

## Industry Town Halls Frequently Asked Questions

| State & Local Guidance   |   |
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| <b>How is Buncombe County working with the Governor's office?</b>  | Buncombe County officials and the EOC are working closely with the Governor's office. As more details emerge, Buncombe County will take steps to ensure our guidelines are aligned with North Carolina's guidance.  |
| <b>Are Buncombe County and City of Asheville working on a coordinated communications response concerning social distancing and cloth face coverings?</b> | Buncombe County and the City of Asheville are working on a campaign to provide public health informed communications regarding guidance from the governor. Social distancing and cloth face coverings will continue to be strongly recommended throughout every phase.  |
| <b>Will signage produced by Buncombe County and businesses include translations for Spanish speaking members of the community?</b>                       | Buncombe County has produced translated materials for signage and guidance documents.   |
| <b>What is social distancing?</b>  | <p>COVID-19 generally spreads from person to person via droplets. Social distancing, also called "physical distancing," means keeping space between yourself and other people outside of your home to avoid exposure to COVID-19. To practice social or physical distancing:</p> <ul style="list-style-type: none"> <li>• Stay at least 6 feet (about 2 arms' length) from other people</li> <li>• Do not gather in groups</li> <li>• Stay out of crowded places and avoid mass gatherings</li> </ul> <p>In addition to <a href="#">everyday steps to prevent COVID-19</a>, keeping space between you and others is one of the best tools we have to avoid being exposed to this virus and slowing its spread locally and across the country and world.</p> |
| <b>What if I experience flu-like symptoms?</b>   | If you have symptoms, call your healthcare provider, urgent care, or Buncombe County's public health hotline at (828) 250-5300. You can also use the COVID-19 Self Checker that can be found at this <a href="#">link</a> .   |
| <b>Will businesses be reported if we have an employee or customer who has contracted COVID-19 or been close contact with someone who has?</b>            | Businesses will not be reported but the manager may be contacted by a communicable disease nurse if employees or customers have been in close contact with a positive case. This is called contact tracing and those who have been identified as close contacts – will be contacted by a Communicable Disease Nurse. This follow up call is a way to make sure that everyone is as safe as possible and helps us to contain the outbreak to the best of our ability.  |
| <b>Will Buncombe County provide recommendations/requirements for occupancy limitations?</b>  | Buncombe County is developing a plan for recommending occupancy limitations for businesses and other gatherings. Our policy will align with the Governor's.   |
| <b>What happens at each Phase (I – III), and what are the material conditions for easing restrictions?</b>   | <a href="#">Governor Roy Cooper's phase details</a>   |
| <b>What happens if we experience a "second wave" of COVID-19 cases in WNC? Does Buncombe County have a plan to reverse course?</b>                       | In the case of a resurgence of COVID-19 confirmed cases, Buncombe County is prepared to reverse the easing of restrictions to current guidelines or earlier phases.   |
| <b>Are Buncombe County and local government officials working with surrounding communities and</b>   | Yes, local governments are actively working to ensure regional collaboration informs a strategic response.  |

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| <b>jurisdictions to develop a strategy for reopening as a region?</b>  |   |
| <b>Will there be potential exemptions/distinctions in deciding what businesses fall into each Phase?</b>       | <i>This is an evolving situation and many details are coming together currently, however we anticipate that the Governor's guidance will be fairly comprehensive at every phase.</i>  |
| <b>What are the best practices and strategies in considering internal environment layout?</b>                  | We recommend designing your internal environment to maximize social distancing. Traffic should be guided through a one-way path, if possible, with tape markers on the floor to demonstrate 6 feet.   |
| <b>Have local government officials considered closing streets for outdoor pedestrian shopping?</b>             | Roads and streets are typically administered by Federal, State and municipal governments. These decisions are made on a case-by-case basis. The City of Asheville is exploring this strategy.   |
| <b>Personal Protection</b>   |   |
| <b>When do we need to wear a cloth face covering?</b>  | <p>Wearing cloth face coverings is a public health measure that people should take to reduce the spread of COVID-19- especially if you are not able to maintain physical distancing</p> <p>The CDC still recommends that you stay at least 6 feet away from other people (social distancing), frequent hand cleaning and other everyday preventive actions.</p> <p>Please note that the "face coverings" differ from "face masks" (e.g., N95, KN95). See below for more information on CDC recommendations regarding the proper usage of medical grade face masks.</p> <p>View the CDC's guidance on <a href="#">how to protect yourself</a>.</p> |
| <b>Why is the CDC recommending cloth face coverings over medical grade face masks?</b>                         | Surgical masks and N95 respirators are in short supply and should be reserved for healthcare workers or other medical first responders, as recommended by CDC guidance. Additionally, cloth face coverings are washable and can be reused.  |
| <b>Will Buncombe County require cloth face coverings to be worn in public?</b>                                 | The County has aligned with Federal and State guidance which does not mandate the use of face coverings in public. The current recommendations provided by Buncombe County strongly recommend that members of the general public wear cloth face coverings in public settings. Children above the age of 2 years old are recommended to wear cloth face coverings.<br>Stay up to date on the latest guidance at <a href="http://buncombecounty.org/covid-19/">buncombecounty.org/covid-19/</a>  |
| <b>Can business owners/operators require employees and customers to wear a cloth face covering?</b>            | Owners and operators are able to set their own standards as long as they are stricter than the state and Buncombe County recommendations. In every decision, businesses should exercise equity, fairness, and consistency when requiring cloth face coverings.  |
| <b>Where should we acquire proper PPE, and are there any potential delays/issues?</b>                          | There are a number of community resources for acquiring PPE. Please review the resource guide at <a href="http://ashevillechamber.org/coronavirus">ashevillechamber.org/coronavirus</a> .   |
| <b>Is there a plan to facilitate bulk purchasing of masks, gloves, flexible shields, etc. with businesses?</b> | There are a number of community resources for acquiring PPE. Please review the resource guide at <a href="http://ashevillechamber.org/coronavirus">ashevillechamber.org/coronavirus</a> . Many  |

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|   | of these resources are seeking to identify demand in order to facilitate bulk purchasing.   |
| <b>What steps are involved in screening individuals? Are temperature checks necessary?</b>        | Please know that temperature checks, while important, are only one tool in an effective screen method. COVID-19 can remain dormant and some individuals who have contracted COVID-19 will not necessarily experience fevers. The CDC offers <a href="#">additional information here</a> .   |
| <b>In what specific scenarios will gloves be recommended?</b>                                     | Gloves should be used with discretion. The best strategy for hand hygiene is to wash your hands and use sanitizer after any contact with your face, other people, or any high-use surface.  |
| Customers and Patients  |   |
| <b>Can we require customers and patients to bring their own cloth face coverings?</b>             | To keep demand low for our first responders and medical staff, customers/patients should be advised to bring their own cloth face coverings. Businesses are more than welcome to provide any PPE they have in stock. Please note that medical grade PPE should be reserved for medical professionals and first responders.  |
| <b>What are best practices and strategies being used when accepting customers and patients?</b>   | Screening customers and patients before they arrive at the place of business is the best way to reduce the risk of transmission. If making appointments, have individuals wait in their vehicles until ready. Have greeters near the entrance and have an employee open and close doors for individuals. Displaying consistent and easily visible signage throughout the facility providing guidance for social distancing and proper PPE use.  |
| <b>Are there special recommendations when interacting with vulnerable populations?</b>            | Vulnerable populations are strongly encouraged to adhere to social distancing requirements and minimize non-essential travel.   |
| <b>Are there special requirements for ADA compliance?</b>   | Anti-discrimination laws, including the Americans with Disabilities Act ("ADA") and the Rehabilitation Act, continue to apply during the COVID-19 pandemic. These laws do not interfere with, or prevent employers from following, the guidelines and suggestions issued by the CDC or state and local public health authorities regarding COVID-19. Supplement guidance for employers can be found on the EEOC website at this link: <a href="https://www.eeoc.gov/wysk/what-you-should-know-about-ada-rehabilitation-act-and-coronavirus">https://www.eeoc.gov/wysk/what-you-should-know-about-ada-rehabilitation-act-and-coronavirus</a> |
| <b>What are the best practices when conducting payments? Should we conduct cash transactions?</b> | Payment transactions should be handled with extreme caution. Cash payments should be allowed for those without other means.   |
| <b>Should we allow customers to try on, or sample merchandise?</b>                                | Customers should be discouraged from sampling or trying on merchandise wherever possible.   |
| Employees   |   |
| <b>What to do if an employee is diagnosed with COVID-19?</b>                                      | Employers should consider a health care provider's diagnosis of COVID-19 made on symptoms alone to be valid as a diagnosis made with confirmed test.<br><b>Employers should not require employees reporting COVID-19 infection to present a COVID-19 positive test result before excusing them from work.</b> Employers may ask for the name of the physician providing the diagnosis.<br><b>Employees must be offered 80 hours of paid sick leave provided by the Families First Coronavirus Response Act (FFCRA).</b> Employees who   |

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|  | <p>work fewer hours than 40 hours per week are entitled to emergency paid sick leave on a pro-rata basis.</p> <p>The employer must ask the Public Health Department how to track and advise other employees who may have been exposed to the employee who has COVID-19. It is important to not go ahead and take this step without consulting the Public Health Department.</p> |
| <b>What are some best practices and strategies being used concerning staff?</b>  | We recommend staggering shifts, reducing staff capacity, screening staff on a regular basis, practicing social distancing, and wearing proper PPE where possible.   |
| <b>Will we be able to bring on staff before restrictions are eased for reopening?</b>                                    | Yes. Staff may be brought on to support minimum business operations to prepare for re-opening. These staff must maintain social distancing requirements and screening for COVID-19.   |
| <b>Cleaning</b>  |   |
| <b>What cleaning and disinfectant products can I use against COVID-19?</b>   | Here is a list from the EPA of disinfectants for use against COVID-19: <a href="https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2">https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2</a>  |
| <b>How often should staff sanitize and disinfect the facilities?</b>   | Cleaning, disinfecting, and sanitizing all common areas, high traffic areas, and high-touch surfaces should be completed as often as possible. Any objects that may seem difficult to sanitize should be removed.   |
| <b>Other or Industry Specific</b>  |   |
| <b>Child Care: How should child care centers handle pick-up and drop-off with parents and guardians?</b>                 | We recommend developing a plan for pick-up and drop-off that maximizes social distancing practices. Parents and guardians should remain outside the facility.   |
| <b>Child Care: Should we limit our child care class sizes?</b>   | We strongly recommend that children remain as part of the same cohort for the duration of COVID-19. Teachers and other staff should be assigned to the same cohort throughout. Class sizes should reflect the current recommendations for mass gatherings, if possible.   |
| <b>Restaurants: Will cloth face covering be required for both front of house and back of house staff at restaurants?</b> | Cloth face coverings are strongly recommended for all front line staff. Back of house staff should exercise social distancing and, if this is not possible, use cloth face coverings.   |
| <b>Restaurants: Will outdoor dining be subjected to different standards?</b>   | No guidance has been issued regarding future standards for outdoor dining at this time. Under the Governor’s declaration, outdoor dining is prohibited.   |
| <b>Lodging: Are there documents that should be kept on file for “essential travel” guests?</b>                           | Buncombe County Tourism and Development Authority has created this coronavirus <a href="#">lodgers compliance toolkit</a> that provides County guidance along with resources.   |
| <b>Lodging: What phase will leisure travel be allowed?</b>   | No guidance has been issued regarding future leisure travel at this time. Under the Local County Declaration, leisure travel is prohibited at this time.  |