



Tennessee
Pledge

Reopening Tennessee Responsibly

The “Tennessee Pledge” is a plan to help Tennesseans return to work in a safe environment, restore their livelihoods and reboot our state’s economy.

Gov. Bill Lee's Economic Recovery Group (ERG)

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Tennessee Pledge

The “Tennessee Pledge” is a plan to help Tennesseans return to work in a safe environment, restore their livelihoods and reboot our state’s economy.

COVID-19 is an unprecedented and rapidly evolving threat facing Tennessee and the world. The health and safety of Tennesseans remains our number one priority. Much of our state’s current success in this fight is because Tennesseans naturally choose to put each other first and voluntarily adopt safe, new habits. It’s that volunteer spirit that’s been fighting this pandemic, and it’s the same volunteer spirit that will rebuild our economy.

This plan was developed by Governor Lee, the Unified Command Group (UCG) and Tennessee’s Economic Recovery Group (ERG) with input from health experts, state and local partners and business and industry leaders. It includes specific recommendations which enable most businesses to reopen responsibly without the burden of heavy mandates. This will be a gradual process, with room to adjust as we evaluate changing data.

The Tennessee Pledge asks businesses to provide safe working conditions that protect both employees and consumers, while securing their livelihoods. This plan also asks employees to commit to protecting themselves, their co-workers and the customers they serve. Finally, we encourage every Tennessee resident to be on the same team with our businesses: act responsibly by following recommended guidelines for social distancing, hygiene and wearing protective equipment when appropriate.

Only by working together as a community of volunteers can we successfully reboot our economy—a vital component of our lives, security and liberty—and successfully move past this public health crisis.

Our Health

Tennessee's first case of COVID-19 was reported on March 4, 2020. Over the subsequent weeks, case numbers increased rapidly. On April 2, Governor Lee signed his Safer at Home order to implement statewide restrictions on non-essential business and travel in order to "flatten the curve" and quickly slow the spread of disease. This order gave Tennessee and its healthcare system enough time to increase testing, plan for additional healthcare facility capacity and secure enough personal protective equipment (PPE) to protect our healthcare workers.

In the weeks since the Safer at Home order, Tennessee has made impressive progress on slowing the spread of disease and improving Tennessee's readiness.

- **Disease monitoring:** The curve of illness is flattening. Syndromic data monitoring of influenza-like illness has seen a steady decline since mid-March and syndromic data monitoring of COVID-19-like illness has seen a steady decline since the end of March. The daily growth rate of new cases reported has been stable for more than 14 days.
- **Increase in testing:** Tennessee has dramatically increased testing capacity, with rapid deployment of large volume and rapid testing when cases are identified in high-risk populations. Testing is available throughout the state, and residents have access to testing via health care providers, local health departments and drive thru stations in every part of the state. Testing for expanded symptomatology has also been implemented to better ascertain the true volume of disease. There has been a downward trajectory of positive tests as a percentage of total tests since April 1.
- **Increase in health care capacity:** Careful monitoring of hospital bed usage shows capacity to treat COVID-19 and non-COVID-19 patients. The UCG has been working with hospitals, providers and regional planning groups to increase the capacity of current facilities to "surge" if and when it is needed and to plan for additional clinical alternative care sites if needed.
- **Increase in PPE available:** Tennessee has been working closely with businesses across the state and beyond to identify possible sources of masks, gloves and other forms of PPE. The UCG has streamlined requests for PPE through regional emergency management coordinators and TEMA. To date, millions of dollars have been dedicated to the purchase of PPE to supplement routine supply channels for health care workers and first responders.

Our Economy

As the direct threat to Tennesseans' health has been mitigated, the threat to their livelihoods has increased. We know that economic health promotes physical and mental well-being. A substantial body of research from the U.S. and abroad consistently demonstrates a strong association between unemployment and poorer health outcomes.¹ Tennesseans have experienced devastating job losses across all 95 counties and diverse industry sectors.

413K

**TN Unemployment
Claims**

As a result of COVID-19 mitigation, Tennesseans filed 412,895 unemployment claims with the Department of Labor and Workforce development between March 1 and April 18, 2020.²

15%

**TN Workers Filed
Unemployment**

While these challenges started first for many Tennesseans who work in entertainment, recreation and accommodation, they have now spread to impact almost every industry and every county across Tennessee.³

\$870M

**Net Sales Lost by
TN Retailers in March**

Some industries were impacted more dramatically than others, including: a \$408 million decline in restaurant sales, a \$177 million decline in hotel and accommodation sales, a \$218 million decline in motor vehicle related sales, and a \$64 million decline in entertainment and recreation sales year over year. April losses will be significantly greater.⁴

53%

**Fewer New Business
Applications**

New business applications are down 53 percent in April 2020. Additionally, the number of licensed professionals and businesses declined by 13 percent compared to the same time last year.⁵

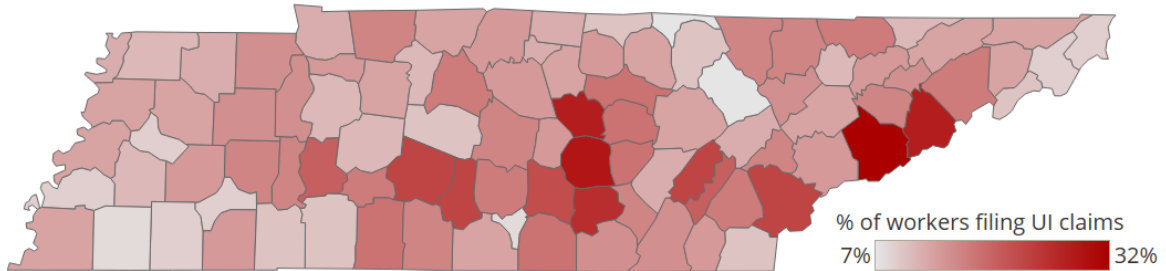
\$5B

TN GDP Lost in 2020

Tennessee Gross Domestic Product is projected to decline \$5 billion during 2020 as a result of closures and joblessness related to the pandemic, assuming businesses begin to reopen on May 1, 2020.⁶

Share of Jobs Impacted by Tennessee County

Unemployment claims as a share (%) of total county employment

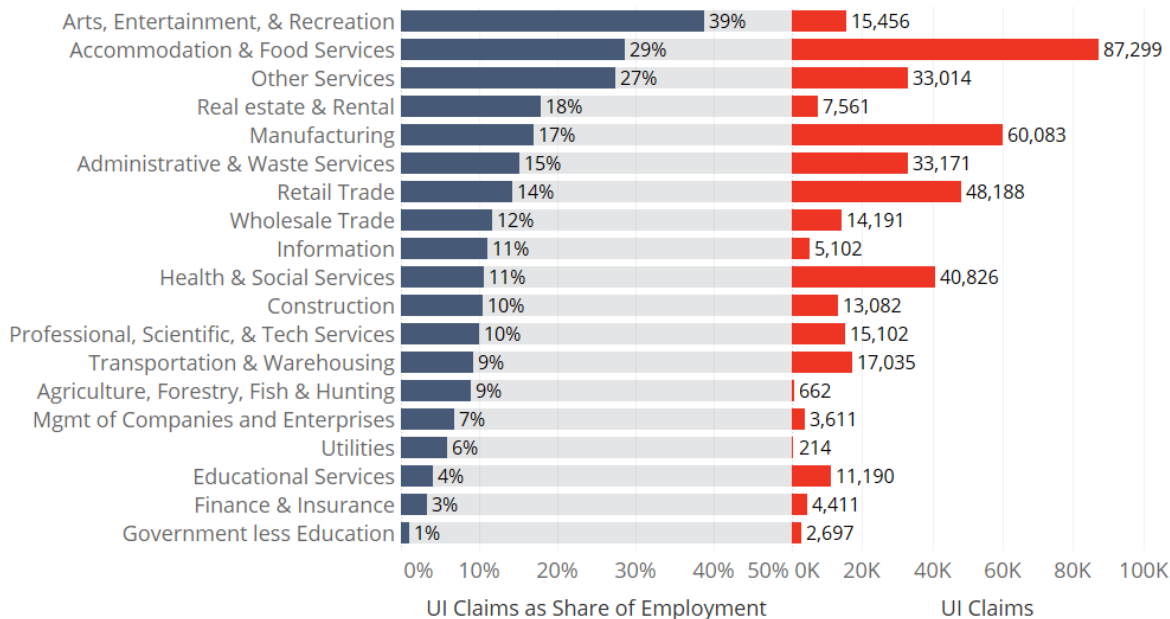


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Source: Tennessee Department of Labor & Workforce Development, Initial Unemployment Insurance Claims (3/1/20 - 4/18/20) and Industry Employment (February 2020). Data reported by claim date.

Share of Tennessee Jobs Impacted by Sector

Unemployment Insurance (UI) claims as a share (%) of total sector employment



Source: Tennessee Department of Labor & Workforce Development, Initial Unemployment Insurance Claims (3/1/20 - 4/18/20) and Industry Employment (March 2020). Data reported by week ending.

Unemployment Claims over Time

Weekly total and cumulative total unemployment claims



Source: United States Department of Labor, Weekly Unemployment Insurance Claims (1/4/20-4/18/20). Data reported by week ending.

Sources

- ¹Hergenrather, K. C., Zeglin, R. J., McGuire-Kuletz, M., & Rhodes, S. D. (2015). Employment as a Social Determinant of Health: A Systematic Review of Longitudinal Studies Exploring the Relationship Between Employment Status and Physical Health. *Rehabilitation Research, Policy, and Education*, 29(1), 2–26.
- ²Tennessee Department of Labor and Workforce Development.
- ³Tennessee Department of Labor and Workforce Development.
- ⁴Tennessee Department of Revenue. Sales and Use tax estimates do not reflect activities in the personal services sector, and other sectors that are not subject to the tax. Any inferences from these estimates should consider those sectors not represented.
- ⁵Tennessee Department of Commerce & Insurance. Preliminary data compares applications between April 1 and April 20 for both 2019 and 2020
- ⁶Economic impact analysis prepared by the Nashville Area Chamber of Commerce Research Center using REMI dynamic modeling software. Fixed (2012) \$.

Universal Guidelines

For All Businesses

The State recommends safeguarding protocols for all businesses in Tennessee, including those that are reopening and those essential businesses that remained open during the Safer at Home order. These safeguarding protocols are based on the recommendations of the CDC and OSHA. To support the Tennessee Pledge, all employers and employees should take steps to reopen safely, help other industries be able to open more quickly, and allow Tennessee to remain healthy and open for business.

Employers

- **Allow employees to work from home as much as possible**
- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Best practice: employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work
 - Minimum: temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per Tennessee Department of Health and [CDC guidelines](#). Employers should maintain the confidentiality of employee health information.
- **Implement workplace cleaning and disinfection** practices, according to [CDC guidelines](#), with regular sanitization of high-touch surfaces at least every two hours
- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)

- **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms
- **Update the Employee Illness Policy** to include the symptoms of “COVID-19” or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation
- **Limit self-service options** (customer samples, communal packaging, food/beverages, etc.)
- **Post extensive signage on health policies**, including the following documents, in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)

Employees

- **Stay home when feeling ill**, when exposed to COVID-19 (e.g., positive household member case), or if diagnosed with a confirmed case of COVID-19. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- **Increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing
- **Wear a cloth face covering (not an N-95 or medical mask, which should be reserved for healthcare workers)** while at work and in public to help protect against the spread of the virus
- **Practice recommended social distancing** to the greatest extent possible—**“Further is safer”**
- **Abide by guidelines established by employer**, which may include the use of gloves, social distancing practices in the workplace and increased sanitation

Businesses should follow guidance issued by the [CDC](#), [Tennessee Department of Health](#) and any applicable federal or regulatory requirements. In addition to these general guidelines for all Tennessee employers and employees, each employer and employee should refer to their industry-specific guidance as set forth on the following pages. These industry-specific safeguarding protocols have been created with the input of private sector working groups in partnership with the Economic Recovery Group. Protocols are subject to change and may be released on a rolling basis. Companies doing business in Tennessee should follow Tennessee guidance and best practices outlined in this document.

Restaurant Industry

Safeguarding Guidance

The State recommends strict adherence to [CDC](#) and [FDA](#) guidelines, as well as the Universal Guidelines for All Businesses. Additionally, the State recommends restaurants put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- **Allow employees to work from home as much as possible**
- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Best practice: employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work
 - Minimum: temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit
- Have **dedicated face coverings and dedicated gloves** (i.e., only used by one person) worn by all employees, at all times
 - Should not be N-95 or medical variety – these should be saved for use by healthcare workers
- **Practice recommended social distancing** to the greatest extent possible—**“Further is safer”**
- **Employees should increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing
- All employees should **stay home if feeling ill**, report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee’s household. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per Tennessee

Department of Health and [CDC guidelines](#). Employers should maintain the confidentiality of employee health information.

- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
- **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms
- **Update the Employee Illness Policy** to include the symptoms of “COVID-19” or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation
- **Post extensive signage on health policies**, including the following documents, in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)
- **Follow sanitation frequency guidance** contained in this document at all times
- **Provide ServSafe COVID-19 training** for all food handlers as soon as possible

Consumer Protection

- **Limit the number of customers** in the restaurant to 50% of seating capacity
- **Tables should be spaced at least 6 feet apart**
- Limit tables to **no more than 6 guests per table**
- **Mark any indoor or outdoor waiting area so that social distancing standards are met** (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
- **Bar areas should remain closed**
- **Live music should not be permitted**
- **Screen customers for illness** upon their entry into the restaurant:
 - Best practice: Temperature checks for every customer in addition to screening questions. Customers with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise.
 - Minimum: Question customers regarding COVID-19 symptoms
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?

Business Process Adaptations

- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- **Implement workplace cleaning and disinfection** practices, according to [CDC guidelines](#), with regular sanitization of high-touch surfaces at least every two hours
- **Sanitize all front-of-house contact surfaces** including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum
- **Place hand sanitizer stations** in restaurant lobby and bathrooms, as well as at cashier stations
- Use **menus that are disposable or sanitized** between each use
- Use **rolled silverware/napkins stored in sealed bins** (gloves should be used by staff while rolling silverware in designated sanitary areas)
- **Sanitize all tabletop items**, including condiments, after each table turns (or use disposables)
- **Sanitize chairs**, especially where contact occurs, after each table turns
- **Do not offer self-serve** buffets, condiments on a counter for use by multiple tables, or beverage station re-use

Retail Industry

Safeguarding Guidance

The State recommends strict adherence to [CDC](#) and [OSHA](#) guidelines, as well as the Universal Guidelines for All Businesses. Additionally, the State recommends retail industries put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- **Allow employees to work from home as much as possible**
- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Best practice: employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work
 - Minimum: temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit
- Staff should **wear face coverings** (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC
- **Provide training on personal protective equipment** based on CDC guidelines
- **Provide a sanitizing station** such as a wash basin with soap and/or bottle of hand sanitizer
- **Practice recommended social distancing** to the greatest extent possible—**“Further is safer”**
- **Prohibit congregating in break rooms or common areas** and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible
- **Stagger shifts, breaks and meals** in compliance with wage and hour laws and regulations to maintain social distancing
- **Employees should increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing

- **Provide regular updates and training** for employees about personal COVID-19 mitigation and store safeguards based on CDC guidelines
- All employees should **stay home if feeling ill**, report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee's household. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per Tennessee Department of Health and [CDC guidelines](#). Employers should maintain the confidentiality of employee health information.
- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
- **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms
- **Update the Employee Illness Policy** to include the symptoms of "COVID-19" or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation
- **Post extensive signage on health policies**, including the following documents, in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)

Consumer Protection

- **Limit the number of customers inside a store** at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of store occupancy based on Tennessee's Building and Fire Code
- Customers should **wear face coverings** inside the store according to [CDC guidance](#)
- Consider **dedicated shopping hours** or appointment times for the elderly, medically vulnerable and health care workers
- Establish **one-way aisles and traffic patterns** for social distancing
- **Increase curbside, pickup and delivery service** options to minimize contact and maintain social distancing
- Assign dedicated staff to **prompt customers regarding the importance of social distancing**
- Add **social distancing "reminder" signs**, personal stickers, floor decals and audio announcements

Business Process Adaptations

- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- **Implement workplace cleaning and disinfection** practices, according to [CDC guidelines](#), with regular sanitization of high-touch surfaces at least every two hours
- **Sanitize shared resources** (such as carts) after each use, and sanitizing all high-traffic / high-touch areas (such as counters, check-out lanes, keypads, break rooms, dressing rooms, rest rooms) every two hours and when visibly dirty
- Use a **clearly designated entrance and a separate clearly designated exit** to maintain social distancing
- Use **plastic shields or barriers** between customers and clerks at service counters and clean them frequently (every 2 hours and when visibly dirty)
- **Adjust store hours** to allow time for enhanced cleaning
- **Prohibit the use of reusable bags** (reusable bags may carry COVID-19)
- **Limit self-service options, suspend sampling** of food and personal hygiene products
- Task management-level employees to **monitor compliance** within a store

Exercise Facilities

Safeguarding Guidance

In addition to strict adherence to CDC guidelines, the State recommends gyms, fitness/exercise facilities, or substantially similar facilities and activities put into place an assortment of measures to protect consumers and employees, including:

Employee Protection

- **Allow employees to work from home as much as possible**
- **Screen all employees reporting to work for COVID-19 symptoms** with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Employees should take and log temperature before shifts
 - Best practice: employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work
 - Minimum: temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit
- Staff should **wear face coverings** (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC
- **Provide training on personal protective equipment** based on CDC guidelines
- **Provide a sanitizing station** such as a wash basin with soap and/or bottle of hand sanitizer
- **Practice recommended social distancing** to the greatest extent possible—**“Further is safer”**
- **Stagger shifts, breaks and meals**, in compliance with wage and hour laws and regulations, to maintain social distancing. Consider reduced staffing requirements where possible
- **Prohibit congregating in break rooms or common areas** and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible

- Employees should **increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing
 - All employees should **stay home if feeling ill**, report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee’s household. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home
 - **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per Tennessee Department of Health and [CDC guidelines](#). Employers should maintain the confidentiality of employee health information.
 - **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
 - Covered employers and employees should **be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms
 - **Update the Employee Illness Policy** to include the symptoms of “COVID-19” or create a COVID-19 specific policy. All staff should sign the policy, and the policy should be posted for confirmation.
 - **Post extensive signage on health policies**, including the following documents, in the workplace to help educate building occupants on COVID-19 best practices:
 - [CDC guidance to stop the spread of germs](#)
 - [CDC guidance on COVID-19 symptoms](#)

Consumer Protection

- **Screen customers for illness** upon entry to the gym:
 - Best practice: Temperature checks for every customer. Persons with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise
 - Minimum: Question customers regarding COVID-19 symptoms
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
- **Keep doors and windows open** where possible to improve ventilation
- **Post signs encouraging social distancing** (visible to customers)
- **Require that customers wash or sanitize their hands** upon entering and leaving the facility



- **Require customers to clean equipment** they come in contact with using disinfecting wipes before and after each use
- Encourage customers to **use only one piece of equipment at a time** (i.e., no circuits or “super setting”) so that machines are cleaned after use
- **Consider limiting workout length** to avoid unnecessary exposure, decrease congestion, and allow for additional sanitization
- **Recommend that persons more vulnerable or at-risk** for COVID-19 as identified by the [CDC](#)—including those who are over the age of 65 or those who have chronic medical conditions—take extra precaution or refrain from use of the facility during Phase 1 of re-opening

Business Process Adaptations

- **Restrict facility access to staffed hours only** (i.e., any unmanned facilities must be manned) and **limit facility occupancy to 50 percent of capacity** as dictated by fire code (as such capacity is adjusted in consideration of closed areas of the facility pursuant to these guidelines)
- **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling
- Staff to conduct regular (i.e., every 2 hours) **disinfecting of high-touch surfaces**, equipment and common areas of the facility using disinfectant cleaning supplies according to [CDC guidelines](#)
- **Close showers, locker rooms, and lockers until further notice.** Ask customers to instead use small gym bags to store personal belongings; remind customers to appropriately monitor or secure such personal belongs or provide a secure area monitored by staff
- **Close all swimming pools, hot tubs, saunas** and other recreational water or spa facilities
- **Close all basketball courts, racquetball courts, and other places** where formal and informal group or team sports may occur
- Any **youth or adult team leagues or sports should remain closed**
- **Only allow group fitness classes if classes can be completed in accordance with social distancing recommendations** (including but not limited to: less than 50% capacity and with more than 6 feet of distance maintained between participants at all times; no shared equipment during the class; sufficiently adjusted class schedules to allow for deep cleaning between classes; martial arts and other contact activities should be completed without any person-to-person contact)
- **Encourage all employees and customers to wear PPE where applicable**, and recommend that customers wear a face covering (not N-95 or medical masks, which should be reserved for healthcare workers)



- **Adjust equipment layout and close or restrict access to equipment** to maintain at least six feet of distance between equipment
- **Temporarily close water fountains, common areas, break rooms, check-in counters, where customers or employees may congregate.** Encourage users to provide their own water
- **No self-service options** (coffee bars, smoothie stations and other forms of communal food in facilities). Food retail should follow restaurant guidelines.
- **Ensure that staffing of facilities is sufficient** to enable enhanced sanitization and cleaning measures

Close Contact Personal Service Businesses

These guidelines are intended to apply to “close contact personal services” as listed in [Executive Order No. 30](#), which include: barber shops, hair salons, waxing salons, threading salons, nail salons or spas, spas providing body treatments, body-art facilities or tattoo services, tanning salons, and massage-therapy establishments or massage services. Substantially similar occupations and businesses may also utilize these guidelines as appropriate.

These guidelines **do not** replace or supersede any requirements applicable to your business or licensed employees pursuant to law or regulation, including but not limited to the Tennessee Department of Commerce and Insurance and Tennessee Department of Health. Rather, these guidelines are intended as a supplement to assist with safely reopening and providing services due to COVID-19.

Due to the nature of close contact personal services, an abundance of caution should be exercised to mitigate or prevent exposure to COVID-19. Persons who are more vulnerable or at-risk for COVID-19 as identified by the CDC — including those who are over the age of 65 or those who have severe underlying medical conditions — should take extra precaution or refrain from using close contact personal services during Phase 1 of re-opening.

Safeguarding Guidance

In addition to strict adherence to CDC guidelines, the State recommends all providers of close contact personal services implement an assortment of measures to protect consumers and employees.

Employee Protection

- **Screen all employees reporting to work for COVID-19** symptoms with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?

- Have you had new loss of taste or smell?
- Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature screening employees:**
 - Best practice: employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work
 - Minimum: temperatures can be taken and logged before arrival. Normal temperature should not exceed 100.4 degrees Fahrenheit
- **Practice recommended social distancing** to the greatest extent possible—**“Further is safer”**
- **Employees should increase hygiene practices**—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing. **Change any protective garments on a regular basis** and sanitize reusable garments such as aprons or smocks at least once per day.
- All employees should **stay home if feeling ill**, report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee’s household. Employees who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or severe underlying medical conditions) are encouraged to stay home
- **Direct any employee who exhibits COVID-19 symptoms** (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per Tennessee Department of Health and [CDC guidelines](#). Employers should maintain the confidentiality of employee health information.
- Employers should **provide training, educational materials, and reinforcement** on proper sanitation, handwashing, cough and sneeze etiquette, use of PPE, and other protective behaviors to their employees on a regular basis
- Employees should **wear a cloth face covering** (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC; if masks become wet or visibly dirty, the mask should be replaced
- All employees should **wash hands between serving each customer**, and more frequently as necessary. If appropriate for the service provided, gloves are recommended and should be discarded after each customer. The use of gloves should not be considered a replacement for frequent handwashing
- Consider designated staff to be tasked with maintaining **heightened sanitization** efforts
- Post **extensive signage** regarding increased cleaning, sanitization, and hygiene practices
- Perform **regular disinfection of high-touch surface areas** (e.g., door handles, counter space, light switches, tools and instruments) at least every two hours and when visibly dirty

Consumer Protection

- **Do not offer any self-serve food or beverages.** Temporarily close water fountains. Encourage users to provide their own water
- **Prohibit congregating** in break rooms, check-in counters
- **Customers should wear a cloth face covering** at all times while in the premises (not N-95 or medical masks, which should be reserved for healthcare workers) and as recommended by the CDC and executive order of the governor. Use other personal protection items as recommended by the CDC
- **Services that require removing face coverings (e.g., beard shaving/trimming, facials, etc.) are not permitted in Phase 1**
 - For massage, prone positions could be uncomfortable or dangerous for clients who are wearing face coverings. Accordingly, massage professionals may consider other appropriate precautions such as draping a client's head and face cradle cover with a thin cotton pillowcase. Otherwise, a face covering should be worn during portions of treatment in which the client is not prone or facedown
- **Screen customers for illness** upon their entry into the premises:
 - Best practice: Temperature checks for every customer. Customers with temperatures above 100.4 degrees Fahrenheit should not be permitted in the premises
 - Minimum: Question customers regarding COVID-19 symptoms
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?

Business Process Adaptations

- **Limit the number of customers allowed in the premises to 50% of fire code** capacity, and practice strict social distancing between customers
- Services will be offered **by appointment only**; no walk-ins
- Make appropriate **physical modifications to accommodate social distancing**. Workstations should be at least 6 feet apart, with additional measures taken as necessary to ensure that all people stay 6 feet apart at all times except for the staff providing a service to their client; physical barriers to be used where necessary
- **Prohibit use of waiting areas** (e.g., could adopt such practices as notifying customers by call or text message) or serenity lounges; limit use of other common areas by multiple people at one time (e.g., elevators, breakrooms, etc.)
- **Businesses should remove all books, magazines, or any shared material** for customers

- Ensure **thorough workstation and equipment disinfection** after each customer (i.e. sanitize all equipment, instruments, capes, smocks, linens, chairs and work area); alternatively, utilize single-use or disposable items
- Implement **enhanced sanitization of commonly touched surfaces and equipment** (i.e., at least every two hours and when visibly soiled), using CDC recommended sanitizers and disinfecting protocols
- **Discard any single-use tools** (e.g., files, buffers, neck strips) immediately after use
- **Encourage touchless payment methods** where possible
- Place **hand sanitizer stations** in shop lobby and bathrooms
- **Do not allow self-serve products** (e.g., “testers”); consider limiting customer contact with retail products before purchase
- **Daily deep cleaning and sanitization** to be completed for high-touch areas (tanning beds, massage tables, salon chairs, etc.)
- Use **appropriate temperatures for washers and dryers** to ensure thorough sanitization of towels, linens, etc.
- **Open windows and doors** where possible to increase ventilation
- **Do not allow non-customer companions** to accompany customer during a service
- **Do not allow group or communal settings** for close contact personal services (e.g., couples’ massages, salt rooms, saunas, pools)
- **Plan for potential COVID-19 cases**, and work with local health department officials when needed (e.g., monitor and trace COVID-19 cases, deep clean facilities)
- **Covered employers and employees should be aware of the provisions of the federal Families First Coronavirus Response Act**, which allows for paid sick leave or expanded family and medical leave for specified reasons, such as for self-quarantining or seeking a medical diagnosis for COVID-19 symptoms

Additional Resources

Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19

CDC offers guidance based on what is currently known about COVID-19. This guidance is updated frequently and may help prevent workplace exposures in non-healthcare settings. This guidance also provides planning considerations for community spread of COVID-19. [Additional information can be found here.](#)

Guidance on Preparing Workplaces for COVID-19

The Occupational Safety and Health Administration (OSHA) developed COVID-19 planning guidance based on traditional infection prevention and industrial hygiene practices. It focuses on the need for employers to implement engineering, administrative, and work practice controls and personal protective equipment (PPE), as well as considerations for doing so. [Available for download here.](#)

Best Practices for Retail Food Stores, Restaurants and Food Pick-up/Delivery

US Food and Drug Administration offers best practices for food providers during COVID-19. [For a downloadable document, click here.](#)

How to Wear Cloth Face Coverings

CDC offers guidance on how to wear cloth face coverings, including how to create a homemade covering. [For more, click here.](#)

List of Disinfectants for Use Against COVID-19

EPA shares its list of recommended products to use against COVID-19. [For more, visit EPA.gov here.](#)

Guidance on Vulnerable Populations

CDC offers guidance for vulnerable populations who need to take extra precaution. [For more, click here.](#)