May 1, 2020

Dear Businesses/Employers:

Defiance County General Health District (DCGHD) is closely monitoring Coronavirus Disease 2019 (COVID-19). New Orders signed by Ohio Department of Health Director, Dr. Amy Acton, have required businesses to operate under specific mandates and best practices. Businesses shall follow these minimum level, sector specific requirements during operations.

DCGHD will be responsible for educating businesses on the sector specific guidelines, and will respond to concerns from consumers, employees, and the public. The impact of COVID-19 has caused unprecedented challenges for business owners.

Small Business Development Centers (SBDCs) can assist by serving as a resource to help small businesses navigate through challenges. SBDCs are not industry specific and can lead small businesses to resources available to fit their needs. SBDCs have access to many guides that will assist in reopening and running businesses as well.

Since businesses are gradually beginning to re-open, you can reach out to the SBDC through phone or email for additional assistance at:

Lisa Becher
Business Advisor, Small Business Development Center
Phone: 419-267-1361
Email: nwohiosbdc@gmail.com

Business owners are encouraged to stay informed on up to date COVID-19 information by visiting the resources below. Enclosed with this letter is the current sector specific guidance for businesses/employers regarding COVID-19, as well as a helpful resource page for businesses.

- The business sector specific guidance can be found at: https://coronavirus.ohio.gov/responsiblerestartohio
- Ohio Department of Health: https://coronavirus.ohio.gov
- County Updates, DCGHD: https://defiancecohealth.org/coronavirus
- Centers of Disease Control and Prevention: https://cdc.gov/coronavirus

Please feel free to share this information with others. If you have any questions please contact us at Defiance County Health Department, 419-784-3818 or call the Ohio Department of Health COVID-19 call center at 1-833-427-5634.

Sincerely,

Jamie Gerken
Health Commissioner, Defiance County Health Department
General Resource Information

Ohio Department of Health Responsible Restart Ohio Information
  o  https://coronavirus.ohio.gov/wps/portal/gov/covid-19/responsible-restart-ohio/

Personal Protective Equipment (PPE)

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone/Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batelle</td>
<td>1-800-201-2011 <a href="mailto:solutions@battelle.org">solutions@battelle.org</a></td>
<td>Can sterilize N95 Respirator Masks</td>
</tr>
<tr>
<td>The ECO-Drain System</td>
<td>1-800-923-7099 <a href="https://www.ecodrainsystem.com/">https://www.ecodrainsystem.com/</a></td>
<td>KN-95, Surgical mask, Stericide, EPA Approved sanitizer, Gel-based sanitizers</td>
</tr>
<tr>
<td>NAPA Progressive Auto Parts</td>
<td><a href="https://www.napaonline.com/">https://www.napaonline.com/</a></td>
<td>Dust Masks and Gloves</td>
</tr>
<tr>
<td>FEMA PPE Exchange for private sectors sellers and buyers</td>
<td><a href="https://repurposingproject.sharetribe.com/">https://repurposingproject.sharetribe.com/</a></td>
<td>Share and purchase PPE</td>
</tr>
<tr>
<td>Teknipure, LLC</td>
<td><a href="https://teknipure.com/">https://teknipure.com/</a></td>
<td>Cleaning Supplies</td>
</tr>
<tr>
<td>Du Pont Specialty Products USA, LLC</td>
<td><a href="https://www.dupont.com/personal-protective-equipment.html">https://www.dupont.com/personal-protective-equipment.html</a></td>
<td>Masks and Sanitizer</td>
</tr>
</tbody>
</table>

Cloth Face Mask Donation and Distribution Locations in Defiance County

- The Defiance Dream Center
  o 1935 East Second Street Defiance, Ohio 43512
  o Call 419-789-4122
- Lifeline Connect Church
  o 104 Fountain Street Hicksville, Ohio 43526
  o Call or text Pastor Steve Eyers at 260-229-0998 before arriving

Cleaning and Disinfecting

- EPA Approved Products:

Additional Resources

- Defiance County Resources: Call 1-800-468-HELP (4357) or www.defianceinfo.com
- Coronavirus (COVID-19) Questions
  o 1-833-4-ASK-ODH (1-833-427-5634) or www.coronavirus.ohio.gov
- Small Business Help
  o Lisa Becher, Business Advisor, Small Business Development Center
    Phone: 419-267-1361
    Email: nwohiosbdc@gmail.com
GUIDING PRINCIPLES

1. Protect the health of employees, customers and their families
2. Support community efforts to control the spread of the virus
3. Lead in responsibly getting Ohio back to work

PROTOCOLS FOR ALL BUSINESSES:

1. **Require face coverings** for employees and recommend them for clients/customers at all times.
2. **Conduct daily health assessments** by employers and employees (self-evaluation) to determine if “fit for duty.”
3. **Maintain good hygiene** at all times – hand washing and social distancing.
4. **Clean and sanitize** workplaces throughout workday and at the close of business or between shifts.

Find industry-specific required criteria at Coronavirus.Ohio.Gov/ResponsibleRestartOhio

TAKE THE FOLLOWING ACTIONS WHEN A COVID-19 INFECTION IS IDENTIFIED:

- **Immediately report** employee or customer infections to the local health district.
- **Work with local health department to identify potentially exposed individuals** to help facilitate appropriate communication/contact tracing.
- **Shutdown** shop/floor for deep sanitation if possible.
- **Professionally clean and sanitize site/location.**
- **Reopen in consultation with the local health department.**
### Employees, Distributors, & Guests

<table>
<thead>
<tr>
<th>Mandatory</th>
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</thead>
<tbody>
<tr>
<td><strong>Ensure minimum 6 ft between people, if not possible, install barriers</strong></td>
</tr>
<tr>
<td>Face coverings are required while employers and employees are on the job, unless any one of the following apply:</td>
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<td>• An employee in a particular position is prohibited by a law or regulation from wearing a face covering while on the job</td>
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<tr>
<td>• A face covering is not advisable for health purposes</td>
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<tr>
<td>• Wearing a face covering on the job is against documented industry best practices</td>
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<tr>
<td>• Wearing a face covering violates a company’s safety policies</td>
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<tr>
<td>• There is a practical reason a face covering cannot be worn</td>
</tr>
<tr>
<td>• An employee is sitting alone in an enclosed work-space.</td>
</tr>
</tbody>
</table>

(If any of these exceptions apply to your business, or one of your employees, written justification must be provided upon request.)

**Employees must perform daily symptom assessment**

• Require employees to stay home if symptomatic
• Require regular handwashing
• Stagger or limit arrivals of employees and guests
• Personnel should work from home if possible

### Shift Pattern

| Daily disinfection of desks and workstations |
| Change shift patterns (e.g. fewer shifts) |
| Stagger lunch and break times |

<table>
<thead>
<tr>
<th>Recommended Best Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customers and guests should wear a face covering.</strong> They are not required to wear a face covering.</td>
</tr>
<tr>
<td>Provide stipend to employees for transportation</td>
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</tbody>
</table>

### Physical Spaces / Workstations

| **Ensure minimum 6 ft between people, if not possible, install barriers** |
| Daily deep disinfection of high-contact surfaces |
| Space factory floor to allow for distancing |
| Regulate max number of people in cafeterias/common spaces |
| Establish maximum capacity (e.g. 50% of fire code) |

<table>
<thead>
<tr>
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<tr>
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<td><strong>Close cafeteria and gathering spaces if possible, or conduct regular cleanings</strong></td>
</tr>
<tr>
<td>Daily deep disinfection of entire facility</td>
</tr>
</tbody>
</table>

### Confirmed Cases

| **Immediately isolate and seek medical care for any individual who develops symptoms while at work** |
| **Contact the local health district about suspected cases or exposures** |
| **Shutdown shop/floor for deep sanitation if possible** |

| **Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/notifications** |
| **Once testing is readily available, test all suspected infections or exposures** |
| **Following testing, contact local health department to initiate appropriate care and tracing** |

*Daily symptom assessments should include taking your temperature with a thermometer and monitoring for fever. Also watch for coughing or trouble breathing.*

Revised 4/29
### Responsible Restart Ohio

**General Office Environments**

#### Employees & Guests

**Mandatory**
- **Ensure minimum 6 ft between people, if not possible, install barriers**
  - Personnel should work from home whenever possible and feasible with business operations
  - Face coverings are required while employers and employees are on the job, unless any one of the following apply:
    - An employee in a particular position is prohibited by a law or regulation from wearing a face covering while on the job
    - A face covering is not advisable for health purposes
    - Wearing a face covering on the job is against documented industry best practices
    - Wearing a face covering violates a company’s safety policies
    - There is a practical reason a face covering cannot be worn
    - An employee is sitting alone in an enclosed work-space.
  (If any of these exceptions apply to your business, or one of your employees, written justification must be provided upon request.)
- Employees must perform daily symptom assessment*
- Require employees to stay home if symptomatic
- Require regular handwashing
- Place hand sanitizers in high-contact locations
- Clean high-touch items after each use (e.g. carts, baskets)

**Recommended Best Practices**
- Ensure seating distance of 6 ft or more
- Customers and guests should wear a face covering. They are not required to wear a face covering.
- Enable natural workplace ventilation
- Health questionnaire for symptoms at entry
- Temperature taking protocol

#### Physical Spaces / Workstations

- Frequent disinfection of desks, workstations, and high-contact surfaces
- Daily disinfection of common areas
- Cancel/postpone in person events when social distancing guidelines cannot be met
- No buffet in cafeteria
- Utilize disposable tableware and other materials
- Establish maximum capacity (e.g. 50% of fire code)

#### Confirmed Cases

- Immediately isolate and seek medical care for any individual who develops symptoms while at work
- Contact the local health district about suspected cases or exposures
- Shutdown shop/floor for deep sanitation if possible

*Daily symptom assessments should include taking your temperature with a thermometer and monitoring for fever. Also watch for coughing or trouble breathing.

Revised 4/29
### Employees

- **Ensure min 6 ft between people, if not possible, install barriers**
- Face coverings are required while employers and employees are on the job, unless any one of the following apply:
  - An employee in a particular position is prohibited by a law or regulation from wearing a face covering while on the job
  - A face covering is not advisable for health purposes
  - Wearing a face covering on the job is against documented industry best practices
  - Wearing a face covering violates a company's safety policies
  - There is a practical reason a face covering cannot be worn
  - An employee is sitting alone in an enclosed work-space. (If any of these exceptions apply to your business, or one of your employees, written justification must be provided upon request.)
- Employees must perform daily symptom assessment*
- Require employees to stay home if symptomatic
- Require regular handwashing
- Place hand sanitizers in high-contact locations
- Clean high-touch items after each use (e.g., carts, baskets)

### Customers & Guests

- **Ensure minimum 6 ft between people**
- Specify hours for at-risk populations (e.g., elderly)
- Place hand sanitizers in high-contact locations
- Ask customers and guests not to enter if symptomatic
- Stagger entry of customers and guests

### Physical Spaces

- **Ensure minimum 6 ft between people, if not possible, install barriers**
- Post social distancing signage & disinfect high-contact surfaces hourly
- Clean merchandise before stocking if possible
- Establish maximum capacity (e.g. 50% of fire code)
- Discontinue self-service food stations, product samples
- Food courts remain closed

### Confirmed Cases

- Immediately isolate and seek medical care for any individual who develops symptoms while at work
- Contact the local health district about suspected cases or exposures
- Shutdown shop/floor for deep sanitation if possible

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*Daily symptom assessments should include taking your temperature with a thermometer and monitoring for fever. Also watch for coughing or trouble breathing.*

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*Recommended Best Practices*

- Customers and guests should wear a face covering. They are not required to wear a face covering.
- Group employees by shift to reduce exposure
- Face coverings are recommended while shopping or visiting
- Health questionnaire for symptoms at entry point
- Provide face coverings upon entry
- Where possible, accept customers by appointment only
- Increase availability for curb-side pickup
- Consider suspending return policies
- Close once a week for deep cleaning
- Maximize available checkout space to promote social distancing (e.g., space customer lines with floor markers, use alternate registers)
- Use contact-less payments where possible
- Increase capacity for delivery and curb-side pickup
- Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/notifications
- Once testing is readily available, test all suspected infections or exposures
- Following testing, contact local health department to initiate appropriate care and tracking
COVID-19 FAQs

Cloth masks or face coverings in the workplace

**Q:** Who is required to wear a cloth mask or face covering?

**A:** The requirement to wear cloth face coverings applies to employers and employees at Ohio workplaces. Businesses in the manufacturing, distribution, and construction industries are authorized to open May 4; general office environments are authorized to open May 4; and consumer, retail, and service locations are authorized to open May 12. For additional information, visit the Responsible RestartOhio page at [coronavirus.ohio.gov](http://coronavirus.ohio.gov).

**Q:** Are there exceptions?

**A:** Yes. Employers and employees are not required to wear face coverings if it is not advised due to health reasons, against documented industry best practices, prohibited for a specific position by law or regulation, or a violation of a company’s safety policy. A face covering also is not required if an employee is working alone in an enclosed workspace or if there is a practical reason one cannot be worn. If any of these exceptions apply, written justification must be provided upon request.

**Q:** What else should I do to protect myself if I go to work?

**A:** Whenever possible stay at least 6 feet from other people. Wash your hands often, try not to touch your face, and frequently disinfect work areas and high-touch items in your workplace with disinfecting cleanser. Don’t share work materials or equipment, especially equipment used near the face. Don’t congregate with others in breakrooms or other areas. Avoid public or shared transportation if possible. Monitor yourself for [COVID-19 symptoms](http://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) and stay home if you experience any or otherwise feel sick.

**Q:** Why aren’t face coverings required for customers, clients, and other visitors or guests?

**A:** Face coverings are strongly recommended for people who can safely wear them. The decision to exempt customers from the requirement was made to protect Ohioans who cannot wear face coverings, such as people who have severe asthma or breathing issues, hearing aids, autism, post-traumatic stress disorder, or claustrophobia. *In addition, face coverings should NEVER be worn by or placed on people who are younger than 2, have difficulty breathing, or are unconscious, incapacitated, or otherwise unable to remove them without assistance.*

**Q:** Why should I wear a face covering?

**A:** Many people with COVID-19 have no symptoms, so the Centers for Disease Control and Prevention...
advises that Americans wear cloth face coverings as a possible way to protect one another from infection. It is important to note that face coverings are not a substitute for other prevention efforts, such as hand-washing and social distancing. Continue to stay 6 feet from others whenever possible, to clean hands frequently, and to follow the other prevention methods in the below graphic.

Q: What is the proper way to wear a face covering?
A: Use a face covering that fits snugly but comfortably and allows for breathing without restriction. Wear horizontally, covering nose, mouth, and chin at all times, and secure behind the head with ties or ear loops. Wash your hands before putting the face covering on and immediately after removing it, and don’t touch your eyes, nose or mouth when taking it off. Routinely launder and dry the covering. Do not wear when wet.

Q: Where can I get a face covering?
A: You can make your own face covering with multiple layers of a fabric that does not damage or lose shape when machine laundered and dried. You also can support small businesses selling fabric face coverings at a reasonable price — but watch out for scammers offering high-priced or so-called superior face coverings. Instructions for making your own sewn or no-sew face covering can be found here. Do not use medical masks, which must be reserved for healthcare workers and first responders.

For additional information, visit coronavirus.ohio.gov.

For answers to your COVID-19 questions, call 1-833-4-ASK-ODH (1-833-427-5634).

Your mental health is just as important as your physical health. If you or a loved one are experiencing anxiety related to the coronavirus pandemic, help is available 24 hours a day, seven days a week. Call the COVID-19 CareLine at 1-800-720-9616.
CORONAVIRUS DISEASE 2019  Ohio  Department of Health

Protect yourself and others from COVID-19 by taking these precautions.

For additional information call 1-833-4-ASK-ODH or visit coronavirus.ohio.gov.

- Stay home
- Practice social distancing
- Get adequate sleep and eat well-balanced meals
- Wash hands often with water and soap (20 seconds or longer)
- Dry hands with a clean towel or air dry your hands
- Cover your mouth with a tissue or sleeve when coughing or sneezing
- Avoid touching your eyes, nose, or mouth with unwashed hands or after touching surfaces
- Clean and disinfect "high-touch" surfaces often
- Call before visiting your doctor
- Practice good hygiene habits

For more information, visit: coronavirus.ohio.gov