



COVID-19 Business Best Practices

FRIENDS OF GREEN LOOP RESEARCH

Overview of Research:

During the time span of 7/11/2020 to 7/27/2020, the total number of COVID-19 cases of 12 different cities, as well as their respective reopening guidelines, were evaluated and compared.

Through calculating the rise in cases of these 12 cities every 4 days during this time frame, noticeable differences show which cities are reacting the best to the current pandemic.

Numerous criteria were evaluated for each county in which a major city lies in order to note any distinct differences between “better-performing” and “worse-performing” cities.

The cities that had the lowest rise in cases (population-adjusted) over the time period of the study will have their reopening guidelines summarized and utilized in this research project and will be described as the “Business Best Practices”.

Cities Observed

Portland, Oregon

Phoenix, Arizona

Seattle, Washington

Dallas, Texas

Honolulu, Hawaii

Houston, Texas

Denver, Colorado

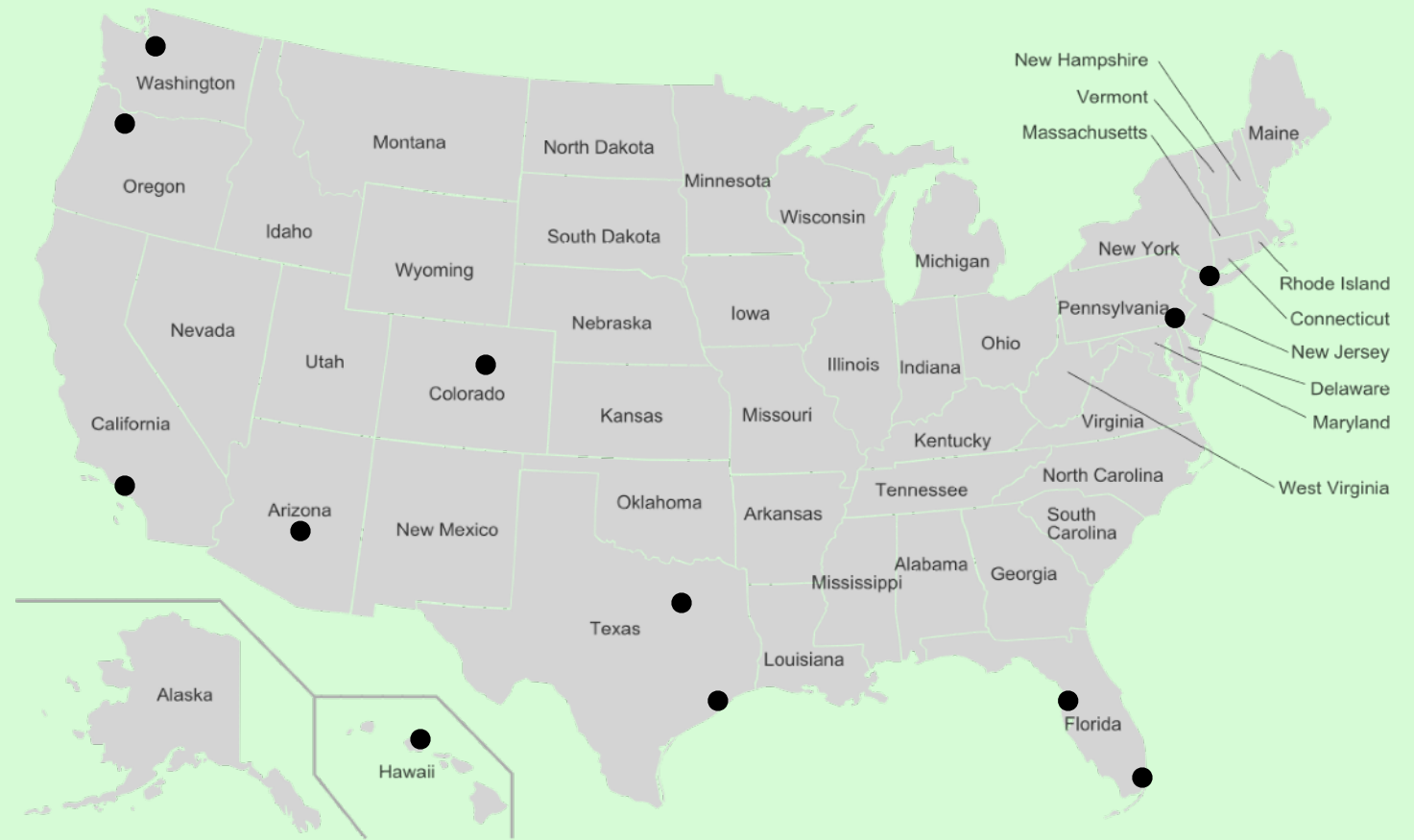
Miami, Florida

Philadelphia,
Pennsylvania

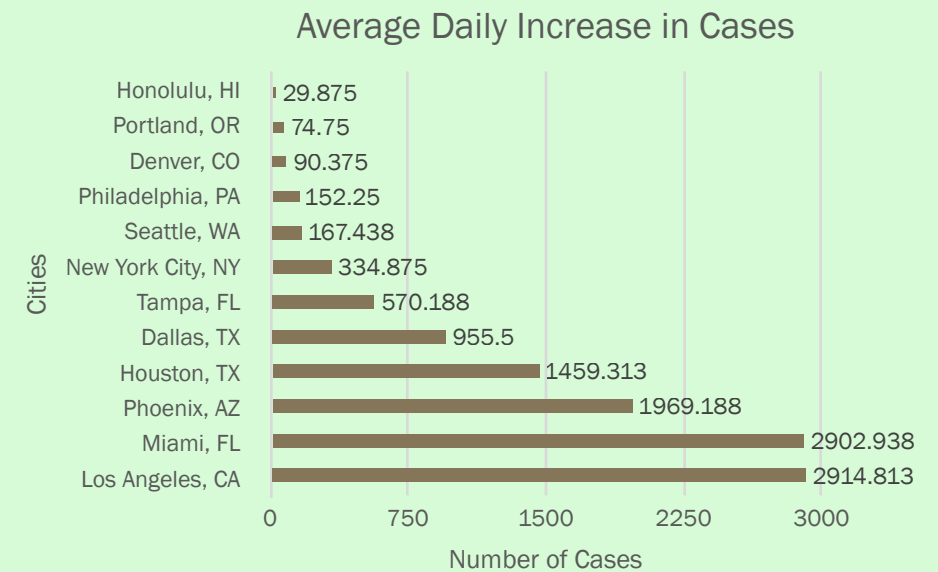
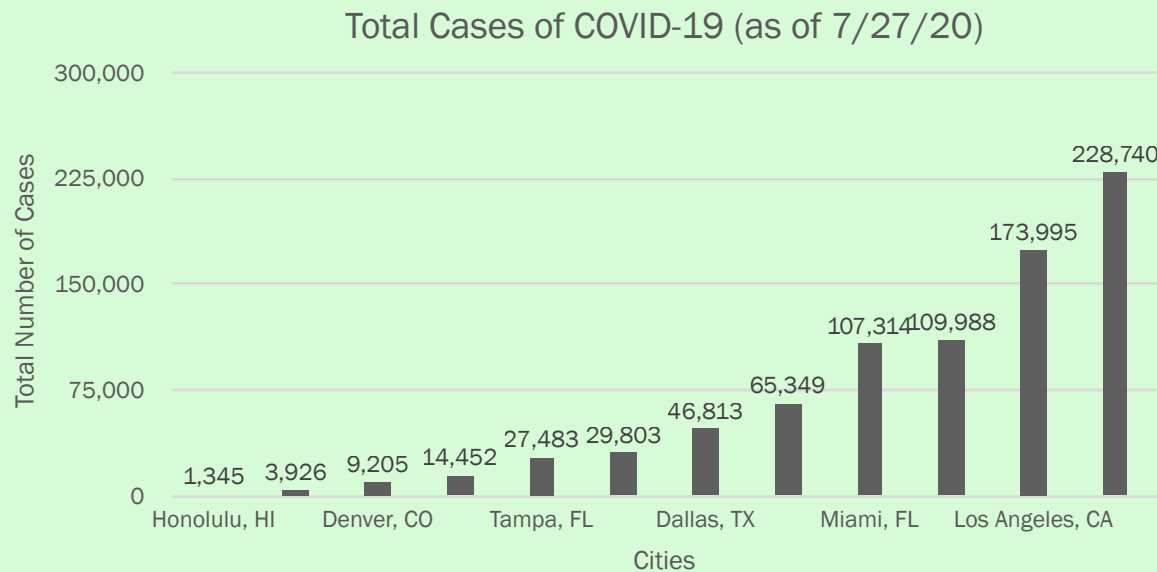
Tampa, Florida

New York City, New York

Los Angeles, California



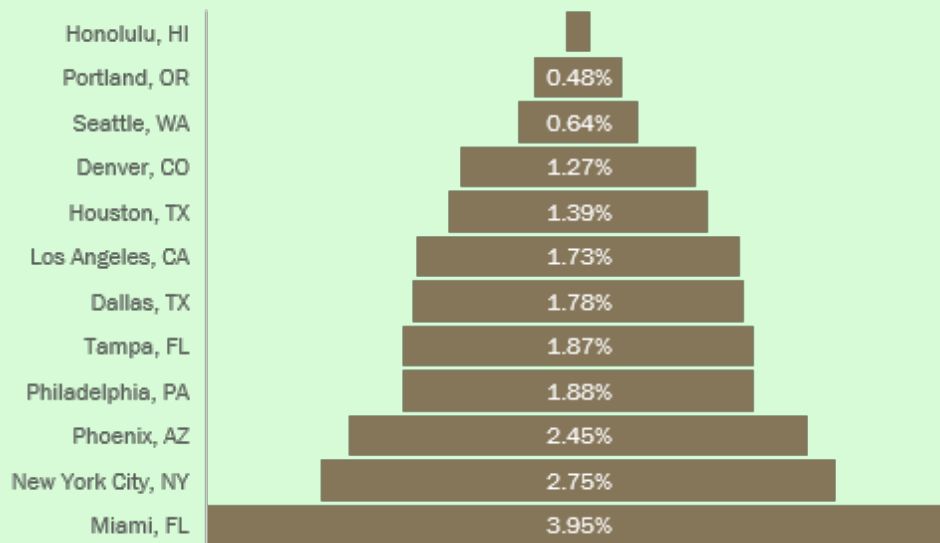
Overview of Performance



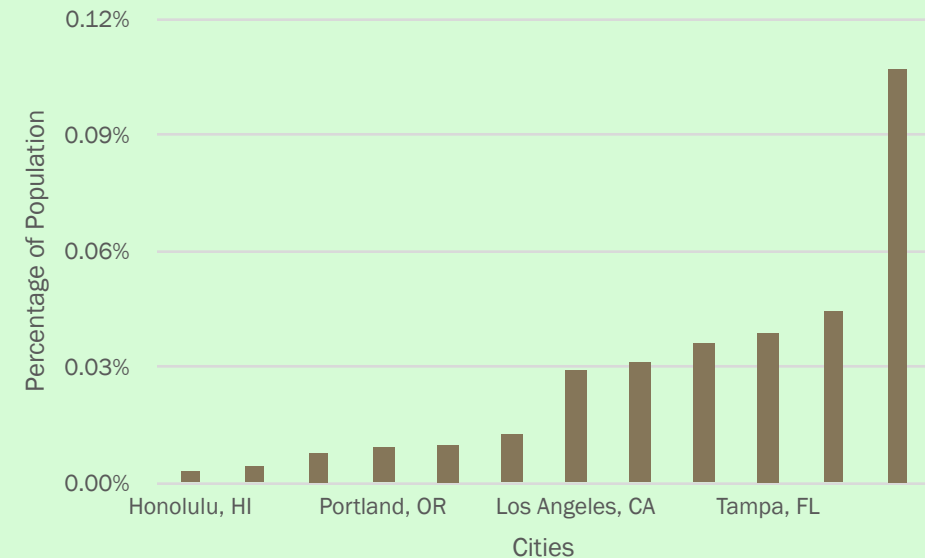
New York City currently has the highest total cases of COVID-19, however their daily increase in cases is much lower than Los Angeles. On the graph on the right, there is a significant difference between the top six cities and the bottom six cities. Therefore, despite NYC having more total cases, other cities are rising in cases much more quickly and are currently putting their population at a greater risk of being infected with COVID-19.

Best vs. Worst Performing Cities

Percentage of Population Infected (as of 7/27)



Daily Increase in Percentage of Population Infected



In the graph on the right, the six cities with the tallest bars have at least a three times larger daily increase in the percentage of their population infected than the six cities on their left. Therefore, Honolulu, New York City, Seattle, Portland, Philadelphia and Denver will all be considered the “best” performing cities in this study. Despite New York City and Philadelphia being in the top six largest percentage of population being infected as of 7/27/2020, this percentage will be increasing much slower than in Miami, Phoenix, Tampa, Dallas, Houston and Los Angeles.

Best Restaurant Guidelines

Required:

- Tables with seats must be at least six feet from other tables or patrons (or have a five-foot-tall physical barrier)
- Must designate entrances/exits for customers and separate ones for employees where possible
- Develop a plan for people to maintain six feet distance while waiting in line inside or outside the establishment
- Kitchen staff and servers must always wear face coverings
- Customers wear face coverings when not seated at a table and encourage customers to wear face coverings when not eating/drinking
- All condiments provided to customers must be in single-use containers or reusable containers that are regularly cleaned/disinfected between use
- Ensure guests are provided with single use menus or that the menus are displayed on white boards, chalk boards, etc. If not possible, clean menus between use
- Use pre-packaged or pre-rolled silverware.

Encouraged:

- Encourage customers to wait in their car or outside at an appropriate social distance until food is ready to be picked up or to be seated
- Encourage customers to place orders online or by phone, or to place a reservation before arriving to restaurant
- When possible, use contactless order, payment, delivery and pickup
- Consider letting customers order ahead of time prior to sitting to minimize time in the establishment
- Designate work zones for servers to minimize overlap
- Encourage customers to view menus online
- Ensure a distance of at least 6 ft. is always maintained among workers, if possible
- Discourage the use of small spaces by more than one individual at a time
- Use audio announcements/ text messages to communicate with customers waiting for an order/seating
- Install physical barriers in kitchens, cash registers, host stands, and food pickup areas

Best General Business Guidelines

Required:

- All staff must always wear face coverings and ensure they practice hand hygiene
- Only permit customer entry if they wear an acceptable face covering (unless for young children or for a medical reason)
- Must post COVID-19 informative signs throughout site
- Limit in-person employee gatherings
- Put in place practices for adequate social distancing in small areas (restrooms)
- Provide appropriate cleaning and disinfection supplies, and must conduct regular cleaning/disinfection with additional frequency cleaning for high risk areas

Encouraged:

- Put in place measures to reduce bi-directional foot traffic by using tape or signage
- Stagger schedules for employees (breaks, meals, shift starts/stops)
- Make hand sanitizer readily available throughout high touch areas and convenient locations
- Wherever possible, increase ventilation of outdoor air
- Create a communications plan for employees, vendors and customers that provides updated information
- Employers provide appropriate PPE (masks, gloves, etc.)
- Consider counting who comes into the building
- Install protective plastic shields between employees and customers
- Have sick leave policies in place so employees who are sick don't feel pressure to come to work and put others at risk

Best Screening/Testing Guidelines

Required:

- Implement daily health screenings of employees (but not for customers)
- At a minimum, screening must be done of all employees and vendors by using a questionnaire determining if the individual has been in contact with someone who tested positive for COVID-19 or if they have symptoms
- Require employees to immediately disclose if they begin to feel symptoms during or outside of work hours
- Designate a site safety monitor who continuously complies with all aspects of the site safety plan
- Notify state/local health department immediately upon being informed of any positive COVID-19 test result by a worker at their site

Encouraged:

- Screening should be coordinated to prevent employees from intermingling
- Temperature checks
- Remotely provide individuals who screen positive for COVID-19 symptoms with information on healthcare and testing resources
- Maintain a log of every person who may have close/proximate contact with other individuals at the work site with contact information (excluding customers) in case contact tracing needs to be utilized
- Provide an option for customers to give contact information so they can be logged and contacted for contact tracing, if needed

Recommendation for Portland:

- Portland is doing great handling COVID-19 relative to other cities studied in this project.
- Applying many of the best restaurant, general business and screening/testing guidelines mentioned before will set the city up for continued success. Making these guidelines widely known and enforcing them will also be important when making sure businesses and customers listen to them.
- Portland should put an extra focus on the restaurants who are allowing indoor seating and make sure that these restaurants are operating according to the stated guidelines. These restaurants, as well as bars which allow indoor seating, will be a risky spot when it comes to the spread of COVID-19. If these businesses don't properly follow the guidelines set forth, then COVID-19 can easily be spread. Therefore, it is important for Portland to enforce these businesses to follow guidelines in order to minimize their risk.

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