DELAWARE'S REOPENING

GOVERNOR JOHN CARNEY

de.gov/coronavirus

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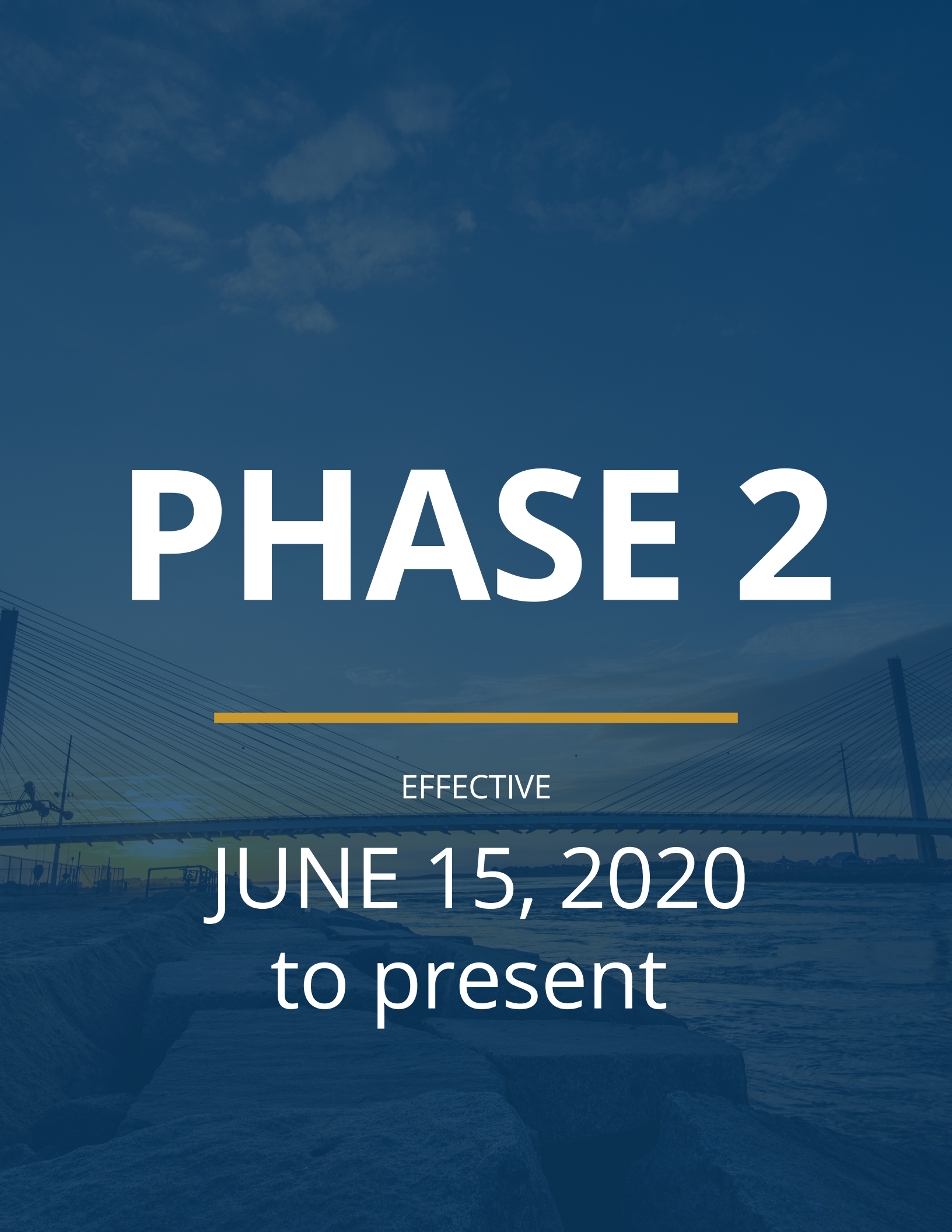

PHASE 2

EFFECTIVE

JUNE 15, 2020
to present

Delaware's reopening guidance is divided into two parts:

INDUSTRY GUIDANCE

This guidance applies to specific businesses within a particular industry. It should be followed closely by all businesses within those industries and by all customers when they frequent those businesses.

INDIVIDUAL BUSINESS GUIDANCE

This refers to guidance that specific businesses may seek out on a case-by-case basis. It may be related to questions over what type of industry guidance they should be following (for instance, if they think they may fall into more than one industry group), or whether they have a situation that merits unique consideration. This level of guidance will not be covered by this document, and should rather be handled by reaching out directly to the Division of Small Business via email at covid19faq@delaware.gov.

Businesses and their employees are required to follow the Responsibilities for all Businesses set forth in the State of Emergency Order.

General guidance that applies to all individuals while in the State of Delaware during Phase 2 is now fully incorporated in the State of Emergency Order.

Specific 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. The Division of Small Business shall have the discretion to make additions, amendments, clarifications, exceptions, and exclusions to this Phase 2 Reopening Plan.

Who qualifies as a vulnerable individual?

Individuals over the age of 65 or with an underlying health condition qualify as vulnerable and are strongly advised to 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:
- Adjust 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 face coverings in accordance with the State of Emergency Order.
- May offer visits without a reservation. 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. Guided tours may resume as long as tour guides are socially distanced from guests, and guests not of the same household are socially distanced from each other.
- 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 foot distance between individual household units.
- For indoor venues, ensure 6 foot radius around individual household units.
- For fixed seating venues, there must be a 6 foot 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 may resume as long as riders from different households are socially distanced from each other.

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.

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

Arts and music instruction may resume as long as participants and instructors are socially distanced and equipment is not shared without being properly sanitized. Face coverings may be removed when it is impractical to perform the instruction without them in accordance with the State of Emergency Order for speakers, readers, and singers.

CASINOS

The following guidance applies to any establishment holding a gaming and table gaming licenses (licensees), and is in addition to 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.
- Maximum occupancy shall not exceed 50% of the facility's state fire occupancy requirements, as set forth in the State of Emergency. Any individual gaming machines must be kept at least 6 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.

CHILD CARE

All Delaware families can access child care, starting in Phase 2, with restrictions on classroom sizes and following additional guidance from the Division of Public Health. Teleworking is strongly encouraged by DPH under Phase 2, and families are encouraged to identify alternate care for their children where possible to allow for reduced classroom sizes and social distancing.

- Must follow DELACARE regulations and additional guidance from the Delaware Division of Public Health. *For additional guidance: coronavirus.delaware.gov/child-care*

COMMERCIAL LODGING & CAMPGROUNDS

Commercial lodging includes any facility where a customer may book an overnight stay or longer stay for a variety of purposes. This includes a hotel, a short-term rental, campground, or similar rental facility. The following is guidance for this industry beyond the general guidance:

- Maximum occupancy of guests in common areas (lobby, food and drink, etc) shall
- not exceed 50% of the facility's state fire occupancy requirements, as set forth in the State of Emergency. Short-term rental facilities do not need to follow 50% occupancy limits.
- Any guest rooms in a commercial lodging facility should be disinfected between uses by individual guests with an EPA-approved disinfectant.
- All common areas within a commercial lodging facility should be cleaned every 15 minutes to 2 hours using an EPA-approved disinfectant.
- Food and drink activities on the premise of a commercial lodging facility should follow the industry guidance for food and drink establishments.
- Spas and similar services should follow the industry guidance for personal care services.
- Any outdoor concessions offered at a commercial lodging facility should ensure that all individuals are socially distanced when placing or receiving a food or drink order, and any outdoor dining spaces should follow the industry guidance for food and drink establishments.
- Campgrounds should space out tent plots and/or recreational vehicle parking spaces so that individual groups of campers maintain social distancing from other groups when within their spaces.

COMMERCIAL OFFICES & RESIDENTIAL BUILDINGS WITH AT LEAST 50 UNITS

Owners of buildings used for commercial, industrial or other enterprises, including but not limited to facilities for warehousing, manufacturing, commercial offices, airports, universities, colleges, and residential buildings with at least 50 units, shall adopt policies that, at minimum, implement the following cleaning protocols:

- Clean and disinfect high-touch areas routinely in accordance with CDC guidelines, particularly in spaces that are accessible to staff, customers, tenants, or other individuals, and ensure cleaning procedures following a known or potential exposure in a facility are in compliance with CDC recommendations.
- Otherwise maintain cleaning procedures in all other areas of the facility.
- Ensure that the facility has a sufficient number of workers to perform the above protocols effectively and in a manner that ensures the safety of occupants, visitors, and workers.

CONVENTION CENTERS & MEETING FACILITIES

- Maximum occupancy shall not exceed 50% of the facility's state fire occupancy requirements, as set forth in the State of Emergency.Seated events should be preferred whenever possible.

EXERCISE FACILITIES

- Group exercise classes are limited to a maximum of fifteen (15) individuals (excluding staff). Facilities hosting multiple group exercise classes at the same time must allow for a minimum of twenty (20) feet between classes. All individuals must wear face coverings and individuals who are not part of the same household must remain at least thirteen (13) feet apart during classes and are encouraged to maintain greater physical distance whenever possible.
- Staff must be on-site to monitor patrons entering the facility, to ensure social distancing throughout the facility, and to ensure the use of face coverings in compliance with the State of Emergency order.
- Maximum occupancy 50% of the facility's stated fire occupancy requirements, as set forth in the State of Emergency. The responsibility of strictly enforcing occupancy lies with the store owner/manager.
- Customers and staff must wear face coverings in accordance with the State of Emergency Orders.
- Individuals who have a medical condition that makes it hard to breathe or a disability that prevents the individual from wearing a face covering can request a reasonable accommodation
- 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.
- All non-household participants in an exercise class must remain at least thirteen (13) feet apart at all times, and all appropriate gathering limits must be observed. Class area, including floor and any shared equipment, must be cleaned prior to next class entering space. Swim lessons and swim team gatherings may resume if they can do so while maintaining social distance, with the exception of life-saving activities, and comply with lap swimming guidance.
- Shared equipment must be disinfected after each use. 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 at de.gov/poolguidance.
- 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.

EXERCISE FACILITIES

- Employees must 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.
- On-site child care is permitted only for children of employees. Facility employees must remain on-site while their children are using the program.

FOOD & DRINK ESTABLISHMENTS

Guidance for food and drink establishments including restaurants, breweries, taverns, and taprooms that provide table service, can be found in the State of Emergency Order. Maximum occupancy is 50% of the facility's stated fire occupancy requirements, as set forth in the State of Emergency.

HOUSES OF WORSHIP & POLITICAL GATHERINGS

Guidance for Houses of Worship and political gatherings can be found in the State of Emergency Order. Guests permitted in a House of Worship at any one time shall not exceed fifty percent (50%) of that House of Worship's state fire occupancy limits.

MALLS

The following guidance is for shopping malls. Shopping malls are a collection of stores that are all contained within a building that 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:

- The total number of guests permitted in a food court at any one time shall not exceed fifty percent (50%) of that facility's stated fire occupancy requirements or one hundred (100) individuals, whichever is less.
- All retail shops on the premises of a shopping mall must follow guidelines for the retail industry.
- All personal care services on the premises of a shopping mall must follow the guidelines for those services.
- Face coverings must be worn in accordance with the State of Emergency Order. It is the responsibility of the mall operator to ensure compliance from all customers inside of the mall.

PARKS & RECREATION

Parks and recreation facilities include any public or private park and any outdoor recreational facility such as a zoo, miniature golf course, outdoor tennis facility 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 with modifications to ensure visitors can maintain social distancing at all times.
- All events and gatherings held in parks and recreation facilities must comply with the gathering requirements set forth in the Twenty-Seventh Modification to the State of Emergency Order.
- 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.

PERSONAL CARE SERVICES

The following personal care services (hair salons, barber shops, tattoo services, massage therapy services, nail salons, spas, facials, waxing services, brow services, and similar) may resume business under the following conditions, in addition to the general guidance:

- 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).
- Maximum occupancy 50% of the facility's state fire occupancy requirements, as set forth in the State of Emergency. The responsibility of strictly enforcing occupancy limits 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.
- Customers 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 face coverings must be used by staff and customers at all times as set forth in the State of Emergency Order.
- If a service requires a customer to remove their face covering (e.g., facials) the service provider must wear a face shield AND a face covering until such time as the customer is able to put their face covering on again or the service is complete, AND 6 foot social distancing can be maintained.
- 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.

PRIVATE INSTRUCTION

Private instruction covers a wide variety of classroom-based or similar instruction that is not in a traditional K-12 or post-secondary environment. This includes tutoring services, testing centers, adult education, or specific vocational training facilities (outside of traditional K-12 structures). The following guidance applies to this industry beyond the general guidance, which should also be followed:

- There must be eight (8) feet of space between seats at tables when people are being trained.
- Desks for students must be six feet apart from one another.
- Face coverings must be worn in accordance with the State of Emergency Order during all classroom instruction.
- Equipment should be brought by the students themselves. If it is provided by the instructor or facility, it must be disinfected between each use.
- The total number of learners shall not exceed 50% of the facility's stated fire occupancy requirements.

RACETRACKS

Racetracks are any facility in the state licensed for the racing of horses, other animals, or automobiles.

- Maximum occupancy is 50% of the facility's stated fire occupancy requirements, as set forth in the State of Emergency. All race staff and any ancillary employees (camera crew, media, etc.) must be properly socially distanced at all times.
- All race staff and any ancillary employees (camera crew, media, etc.) must be properly socially distanced at all times.
- All operators of a racetrack racing horses or other animals 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.
- All operators of an automobile racing facility may open for practices following this guidance. Competitive racing may also be permitted following approval of a plan submitted to the Division of Public Health via email at HSPContact@delaware.gov.

RETAIL ESTABLISHMENTS

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.**
3. **Total number of guests permitted is limited to 50% of the facility's states fire occupancy requirements as stated in the State of Emergency.**

Employees

- Close common areas, such as break rooms and cafeterias.
- Prohibit gatherings or meetings above the indoor gathering limits 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

- Maximum occupancy is determined by the square footage of the facility, as set for in the State of Emergency. The responsibility of strictly enforcing occupancy 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 order.
- 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.

YOUTH AND ADULT AMATEUR SPORTS

- Follow the Division of Public Health Guidance on Youth and Adult Amateur Sports: de.gov/playsafely

As part of Delaware's rolling reopening, restrictions and modifications may change. The latest document will be published here: de.gov/phase2