

Live.
Work.
Shop. **SAFE**

St. Tammany's **BACK TO WORK** Action Plan

St. Tammany Economic
Recovery & Resiliency
Advisory Council

Prepared Expressly for
Parish President Mike Cooper



Table of Contents

Executive Overview	2
Economic and Public Health Snapshot	2
Action Plan Guiding Principles	4
COVID-19 Standard Guidelines for All Business Operations	6
Reopening Phases	7
St. Tammany Reopening Plan Continuum	8
Special Considerations for Implementation	12
Industry-Specific Suggested Guidelines	14
Resources & Research Materials Used for Project Support	23
Further Reading & Helpful Resources	24
St. Tammany Economic Recovery & Resiliency Advisory Council Members	26



Executive Overview

On Monday, April 20, 2020, St. Tammany Parish President Mike Cooper announced the formation of the *St. Tammany Economic Recovery and Resiliency Advisory Council*, to establish the *Live Safe. Work Safe. Shop Safe.* Action Plan and re-opening strategy following the April 30, 2020 expiration of the current Stay-at-Home Orders for the state and parish.

In the first stage, the Advisory Council is tasked with developing short-term re-opening framework to address the needs of St. Tammany Parish, while at the same time, taking into consideration the health and safety of St. Tammany residents and the needs of our entire region. The Advisory Council includes representatives from both the private and public sectors, including healthcare and hospitals, public agencies, elected officials, non-profit organizations, and the business community. Parish President Cooper has requested that the Advisory Council be led by Chris Masingill, CEO of St. Tammany Corporation, the economic development organization for St. Tammany. The complete roster of Advisory Council members is found on the last page of the plan.

During this first stage, the Advisory Council has collected, reviewed, and considered a significant amount of community and business input. Feedback was garnered from business and industry through an electronic survey. A series of industry-specific focus groups were facilitated to solicit feedback, insights, and concerns from business representatives. Two input sessions were held for elected officials. A designated email address, restore@sttammanycorp.org, was created for individuals to submit public comments.

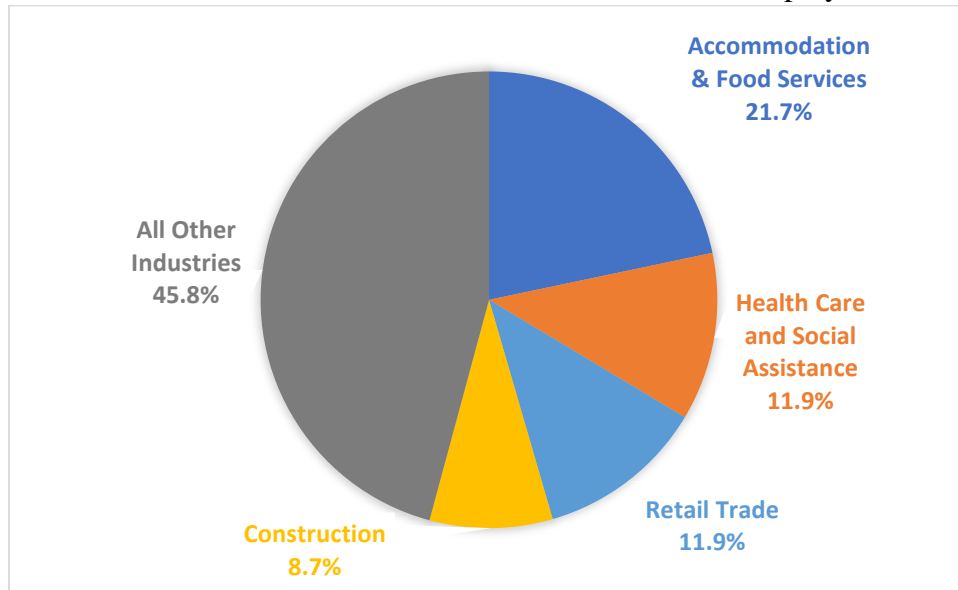
As stage two unfolds throughout May, the Advisory Council should be expanded to continue the build out of the *Live Safe. Work Safe. Shop Safe.* Action Plan. The expanded Advisory Council should consist of a complete spectrum of local industry and business community partners, including public and private sectors. This inclusive group will focus on understanding and mobilizing long-term recovery efforts and ensuring the resilient return of public and economic health locally. The expanded Advisory Council will meet every other week through August. At the appropriate time, the Advisory Council may then consider the development of taskforce subgroups to work on specific action items.

To begin this exercise, it is imperative to understand both the current public health and economic health landscape in St. Tammany.

Economic and Public Health Snapshot

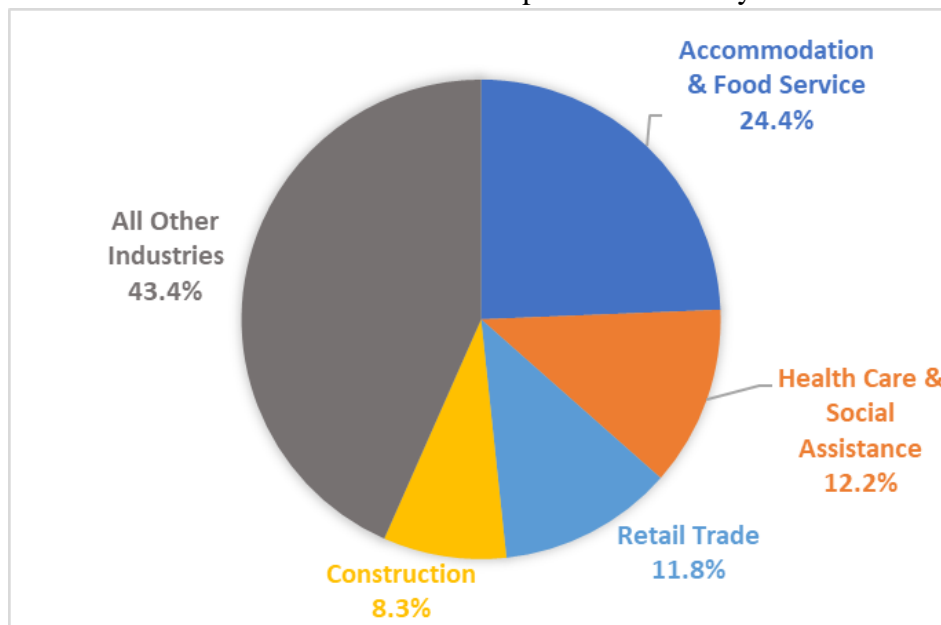
- As of Thursday, May 7, there are **1,415** COVID-19 cases, the **fifth-highest** number in the state, and **124** COVID-19 deaths in St. Tammany Parish.
- **310** state tests and **9,831** commercial tests have been administered for a total of **10,141**.
- From March 15 to May 2, **32,526** unemployment claims were filed in St. Tammany Parish alone, the **fifth-highest** number of claims in the state.
- These 32,526 unemployed workers make up **28.2%** of St. Tammany's workforce.
- Statewide, the hardest-hit industries during the same time period (3/15-5/2) have been **Accommodation & Food Service**, representing 22.9% of all claims filed; **Health Care and Social Assistance** (12.0%); **Retail Trade** (11.9%); and **Construction** (8.5%).
 - Industry data for unemployment claims is not available at the parish level.

Chart: Louisiana Statewide Hardest-Hit Industries in Terms of Unemployment Claims Filed



Source: Louisiana Workforce Commission

Chart: Economic Makeup of St. Tammany



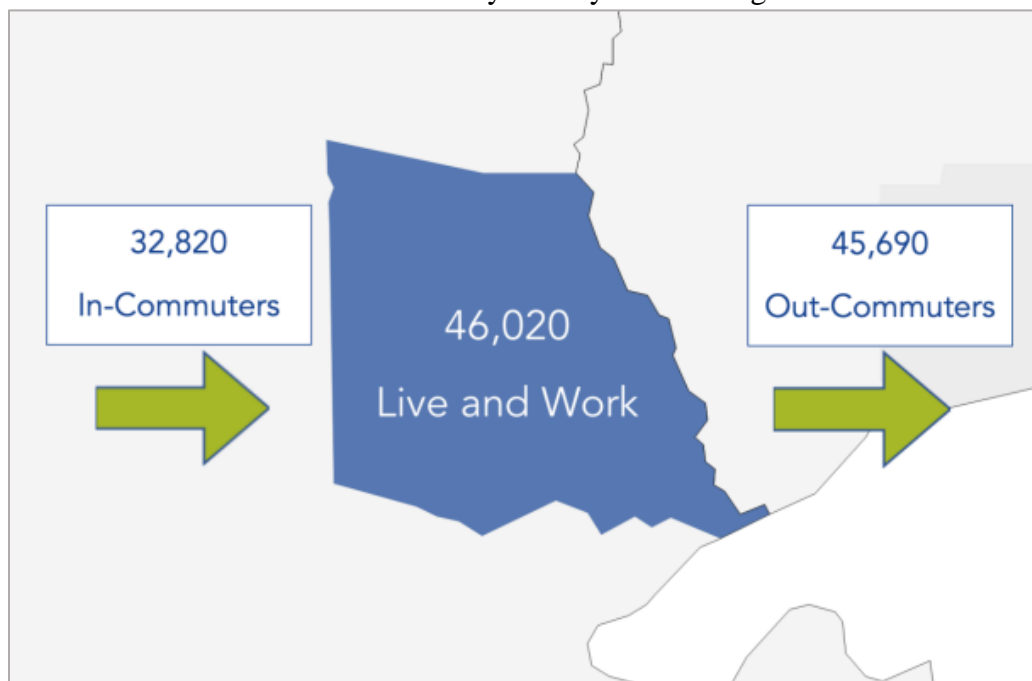
Source: EMSI

St. Tammany's commuting patterns reinforce how important a careful, gradual reopening is to protecting workers and families from infection. On a typical day, more than 45,000 St. Tammany residents leave the parish for work and return home, while at the same time, more than 32,000 non-residents commute into the parish for



work and return to their homes elsewhere. Upon a full return to normal working conditions, the high mobility of St. Tammany’s residents and workforce could present a challenge in slowing the spread of disease.

Illustration: St. Tammany’s Daily Commuting Patterns



Source: U.S. Census Bureau

Action Plan Guiding Principles

Beginning on Tuesday, April 21, the Advisory Council has met regularly to discuss, deliberate, and recommend next steps, areas of concern, and operational parameters. The Advisory Council is working from the following baseline guiding principles:

1. Parish President Cooper shared during his April 22 press conference that St. Tammany will remain in alignment with the Governor and stated that reopening will be a slow, gradual, phased process following industry standards and recommendations. As directed by the Parish President, this plan will be in line with existing federal and state recommendations and guidance from the governor. Where there is no reference to these related recommendations, this framework will apply at the parish level. The intent of this plan is not to provide less restrictive guidance—only to be considered in absence of state directives. The Advisory Council maintains our right to adhere to the advice of medical and public health officials, subject to revision and supplementation.
2. There is risk involved, even in the slow, responsible, phased, and gradual reopening process. The measurement of risk cannot be quantified, but risk mitigation efforts can be followed by individuals, organizations, and communities through social distancing, wearing face coverings, proper hand washing, frequent cleaning and sanitization of surfaces as specifically described and recommended by the CDC. It is important to note that strict adherence to the current guidelines and mandates has to be maintained not only during working hours but by all individuals going about their daily life.



3. Any re-opening process will necessarily present elements of risk in the form of increased infection rates among the general public, and every individual needs to stay informed during this pandemic, assess the risks to themselves and those with whom they live, and accept personal responsibility for their decisions. At this time, the safest course of action is to remain at home; individuals that must leave home should wear protective gear and practice social distancing.
4. Consensus of a period of 14 consecutive days of downward trending in number of positive cases as a percentage of total testing is needed to indicate ability to potentially transition into a new operational phase, as outlined in White House Guidelines for Opening Up America. This trend and sentiment align with the recommendations of multiple national and state officials.
5. Increased capacity and ability for testing is imperative to best understand and appreciate how the pandemic is impacting our community. A specific volume of testing has not been specified at this time by public health officials. It was noted that without widespread testing, the risk level cannot be qualified.
6. Access to safe and responsible childcare and daycare facilities will be a barrier for employees to return to work. Specific consideration and guidance should be given childcare and daycare facilities as they may experience an increase in demand for services as the phased reopening results in more individuals returning to the workplace.
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/schools-faq.html>

Throughout this process and beyond, we continue to rely on our public health officials and medical professionals to advise on the public health needs and concerns, safety protocol and best practices, and forthcoming areas of concern as it pertains to Coronavirus. These experts will need to continually share their insights to guide any decisions that may dictate the timing or modification of phased reopening of more businesses and workplaces.

We also understand the importance of our citizens returning to work and opening our local economy. The economic health and vitality of St. Tammany is critical to the future of our community. St. Tammany is an essential component of our regional and state economy, especially our talented workforce.



COVID-19 Standard Guidelines for All Business Operations

- Effective immediately for all currently open businesses
- Upon phased reopening, all non-essential businesses will follow these basic guidelines for operations until superseded by industry-specific direction from government officials.
- Progression through phases of reopening is dependent upon the 14-day gating criteria proposed in the White House's Reopening America guidelines: (1) a downward-trajectory of COVID-like symptoms; (2) a downward-trajectory of COVID-19 cases as a percentage of total testing; and (3) hospitals' ability to treat the volume of COVID-19 cases based on hospital census data, including ICU admissions and ventilator usage.
- Prior to reopening, business owners should register on <https://opensafely.la.gov/> for clarity on what phase their business and/or organization is considered according to state guidelines and criteria, what phase the state is in as Louisiana moves through phases of return, and what social distancing and sanitation guidelines are required for their specific operation in each phase.

Cross-Cutting Guidelines

- Employers will require employees to wear masks or face coverings where conducive to working environment and/or where businesses have a public interface.
- Customers/clients are strongly encouraged to wear masks or face coverings.
- Places of business should consider checking temperatures of employees before entering onsite workplaces.
- Places of business should consider checking temperatures of individuals before entering.
- Hand sanitizer available at the entrance of each place of business including retail stores, gas stations, banks, etc.
- Places of business will sanitize all frequently touched areas (including fuel pumps, door handles, checkout counters and credit card readers, bathrooms, etc.) no less than once a day or at shift changes. In addition, businesses are encouraged to eliminate as many touch points as possible for items such as doors, trash cans, etc.
- Places of business will sanitize shopping carts and baskets.
- Individuals are to remain at least six feet apart from other individuals at all times.
- Places of business should mark flooring with tape or other indicator where individuals wait to be served
- Retailers are to add plastic shields/barriers between cashiers and individuals at checkout counters as an extra level of protection.
- Places of business should post all COVID-19 guidelines and protocols in conspicuous places such as at entrances, checkouts, on websites, and social media to make the public aware of precautions.



Reopening Phases

This framework is intended to provide local parish guidance relative to federal or state guidance. Individual industry sectors will also need to consider the guidelines and operational requirements put forth by their industry organizations and regulatory boards and councils. The pandemic is an ongoing and ever-evolving situation, but we have the opportunity to maintain public health and safety while gradually and responsibly opening up our local economy in thoughtful, intentional phases.

Based on the White House's Reopening America Plan and Governor Edwards's Executive Order, and adjusted for local guidelines, each phase in the timeline is tempered with the condition of continued decline; at any time, if cases trend upward again, restrictions may temporarily be enforced again. This should especially hold true even after the community achieves Phase III in case another wave of cases emerges. Progression through phases of reopening is dependent upon the 14-day gating criteria proposed in the White House's Reopening America guidelines: (1) a downward-trajectory of COVID-like symptoms; (2) a downward-trajectory of COVID-19 cases as a percentage of total testing; and (3) hospitals' ability to treat the volume of COVID-19 cases based on hospital census data, including ICU admissions and ventilator usage.



St. Tammany Reopening Plan Continuum

Phase 0: Red Phase With Extended Executive Order (May 1 – May 15 or TBD)	
Individuals	<ul style="list-style-type: none"> • Individuals may go to the grocery store, pharmacy, medical appointments, restaurants for takeout only, retail stores, and care for family/friends. • Individuals may not visit hospitals and nursing homes, gather in groups of more than 10, fail to maintain social distancing of 6 feet, or make non-essential trips outside the home.
Employers/ Businesses	<ul style="list-style-type: none"> • All operating essential businesses and non-essential retailers across all industries should be following the following basic guidelines: <ul style="list-style-type: none"> ○ Employers will require employees to wear masks or face coverings. ○ Customers/clients are strongly encouraged to wear masks or face coverings. ○ Places of business should consider checking temperatures of employees before entering onsite workplaces. ○ Places of business should consider checking temperatures of individuals before entering. ○ Hand sanitizer available at the entrance of each place of business including retail stores, gas stations, banks, etc. ○ Places of business will sanitize all frequently touched areas (including fuel pumps, door handles, checkout counters and credit card readers, bathrooms, etc.) no less than once a day or at shift changes. In addition, businesses are encouraged to eliminate as many touch points as possible for items such as doors, trash cans, etc. ○ Places of business will sanitize shopping carts and baskets after each use ○ Individuals are to remain at least six feet apart from other individuals at all times. ○ Places of business should mark flooring with tape or other indicator where individuals wait to be served. ○ Retailers are to add plastic shields/barriers between cashiers and individuals at checkout counters as an extra level of protection. ○ Places of business should post all COVID-19 guidelines in conspicuous places such as at entrances, checkouts, on websites, and social media to make the public aware of precautions. ○ Places of business should reduce their capacity, either by a fraction of total capacity or based on square footage, i.e. one individual per 100 square feet or 25% of the Fire Marshall’s capacity limit. ○ Non-essential businesses (including retailers) that are not specifically referenced as restricted in the existing Executive Stay-at-Home Order may operate by adhering to the above essential business guidelines, maintaining strict social distancing and the 10 customer per store limitation.
Other	<ul style="list-style-type: none"> • Time-sensitive elective surgeries can resume, as clinically appropriate, on an outpatient basis at facilities that adhere to Centers for Medicare & Medicaid (CMS) guidelines.

Phase I: Orange Phase As of May 15, 2020	
Benchmark	1. Downward-trajectory of COVID-like symptoms 2. Downward-trajectory of COVID-19 cases as a percentage of total testing 3. Hospitals' ability to treat the volume of COVID-19 cases based on hospital census data, including ICU admissions and ventilator usage
Individuals	<ul style="list-style-type: none"> • Vulnerable individuals (seniors, disabled population, those with underlying health conditions that put them at higher risk of infection) should continue to shelter in place • Maximize distance when in public at no less than 6 feet • No groups of more than 10 • Minimize non-essential travel
Employers	<ul style="list-style-type: none"> • Continue to encourage telework when possible • Return to work in stages with strict adherence to social distancing • Provide face coverings for employees • Restrict common areas and adhere to social distancing guidelines and face coverings • Minimize non-essential travel • Consider special accommodations for vulnerable employees
Businesses	<ul style="list-style-type: none"> • The following establishments may operate with 25% of total occupancy as defined by the State Fire Marshal and restrictions as set forth on page 6: <ul style="list-style-type: none"> ○ Essential businesses will continue to operate under provided guidelines ○ Places of worship – indoor services ○ Restaurants, coffee shops, cafes – indoor table service ○ Bars and breweries which hold an LDH food service certificate ○ Gyms and fitness centers ○ Anchor stores of shopping malls with exterior doors accessible by the public ○ Movie theaters ○ Museums (excluding children's museums and any tactile exhibits) ○ Barbershops, hair salons, nail salons ○ Youth activities including youth recreation, non-contact sports, day and overnight camps, and other programs ○ Office-based work ○ Expanded Government Services ○ All non-CISA and non-closed businesses ○ Large venues (e.g., sporting venues, special event facilities)
Other	<ul style="list-style-type: none"> • Public recreational areas can operate with strict social distancing requirements (fishing pier, parks, Tammany Trace, etc.) • Indoor funerals and weddings resume at 25% capacity and continue outdoor services with no crowd size limitation as long as social distancing is practiced. • No visits to senior facilities or hospitals • The following businesses remain closed: massage establishments and spas, tattoo shops, carnivals, amusement parks, water parks, trampoline parks, arcades, fairs, bars and breweries without LDH food permits, pool halls, contact sports, children's play centers, playgrounds, theme parks, adult entertainment venues, and other similar businesses.



Phase II: Yellow Phase	
21 days after Phase I with continued decline in cases; dates TBD	
Benchmark	<ol style="list-style-type: none"> 1. Downward-trajectory of COVID-like symptoms 2. Downward-trajectory of COVID-19 cases as a percentage of total testing 3. Hospitals' ability to treat the volume of COVID-19 cases based on hospital census data, including ICU admissions and ventilator usage
Individuals	<ul style="list-style-type: none"> • Vulnerable individuals (seniors, disabled population, those with underlying health conditions that put them at higher risk of infection) should continue to shelter in place • Maximize distance when in public at no less than 6 feet • Non-essential travel can resume
Employers	<ul style="list-style-type: none"> • Continue to encourage telework when possible • Continue to keep common areas restricted and adhere to social distancing/face covering guidelines • Continue to consider special accommodations for vulnerable employees
Businesses	<ul style="list-style-type: none"> • All businesses open in Phases 0 and I can continue operations with existing precautions and safety protocols • Bars may operate with diminished standing-room occupancy, where applicable and appropriate • Entertainment businesses and places of public amusement (skating rinks, indoor play-places, trampoline parks, etc.), may resume operations with precautions and safety protocols set forth in this plan
Other	<ul style="list-style-type: none"> • No visits to senior care facilities and hospitals



Phase III: Green Phase 21 days after Phase II with continued decline in cases; dates TBD	
Benchmark	1. Downward-trajectory of COVID-like symptoms 2. Downward-trajectory of COVID-19 cases as a percentage of total testing 3. Hospitals' ability to treat the volume of COVID-19 cases based on hospital census data, including ICU admissions and ventilator usage
Individuals	<ul style="list-style-type: none"> • Vulnerable individuals resume public interactions with caution and social distancing • Low-risk populations minimize exposure to those more at risk
Employers	<ul style="list-style-type: none"> • No additional restrictions
Businesses	<ul style="list-style-type: none"> • All businesses operating in Phases 0, 1, and 2 may increase their capacity to 100% as defined by the Fire Marshal
Other	<ul style="list-style-type: none"> • Visits to senior care facilities and hospitals resume with precautions • Large venues operate with established sanitation and social distancing protocols



Special Considerations for Implementation

- **Small businesses in vulnerable/disadvantaged communities**
 - Communities that historically suffer from high poverty have been disproportionately impacted by COVID-19, as has been shown in the mortality rate for people of color. An individual's health is made more vulnerable because of the pandemic, and this disproportionately impacts those communities with negative social determinants. Further, these same constraints may limit ability for disadvantaged businesses to reopen because of the costs of these new health and safety measures or guidelines for social distancing, as well as the challenges of passing along those costs to customers. Across all recovery efforts, state and regional leaders should consider ways to provide special access, outreach and services to reach disadvantaged businesses and rural regions with the resources for economic recovery. Specific business outreach and technical assistance should be provided to ensure small businesses in vulnerable/disadvantaged communities are connected to applicable available resources, programs, and efforts.
- **Coordinated supply chain (including website) for creation and distribution of masks and face coverings**
 - Understanding that businesses need the appropriate supplies and materials to maintain the recommended guidelines and best practice protocols have a financial impact on businesses, it is strongly encouraged that a coordinated supply chain effort be developed by Parish government. This may include a coordinated funding mechanism to leverage collective purchasing power to lower the cost per unit price or may include an opportunity for free items. Items included in this coordinated supply chain may include homemade face coverings, sanitization and cleaning supplies, gloves, and other items that are used to protect employers, employees, and consumers. This is an opportunity to engage directly with St. Tammany businesses and connect them to their most necessary resources to operate safely.
 - It is recommended that a website be created to share this information and facilitate the coordination of these efforts. This website can also be a reliable source of current business recovery and resilience information as our community navigates through the three phases of reopening our local economy and returning to work.
- **Employee and Workplace Resources**
 - The EEOC has provided [updated guidelines](#) to organizations to adhere to as they phase open today. There are rules identified regarding employer medical examination and inquiries which may have an impact on taking temperatures and asking gating type questions.
 - Prepare to have Employee Assistance (EAP) available for your workforce. More information and resources can be found on the [National Alliance for Mental Health website](#).
- **Communication and public education plan**
 - As we all make the adjustments required for us to live, work, and shop safe in our new normal, considerable personal responsibility and accountability efforts must be reinforced through an aggressive communication and public education initiative. For example, we must diligently wear



our homemade face coverings when out in public, practice proper social distancing, avoid touching our faces, and wash our hands with soap frequently for a 20-second duration.

- Governor John Bel Edwards has remarked that practicing these things is part of being a good neighbor and recently likened wearing a homemade face covering to being just as polite as holding open a door for someone.
- Clear, concise, coordinated, and frequent messaging across all communications platforms will be essential to encouraging all citizens to adopt these practices. This will be especially important for our non-digital users to see this communication plan in action on local TV, radio, and newspaper publications, as this population may represent some of those most vulnerable to the virus.

- **Widespread testing availability and contact tracing**

- Accurate, quick-result COVID-19 testing and antibody testing is necessary to track, treat, and prevent the spread of the illness, especially once stay-at-home restrictions are eased and people begin return to work and commerce. The test should be available to all with symptoms as well as anyone who has come in contact with an infected person, which necessitates an emphasis on contact tracing at places of business.

- **Applying health and safety protocols to public entities**

- Throughout the planning process, business establishments and other workplaces have been the focal point of the development of recommended guidelines. However, the guidelines laid out in this document will also be applied to parish- and municipal-owned and -managed facilities and services. The Parish will follow protocols for safety and hygiene within its own departments and services. Special care will particularly be put into high use or high-risk public services such as senior care services, recreational facilities, jails, prisons, and courthouses, and other public facing services.



Industry-Specific Recommended Guidelines

The following is a compilation of parish-level recommended guidelines for specific business types based on public input received during the course of the planning period, along with multiple existing recommended guidelines, industry outreach, best practices, and professional consensus of COVID-19 operational guidelines. In implementing the suggested below guidelines, employers will need to keep in alignment with [EEOC](#), [OSHA](#), and [CDC](#) guidelines, and the cross-cutting guidelines for all places of business outlined in the **Reopening Plan Continuum** and the **COVID-19 Standard Guidelines for Business Operations**. It is important to note that strict adherence to the current guidelines and mandates has to be maintained not only during working hours but by all individuals going about their daily life.

Industry	Guidelines
Retailers	<ul style="list-style-type: none"> • Restrict occupancy. Retail stores and malls should control entry to a certain number of customers, using the Fire Marshal's capacity limit as a guide. • Maintain special hours for vulnerable citizens. • Maximize curbside and delivery efforts and provide contactless pay options where possible. • Utilize signage and make regular announcements to remind customers of 6 feet social distancing guidelines. Retailers recommend that LDH create downloadable social distancing signage for use by businesses that have not developed their own signage. • Demonstrate six feet of spacing in checkout areas through floor decals or other marking methods. • Increase efforts and assign employees to disinfect high-traffic and high-touch areas like self-checkout, door handles, POS systems, PIN pads, carts and bathrooms. • Employees should wear face coverings. • Customers should be strongly encouraged to wear face coverings. • Consider policies to limit returns and exchanges and notify customers of such policies. • Require employees to practice frequent hand washing and/or provide an alcohol-based hand sanitizer. • Encourage employees who feel sick to stay home. • Retail establishments must offer contactless curbside service for items ordered online, over the phone, or through a store app where possible. • Increase cleaning measures for touch points, including shopping cart handles, merchandise shelves, front-end belts and cash registers, elevators, escalators, door handles, fitting rooms, and other high-contact touch points. • Offer touchless point-of-sale options where possible. If touchless point-of-sale options are not available, clean keypads, screens, and pens between customers, or offer customers hand sanitizer after use.



Industry	Guidelines
Restaurants	<ul style="list-style-type: none"> • Restaurants need to adhere to strict safe sanitation practices with all team members certified in safe food handling and a certified manager on every shift. • All employees will pass a health check or complete a health survey prior to each shift. • All indoor and outdoor and waiting options will comply with the appropriate social distancing guidelines. • Hand sanitizer or hand washing stations will be available to all customers and employees. • Clean and sanitize common areas and surfaces regularly. • Clean and sanitize each dining area after every use. • Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use. • Reservations only • Employees will wear face coverings and wash hands/sanitize frequently throughout shift • No use of linen napkins or tablecloths • Restaurants should mark the floor/ground in the to-go waiting area with tape or other indicator where customers wait to be served; alternatively, customers could wait in their cars • Reduce outdoor capacity in accordance with what is allowed by the State Fire Marshal • Space tables a minimum of 10 feet from each other (measured from all edges of the table) • Limit table groups to 6 individuals • Eliminate gatherings in the building when entering or exiting outdoor seating area • Upon opening dining rooms in Phase I, restaurants may operate with 25% of capacity allowed by the State Fire Marshal
Office-Based Environments	<ul style="list-style-type: none"> • Continued Work from Home – For those employees that can without losing productivity, working from home may be the simple solution • Temperature-Taking – Employers should have policies in place to disallow individuals with high temperatures (100.4°F or higher) or COVID-like symptoms from entering the building • Elevators – Limit elevator occupancy • Arrivals and Departures – Employers should have flexible scheduling for employees to arrive and depart at staggered times • Disposable Surfaces – Each morning, employees are asked to grab a paper placemat (cover) for their desk. At the end of the day, the paper is thrown away • Six-Foot Spacing – Ensure six feet of spacing through properly spaced desks and visual signals, such as a circle embedded in the carpeting around each desk to ensure people don't get too close

Industry	Guidelines
	<ul style="list-style-type: none"> • Regulated Flow – Replicating “one-way-traffic” approach as seen in hospitals, the plan uses arrows on the floor and people are encouraged to walk clockwise, in lanes around the office • Common Spaces – Placement of floor decals in elevators and other common spaces to suggest where to stand and walk • Improved Air Filtration – High-end air filtration that regularly cleans the breathing environment (portable, until a permanent solution can be installed) • Planning – Planning to ensure preparedness for another potential outbreak • Shared Responsibility – There is a shared landlord and tenant responsibility in an office. Parties should work together to delineate respective responsibilities within the space to minimize risk
Healthcare	<ul style="list-style-type: none"> • Visitation – Continue restricted essential visitor policy • Screening Stations – Continue temperature checks and screening questions for all who enter facilities • PPE – Provide at all Screening Stations (mandatory mask or face covering usage for all who enter facilities) • Sanitizer – Hand sanitizer and sanitizing wipes available in all common areas to promote personal safety • Patient Safety – Reconfigure waiting rooms, provide specific hours for high-risk patients, install sneeze guards, implement social distancing stickers, elevator/restroom signage, handwashing signage, PPE stations • Digital – Utilize electronic pre-check (or text-based check-in processes while patients wait in car or outside), payment, communication, prescription refills (with home delivery), promote virtual visits and remote monitoring • Communication – Drive safety awareness through active on-site communication campaign as well as external communication to patients and the public • Cleaning – Expand cleaning crews, hours of operation, and increase frequency of efforts • Testing – Test all Patients for COVID-19 upon arrival for surgeries, procedures, inpatient admissions, and deliveries while continuing to expand testing capacity for both PCR swab tests & serological blood tests • Healthcare – Safely re-open clinic, lab, diagnostic, and surgical areas to provide care to postponed patients • Non-Clinical Staff – Promote work-from-home arrangements wherever feasible, hold virtual meetings whenever possible, ensure social distancing, and rotate office staff on-site to ensure 6 feet of separation
Construction	<ul style="list-style-type: none"> • Safety and Health – Move beyond simply focusing on employee safety and include health in every conversation. Maintain the protocols from COVID-19 that make sense: including frequent hand washing, social distancing, jobsite



Industry	Guidelines
	<p>cleanliness, protecting the vulnerable, proper protective equipment, and isolating the sick</p> <ul style="list-style-type: none"> • Construction Means and Methods – More off-site fabrication in controlled environments to accelerate innovation, increase productivity, and reduce employee populations at the jobsite • Technology – Leverage available technology to assist in monitoring employee movements and interactions on the jobsite to assist in protecting their health and safety. Also use technology as a means to increase collaboration, options to work remotely, and communicate in new ways • Wellness Focused – Ensure that we are encouraging and educating our people about comprehensive wellness. Encourage healthy lifestyles that make our population less vulnerable to future health risks
<p>Close-Contact and Personal Care Services</p>	<p><u>Louisiana Board of Cosmetology Proposed Guidelines for Re-Opening Salons:</u></p> <ul style="list-style-type: none"> • Place a sign at the entrance of the salon informing customers they will be screened upon entry. • All areas of the salon which will be occupied shall be cleaned and disinfected with an EPA registered disinfectant. • Items which cannot be sanitized shall be removed from the service area of salon, e.g. any upholstered furniture, drapery, rugs or magazines. • Stations in use shall be at least 10 feet from each other to maintain 6 feet between individuals except for the licensee or permittee while receiving services. • Stations in use shall have hand sanitizer with at least 60% alcohol available for use. • Any refreshments offered to customers must be in sealed, self-contained, single, serving, disposable containers. • Clients must wait outside of salon and observe social distancing requirements. • Each staff member and customer must wash hands with soap and water upon entry to the salon, prior to exiting the salon, and before and after servicing each client with hand sanitizer available at the salon entrance. • Each staff member and customer shall wear a face covering while in the salon. Cloth coverings must be laundered and dried at high heat daily. • Records of all services including the customer’s name and date and time of service shall be maintained by the salon for three years. • No cosmetology services shall be performed outside of a licensed salon. • All reusable tools and implements shall be cleaned with an antimicrobial wash and then sanitized or sterilized after each. • Each customer shall wear a disposable cape or a cape which can be disinfected over their clothing while services are being performed. • After each customer, the station, chair, and shampoo bowl used shall be wiped down with an EPA registered disinfectant.



Industry	Guidelines
	<ul style="list-style-type: none"> ● Disposable tools, implements and capes and personal protective equipment shall be disposed of in a covered container. <p><i>Massage therapy:</i></p> <ul style="list-style-type: none"> ● Adjust treatment rooms to become a safer space for therapists and clients: <ul style="list-style-type: none"> ○ Removing soft surfaces that cannot be cleaned (e.g. pillows that are not being used in treatment, décor that is not easily cleaned between clients) ○ No storing clean linens or used linens in treatment rooms ○ Having a separate sanitary place to keep used linens until they are sanitized/cleaned for next use ○ Adding an air purifier to treatment rooms ● What PPE will we be using: <ul style="list-style-type: none"> ○ Consider wearing a smock to be removed after each client that is seen. ○ Changing out of uniform before leaving work for the day ● What changes for the client before/during/after sessions: <ul style="list-style-type: none"> ○ Taking the clients temperature as part of intake. ○ Screen the client with questions: <ul style="list-style-type: none"> ▪ Have they been following the stay at home order? ▪ Have they been exposed to COVID-19? ▪ Have they been to a doctor's office/hospital in the last two weeks? ▪ Have they traveled in the last two weeks? ○ Clients remove their shoes upon entrance of the building ○ Clients go straight to the sink to wash hands ○ Clients go straight to the treatment room after washing hands ○ Clients will wear masks or face coverings during treatment ○ Payment/after treatment will be done in treatment room rather than lobby ○ Clients are encouraged to pre pay for the massage or use other payment methods such as Venmo or PayPal to limit exchange of paper money or touching cards. ● Other guidelines: <ul style="list-style-type: none"> ○ Recovery time between clients extended to 30 minutes to sanitize all door handles, bathroom, treatment table and anything touched by clients, massage stool, bolster and any tools used on the client ○ Clients are informed of guidelines prior to their appointment so that nothing is a surprise to them.
<p>Churches</p>	<ul style="list-style-type: none"> ● Begin (or continue) livestreaming services ● Rope off some pews to create social distancing ● Consider assigning seats to ensure social distance ● No passing of the offering plate ● Omit a greeting time ● Refrain from handshaking



Industry	Guidelines
	<ul style="list-style-type: none"> • Establish additional worship services to reduce the number of congregants at each service • Create one-way flow aisles and entrances/exits • Provide proper disinfectant and ongoing sanitization • Do not initially have in-person Sunday School or fellowship events • Continue the already-established enhanced care for the vulnerable of the congregation and community. <p>Louisiana State Fire Marshal Interpretive Memo – Outdoor Religious and Places of Worship</p>
Exercise Facilities, Gyms, Health Clubs	<ul style="list-style-type: none"> • Maintain proper social distancing of people throughout all areas of health clubs and limit numbers where needed <ul style="list-style-type: none"> ○ In any confined area including studios, no more than one person per 113 square feet ○ Marks on floors will be placed in all studios and areas where needed to properly space people for use ○ Cardio and strength equipment will also be placed to allow proper social distancing ○ Pathways throughout clubs will be cleared and designated so that proper spacing can be achieved • Employee Precautions <ul style="list-style-type: none"> ○ Face coverings will be worn by all staff in addition to gloves when necessary ○ Temperature readings will be taken of all employees coming to work following CDC guidelines ○ Hand sanitizers and disinfecting wipes will be available throughout clubs for easy access by all members and employees ○ Wipe downs with sanitation wipes of all equipment after each use will be required of all members and employees will enforce • Equipment <ul style="list-style-type: none"> ○ Furniture throughout clubs (indoors and outdoors) will be properly spaced out and/or will be put out of order or labeled with signage stating for everyone to properly space out ○ Lap swimming will be allowed with only one person allowed in each swimming lane ○ Sports that do not allow for social distancing will not be allowed • Water fountain spigots and water bottle filler stations will be closed • Saunas and steam rooms closed until Phase II because proper spacing and/or proper sanitation cannot be easily achieved and/or mandated
Hospitality	<i>Hotels</i>



Industry	Guidelines
	<ul style="list-style-type: none"> • Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Many of these cleaning products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection. Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring. • Train hotel staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time. If possible, provide alcohol-based hand sanitizer that contains at least 60% alcohol in all guest contact areas and to all staff. In addition, staff should be advised not to touch their faces and to practice "social distancing" by standing at least six feet away from guests and other workers. • Educate staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small proportion of people who are infected don't have symptoms. <p><i>Other Hospitality Businesses</i></p> <ul style="list-style-type: none"> • All staff should wear masks or face coverings and follow strict, frequent hand-washing procedures. • Increase cleaning measures for public spaces, door handles, and other high-contact touch points. • Place hand sanitizer or hand-washing stations at entrance and high-traffic areas. • Include signage explaining hygiene and social distancing policies to guests and visitors. • Discontinue operations that require customers to use common utensils or dispensers, such as salad bars, buffets, and beverage service stations. • Remove "help yourself" food items where multiple people are in contact with the same product, such as peanuts, mints, bar items, etc.
Organized Youth Activities, Day & Overnight Camps, and Early Learning Facilities	<ul style="list-style-type: none"> • All childcare organizations should follow the CDC's guidance for administrators of child care programs and K-12 schools. • Create an emergency plan for possible outbreak and communicate plan with parents. • Implement social distancing strategies: <ul style="list-style-type: none"> ○ Group sizes of children should be limited to ten or less, in accordance with Federal guidance on group size. Group sizes for infants should be limited to 5 or less. If possible, childcare classes should include the same group each day, and the same child care providers should remain with



Industry	Guidelines
	<p>the same group each day. Keep each group of children in a separate room. Each person in a group should have a personal space for their belongings.</p> <ul style="list-style-type: none"> ○ Staff and children should function in a 6-foot social distancing environment to the best extent possible. ○ Consider whether to alter or halt daily group activities and events that may promote transmission. ○ Limit the mixing of children, such as staggering playground times and keeping groups separate for special activities such as art, music, and exercising. ○ Modify drop-off and pick-up procedures to limit direct contact between parents and staff members and adhere to social distancing recommendations. <ul style="list-style-type: none"> ● Staff members and older children should wear face coverings in accordance with State and CDC guidance. Face coverings should NOT be put on babies under age two because of the danger of suffocation. ● Implement symptom-screening procedures upon arrival in accordance with the CDC: <ul style="list-style-type: none"> ○ Children should not be admitted if they are exhibiting symptoms, have tested positive, or live with a family member with symptoms or who has tested positive. ○ Identify an area for any child who starts to run a temperature, begins coughing excessively, or running a fever to remain in isolation until a parent arrives to bring them home. ● Intensify cleaning and disinfection efforts: <ul style="list-style-type: none"> ○ Hand hygiene stations should be set up at the entrance of the facility, so that children can clean their hands before they enter. Provide children with clear hand-washing hygiene instructions in accordance with CDC guidance. ○ Routinely clean, sanitize, and disinfect surfaces and objects that are frequently touched, including toys, games, doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. ○ Use bedding that can be washed regularly. Keep each child's bedding separate, and consider storing in individually labeled bins, cubbies, or bags. Cots and mats should be labeled for each child. ○ Toys that cannot be cleaned and sanitized should not be used. Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions should be set aside until they are



Industry	Guidelines
	<p>cleaned by hand by a person wearing gloves. Do not share toys with other groups of infants or toddlers until they are sanitized.</p> <ul style="list-style-type: none">○ At the end of the day, after children have departed, a full clean should be done of the facilities. Cleaning staff should wear disposable gloves for all tasks in the cleaning process, including handling trash. Cleaning staff should be sure to wash hands thoroughly after removing gloves.● For organized youth activities with spectators:<ul style="list-style-type: none">○ Adhere to current Federal, State, and local limits on crowd gathering and mask- and face covering-wearing guidance.○ Modify seating/standing areas, admissions, and entrance and departure procedures to ensure proper social distancing and capacity limits.○ Prevent gathering of groups in common areas.○ Provide sanitation or hand-washing stations at entrances and high-traffic areas.○ Limit number of people in public restrooms.○ Limit the use of team-shared equipment and require cleaning and sanitizing of shared equipment after use
Recreation Areas	Guidelines for playgrounds, outdoor restrooms, swimming pools, splash pads, and farmers markets can be found in the National Recreation and Parks Association's Specific Guidance for Common Park and Recreation Spaces, Facilities and Programs



Resources & Research Materials Used for Project Support

The White House	Reopening America Guidelines
Centers for Disease Control (CDC)	Guidelines for Businesses & Employers
Centers for Disease Control (CDC)	People Who Are at Higher Risk for Severe Illness
Equal Employment Opportunity Commission (EEOC)	What You Should Know About COVID-19 and the ADA, the Rehabilitation Act, and Other EEO Laws
OSHA (Occupational Safety and Health Administration)	Guidance on Preparing Workplaces for COVID-19
National Alliance for Mental Health	NAMI Updates on the Coronavirus
National Recreation and Parks Association	Specific Guidance for Common Park and Recreation Spaces, Facilities and Programs
National Restaurant Association	COVID-19 Reopening Guidance
National Retailers Association	Operation Open Doors
Louisiana Department of Health	Clarifying Memo: Allowable Medical, Surgical and Dental Procedures
Louisiana State Board of Cosmetology	Proposed Guidelines for Re-Opening Salons
Louisiana State Fire Marshal	Interpretive Memo – Outdoor Religious and Places of Worship
GNO, Inc.	Getting Back to Work, in the New Normal: Best Practices for Business Reopening
JEDCO & Jefferson Parish Government	Jefferson Parish Back to Business



Further Reading & Helpful Resources

Federal, National, & International Resources

Environmental Protection Agency (EPA)	List of Disinfectants for Use Against COVID-19
Food & Drug Administration (FDA)	Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic
Federal Emergency Management Agency (FEMA)	Planning Considerations for Organizations in Reconstituting Operations During the COVID-19 Pandemic
World Health Organization (WHO)	Getting Workplace Ready
World Health Organization (WHO)	COVID-19 technical guidance: Guidance for schools, workplaces & institutions
National Camp Association	Camp Operations Guide for Summer 2020
Restaurant Law Center	Employer COVID-19 Guidelines
International Economic Development Council	RestoreYourEconomy.org
International Health, Racquet & Sportsclub Association (IHRSA)	Safety Considerations for Your Health Club Reopening Plan

State & Regional Resources

Louisiana Department of Education	Strong Start 2020: Louisiana's Planning Guide for School Systems in Implementing Priorities and Aligning Funding
Louisiana Department of Health	COVID-19 Resources
Louisiana Association of Business and Industry	Safe at Work Guidelines
Louisiana Public Affairs Research Council	Commentary on the Reopening



Louisiana Retailers Association [COVID-19 Resources and Guidelines](#)

GNO, Inc. [GNOpivot](#)

Shreveport-Bossier [Open Safe SBC](#)

Other Resources

Alabama Small Business
Emergency Task Force [Reopening Alabama Responsibly](#)

Commonwealth of Pennsylvania [Reopening Plan](#)

Texas Restaurant Association [Texas Restaurant Promise](#)

Cushman Wakefield [Recovery Readiness: A How-to Guide for Reopening your Workplace](#)

Kroger [A Blueprint for Business](#)

McKinsey & Co [Managing a manufacturing plant through the coronavirus crisis](#)



St. Tammany Economic Recovery & Resiliency Advisory Council

(Continued on next page)

Sandy Badinger	Chief Executive Officer, Slidell Memorial Hospital and Ochsner Northshore
Rhonda Bagby	Market Vice-President, Humana Health; Chairwoman, Northshore Business Council Board of Directors; and Board of Commissioners, St. Tammany Corporation
Susan Bonnett Bourgeois	Chief Executive Officer, Northshore Community Foundation
Tiffany Carrasco	Chief Administrative Officer & Deputy Chief, St. Tammany Parish Sheriff's Office
Alan Case	Vice-President, Lowry-Dunham, Case & Vivien Insurance Agency, and Board Member, St. Tammany Chamber of Commerce
Joan Coffman	Chief Executive Officer, St. Tammany Parish Health System
Kyle Cooper	Cooper Homes and President, Northshore Homebuilders Association
Bonnie Eades	Executive Director, Northshore Business Council
Chief Chris Kaufmann	St. Tammany Parish Fire Protection District #1 and President, St. Tammany Fire Chiefs Association



St. Tammany Economic Recovery & Resiliency Advisory Council
(Continued)

Chris Masingill	Chief Executive Officer, St. Tammany Corporation, and Chair, St. Tammany Economic Recovery & Resiliency Task Force
Marty Mayer	President & Chief Executive Officer, Stirling Properties, and President, St. Tammany Corporation Board of Commissioners
Gretchen McKinney	Owner & Principal Consultant, incHRement, LLC, and Vice Chairwoman, Northshore Society for Human Resource Management Board of Directors
Mark Myers	Attorney, Resolutions by Mark A. Myers, P.L.C., Chairman, St. Tammany Parish Tourist & Convention Commission and Chairman, Harbor Center Board of Directors
Donna O’Daniels	Chief Executive Officer, St. Tammany Parish Tourist & Convention Commission
Lacey Osborne	Chief Executive Officer, St. Tammany Chamber of Commerce
Dr. Charles Preston	St. Tammany Parish Coroner
Mike Tillman	Vice-President of Global Strategy & Raw Materials, Rain Carbon, and Vice-President, St. Tammany Corporation Board of Commissioners
Amy Ybarzabal	Executive Officer, Northshore Homebuilders Association

Special thanks to the St. Tammany Chamber of Commerce for facilitation of the Business & Industry Survey.

Research and Project Management Support Provided by the St. Tammany Corporation.

Staff leads:

- Ashley Llewellyn – Director of Strategic Initiatives*
- Jolie Bernard – Communications Manager & Public Information Officer*
- Elizabeth Lee – Research Analyst & Economic Development Specialist*

