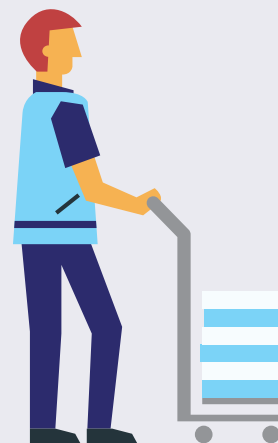
1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, retailer should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, retailer should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Retailer should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Customers should not bring reusable shopping bags into stores



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# SERVICE COUNTER GUIDELINES

## RESTORE ILLINOIS

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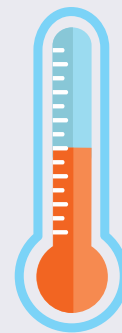
- Customer-facing stores providing assorted services for dropped off goods
  - i. Examples of service counter include (non-exhaustive): dry cleaners, electronics repair shops, shoe repair shops, car washes

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



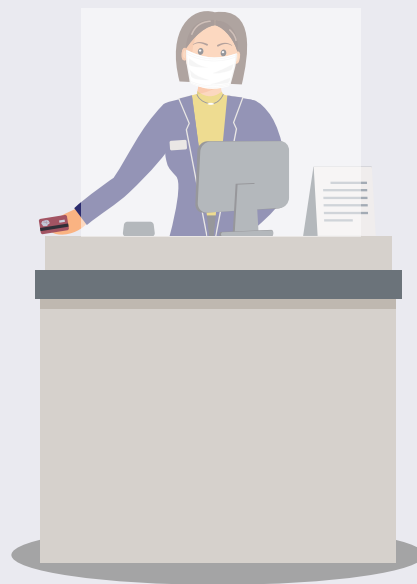
<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to service counter businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Service provider should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Service provider should keep incoming items separate from finished items
3. Service provider should remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing
  - a. Any surfaces (e.g., seats) in waiting area touched by customers should be disinfected after use
4. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at checkout
3. If practical, implement touchless transactions
4. If practical, use paperless ticketing system as applicable
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas

### ii. Encouraged best practices

1. Checkout keypads are disinfected by an employee after every transaction using disinfectant with contact time of 1 minute or less (see [EPA approved list of disinfectants](#))



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum of 50% of capacity OR 5 customers allowed per 1000 sq. ft. of usable space (see [DCEO guidance](#))
2. Service provider should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirement contained within a collective bargaining agreement

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, service provider should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, service provider should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Service provider should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees





## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

1. If practical, customers should wait for services off premises



**If you have questions or need additional support:  
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- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)



# YOUTH SPORTS GUIDELINES

**RESTORE ILLINOIS**  
A Public Health Approach To Safely Reopen Our State

## PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

The Recovery Phase of the Restore Illinois public health approach to reopening the Illinois economy includes returning people to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

### This document is applicable to businesses that meet the following criteria:

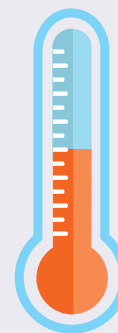
- Organizations operating recreational sport activities for youth
  - i. Examples of youth sports include (non-exhaustive): competitive sports games or matches, group sports lessons, team or group sports practices
- In Phase III, youth sports activities are limited to:
  - i. Drills, practices, and lessons that do not involve contact between individuals and allow for 6-ft of social distancing to be maintained (no competitive games allowed)

### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR’s guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website
  - a. Employer should conduct in-person and mid-shift screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to service counter businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. As applicable, sport organizer should display signage at entry with face covering Minimum guidelines, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Activities (e.g. practices, drills, lessons) should be set up to allow for 6-ft. of distancing between participants. Any activities that do not allow for 6-ft. of distancing should be suspended
3. If a sporting facility has stations for individual recreation activities, operator should ensure at least 10-ft. between stations. If stations cannot be moved, operator should limit number of open stations to ensure social distancing
4. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles
5. Sport organizer should close facility concession stands

### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at any queue points (e.g. check-in, along sidelines)
2. Designate an area separate from others for anyone who exhibits COVID-like symptoms during the activity session to isolate from others before being picked up to leave
3. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. For outdoor activities, instructors or league employees should make hand sanitizer or hand washing stations available to participants
3. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
4. Minimize sharing of high-touch equipment between non-household individuals. If equipment should be shared, instructors or league employees should sanitize equipment before and after use (see [EPA approved list of disinfectants](#))
5. Sport organizer should sanitize any individual recreation stations before and after participant use



### ii. Encouraged best practices

1. If practical, sanitize shared equipment during use (e.g., between drills) and encourage frequent hand sanitizing or hand washing
2. If practical, assign shared equipment to one household for duration of sports season

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. For indoor facilities, maximum occupancy of 50% of facility capacity
2. Team / group sizes should be limited to 10 participants or fewer per every one adult
3. Multiple groups permitted at once as long as 1) facilities allow for social distancing of participants, employees and spectators, 2) 30-ft of distancing is maintained between groups, and 3) areas for each group are clearly marked to discourage interaction between groups
4. Teams / groups should be static, with no mixing of employees or participants between groups for the duration of the season
5. Sport organizer should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) or volunteer(s) to monitor capacity limits and social distancing during all activities

### ii. Encouraged best practices

1. Teams / groups do not add new participants once the season has started
2. If practical, assign participants from the same household to the same team or group
3. If practical, stagger activity start and end times to minimize contact between teams or groups
4. Designate an area for spectators



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, sport organizer should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, sport organizer should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Volunteers should abide by static team / group guidelines applied to employees with no mixing between groups for the duration of the season / volunteer period
3. Sport organizer should keep log of all external suppliers/ visitors who enter premises
4. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Suspend post-activity group snacks
2. As practical, parents dropping off or picking up participants wait at designated drop-off/ pick-up areas and arrive during designated time window

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Activity sessions held by appointment only (e.g. no walk-ins, no pick-up games)
2. Before participating in the sport, instructors should ask whether participant is currently exhibiting COVID-19 symptoms. If a participant does have symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared, and after afebrile and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
3. Sport organizer should maintain attendance log of participants
4. Participants should wash hands with soap and water or use hand sanitizer before participating
5. Spectators are not permitted unless required for parental supervision or non-household members are able to social distance from participants and from one another
6. Participants should bring their own source of water
7. No handshakes at the beginning or end of practice

### ii. Encouraged best practices

1. If practical, before participating in the activity, sport organizer takes participant temperature using thermometer (infrared / thermal camera preferred, touchless thermometers permitted).
  - a. Anyone with a temperature of 100.4°F or above will not be permitted to remain on site
2. Participants should wear face coverings over their nose and mouth when within 6-ft of others (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. Participants should sanitize hands regularly
4. Participants should avoid touching facility accessories (e.g. goal posts, flags)
5. Participants should use their own equipment (e.g., helmet, bat, gloves) as much as practical
6. Participants should place personal belongings at least 6-ft. away from others' personal belongings



**If you have questions or need additional support:  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [www2.illinois.gov/businessstoolkit](http://www2.illinois.gov/businessstoolkit)**

### Additional Resources:

- [CDC Interim Guidance for Businesses and Employers](#)
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# OFFICES GUIDELINES

## RESTORE ILLINOIS

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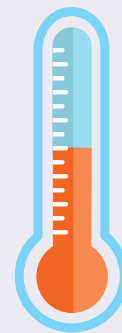
- Conduct operations from within non-customer-facing office spaces (standalone and within multi-tenant buildings)
  - i. Examples of businesses operating within offices include (non-exhaustive): legal services, accounting services, architectural/engineering design

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website
  - a. Employer should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. Employer should also conduct mid-shift screening to verify presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.



## Guidelines specific to Offices:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. If multi-tenant building, landlord should:
  - a. Display signage at building entrances with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
  - b. Display visual markers 6-ft. apart at any queue points (e.g., elevators, building entrances)
  - c. Limit elevator capacity to allow for 6-ft. social distance
  - d. Provide hand sanitizer at building entrances, elevators, and common areas
2. Tenant should:
  - a. Display signage at office entrances with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
  - b. Allow for 6-ft. spacing between occupied, individual workstations OR if not practical, install an impermeable barrier between workstations
3. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles
4. Vending machines may remain in use, though should be sanitized after each use. Employers are encouraged place disinfectant wipes and hand sanitizer next to the machine for employee use



### ii. Encouraged best practices

1. If practical, avoid seating employees facing each other
2. Encourage employees to remove personal items from desk to allow for easier cleaning (clean desk policy)
3. If practical, modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
4. Use of shared workspaces, desks, offices, etc. is discouraged to maximum extent practical
5. Reduce surface contact via no-touch doors and elevators, disposable desk/keyboard covers for shared workspaces
6. Minimize the use of shared work materials / equipment (e.g., copiers, office supplies)
7. If practical, reduce the use of shared papers and encourage use of digital tools
8. Limit usage of telephone receivers to one receiver per person. If headsets are required, employer should provide employees with headset for individual use
9. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Workstations should be disinfected by employees upon entering office and before leaving for the day, with cleaning products provided by tenant



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum occupancy of 50% of office capacity
2. If multi-tenant building, landlord should design a plan to allow for social distancing within common areas and if needed, designate employee(s) to monitor capacity limits and social distancing in shared building areas (e.g., lobby, elevator)
3. Landlord and tenant should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements



### ii. Encouraged best practices

1. If practical, use tele- and video-conferencing while at desk
2. Coordinate employee arrival and departure times to adjust for limited elevator capacity and mitigate impact upon public transit capacity
3. Minimize the number of in-person meetings
4. If an in-person meeting is necessary, limit to 10 people with social distancing
5. Implement a process or tools to ensure employees are aware of available capacity before beginning their commute
6. Stagger shift start and end times to minimize congregation of employees during changeovers

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or visitor to enter, or while requiring them to wait in a designated area, tenant should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, tenant should take external supplier or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
  - b. If multi-tenant building, landlord is responsible for screening at loading dock
2. Tenant should keep a log of all external suppliers and any visitors who enter the office
3. Suppliers and visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/visitors and employees

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# DAY CAMPS GUIDELINES

## RESTORE ILLINOIS

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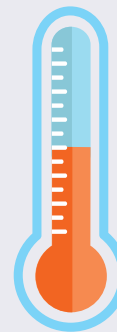
- Day camps not licensed by the Department of Children and Family Services (DCFS) operating over the summer months
  - i. Examples of day camps include (non-exhaustive): recreational day camps, educational day camps, religious day camps
- In Phase III, day camps are limited to:
  - i. Camps taking place during the day only (no overnight camps permitted)

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screen program best practices are posted on the DCEO Restore Illinois guidelines website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed according to CDC guidelines
5. Where appropriate, notify employees who have been exposed
6. Any employee who has had close contact with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be alert for symptoms by watching for fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to day camps:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Day camp coordinator should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Activities should be set up to allow for 6-ft. of distancing between participants. Any activities that do not allow for 6-ft. of distancing should be suspended
  - a. If it is unsafe for kids to be outdoors, day camp should be conducted indoors in adherence with 6-ft. distancing guidelines
3. Even if day camp is based outdoors, enough available indoor space should be secured to accommodate all participants (in adherence with guidelines around 6-ft. of distancing and 10 or less participants per group)
4. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles
5. Activities requiring physical exertion and/ or exertion of voice should take place outdoors
6. Day camp coordinator/ employees should refer to guidelines on playgrounds for participant playground use
7. Water-based activities are not permitted



### ii. Encouraged best practices

1. Emphasize outdoor, socially distant activities as much as possible
2. Designate area (room) separate from others for anyone who exhibits COVID-like symptoms during hours of operation to isolate from others before being picked up to leave
3. Display visual markers 6-ft. apart to encourage social distancing in practical areas (e.g., eating area)
4. If practical, modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
5. If practical, eliminate common touchpoints (e.g., propping doors/ using touchless door pulls)
6. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on a weekly basis
2. Day camp coordinators should make hand sanitizer available to participants, with sanitization stations available for each separate participant group
3. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
  - a. If one space is used by multiple participant groups at different points in time, all common areas and high-touch surfaces should be disinfected between groups
4. Minimize sharing of objects between non household individuals; if objects should be shared, employees should sanitize equipment before and after use, including at the beginning and end of each day or in between groups (see EPA approved list of disinfectants)



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. For indoor facilities, maximum occupancy of 50% of facility capacity permitted
2. Day camp coordinator should maintain groups sizes of 10 participants or fewer
  - a. If practical, day camp coordinator should maintain ratio of 2 adults per group
  - b. If not practical, day camp coordinator may assign 1 floater employee per every 2 groups
3. Multiple groups permitted at once as long as 1) facilities allow for social distancing of participants and employees, 2) 30-ft of distancing is maintained between groups, and 3) areas for each group are clearly marked to discourage interaction between groups
4. Day camp coordinator/ employees should limit group sizes for activities to 10 or fewer participants. If social distancing is not feasible, groups should be limited to people within the same household or activity should be suspended.
5. Groups should be static, with no mixing of employees or participants between groups for the duration of the day camp
  - a. Exception may be made if there is a floater employee per every 2 groups
  - b. If the day camp runs on an alternating day/ shift schedule, group leaders/ employees may lead 2 groups across days/ shifts maximum
6. Day camp coordinator should assign employees to designated group of participants
7. Day camp coordinator should evaluate common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirement contained within a collective bargaining agreement.
8. Day camp coordinator should designate pool of substitute employees to replace employees as needed
  - a. Substitute employees should be used for full days only – no part-time substitutions are allowed
9. Day camp coordinator should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing



### ii. Encouraged best practices

1. If practical, participants from the same household should be within the same group
2. If indoors, day camp coordinator should designate room or space for each participant group to use for duration of the day camp
3. Stagger shift start and end times to minimize congregation of employees during changeovers
4. Employees should supervise young children when using sanitizer
5. Participants/ employees should wear colors corresponding with their group to make social distancing easier to manage/ enforce

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier, volunteer, or visitor to enter, or while requiring them to wait in a designated area, day camp coordinator should ask whether external supplier, volunteer, or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, day camp coordinator should take external supplier, volunteer, or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Suppliers, volunteers, or visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. Volunteers should abide by static classroom guidelines applied to employees with no mixing between groups for the duration of the day camp/ volunteer period
4. Day camp coordinator should keep log of all external visitors who enter premises
5. No field trips outside of designated day camp area allowed
6. Family-style meals are not permitted
7. Reusable dishware, except for refillable water bottles, will not be allowed. All dishware should be single use and disposed of after each use



### ii. Encouraged best practices

1. Limit contact between visitors, day camp participants, and employees
2. Participant meals brought from home should be in single-use containers to be thrown out after each meal
  - a. If meals are stored in a communal refrigerator they must be spaced apart and not touching and handled only by an employee
3. Provided snacks should be pre-packaged and only handled by staff utilizing safety guidelines
4. Parents dropping off or picking up kids should wait at designated drop-off/ pick-up areas and arrive during designated time window



## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Enrollment in day camp should be coordinated in advance and completed online/ through the phone (e.g., no walk-ins)
2. Before being granted entrance to day camp, employees should ask whether participant is currently exhibiting COVID-19 symptoms. If a participant does have symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared
  - a. If practical, day camp coordinator should take participant temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
3. If participant does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. Day camp coordinator should maintain attendance log of participants
5. If the day camp coordinator is providing participants with transportation to and / or from the day camp program:
  - a. Interior of vehicle should be sanitized before and after use by participants
  - b. Day camp coordinator should provide hand sanitizer at the entrance of the vehicle
  - c. All riders should wash or sanitizer hands prior to boarding the vehicle
  - d. Participants, employees and drivers should wear masks when in the vehicle
  - e. Participants should maintain social distance from non-household members while in the vehicle
    - i. Participants should sit one to a seat unless sitting with one additional household member
    - ii. If practical, participants should sit in staggered rows (one participant per seat, per row)
  - f. If a rider in the vehicle is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical and before the vehicle is put back in service
  - g. There should be a supervisor to oversee participants on the bus (can be bus driver)



### ii. Encouraged best practices

1. If possible, employer should take participant temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
  - a. Participant temperatures should be taken upon arrival to day camp. Anyone with a temperature of 100.4°F or above will not be permitted to remain on site
2. Participants wear face covering over their nose and mouth at all times except for when eating, playing a musical instrument, or when outside and able to maintain a safe social distance (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. Participants should sanitize hands regularly

**If you have questions or need additional support:  
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or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [www2.illinois.gov/business toolkit](http://www2.illinois.gov/business toolkit)**

**Additional Resources:**

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- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
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- [EPA Disinfectants for Use Against SARS-CoV-2](#)

# HEALTH & FITNESS BUSINESS GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 3 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE III | ISSUED ON MAY 24, 2020

The Recovery Phase of the Restore Illinois public health approach to reopening the Illinois economy includes returning people to work, businesses reopening and group gatherings of 10 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

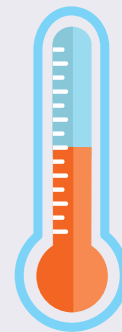
- Customer-facing facilities engaged in health and fitness services
  - i. Examples of health and fitness centers include (non-exhaustive): gyms; fitness centers; yoga, dance, cycling, pilates, and barre studios
- In Phase III, health and fitness services are limited to:
  - i. 1-1 training
  - ii. Outdoor fitness classes with up to 10 participants and prohibition on contact activities

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employers should continue to limit all non-essential business travel
  - a. If employee must travel, employee should follow CDC considerations to protect themselves and others during trip
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois guidelines website
  - a. Employer should conduct in-person screening of employees upon entry into workplace and mid-shift screening to verify no presence of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, notify employees who have been exposed.
6. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to health and fitness businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Fitness center should display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Fitness center should configure workout stations or implement protocols (e.g. decommissioning equipment) to allow for 10-ft. social distancing between individuals without barrier OR 6-ft. apart with barriers
3. Fitness center should configure any employee workstations to allow for 6-ft. social distancing between employees
  - a. If not practical, install an impermeable barrier between employees
4. Ancillary accommodations (e.g., saunas, hot tubs, steam rooms, childcare areas) should be closed
5. Locker rooms and showers should be configured with signage, tape, and other markings to ensure members can maintain 6-ft. of social distance
6. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles



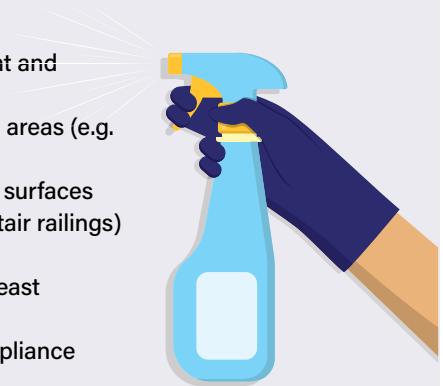
### ii. Encouraged best practices

1. Display signage with guidelines for members to clean equipment before and after each use
2. Where possible, eliminate common touchpoints (e.g., propping doors/ using touchless door pulls)
3. If practical, implement touchless check-in (e.g., confirm membership with a QR code)
4. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

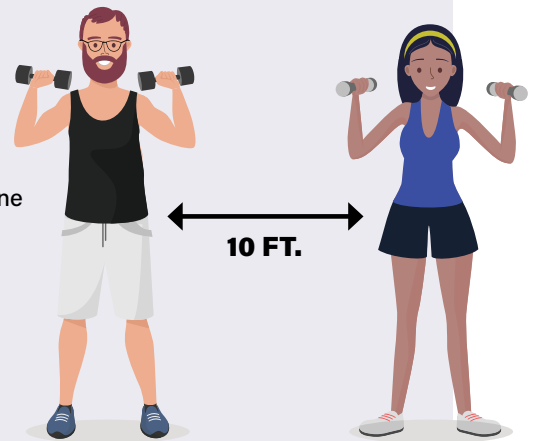
1. 1-1 training
  - a. Fitness center should provide sanitizing supplies near all equipment and exercising areas (e.g. treadmills, weights, studios)
  - b. Fitness center employees should fully clean and sanitize exercising areas (e.g. yoga room) before and after use by individuals
  - c. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every hour recommended for high-traffic areas
  - d. Sanitization of locker rooms and showers should be completed at least every hour
  - e. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on a weekly basis
2. Outdoor fitness
  - a. Fitness center should provide sanitizer or hand-washing station
  - b. Fitness center employees should fully clean and sanitize any equipment provided before and after use by individuals



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. 1-1 training
  - a. Fitness center should operate at no more than 50% of occupancy at any given time OR 5 people per 1000 sq. feet
  - b. Fitness center should evaluate common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
2. Outdoor fitness
  - a. Fitness classes should allow for 10-ft. social distancing between participants and is limited to a maximum of 10 participants
  - b. Multiple groups permitted in a space at once as long as
    - 1) facilities allow for social distancing of participants and employees,
    - 2) 30-ft. of distancing is maintained between groups,
    - and 3) areas for each group are clearly marked to discourage interaction between groups



### ii. Encouraged best practices

1. Minimize the number of in-person interactions among employees
  - a. If an in-person interaction or meeting of employees is necessary, limit to 10 people with social distancing
2. Stagger shift start and end times to minimize congregation of employees during changeovers

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

3. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, fitness center should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, fitness center should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
4. Fitness center should keep log of all external vendors who enter premises
5. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



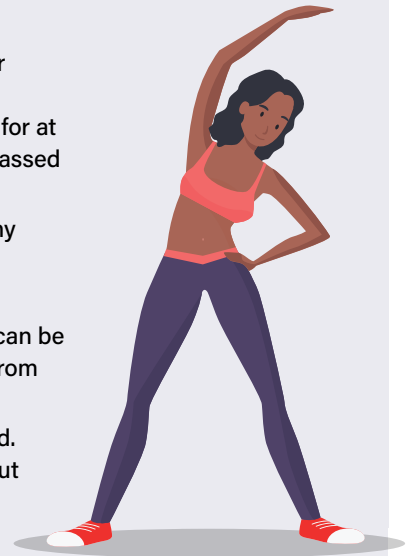
### ii. Encouraged best practices

1. Limit contact between external vendors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Reservations only, no walk-ins permitted
2. Before allowing entrance or before class, fitness center should ask whether member is currently exhibiting COVID-19 symptoms. If member does have symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared
3. Members should clean and sanitize equipment (e.g., weights, treadmills, any equipment used outdoors) before and after use
4. Members should maintain 10-ft. of distance during exercise
5. Members should wear face covering whenever not exercising (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
6. Contact exercises such as boxing, sparring, wrestling, etc. are not permitted. Drills related to such activities such as use of punching bags are allowed but equipment should be sanitized before and after each use
7. Equipment should not be shared between members at the same time unless from the same household



### ii. Encouraged best practices

1. If possible, fitness center takes member temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Members arrive at facility dressed in workout attire
3. Members wear face coverings over their nose and mouth while working out (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

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