

### 1. Read the Governor's Forward Virginia Reopening Plan

*Forward Virginia* is the first and final word about reopening in Virginia. It's the law. Overarching and industry-specific requirements, guidelines, and best practices for reopening can be found at: [virginia.gov/coronavirus/forwardvirginia/](https://virginia.gov/coronavirus/forwardvirginia/). This site will be updated daily, so visit often.

### 2. Make Sure You Can Meet Operational Requirements

Forward Virginia includes both helpful guidance and mandatory requirements depending on the business sector, and it will be important to note the difference. For example, some legal requirements for brick and mortar retail stores include:

- Limit occupancy to 50% of the lowest load on the certificate of occupancy; if no minimum occupancy applies, use appropriate social distancing.
- Every two hours, perform a thorough cleaning and disinfection of frequently contacted surfaces, including digital ordering devices, self-service areas, countertops, bathroom surfaces, cashier stations, belts, shelves, cash machine pads, keyboards, entrance push/pull pads, doorknobs/handles, and other high touch surfaces.
- Sanitize shopping cart and basket handles by making an EPA-approved disinfectant easily accessible to customers or having employees sanitize between each customer use.

### 3. Prepare Your Physical Space to Reopen

- Post signage prohibiting the entrance of individuals with fever or COVID-19 symptoms, as well as those who have had known exposure within the previous 14 days.
- Clean and disinfect all equipment and surfaces according to CDC guidance.
- Install sneeze guards or other protective measures as necessary.
- Post signage or other markers that clearly communicate six-foot social distancing requirements in areas where individuals may congregate, especially at entrances, seating areas, and check-out lines.
- Distribute cleaning kits throughout your facility to make regular disinfecting/sanitizing more convenient and create a cleaning regime that targets frequently touched surfaces.
- Post signage that indicates you're following safe reopening practices.

### 4. Prepare Your Employees to Return

- Create a transition plan which outlines any new roles and responsibilities, addresses how many employees will be returning to work, and establishes a schedule.
- Train all staff on how to monitor personal health and temperature at home, how to properly wear, remove, and dispose of PPE, how to launder cloth masks and uniforms, and how to follow new policies, required safety measures, and cleaning protocols.
- Designate a staff person to be responsible for responding to COVID-19 concerns. Employees should know who this person is and how to contact them.

## 5. Protect Your Employees Onsite

- Require employees working in customer-facing areas to wear face coverings over their nose and mouth and encourage all employees to wear face coverings in accordance with CDC guidance.
- Provide sanitizing stations housing hand sanitizers with at least 60% alcohol for customers and staff throughout your facility, particularly at entry and exit points.
- Provide best hygiene practices to employees on a regular basis, and when developing staff schedules, implement additional short breaks to increase the frequency with which staff can wash hands with soap and water.
- Screen employees prior to starting work and help employees self-monitor their symptoms through temperature checks and screening questions before reporting to work.
- Implement staggered shifts for both work periods and break periods. Consider cohort scheduling where groups of employees only work with employees in their group.
- Instruct employees who are sick to stay at home.

## 6. Protect Your Customers

- Require, or at least strongly encourage, your customers to wear face coverings over their nose and mouth.
- Encourage customers to use the sanitizing stations you have located around your facility.
- Consider recording customers' names and contact information. If someone who visits your location turns out to be infected, having a list of names will greatly aid tracing efforts.

## 7. Build Your Supply of PPE

- To get a jumpstart on your personal protection equipment (PPE) supply, claim your free reopening toolkit while supplies last by visiting [ForwardRVA.com](https://ForwardRVA.com). This toolkit will contain gloves, masks, and cleaner, among other supplies, but please remember that this toolkit is a base supply and will not serve as a full-fledged inventory.

*This resource was developed by ForwardRVA, a coalition of business, community, and governmental leaders from across the region whose mission is to support and spur ongoing reopening efforts and plan for a stronger, more equitable region post-COVID-19. To learn more, visit [ForwardRVA.com](https://ForwardRVA.com).*

*Sources: The information contained in this checklist is sourced primarily from the Forward Virginia blueprint, the National Retail Federation's "Operation Open Doors Checklist" and the CDC.*

*Disclaimer: This document synthesizes information from the above sources, which are not controlled, maintained, or regulated by ForwardRVA or any organization affiliated with it. As such, ForwardRVA and its affiliated organizations are not responsible for the content of these sources. Use of information obtained from this checklist is voluntary, and reliance on this information should only be undertaken after an independent review of its accuracy. The free reopening toolkits are only available while supplies last.*

*PPE: The masks in the toolkit are not a replacement for medical grade protective equipment. If you need that type of equipment please consult a healthcare professional. And remember that using the mask does not replace other recommended measures to stop the community spread of COVID-19. Please continue to follow CDC guidelines, practice social distancing, wash your hands, and refrain from touching your face.*

More details about reopening guidance is available at [FowardRVA.com](https://ForwardRVA.com)