

Brenwynne Grigg

Subject: FW: Guidelines for re-opening business
Attachments: Covid 19 Open Protocol.docx; Retail Reopen.doc; Stabilization Task Force.odt; SC36020042011080.pdf

Hello fellow task force members,

Now that we are at the point of re-opening businesses in the wake of COVID 19, it's time to start looking at what that reopening looks like. Although there are specifics to each sector of the business environment, there are steps that every business can take to protect their employees and the public. These include but are not limited to:

- Providing hand sanitizer to customers and employees
- Social distancing by limiting the number of people in a business
- Providing masks for employees and requiring them to wear them
- Asking customers to wear a mask when entering.
- Providing 6 foot markings on floors to help keep people apart.
- Frequently sanitizing common surfaces
- Frequent hand washing by employees
- Require employees who are sick to stay home
- Temperature checks for employees before they start
- Post advisories at entryway advising customers of safety practices.
- Wear gloves when possible-especially when handling cash.

The governor received suggestions from several trade organizations about how to reopen businesses (see links below) and has issued new mandates, more strict than suggested in some cases, that take affect Friday April 23, 2020 and supersede all local mandates. Given that, the best recommendations to follow are from the governor at this point. They are quite specific and cover a broad range of the business community.

- [Attachment D](#) – Non-Essential Public Facing Businesses Generally – modifies Mandate 11
- [Attachment E](#) – Retail Businesses – modifies Mandate 11
- [Attachment F](#) – Restaurants Dine-In Services – modifies Mandate 3
- [Attachment G](#) – Personal Care Services – modifies Mandate 9
- [Attachment H](#) – Non-Essential Non-Public-Facing Businesses – modifies Mandate 11

In addition to the above advisories, trade organizations are working hard to educate and help their members (and non members) come up with the best way to follow the mandates and safely begin to reopen their businesses. One area that is likely to cause delay's in some businesses reopening is staffing. Many employees are now making more on unemployment than they are likely to make if they return to work given the drastic drop in demand for many businesses. This issue is not likely to improve until the federal unemployment subsidy of \$600 per week expires in July. Many employers may find it difficult to adequately staff their businesses even if they are to reopen.

In addition, local independent retailers and businesses have come up with their own steps that they will take when they reopen. Again many of these are referenced above as they apply to many different sectors but it is clear that businesses are taking this seriously and many may choose not to reopen at this time. I have attached a few of the businesses plans for your review. Keep in mind these are first drafts at this question and rules are changing daily.

I met with Gross-Alaska Theatres and discussed what steps they could take when they were allowed to reopen to help protect employees and customers. Our discussion produced the attached protocols they would put in place when the

mandate on theatres is relaxed. They have even more complicated issues to deal with as even if they were allowed to reopen, there is currently no product for them to show. They may be looking at 2-3 months with no product so even if they could open, would they?

Reopening the economy of Juneau remains critical to the survival of many and Juneau should follow the governors lead on this one and work to rebuild our local economy by allowing businesses to reopen on a gradual basis as they are ready to do so.

Alaska CHARR recommendations to the governor

https://www.alaskacharr.com/uploads/1/2/9/0/129096788/recommendations_for_on-premises_reopening_-_alaska_charr_recommendations_as_of_04.20.2020.pdf

CDC prevention

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention-H.pdf>

National Restaurant Association guide to reopening

<https://go.restaurant.org/rs/078-ZLA-461/images/National-Restaurant-Association-COVID19-Reopening-Guidance.pdf>

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Retail

Safety Procedures for Reopening COVID19

OSHA considers most retail operations to be of low risk of exposure.

This does not excuse retail operations from executing best practices in terms of protecting employees and customers from the spread of disease.

Employee Protection:

- If sick-stay home or you will be sent home if any symptoms of illness are noticed.
- Masks are required until no longer recommended.
- Cough and sneeze into your elbow or a tissue. Immediately throw the tissue away.
- Wash your hands thoroughly at least every half-hour. Especially after handling cash and/or coughing and sneezing. Use hand sanitizer if it is not possible to wash hands.
- Wear gloves when possible-especially when handling cash.
- Credit cards are handled by customers only (inserting in processing machine).
- Clean & Disinfect work surfaces. Customer service counters, door knobs, other high-touch surfaces should be wiped down frequently. Work area surfaces such as receiving, cash registers, mail out are to be wiped down with alcohol or bleach wipes immediately after completion of tasks.
- Maintain social distance of 6 ft from other employees as much as possible. Scheduling will reflect the minimum number of employees necessary will be working any given shift to ensure best distancing practices and allow for cleaning and sanitizing.

Customer Protection:

- Follow Employee Protection guidelines.
- Maintain distance as much as possible (up to 6 ft) from customers.
- Point out 6 ft spacing markings on floor (when necessary) to customers.
- We will continue to offer in-store and curbside pick-up of phone and web orders to help minimize then number of customers shopping in the store
- Special shopping hours for vulnerable populations.
- Signs will be posted at entryway advising customers of safety practices.
- Employees are to exercise extra vigilance in terms of customer movement, directing customers to additional check-out stations as necessary to help avoid cueing lines as much as possible.



"Over 100 Years Pioneering Alaska"

Ketchikan Coliseum Theatre
405 Mission Street
Ketchikan, Alaska 99901



20th Century Twin
222 Front Street
Juneau, Alaska 99801



Glacier Cinemas
9091 Cinema Drive
Juneau, Alaska 99801

April 20, 2020

Dear Economic Stabilization Taskforce,

Gross Alaska Theatres appreciates the effort being made to plan for the reopening of businesses in Juneau.

When it is deemed safe to reopen - outlined below are the procedures Gross Alaska will implement to ensure we are doing our best to protect our employees and patrons:

- Pod seating – limiting the number of people per auditorium. Patrons will be strategically placed throughout the theatre.
- Monitoring auditoriums and lobbies to ensure social distancing procedures are being followed.
- Staggering showtimes – we will make sure show times will not start or end at the same time to ensure our lobbies have low traffic flow.
- We will extend the time between shows to ensure each auditorium is sanitized for the next showing. This includes all auditorium seats and cup holders after each showing.
- Encouraging patrons to purchase tickets online with incentives to do so.
- Disinfecting all common areas – we will be designating an employee to frequently disinfect all surfaces and areas that patrons encounter. This includes all counter surfaces, all bathroom surfaces (toilet handles, toilet paper dispensers, etc.), all door handles/knobs, all railings, etc.
- Limiting the items for purchase at the concessions stand.
- Requiring all employees to wear masks and gloves at all times.
- Only accepting credit cards and gift cards at the concessions stand.
- Mark lines for patrons – 6 feet apart starting inside the building and going out. We will also be limiting the number of patrons allowed in the lobby due to line capacity.
- Requiring all sick and symptomatic employees to stay home – we will also be monitoring temperatures of all employees before they start their shift.

As we move forward with opening, we will adjust and add additional procedures, as necessary.

In the 123-year history of Gross Alaska, we have never faced such uncertain times and we appreciate the hard work the task force is doing to help us and the community of Juneau navigate these uncharted waters.

Please let us know if you have any questions or concerns.

Thank you,

Kenny Solomon-Gross

VP/General Manager

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RE: Reopening Protocol/Covid 19

Doors Open/Store Open Protocol

We will continue to offer a variety of ways to shop including facetime shopping, texting, email, website, and via social media. We will continue to offer curbside pickup and delivery within the Juneau road system.

Once it is determined that it is safe for us to re-open we will! We will be implementing the following to help keep our staff, customers and store safe and healthy.

Customers

- No more than 6 customers in at any given time for the foreseeable future.
- All customers must wear a facemask in the store. If they do not have a facemask we will provide one (if we can get them) otherwise we will offer "window" shopping where we bring items to the window for them to choose from.
- All customers will use the hand sanitizer (provided) upon entering the store.
- All purchases must be made using a credit/debit card. No cash transactions.

Staff

- All staff must wear facemasks and gloves while working on the floor.
- All staff must wash hands frequently throughout the day and use hand sanitizer after every transaction.
- We will sanitize all commonly touched surfaces every $\frac{1}{2}$ hour to hour. Commonly touched surfaces include: cash register - keyboard/screen/credit card processor/pens/calculator/counter. Door handles, knobs on sinks, front door, stair rail, scissors/gift wrapping items, etc.
- All staff will practice social distancing within the store.
- All jewelry will be wiped with alcohol after being tried on/touched by customers.
- The store will be cleaned daily including vacuuming, wiping down all hard surfaces, cabinets and cases.

My name is Elaine Dawson and I am the owner and operator of Paws-on Grooms. Dog grooming may seem to be purely indulgent because some breeds only need to be brought in a couple times a year; other breeds need professional care once a month. A sizable percentage of my clients have limiting physical abilities and cannot brush, wash or trim the nails on their animal which can directly impact the health of a dog. Nails are the most common that I've received calls for recently since the vets have been turning away any case that isn't an emergency; this strands pet owners with nails that will continue to grow into their paw pads which makes walking for the dogs painful. There are other dogs that have skin conditions and need timely baths with medicated shampoo, as well as general upkeep in hygiene. Brushing is the most important, though it is difficult for owners to do at home without the right equipment and restraints for some dogs. If they are not brushed or shaved on a steady schedule it can cause matting which can irritate the skin, cause sores, or cut off circulation in whole limbs. Tails have had to have been amputated because of long term matting.



I have had many clients contact me in hopes of getting in for a groom for their dogs and I haven't had a lot of clear answers to give to them in the past month. I have gotten mixed messages from the couple times I have contacted CBJ on the subject; I was told grooming is unessential, so closed my shop during the passing of the CBJ Hunker Down mandate. I reopened after that with a change in drop off, pick-up and payment to where there is no contact whatsoever, and was still told to shut down. I think there has been a definite confusion in where the line is drawn and I would like to help in aiding in finding ways to start opening small businesses again. Dog grooming should be considered essential but subject to following social distancing rules.

I have recently received new guidance from CBJ permitting me to work under the social distancing plan I outlined with absolutely no face to face interaction: I have a kennel placed in the hallway of the building that I am renting, the pet owner will place their dog inside when dropping off, and where they will be picking up once the groom is completed. I take instructions and payment over the phone so there is no immediate contact. Because the virus is thought to possibly be airborne for a few hours, to combat that between customers I spray Lysol Air Disinfectant Spray in the hallway and disinfecting the kennel between each use to prevent spread of virus on the fur of the dog. I also wear a cloth facemask and gloves until the dog has been properly bathed.

I am doing everything in my power to keep my shop safe, sanitized and running for the safety of clients with and without fur! I appreciate the CBJ in working with me to determine a path towards reopening my business.

Sincerely,

Elaine Dawson

Owner, Paws-On Grooms