

Lubbock Economic Recovery Task Force

Lubbock Safe! Guidelines

April 28, 2020

Lubbock Safe! is a voluntary certification program for Lubbock businesses. No business allowed to reopen by the State is required to follow these guidelines or participate in *Lubbock Safe!* Participation is a visible way to show your business goes beyond the minimum state standards to provide confidence and safety for customers and employees. Businesses who certify as *Lubbock Safe!* will be listed on the City website and the program will be featured in extensive social media campaigns.

It is the recommendation of this task force that the City Council put the *Lubbock Safe!* guidelines and program into effect at 12:01 AM Friday May 1st, 2020.



Important Note: Licensed or Regulated businesses MUST follow the relevant guidance from their regulatory entity. Nothing in the *Lubbock Safe!* guidelines supersede, replace or excuse regulatory compliance.

General Health and Safety Guidelines:

The following General Health and Safety Guidelines apply to all businesses, with exceptions or additions noted. The objective of these guidelines is to provide uniform standards to businesses and their customers who desire to go above and beyond the Governor's Executive Orders to further protect public health by reducing virus transmission risk and promoting social distancing as economic activity resumes. All businesses, whether providing an essential service or not, may voluntarily follow these General Health and Safety Guidelines in order to be "Lubbock Safe!"

- Hand sanitizer stations should be placed near every entrance (touchless preferred).
- Face coverings are strongly recommended for all employees and for all customers entering any business.
- At-risk persons should stay at home as much as possible.
- Signage and notifications to customers should strongly recommend at-risk populations take extra precautions to protect themselves from contracting COVID-19.
- Practice 6 foot social distancing protocols throughout the business, for customers and employees.
- All employees should be trained on appropriate cleaning and disinfection protocols, hand hygiene, and respiratory etiquette.
- Employees (including volunteers) should use hand sanitizer or wash their hands upon entering their place of work. It is strongly recommended employees use hand sanitizer or wash their hands between customers.
- Cashiers are strongly encouraged to use hand sanitizer or wash their hands between each customer.
- A barrier between cashiers and customers that extends beyond standard counter space is strongly recommended. This can be done with a barrier such as boxes/tables or a transparent partition.
- Forehead temperature scan and health survey of all employees (including volunteers) should be taken prior to every shift. Employees and volunteers who answer affirmatively to any questions on the health survey, or who have a temperature in excess of 100 degrees Fahrenheit, should be sent home.
- Businesses can use the health survey to screen employees (without forehead temperature scans) until the businesses can acquire an adequate supply of touchless forehead thermometers.
- Touchless payment options should be encouraged.
- Frequently used work areas and touch points should be cleaned and sanitized in 30 minute intervals.
- Required signage, directional/distance markings on floors, employee sanitation guidelines etc. should be clearly posted.

- Businesses should take affirmative steps to comply with all public health regulations, sanitation guidelines and codes applicable to your industry.

Enclosed Shopping Malls:

These additional guidelines apply to businesses which facilitate multiple independent retail businesses connected by a fully enclosed common area. Individual retail outlets will be subject to General Health & Safety guidelines above. In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines in the enclosed common areas:

- 25% Occupancy limit for the enclosed common area, based on the Fire Marshall rating (excluding employees of the business.)
- Children under the age of 18 should be accompanied at all times by an adult parent or guardian.
- Food courts, dining areas, play areas and interactive displays and other settings which facilitate social gatherings should remain closed.

Large store or “Big Box” Retail:

These guidelines apply to retail businesses, whether or not they provide essential services, which have in excess of 30,000 square feet of retail space open to the public. In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines:

- 30,000 to 45,000 square foot facilities have an occupancy limit of 25% of the Fire Marshall Rating or 200 people, (excluding employees), whichever is less.
- 45,000 to 60,000 square foot facilities have an occupancy limit of 25% of the Fire Marshall Rating or 250 people, (excluding employees), whichever is less.
- Over 60,000 square foot facilities have an occupancy limit of 25% of the Fire Marshall Rating or 300 people, (excluding employees), whichever is less.

Restaurants:

The following guidelines apply to all restaurants that are not required to post the 51 percent sign as determined by the Texas Alcoholic Beverage Commission (TABC). In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines:

- 25% Occupancy limit based on the Fire Marshall rating (excluding employees).
- Maximum of 6 customers per table.
- Encourage reservations to reduce customers waiting in groups for a table to open.
- Valet services should be suspended, except for customers whose vehicles display placards or plates for disabled parking.

- 6 foot social distancing should be observed in waiting areas, including outside sections.
- Self-serve buffets and stations should be avoided. Patrons should only order items from a menu.
- Face coverings are required of all employees.
- Customers should be given a new cup or glass for each drink refill.
- Place settings, utensils, menus, and condiments should be single-use or should be cleaned and sanitized after every customer.
- Only covered straws should be served.
- Each dining table should be cleaned and sanitized after each customer.
- A designated manager should be responsible for sanitation oversight on each shift.

Non-Essential Medical:

Businesses in this category provide non-emergency medical services to individual customers. Examples include dentists, optometrists, and other non-emergency outpatient services. In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines:

- 25% Occupancy limit based on the Fire Marshall rating (excluding employees).
- Customers/patients should be seen by appointment only.
- Customers should stay in their car or outside until invited in for their appointment.
- Forehead temperature scan and health survey of all customers prior to their treatment. Customers who answer affirmatively to any questions on the health survey or have a temperature in excess of 100 degrees Fahrenheit need to be sent home.
- Non-essential Medical Businesses can use the health survey to screen employees (without forehead temperature scans) until the businesses can acquire an adequate supply of touchless forehead thermometers.
- Children under the age of 18, and special needs customers needing assistance, may be accompanied by a parent or guardian during treatment. Parents and guardians are encouraged to wear a face covering.
- Employees treating a client are strongly encouraged to wear a face shield or face mask.
- Employees are encouraged to wear gloves. Gloves are to be disposed of after each use.
- Work areas and equipment are to be cleaned and sanitized after each customer.

Child Care Providers:

In addition to the General Health and Safety Guidelines, these businesses should adhere to the “COVID-19 Guidance to Child Care Facilities” provided by Texas Health and Human Services, including:

- Prohibit any person except the following from accessing an operation: operation staff; persons with legal authority to enter, including law enforcement officers,

HHSC Child Care Licensing staff, and Department of Family and Protective Services staff; professionals providing services to children; children enrolled at the operation; and parents who have children enrolled and present at the operation.

- Forehead temperature scan and health survey of all authorized people entering the facility. Clients who answer affirmatively to any questions on the health survey or have a temperature in excess of 100 degrees Fahrenheit need to be sent home.
- Require pick up and drop off of children outside of the operation, unless you determine that there is a legitimate need for the parent to enter an operation.
- Ensure that each child is provided individual meals and snacks. Do not serve family style meals.

Houses of Worship:

In addition to the General Health and Safety Guidelines, these businesses should adhere to the “Guidance of Houses of Worship During the COVID-19 Crisis” provided by the Office of the Texas Attorney General and the Office of the Governor of Texas, including:

- It is possible for a church to utilize the guidelines for the Outdoor Gathering category. This includes drive-in style services
- Child care is to remain closed unless the House of Worship can comply with the relevant guidelines for the Child Care Provider category.
- Ensure the attendees sit with their family unit, use social distancing between each unit, and, if necessary, add more service times to facilitate distancing.
- Alternate rows between attendees (every other row left empty).
- Clergy and/or ushers should dismiss attendees by family unit or row to maintain social distancing as people exit the building.
- Staff should sanitize seats and frequently used surfaces between services.
- Consider refraining from passing collection plates and instead provide a central collection box in the building or encourage online giving.
- Consider how the sacraments can be administered without attendees touching the same surface and objects.

Event Centers:

If allowed by Executive Order GA 18 or a subsequent order, this section applies to businesses that provide indoor/outdoor event space and/or otherwise allow for gatherings larger than those recommended by the President and the CDC, such as movie theaters, museums, libraries, funeral homes, etc. In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines:

- 25% occupancy limit based on the Fire Marshall rating (excluding employees).
- Relevant Restaurant guidelines apply to this category if food/beverage is sold/provided.
- All ticket sales should occur online and not at a box office.
- Strict social distancing should occur with seating. For rows that are not 6 feet deep, every other row should not be used.

- Customers should sit with their party. There should be 6 feet of separation between parties.
- Components of these businesses that have interactive functions or exhibits, including child play areas, should remain closed.
- A dedicated area for all pictures, that is cleaned (if applicable) between each group being photographed, should be provided.
- A dedicated area at least 6 feet from customer seats should be provided for Speakers/Presenters/Facilitators/Docents/Ushers.
- All chairs, tables, and equipment used during the event should be cleaned and sanitized after each event/activity.

Outside Gatherings:

If allowed by Executive Order GA 18 or a subsequent order, businesses or facilities that host or provide “Outside Gatherings” such as graduations, concerts, weddings, worship services, political gatherings or demonstrations which take place outside of a confined space. In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines:

- Employees and customers should follow social distancing guidelines.
- Face coverings should be strongly encouraged.
- Food and drinks should be kept in a designated area. Relevant Restaurant guidelines apply to this category if food/beverage is sold/provided.
- A dedicated area for all pictures, that is cleaned (if applicable) between each group being photographed, should be provided.
- A dedicated area with advanced social distancing of at least 10 feet from customer seats should be provided for Speakers/Presenters/Facilitators/Docents/Ushers.
- All chairs, tables, and equipment should be cleaned and sanitized before and after the event.
- All trash should be removed from the area within 2 hours after the event. A dedicated manager/leader should inspect the area to ensure everything is as clean as the area was prior to the event.
- Participants should comply with all laws and regulations of the City of Lubbock.

Outdoor Farmer/Flea Markets:

In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines:

- Outdoor Event Category Guidelines apply to this category.
- Relevant Restaurant Category Guidelines apply to this category if food is being sold for on-site consumption.
- Relevant Non-Essential Retail Category Guidelines apply to this category if goods or services are being sold.

Warehousing, Distribution and Manufacturing:

In addition to the General Health and Safety Guidelines, these businesses should adhere to the following additional guidelines:

- Employees and customers within these facilities should be able to practice social distancing at all times while doing their job.
- Facility should be cleaned and sanitized at all key touch points every two hours.
- All touchpoints on MHE equipment, hand trucks, etc. should be cleaned and sanitized before and after each shift and/or between operator changes.
- All employees should wear face coverings upon entry and in all common areas. Face coverings may be removed to utilize voice activated equipment if necessary.
- Tractors - Disinfectant wipes or spray should be provided to sanitize cab interior touch points, door handles, etc. at the beginning and end of each shift.
- Drivers should practice social distancing and wear face covering when making deliveries. Hand sanitizer should be available for use in the cab of the truck.

PHASE 2 ROLL OUT CATEGORIES:

Personal Care Businesses:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Fitness/Gym Facilities:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Bowling Alleys:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Bars and Nightclubs:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Public Swimming Pools:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Amusement Parks, Arcades and Bounce Houses:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Bowling alleys:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Youth and Adult Team Sports:

- Per the Texas Governor's Executive Order GA18 dated 04/27/2020.

Additional Businesses prohibited from opening in phase 1 per the Texas Governor's Executive Order GA18 dated 04/27/2020:

- Massage Establishments
- Tattoo Studios
- Piercing Studios
- Cosmetology Salons