

# Part 2: Industry Guidance

The following is guidance for certain areas of the Delaware economy where risk of transmission may be high due to number of people, distance or other factors. Broadly, this refers to areas like public entertainment, dining, retail, personal care services, and other consumer facing segments. Governor Carney appointed several Sector Captains to work with both industry leaders and public health officials to develop this specific guidance. If a business is unsure if it falls into one of these industries, it should send an email to [covid19faq@delaware.gov](mailto:covid19faq@delaware.gov). The Division of Small Business shall have the discretion to make additions, amendments, clarifications, exceptions, and exclusions to this Phase 1 Reopening Plan.

## Q&A

### What is a gathering?

- A gathering refers to social settings where appropriate social distancing (six feet separation) may not be practical, such as receptions, trade shows, or similar events. The gathering limits do not apply to the number of people in a facility at any one time, for instance a retail store may have more than ten people and not be considered a gathering.

### Who qualifies as a vulnerable individual?

- Individuals over the age of 65 or with an underlying health condition qualify as vulnerable and should continue to shelter in place at this time. This includes people with a chronic lung disease or moderate to severe asthma, people with a serious heart condition, people who are immunocompromised (many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications), people with severe obesity (body mass index of 40 or higher), and people with diabetes. Individuals who regularly come into close contact with these vulnerable populations should also take enhanced precautions.

# ARTS AND CULTURE, MUSEUMS, GALLERIES, AND HISTORICAL ATTRACTIONS

**The Arts and Culture industry is comprised of several different types of businesses: Performing Arts; Museums, Galleries, Libraries, Historical Attractions and Arts Education Institutions. This specific guidance for this industry goes beyond the general guidance that applies to all businesses:**

## **Workplace Activity:**

- Adjusted workplace hours and shifts (if working in-person, leverage A/B teams or staggered arrival/departure) to minimize contact across employees and reduce congestion at entry points; close contacts of infected individuals should telework until safe per DPH guidance.
- Limit visitors and service providers on site; shipping and deliveries completed in designated areas

## **Gathering/Audience Size:**

- In-person operation of this industry is allowable under strict social-distancing restrictions, increased cleaning regimen.

## **Physical Distancing:**

- Patrons, volunteers, and staff must wear cloth face coverings in accordance with the State of Emergency Order.
- Timed tickets are recommended. Reservations and ticketing services should be made online/phone with no cash or paper tickets exchanged to the greatest extent possible. Install physical barriers at ticket booths, such as sneeze guards and partitions, and change layout of workspaces to reduce employees' exposure to guests.
- Contactless payment merchandise should be maximized; disinfect between transactions and comply with other retail recommendations.
- Provide electronic playbills, maps, or information in place of paper.
- Tours must be self-guided and must include a specific start time and duration of visit.
- No-touch entry (e.g. prop doors open or assign staff or volunteer to hold doors open for patrons) should be maximized.
- Audience queues must maintain a 6 feet distance between individual household units.
- For indoor venues, limit up to 30% capacity while ensuring 6 feet radius around individual household units.
- For fixed seating venues, only 30% of patron seating may be occupied and there must be a 6 feet radius around individual household units. Patrons must exit their seats in an orderly, row by row fashion as directed by venue staff.
- Maintain signage and markings to remind and help individuals stand at least 6 feet apart when in common areas, walkways, or while visiting exhibits.
- Limit the number of people in a confined area to enable adequate distancing at all times.
- Bag or coat checks are not permitted.
- Shuttle services limited only to guests with physical disabilities.

Food establishments within these facilities may use existing table area footprint, with tables appropriately distanced per food and drink establishment guidance.

Concessions selling only pre-packaged food must ensure social distancing in lines, use contactless transaction or deliver food directly to seated customers.

Institutions with an education or fellowship or similar component may not reopen for students, but may reopen.

Locations offering research fellowships and library functions shall follow Division of Libraries guidelines. Fellows may reserve times to access facilities for research.

# FOOD & DRINK ESTABLISHMENTS

**The following guidance is for providers of food or drink, such as restaurants, breweries that provide table service, taverns, and bars that provide table service, in addition to the general guidance that applies to all businesses:**

- Staff and customers must follow the general guidance on the wearing of cloth face coverings at all times, except for customers seated at a table to eat or drink, who may remove the cloth face covering while seated at the table in order to do so.
- Tables and booths must be arranged in a way that ensures seated customers at one table are at least six feet apart from seated customers at another table. For booths, this typically will mean seating customers at every other booth. For freestanding tables (with pull out chairs), there should be eight feet apart to ensure that a seated guest is six feet from seated guests at other tables. Inside and outside seating must both comply with these standards. Outside seating areas must be confined to their pre-State of Emergency footprints. Tables must be disinfected in between each party.
- Only members of the same household unit may be seated at a table, and guests must all have seats, be seated, and remain seated unless going to the restroom. Orders must be placed from the table, and both food and drink must be delivered to the table by the staff of the facility, a guest should not leave the table to retrieve food or drink.
- For restaurants that provide table service: diners must have a reservation in order to sit down in a facility (takeout can still continue under pre-Phase 1 guidelines, but should be done without those ordering entering the dining facility when picking up order). Signage must be posted to remind people not to enter restaurant without a reservation and provide a number to call from their car in order to place a reservation.
- For restaurants that do not provide table service: Counter service locations must be spaced 6 feet apart. Signage and floor markings must be present to guide patrons in appropriately spacing while in line. Staff must be designated to monitor patrons entering facility, monitor lines and ensure social distancing throughout facility.
- The total number of guests within a facility shall at no time exceed 30% of the fire code occupancy.
- Guests should be provided with single use, paper, disposable menus. All condiments (salt, pepper, ketchup, mustard, mayo, sugar, etc.) must be provided directly to diners in single-use disposable containers or reusable containers that are cleaned between each party.
- Cups, lids, napkins, and straws must be delivered to the table after the party has been seated.
- Proper precautions must be taken when handling ready-to-eat foods. Variances or other allowances for bare hand contact are void until these restrictions are lifted.
- Self-service food and buffet options may not reopen.
- Bar service and seating at a bar may not reopen. The bar of a restaurant may open to prepare drinks to be brought to diners at their tables.
- Any to-go containers for food guests bring home after dining must be protected from possible contamination.
- Every restaurant is expected to have its own reopening plan and must follow DPH guidance.
- Customers should be guided to seats by staff to control traffic in, out, and through restaurant to ensure that safe social distancing is maintained as much as possible. If guiding to a table is not practical or safe, restaurant should provide clear signage and instructions to control the flow of traffic through the facility.
- No activities, outside of those guests engage in while seated at a table, may take place, and any common areas where people would typically stand must be off limits if not otherwise occupied by tables with seated guests. This includes dance floors, arcade/bar game areas, pool tables, and similar spaces.

# RETAIL

The following guidance is for businesses primarily engaged in retail services with the general public. This includes, but is not limited to, grocery, pharmacies, clothing, shoe, jewelry, sporting goods, books, florists, and department stores. In addition to the general guidance, the industry specific guidance for this sector falls into two categories:

1. **Guidance for interactions between employees and other employees or vendors, and**
2. **Guidance for interactions between employees and customers.**

## Employees

- Close common areas such as breakrooms, cafeterias.
- Prohibit gatherings or meetings of 10 or more during work hours.
- Employees should be permitted to take breaks or lunch outside, in their office or personal workspace, or other areas where proper social distancing is possible.
- Restrict interactions between employees and outside visitors or delivery drivers; implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow appropriate spacing. The use of video and audio training is encouraged.
- Discourage the use of shared phones, desks, workstations, radios, wearable technology. If these are unavoidable, they must be cleaned after each use.
- Install physical barriers, such as sneeze guards and partitions, and change layout of workspaces to ensure all individuals remain at least 6 feet apart

## Customer Control

- Stores may permit entrance up to 30% of their fire code occupancy. The responsibility of strictly enforcing this lies with the store owner/manager.
- Signage required at entrances and high traffic areas alerting staff and customers of occupancy limits, physical distancing requirements, and face covering policy.
- Retailers, especially essential businesses, are encouraged to establish specific hours for high-risk populations.
- Mark six feet of spacing in check-out lines.
- Ensure six feet of space between cashiers.

# MALLS

**The following guidance is for shopping malls. Shopping malls are a collection of stores that are all contained within a building, contains interior walkways, and common spaces between stores that consumers pass through as they move from store to store. This does not include facilities that have a collection of stores but have no interior common area. Those strip malls should advise stores to follow individual guidance that may apply to their individual store. In addition to the general guidance, shopping malls should follow the following guidance:**

- All food and drink facilities on the premises of a shopping mall must follow the guidelines for the food and drink industry.
- All retail shops on the premises of a shopping mall must follow guidelines for the retail industry.
- All consumer services on the premises of a shopping mall must follow the guidelines for those services.
- The total number of people within a mall at any one time may not exceed 30% of fire code occupancy.

# CONSUMER SERVICES

**The following consumer services may resume business under the following conditions in addition to the general guidance they must follow:**

## **Barber Shops & Hair Salons**

- Stations should only be open on a staggered basis - every other station can operate at any time with a customer. There must be at least six feet of distance in all directions between the station and other stations (this may at times require the closing of more than one station).
- At no time may a salon exceed 30% of their fire code occupancy. The responsibility of strictly enforcing this lies with the store owner/manager.
- Services must be provided by appointment only and appointments must be scheduled with a minimum of fifteen (15) minutes between appointments for proper cleaning.
- Entrance doors must include signage that walk-ins are not permitted.
- Clients waiting for appointments must wait in their car or outside the store.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Proper safety procedures and cloth face coverings must be used by staff and customers at all times as set forth in the State of Emergency Orders.
- Social distancing requirements of 6 feet should be maintained when feasible.
- Magazines or other materials may not be provided by the salon or shared among customers.

# CONSUMER SERVICE

## Tanning Salons

- Services will be provided by appointment only and appointments must be scheduled with a minimum of fifteen (15) minutes between appointments for proper cleaning, including to sanitize all tanning equipment and client contact surfaces between each client.
- Entrance doors must include signage that walk-ins are not permitted.
- Clients waiting for appointments must wait in their car or outside the store.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Proper safety procedures and cloth face coverings must be used by staff and customers at all times as set forth in the State of Emergency Orders.
- Social distancing requirements of 6 feet should be maintained when feasible.
- Magazines or other materials may not be provided by the salon or shared among customers.

## Exercise Facilities

- Facilities may allow entry up to 30% of their fire code capacity. The responsibility of strictly enforcing this lies with the store owner/manager.
- Customers and staff must wear cloth face coverings in accordance with the State of Emergency Orders.
- Limited contact during check-ins and payment is strongly recommended: Limit cash transactions, encourage customers to use credit, debit, or other contact-less forms of payment. Cash registers and pin pads must be sanitized after each use.
- Stagger or spread exercise equipment to maintain a distance of at least six feet.
- Classes are allowed, but must be within current social gathering limits and all participants must remain at least six feet apart at all times. Class area, including floor and any shared equipment, must be cleaned prior to next class entering space. Swim lessons and swim team practices/meets are not permitted. Aquatic exercise classes are permitted as long as proper social distancing is practiced and shared equipment is disinfected after each use. Pools must operate in accordance with the Delaware Division of Public Health (“DPH”) guidance regarding COVID-19 pool operations found [here](#).
- Customers should bring their own workout/yoga mats. If gym provides a shared mat, weights, bands, balls, or other workout equipment, they cannot be used by another customer until they have been thoroughly cleaned and disinfected. Use of this shared equipment is discouraged.
- Employees should regularly clean all equipment, and customers must wipe down equipment after each use. This includes free weights.
- Customers should bring their own drinks. Water bottle refill stations can be used, but must be cleaned regularly by staff. Use of shared water fountains is discouraged.
- Showers/locker rooms must be cleaned and disinfected at the beginning or end of service day, and at least once in the middle of the open hours. Customers should bring their own towels.
- Facilities that have historically functioned more as indoor or outdoor sporting venues (large collections of fields, courts, etc.) may open only under these guidelines, and must not permit any spectators, except for parents or guardians of the individuals participating in the activity. At no time may participants in any fitness activity come into contact with one another.

# REALTY

**Realty includes the selling and long-term renting of houses, apartments, condominiums, store fronts, office spaces, and similar residential and commercial properties.**

- Can resume open houses, no more than 10 people inside house at once (including realtors and staff), all individuals must wear face coverings and be distanced by 6 feet, and selling party must ensure the interior of the property is properly disinfected after each open house.

# CASINOS

**The following guidance applies to any establishment holding a gaming and table gaming licenses (licensees), and is meant to apply beyond the general guidance:**

- All licensees must create a facility specific plan to limit the spread of COVID-19, and must submit the plan to State Lottery seven days prior to any reopening. Plans must be reviewed and approved by the State Lottery and the Division of Public Health. Plans should be continuously reviewed and executed to ensure the health and safety of licensee guests and employees. The State Lottery will provide updates to this policy as circumstances surrounding the health crisis evolve.
- Such plans must cover all requirements set forth here, both in the general guidance and industry specific guidance, and must also cover any requirement adopted by State Lottery.
- Prior to reopening, each licensee shall clean and disinfect all of its hard and soft surfaces in accordance with the guidelines published by the CDC.
- Each licensee must ensure employees are adequately trained on proper procedures and policies for cleaning and preventing the spread of COVID-19.
- Each licensee must provide proper signage as required by State Lottery for both employees and guests throughout the facility.
- At no time shall the facility of a licensee be filled beyond 30% of its fire code occupancy.
- Any individual gaming machines must be kept at least eight feet apart, and must be disinfected every 15 minutes to 2 hours.
- Any gaming area (sportsbook, tables) with multiple guests needs to be arranged in a way to ensure that guests are properly socially distanced at all times.
- Employees should be assigned to ensure guests do not congregate in groups.
- Plans must ensure that patrons do not congregate in groups and practice proper distancing in these areas. Plans must address how the race & sportsbook, and any other gaming area will be cleaned and disinfected on a frequent basis.
- All food and drink facilities on the premises of a licensee must follow the guidelines for the food and drink industry.
- All lodging facilities on the premises of a licensee must follow the State of Emergency Order and restrictions on the commercial lodging industry.
- All retail shops on the premises of a licensee must follow guidelines for the retail industry.

## RACETRACKS

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**Racetracks are any facility in the state licensed for the racing of horses or other animals. Racetracks may not open for automobile racing in Phase 1.**

- No fans are permitted to attend races.
- All staff of race teams must be properly socially distanced at all times, as must any ancillary employees (camera crew, media, etc.) must also be properly socially distanced.
- All operators of a racetrack must create a facility specific plan to limit the spread of COVID-19 and must submit the plan to the Department of Agriculture seven days prior to any reopening. Plans must be reviewed and approved by the Department of Agriculture and the Division of Public Health.

## PARKS & RECREATION

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**Parks and recreation facilities include any public or private park and any outdoor recreational facility such as a zoo, miniature golf course, or batting cage and other similar activities not explicitly closed by the industry guidance below. The following is guidance for this industry beyond the general guidance:**

- Remain open, or re-open if closed, with modifications to ensure visitors can maintain social distancing at all times. Consider closing or closely monitor facilities and areas where social distancing cannot be maintained (e.g., basketball courts, playgrounds).
- Continue canceling and postponing events and gatherings.
- Businesses must make hand sanitizer or handwashing stations readily available for all employees and customers.
- Businesses must properly disinfect any equipment necessary to perform the recreational activity between customers and maximize contactless payment.
- Businesses must ensure social distancing of at least six (6) feet between waiting customers.

## CHILD CARE

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**Employees of essential and/or reopened businesses who cannot work from home and do not have alternate care options may utilize child care. Child care should only be used when absolutely necessary.**

- Child care facilities must be designated as an Emergency Child Care Site (ECCS) to be operating.
- Any licensed child care facility that was previously closed that wishes to reopen as an ECCS may do so if they can satisfy **these requirements**.
- Child care centers and homes will continue to receive enhanced reimbursement through Phase I. You can **apply for enhanced reimbursement here**.

## YOUTH SPORTS

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- Youth sports and other types of physical activity for children may resume provided that participants can social distance at all times during activities (i.e., no contact between participants and/or coaches) and no competitions held during Phase 1.
- Swim and gymnastics teams may meet for conditioning (dry land training only for swimmers), training and other activities that can be accomplished safely while social distancing. Swim team practices and meets are not permitted during Phase 1.
- Group classes are limited to 10 participants per group, and multiple groups may run per session so long as social distancing can be maintained.
- Participants should bring their own drinks. Use of shared water fountains is discouraged.
- Program coordinator should make hand sanitizer or handwashing stations readily available for all employees and participants.
- Coaches and staff must wear cloth face coverings in accordance with the State of Emergency Order.

# INDUSTRY GUIDANCE FOR OTHER INDUSTRIES

**Businesses that have been permitted to remain open during the State of Emergency under special requirements, such as golf courses, marinas, outdoor tennis facilities, child care facilities designated as Emergency Childcare Sites by the Eighth Modification of the COVID-19 State of Emergency, commercial lodging for essential guests, and shooting ranges, may remain open under those same requirements through Phase 1.**

## **The following industries are not permitted to open in Phase 1:**

- School-based instruction.
- Summer camps.
- Close contact personal services. This includes tattoo parlors, massage parlors, nail salons, spas, facials, waxing services and similar.
- Convention centers and meeting facilities.
- Sporting facilities and venues (professional and amateur), including but not limited to arcades, bowling alleys, indoor skating rinks (ice and non-ice), martial arts studios, dance studios, indoor tennis and similar indoor athletic facilities, unless they can create a facility specific plan to observe the industry guidance provided herein for exercise facilities. Plans should be emailed to [covid19faq@delaware.gov](mailto:covid19faq@delaware.gov).
- Indoor children's play areas, including softscape or hardscape playground facilities, trampoline parks, and children's museums.
- Water parks.