

In accordance with Governor Jim Justice's plan, "West Virginia Strong: The Comeback," many businesses are weighing safety concerns as they consider reopening. The goal of this guidance is to help WV businesses open and minimize the risk of community spread of COVID-19. If your business is regulated by a local health department or other state agency or board, you must contact them for additional guidance and information. All businesses must follow WV § 64 CSR 114 Public Health Standards for Businesses Remaining Open During the COVID-19 Outbreak.

### COMMON SYMPTOMS OF COVID-19

- Fever
- Cough
- Shortness of breath
- Chills
- Muscle pain
- Sore throat
- Recent loss of taste or smell

### PERSON-TO-PERSON TRANSMISSION

- Occurs via small droplets from the nose or mouth of the infected person when they cough, sneeze, or exhale.
- Virus can remain on surfaces for a limited time period. Although less common, transmission may occur from touching contaminated surfaces and then touching your eyes, nose or mouth.

### GENERAL PREVENTION

- Learn about COVID-19 from reputable sources.
- Maintain physical distance of at least 6 feet between yourself and others.
- Encourage proper handwashing.
- Clean and sanitize surfaces often.
- Do not share food, drinks, etc.
- Wear cloth face coverings.
- Stay home if you feel sick.
- Isolate sick individuals.

### EMPLOYEE HEALTH AND SAFETY

- Perform a [Daily Health Screening](#) for symptoms before employees enter work areas each shift.
- Have a written protocol for what the screener should do if the screening reveals a suspected COVID-19 infected individual.
- Employees who are experiencing symptoms or diagnosed with COVID-19 should not work.
- Employees who have been in contact with someone or provide care for someone diagnosed with COVID-19 should inform management. Note: guidelines are industry specific (i.e. food industry workers may be allowed to work until symptoms show).

### EMPLOYEE HEALTH AND SAFETY continued

- Report any COVID-19 positive employee immediately to your local health department.
- Employees who begin experiencing symptoms of COVID-19 while at work should immediately report symptoms to management and leave work.
- Employees must wear a clean cloth face mask or covering, unless safety is inhibited, or other type of Personal Protective Equipment (PPE) as required by employer due to the nature of work being performed.
- Encourage increased handwashing, use of hand sanitizer and appropriately covering coughs and sneezes for all employees and visitors.
- Minimize the use of shared equipment whenever possible (phones, desks, headsets, etc.). If shared, clean and disinfect between uses.

### EMPLOYER/EMPLOYEE RESPONSIBILITIES

- Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees.
- Perform routine environmental cleaning.
- Advise employees before traveling to:
  - Check the [Centers for Disease Control and Prevention's \(CDC\) Traveler Health Notices](#).
  - Check for symptoms of acute respiratory illness.
  - Notify their supervisor if they become sick while traveling.
- If an employee is confirmed to have COVID-19, employers should inform employees of the possible exposure, but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Employers should supply hand sanitizer for use by employees and customers for after hand washing or when hand washing is not practical.
- Businesses shall ensure that customers wear cloth face coverings while receiving services.
- Businesses shall put policies and procedures in place to meet any Executive Order related to the business or service provided.

## SOCIAL (PHYSICAL) DISTANCING GUIDELINES

- Ensure that patrons and employees have the maximum ability to maintain 6 feet of spacing.
- Install clear barriers where employees and patrons must interact, such as check out stations.
- Maximize line spacing and minimize numbers of customers standing in lines.
- Limit the number of patrons in the business at one time.
- Limit 2 persons per 1,000 square feet of floor space and be sure to follow local health department guidance.
- Limit contact with merchandise, money, and credit cards whenever possible. Use gloves when unavoidable. Wash hands or use hand sanitizer after contact if gloves are not available.

## ROUTINE CLEANING GUIDELINES

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use cleaning agents that are normally used in these areas and follow the directions on the label.
- Provide disposable wipes so that commonly used surfaces (doorknobs, keyboards, remote controls, desks, etc.) can be wiped down by employees before each use.
- Approved disinfectant products:
  - <https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf>
  - <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
  - Dilute bleach solutions, made fresh daily:
    - 1/3 cup of bleach per gallon of water.
    - 4 teaspoons of bleach per quart of water.
  - Alcohol solutions with at least 70% alcohol
- Mop floors with disinfectant or bleach solution whenever possible.

## GENERAL GUIDELINES

- Promote the use of cloth face masks or coverings.
- Provide training to employees on proper glove and face covering handling and removal.

## CLEANING AFTER A SYMPTOMATIC OR POSITIVE COVID-19 EMPLOYEE IS FOUND IN THE WORKPLACE

- Ensure employee(s) performing cleaning are provided with proper PPE: gloves, goggles or a face shield, a face covering, and solid surface shoes that can be sprayed with disinfectant.
- Perform routine cleaning with usual products, following manufacturer's directions.

## CLEANING continued

- Use an approved disinfectant, following manufacturer's directions for contact time and applicable surfaces to be cleaned.
- Do not shake out dirty laundry.
- Launder linens, clothing, and clothing bags on the warmest setting possible.
- Dry on normal setting.
- Dispose of waste products used for cleaning and then remove PPE.
- Discard used disposable PPE and/or properly disinfect reusable PPE items.
- Wash hands for 20 seconds and dry with a disposable towel.

## USE OF FACE MASKS AND COVERINGS

- CDC recommends the use of simple cloth face masks or coverings as a voluntary public health measure in public settings where other social distancing measures are difficult to maintain.
- West Virginia may require your patrons and employees to follow this recommendation for certain businesses and social settings.
- For workers who do not typically wear masks as part of their jobs, consider the following if you choose to use a cloth face mask or covering to slow the spread of COVID-19:
  - Launder reusable face coverings before each daily use.
  - CDC has additional information on face masks and coverings, including washing instructions and information on how to make them.
  - Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.

**NOTE:** The cloth face coverings recommended by CDC are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

## RE-OPENING AFTER PROLONGED SHUTDOWN

- Follow CDC [Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation](#).
- Prior to opening and after a building is reopened and occupied, routine (e.g., weekly) checks of the HVAC system are recommended to ensure operating efficiency.
- Ensure your water heater is properly maintained and the temperature is correctly set by manufacturer recommendations.

## RE-OPENING continued

- Flush your water system.
  - Flush hot and cold water through all points of use (e.g., showers, sink faucets).
  - Flushing may need to occur in segments (e.g., floors, individual rooms) due to facility size and water pressure. The purpose of building flushing is to replace all water inside piping with fresh water.
  - Flush until the hot water reaches its maximum temperature.
  - Care should be taken to minimize splashing and aerosol generation during flushing.
  - Other water-using devices, such as ice machines, may require additional cleaning steps in addition to flushing, such as discarding old ice. Follow device manufacturer's instructions.
- Clean all decorative water features, such as fountains.
  - Be sure to follow any recommended manufacturer guidelines for cleaning.
  - Ensure that decorative water features are free of visible slime or biofilm.
  - After the water feature has been re-filled, measure disinfectant levels to ensure that the water is safe for use.
- Ensure cooling towers are clean and well-maintained.
  - Ensure that cooling towers are maintained (including start-up and shut-down procedures) per manufacturer's guidelines and industry best practices. Find guidance on start-up and shut-down procedures from the [Cooling Technology Institute](#) (CT 159).
  - Ensure that the cooling tower and basin are free of visible slime, debris, and biofilm before use. If the cooling tower appears well maintained, perform an online disinfection procedure. Find guidance on disinfection procedures from the [Cooling Technology Institute](#).
- Ensure safety equipment including fire sprinkler systems, eye wash stations, and safety showers are clean and well-maintained.
- Regularly flush, clean, and disinfect these systems according to manufacturers' specifications.

## ADDITIONAL RESOURCES

- Businesses and Workplaces  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)  
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- Prepare your Small Business and Employees for the Effects of COVID-19  
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>
- General Business Frequently Asked Questions  
<https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>

Questions and concerns can also be directed to the 24/7, toll-free COVID-19 information hotline:

**1-800-887-4304**

