

# RESTAURANT & BAR ESTABLISHMENT SAFETY GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

### COVID-19 Restaurant and Bar Establishment Reopening Safety Guidance Updated 6/17/2020

SAR-CoV-2 is a novel coronavirus that has emerged and caused coronavirus disease, abbreviated as COVID-19. Public health experts continue to learn about COVID-19, but based on current data and similar coronaviruses, spread from person-to-person happens most frequently among close contacts<sup>1</sup> via respiratory droplets. Transmission to persons from surfaces contaminated with the virus has not been documented yet, but current evidence suggests that the virus may remain viable for hours to days on surfaces made from a variety of material.

#### Purpose

The IDPH provides the following safety guidance for retail restaurant and bar establishments. To prevent exposure to and the spread of COVID-19 the Department provides the following guidance. Additional guidance may be needed as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts, becomes available.

**At this time, restaurant and bar establishments are allowed to resume indoor dining operations**, as included in part of Governor Pritzker's "[Restore Illinois](#)" plan. The Restore Illinois plan breaks the State up into 4 different regions, each of which will be evaluated based on several metrics individually to determine which Phase of recovery that region is in. To determine what phase each region of the State is in, please visit the following link: [Phase of Restore Illinois](#). Once the region in which a retail restaurant and bar establishment is located is promoted to Phase IV of the recovery, operations can resume following this IDPH Restaurant and Bar Establishment Reopening Safety Guidance.

**Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces

**Note:** As of release, seated area capacity of restaurants and bars should be determined by arranging seating to provide a minimum of six feet between tables or other designated patron service areas. Standing area capacity of restaurants or bars may operate at maximum of 25% of standing area capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact



## Safety Guidelines for Restaurant and Bar Establishment Operators

Many of the following guidelines are taken from the FDA and the full checklist can be found here: [FDA's Checklist: Best Practices for Re-Opening Retail Food Establishments During COVID-19](#)

### FACILITY OPERATIONS - BEFORE OPENING

#### i. Minimum guidelines

1. Post [signs](#) on how to stop the spread of COVID-19 and promote everyday protective measures
2. Conduct a self-inspection to assure the premises is in good order and equipment is working properly
3. Assure all areas of the food establishment, including restrooms and waiting areas, are properly cleaned, stocked, sanitized, or disinfected, and there are no signs of pest infestation or harborage
4. Assure the 3-compartment sink is clean and equipped with detergent and sanitizer, and the warewasher is clean and functioning and equipped with detergent and sanitizer (single temperature machine, 165F) or reaches 180F rinse (high temperature). Have sanitizer test strips available and appropriate for the sanitizer being used
5. Ensure ventilation systems including air ducts and vents in the facility are clean, have new filters and are operating properly. Working with local health department to optimize air flow within establishment is recommended

### WATER, PLUMBING, AND ICE - BEFORE OPENING

#### i. Minimum guidelines

1. Assure hot and cold potable water are available throughout the facility and the water and sewage lines are working
2. Clean and sanitize all ice machines and ice bins
3. Flush all water lines, including equipment water lines and connections according to: [IDPH Guidance for Maintaining Water Systems During Reduced Use and Returning Water Systems to Regular Use after Extended Periods of Reduced Use](#)



## FOOD CONTACT AND NON-FOOD CONTACT SURFACES (CLEAN, DISINFECT, SANITIZE)

### i. Minimum guidelines

1. Use necessary sanitizers and disinfectants that meet [EPA's criteria](#) against SARS-CoV-2 per label instructions to clean and disinfect the facility during hours of operation and assure staff are trained to use them properly.
2. [Clean and disinfect](#) common areas (e.g., restrooms, cafeterias), high-touch areas and equipment (e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks) more frequently; every hour recommended for high-traffic areas
3. Have sufficient stocks of single-service and single-use articles (e.g. tableware, carryout utensils) available in place of re-usable dishes and utensils. If not, ensure all reusable food service items are handled with gloves and washed properly in 3 compartment sink or in a dishwasher.
  - i. Sanitization of multi-use items (e.g., menus, if reused, special cards, pens, check presenters, etc.) should be completed after each use
  - ii. Discard any single-use or paper articles (e.g., paper menus) after each use
4. Disinfect tables and chairs between parties and again at closing time (see [EPA approved list of disinfectants](#))
5. Valet staff should perform cleaning of vehicle in compliance with [GSA protocols](#)
6. Create and implement an enhanced cleaning/sanitizing schedule for all food contact surfaces, and cleaning/disinfecting of non-food contact surfaces; if practical, have designated staff member that is responsible for cleaning
7. Gloves should be worn by staff preparing food per pre-COVID food handling protocols, such as handling Ready to Eat (RTE) foods
8. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



## FOOD AND TEMPERATURE CONTROL

### i. Minimum guidelines

1. Assure all coolers, freezers, and hot and cold holding units are functioning, clean, sanitized, and protected from contamination
2. Have calibrated thermometers available to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed
3. Examine all food for spoilage, damage, expiration, tampering or pest activity
4. Assure food is properly labeled and rotated, and all food, packaging, and chemicals are properly stored and protected from cross contamination

# HANDWASHING STATIONS

## i. Minimum guidelines

1. Train and remind employees of effective hand hygiene practices including washing hands with soap and water for at least 20 seconds every 30 minutes, and:
  - i. Upon arrival to work
  - ii. Prior to and during food preparation
  - iii. When switching between tasks
  - iv. Before donning gloves to work with food or clean equipment and utensils
  - v. After using the restroom
  - vi. After handling soiled dishes and utensils
  - vii. When hands are visibly soiled
  - viii. After coughing, sneezing, using a tissue, touching face
  - ix. After eating or drinking
  - x. After smoking or vaping
  - xi. After handling cell phone
2. Handwashing sinks should be accessible, functional with hot and cold running water and fully stocked with soap, hand drying devices and waste cans
3. Have paper towels and trash cans available in the bathrooms so doors can be opened and closed without touching handles directly
4. Provide hand sanitizers (minimum 60% alcohol), as appropriate, in multiple locations to encourage hand hygiene by both patrons and employees to supplement hand washing



## EMPLOYEE HEALTH/SCREENING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - i. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - ii. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employer should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employer should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>2</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop
8. Have an adequate supply of personal protective equipment (PPE) and/or cloth face coverings for staff, as well as a policy and training for staff to wear their masks
  - i. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#)



### ii. Encouraged best practices

1. Consider nominating a staff person to become a COVID-19 safety team leader. Their responsibilities can include staff training and monitoring, as well as assisting patrons with their questions or issues
2. Monitor and have a plan to respond to a higher than normal level of absenteeism
3. Ensure dishwashers have access to both face and eye protection to protect eyes, nose, and mouth from containment splash

<sup>2</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact

## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



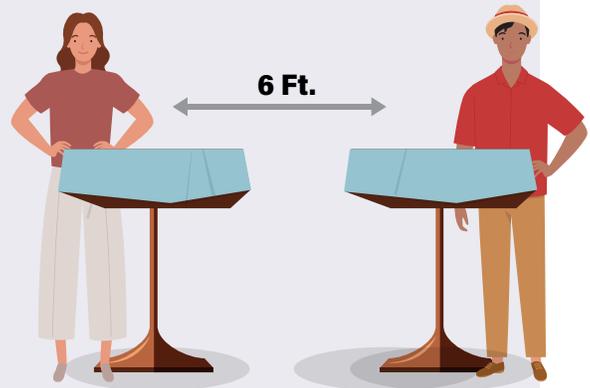
### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

# OCCUPANCY

## i. Minimum guidelines

1. *[Seated areas]* Area capacity should be determined by arranging seating to provide a minimum of 6 ft. between tables or other designated patron service areas
2. *[Standing areas]* Maximum occupancy of 25% of standing area capacity
3. 10-person party limit
4. Configure space to allow for at least 6-ft. of distance between tables or other designated patron service areas; if tables/ booths cannot be moved, employers should only use every other table/ booth to allow for separation between patrons of unrelated parties
  - i. Bar seating should be spaced 6-ft apart to maintain social distancing between patrons of unrelated parties
  - ii. *[Booths only]* Employers may use consecutive booths to serve patrons of unrelated parties only if employer installs an impermeable barrier with a height of 6-ft or greater from the floor between booths. Use of barriers should not impede entry/ exit or impose a fire risk. Use of plexiglass is a best practice
5. To the extent possible, patrons should wait for services off premises, either outdoors and maintaining social distance of 6-ft with use of recommended face coverings or in their vehicles. Patrons can wait in waiting area, but should adhere to 6-ft distancing guidelines
6. Live music is permitted but employees and performers should follow social distancing guidelines, keeping the maximum distance possible from each other and from customers. Performers should wear face coverings where possible and the use of barriers between singers and customers and employees during the performance is strongly encouraged; additional guidelines for performers can be found in the [Theaters and Performing Arts guidelines](#)
7. Before allowing external supplier or non-patron visitor (excluding third-party visitors providing carry-out services only) to enter, or while requiring them to wait in a designated area, employer should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - i. If practical, employer should take external supplier or non-patron visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
8. Keep log of all external suppliers who enter premises
9. Suppliers and other non-patron visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face-covering)



## i. Encouraged best practices

1. If practical, alter hours of operation to adequately spread out patron traffic and allow for additional cleaning time
2. Stagger shift start and end times to minimize congregation of employees during changeovers
3. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure
4. Limit contact between external suppliers and employees
5. Restrict suppliers from entering premises and if practical, have deliveries dropped at door
6. Before allowing entrance, employers should ask whether patron is currently exhibiting COVID-19 symptoms
  - i. If practical, employer should take patron temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)

## SOCIAL DISTANCING/ PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Employer should [display signage](#) at entry and throughout workspace with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Employees should social distance from patrons while not performing services
3. Employees should maintain social distance to the extent possible while performing services
4. Limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
5. Implement a reservation or call ahead model especially for busy periods, if practical
6. Buffets and self-service food stations (e.g. hot and cold bars, bulk items, baked goods) should adhere to additional minimum guidelines:
  - i. Patrons may self-serve food if hand sanitizer stations are located at both ends of the buffet or self-service station and signage is posted to require hand sanitizing before each visit to a station
  - ii. If areas are not configured for self-service, designated staff (e.g., buffet attendant) should serve onto patron's plate wearing appropriate face covering and gloves, while maintaining 6-ft social distancing with patrons and other employees
  - iii. Separate buffet stations should maintain 6-ft distancing and allow for social distancing between patrons throughout establishment
  - iv. Impermeable barriers should be put in place between servers and patrons; patron and servers should not exchange or pass the same plate multiple times
  - v. Queue points should be established 6-ft apart with markers to encourage social distancing
  - vi. Queue should be limited to patrons in respective party to the extent possible
  - vii. Utensils used for serving should be changed hourly
7. Eliminate any table presets (e.g., table tents, menus, ketchup bottles, salt and pepper shakers, lemons, straws, shared condiments, etc.)
8. Eliminate the use of beverage napkins or coasters
9. Eliminate the service of shared snacks at the bar
10. Remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing
  - i. Any surfaces in waiting area (e.g., seats) touched by patrons should be disinfected after use
11. Use single packet condiments, if possible, OR serve condiments in containers – such as a washable bowl or paper cup – that can be sanitized or disposed of after use (no shared condiments permitted)
12. Use disposable silverware, if possible, OR use rolled silverware or silverware placed in sleeves (employers should utilize gloves while rolling/placing in sleeves)
13. Use disposable or touchless menus, if practical, or use menus that can be sanitized between each use
  - i. If practical, QR Digital menu or app-based ordering should be used
14. To the extent possible, eliminate refilling patron beverages and use a new glass cleaned using proper dishwashing procedures or a new disposable cup
  - i. Employers using disposable cups may refill beverages only if employee wears appropriate face covering and gloves and uses pitcher to refill beverage. Per standard restaurant guidance, pitchers should never touch the rim of the cup
  - ii. Self-service beverage fountains are permissible with the following precautions:
    - Customers may not reuse cups and should refill beverages with new disposable cups;
    - Customers must not touch the fountain spigot and should minimize contact with dispensing surfaces.
    - Fountain surfaces must be cleaned and sanitized every hour.



15. Standing areas in bars can remain open; employer should designate specific areas with 6-ft distancing for patrons of same party to utilize and should use 6-foot markings on floor to provide guidance on social distancing between unrelated parties
16. Ensure that the area for take-out patrons allows for at least 6-ft of separation from seated patrons
17. Employers should follow [Indoor and Outdoor Recreation guidelines](#) for non-gambling gaming/ amusement operations (pool tables, darts, etc.)
18. Employers should follow [Protocols for Resumption of Casino Gambling Operations by the Illinois Gaming Board](#) for casino gambling gaming/ amusement operations

## ii. Encouraged best practices

1. Deliver items to table on service trays to minimize hand contact
2. Limit food and beverage stations to the extent possible
  - i. If practical, employees wearing appropriate face coverings and gloves should serve food or beverage in unused containers and set aside for patron pickup. No patron should serve themselves, and new or freshly sanitized containers should be required for refills
3. Designate specific area or queue for ordering beverages at bar OR require that drink orders be placed through wait staff while patrons are seated at tables
4. Display visual markers 6-ft. apart at patron queue points (e.g., restrooms and bar lines)
5. Display additional signage at exits of restrooms to promote use of paper towel to open door for exit
6. Display additional signage to promote distancing within shared restrooms
7. Eliminate seating at bars within restaurant where possible
8. If practical, install impermeable barriers in close contact areas (e.g., host stand, cashier). Use of barriers should not impede entry/ exit or impose a fire risk. Use of plexiglass is a best practice
9. If practical, implement touchless transactions
10. If practical, allow one-way traffic flow in and out of restaurant to limit any congregation
11. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls)
12. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical
13. Where possible, minimize use of coat checks and clean area frequently



**Additional references for food or bar service operators can be found here:**

- FDA: [Food Safety and COVID-19](#)
- FDA: [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery During COVID-19](#)
- FDA: [Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease \(COVID-19\) Pandemic](#)
- FDA: [Employee Health and Personal Hygiene Handbook](#)
- CDC: [Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#)
- CDC: [What Grocery and Food Retail Workers Need to Know about COVID-19](#)
- CDC: [COVID-19 Resources for Businesses and Employers](#)
- CDC: [Restaurants and Bars Reopening Decision Tree](#)
- CDC: [COVID-19 Printed Resources](#)
- IDPH: [COVID-19 Resources for Businesses and Organizations](#)
- IDPH: [Guidance for Maintaining Water Systems During Reduced Use and Returning Water Systems to Regular Use after Extended Periods of Reduced Use](#)
- IDPH: [Retail Food Page and Food Codes](#)
- Illinois Department of Human Services: [FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- EPA: [List of EPA-registered Disinfectants](#)
- AFDO: [Planning for Reopening Food Service Establishments As COVID-19 Impacts Best Practices and Protocol](#)
- OSHA: [Guidance of Preparing Workplaces for COVID-19](#)
- National Restaurant Association: [COVID-19 Reopening Guidance: A Guide for the Restaurant Industry](#)



# SAFETY GUIDELINES FOR FOOD AND BAR ESTABLISHMENT PATRONS

The following guidance is recommended for patrons of food establishments. In our efforts to slow the spread of COVID-19, it is important to follow the safety guidelines provided below when visiting food establishments:

## i. Minimum guidelines

1. Consistent with state and federal guidance to limit the spread of COVID-19 and protect others, patrons should stay as close to home as possible and avoid unnecessary travel
2. Patrons should practice social distancing by staying at least 6 feet from people from other parties at all times while they are outside of their home, including while at restaurants and bars
3. Patrons should wear face coverings over their nose and mouth while on premises, except while eating and drinking at table (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
4. Patrons with symptoms consistent with COVID-19 (including fever, cough, or difficulty breathing) should stay home
5. Patrons should arrive at the food or bar establishment prepared with hand sanitizers and cloth face covering
6. Patrons without reservations should check for available capacity before going to the establishment
7. While standing in line for ordering, pick-up, or checkout, patrons should wear a face covering and follow social distancing recommendations of at least 6 feet. Patrons should not congregate in waiting or bar areas
8. Patrons should be prepared to keep their face covering on while waiting for a table, while ordering, and until their food arrives
9. Patrons should be prepared for longer wait times and be patient, as a limited occupancy may be in place. Patrons may be asked to wait in vehicles car if waiting areas are at maximum capacity. Many restaurants or bars that normally didn't require a reservation may now require one
10. Patrons should respect signs limiting access or the number of patrons that can be present at one time
11. If practical, patrons should avoid contact with shared amenities like public restrooms, indoor/outdoor playground equipment, picnic tables, and benches. Patrons should wash their hands or use hand sanitizer if they do come into contact with shared amenities or equipment
12. Patrons should wash their hands often with soap and water for at least 20 seconds. If soap and water are not readily available, patrons should use a hand sanitizer that contains at least 60% alcohol. Patrons should cover all surfaces of hands and rub them together until they feel dry. Patrons should not touch eyes, nose, and mouth with unwashed hands
13. Patrons should handle their leftover food to be taken to-go, if applicable



If you have questions or need additional support:  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)

For additional information and updated versions of this document,  
please see the IDPH website:

<https://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/business-guidance>



# RETAIL GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

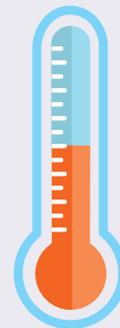
- Customer-facing stores engaged in retailing merchandise and services
  - ♦ Examples of retail include (non-exhaustive): grocery stores, hardware stores, clothing stores, pharmacies, department stores, shopping malls, convenience stores
  - ♦ **Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
  - ♦ **Note:** As of release, retail workplaces may operate at maximum of 50% of store capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to retail:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Retailers should [display signage](#) at entry with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
2. Shopping mall food courts and grocery and convenience store dining, drinking and self-service areas should follow [Restaurant and Bar guidelines](#)



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at checkout
3. If practical, implement touchless transactions
4. Remove shared products (e.g., beauty testers) from displays
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
  - a. Shopping mall food courts should be cleaned and disinfected every 30 minutes
3. Fitting rooms and frequently touched surfaces within (e.g., benches, handles, hooks) should be disinfected by an employee after every use with a disinfectant with contact time (length of time to kill all bacteria and viruses) of 1 minute or less (see [EPA approved list of disinfectants](#)) OR fitting rooms should remain closed
  - a. If fitting rooms remain open, solid surfaces (e.g., tags and hangers of garments) should be sanitized before returning to sales floor. Bathing suits and undergarments may not be tried on by customers
4. Disinfect all returned items, either via use of disinfecting products or by removing and isolating the items for a recommended duration of at least 72 hours, before returning items to the sales floor
5. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Checkout keypads and self-checkout stations are disinfected by an employee after every transaction using disinfectant with contact time (length of time to kill all bacteria and viruses) of 1 minute or less (see [EPA approved list of disinfectants](#))
2. Shopping carts and baskets are disinfected by an employee after each use OR hand sanitization stations/ disinfecting wipes are placed near shopping carts and baskets for use by customers

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum of 50% of store capacity (see [DCEO guidance](#))
2. Retailers should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
3. Retailers should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, retailers should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, retailers should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Retailers should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees



## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Customers should not bring reusable shopping bags into stores



**If you have questions or need additional support:**  
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or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)

### Additional Resources:

- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [IDPH Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)



# SERVICE COUNTER GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

- Customer-facing stores providing assorted services for dropped off goods
  - ♦ Examples of service counter include (non-exhaustive): dry cleaners, electronics repair shops, shoe repair shops, car washes
- **Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, service counter workplaces may operate at maximum of 50% of capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to service counter:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Service providers should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limits, in multiple languages as needed
2. Service providers should keep incoming items separate from finished items
3. Service providers should remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing
  - a. Any surfaces (e.g., seats) in waiting area touched by customers should be disinfected after use



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at checkout
3. If practical, implement touchless transactions
4. If practical, use paperless ticketing system as applicable
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms , cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Checkout keypads are disinfected by an employee after every transaction using disinfectant with contact time of 1 minute or less ([see EPA approved list of disinfectants](#))

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum of 50% of capacity
2. Service providers should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, service providers should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, service provider should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Service providers should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

2. If practical, customers should wait for services off premises

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**Additional Resources:**

- [CDC Interim Guidance for Businesses and Employers](#)
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- [EPA Disinfectants for Use Against SARS-CoV-2](#)



# PERSONAL CARE SERVICES GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

- Hair salons, hair braiders, barber shops, nail salons, spas, massage therapy clinics, waxing centers, tattoo parlors, tanning salons, hair club services, other providers of personal care services, and salons operated by schools of barber, cosmetology, esthetics, hair braiding, and nail technology
- In Phase IV, services for personal care should be limited to:
  - Services which can be performed while customer and employee are wearing a face covering over their nose and mouth
  - If services require customer to remove his or her mask, employee must wear both a face mask and eye protection (e.g., face shield, protective glasses)
- In Phase IV, use of hair dryers and blow dry services are allowed
- **Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, personal care workplaces may operate at maximum occupancy of 50% of capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employer should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to care services businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Service provider should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Service provider should configure space to allow for at least 6-ft. of distance between customers
3. Service provider employees should maintain social distance to the extent possible while performing services
4. Service provider should remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing
  - a. Any surfaces in waiting area (e.g., seats) touched by customers should be disinfected after use
5. Service provider should eliminate service of all beverages
6. Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked)
  - a. If no touchless fountain is available, water may be served in sealed, single-use water bottles



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barriers between work stations
3. If practical, implement touchless transactions
4. Reduce number of items on surfaces to allow for easier cleaning, including any retail items available for purchase
5. Remove shared products (e.g., beauty testers) from displays and discourage handling of display items
6. Make hand sanitizing products available for employee and customer use
7. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Service provider should fully disinfect work stations before serving each customer and at closing time (see [EPA approved list of disinfectants](#))
4. After use, service provider should fully clean and sanitize reusable customer articles (e.g. towels, blankets, capes, robes) before they can be used by another customer or alternatively use single-use articles and dispose of articles after customer use
5. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum of 50% of capacity
  - a. For salon suites, capacity limits should be applied within each suite
2. Service provider employees should social distance from customers while not performing services
3. Service provider should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements



### ii. Encouraged best practices

1. If practical, alter hours of operation to adequately spread out customer traffic and allow for additional cleaning time
2. Stagger shift start and end times to minimize congregation of employees during changeovers
3. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, service provider should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, service provider should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Service provider should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Reservation only, no walk-ins
2. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. If customer has COVID-19 symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared

### ii. Encouraged best practices

1. If practical, customers should wait for services off premises
2. Before allowing entrance, service provider asks whether customer is currently exhibiting COVID-19 symptoms
  - a. If practical, employer should take customer temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)



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 or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
 or return to [illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)

### Additional Resources:

- [AIHA Workplace Cleaning for COVID-19 Guidance Document](#)
- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [CDC Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation](#)
- [IDPH Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
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- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)



# OFFICES GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

- Conduct operations from within non-customer-facing office spaces (standalone and within multi-tenant buildings)
  - Examples of businesses operating within offices include (non-exhaustive): legal services, accounting services, architectural/engineering design
- **Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, offices may operate at maximum occupancy of 50% of office capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#)
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

# HEALTH MONITORING

## i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
    - i. Where workplace configuration or staffing structure do not allow for screening upon entry, employers may:
      - Screen employees via an in-person conversation or questionnaire once at their work station, or
      - Use a virtual method of screening via an online survey, mobile application, or other similar method
    - b. Employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to offices:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. If multi-tenant building, landlord should:
  - a. [Display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limits in multiple languages as needed
  - b. Limit elevator capacity to allow for 6-ft. social distance
  - c. Provide hand sanitizer at building entrances, elevators, and common areas
2. Tenant should:
  - a. Display signage at office entrances with face covering requirements, social distancing guidelines, cleaning protocols, any changes to capacity in multiple languages as needed
  - b. Allow for 6-ft. spacing between occupied, individual workstations OR if not practical, install an impermeable barrier between workstations
3. Vending machines may remain in use, but they should be sanitized after each use. Employers are encouraged to place disinfectant wipes and hand sanitizer next to the machine for employee use



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at any queue points (e.g., elevators, building entrances)
2. If practical, avoid seating employees facing each other
3. Encourage employees to remove personal items from desk to allow for easier cleaning (clean desk policy)
4. If practical, modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
5. Use of shared workspaces, desks, offices, etc. is discouraged to maximum extent practical
6. Reduce surface contact via no-touch doors and elevators, disposable desk/keyboard covers for shared workspaces
7. Minimize the use of shared work materials / equipment (e.g., copiers, office supplies)
8. If practical, reduce the use of shared papers and encourage use of digital tools
9. Limit usage of telephone receivers to one receiver per person. If headsets are required, employers should provide employees with headset for individual use
10. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Workstations should be disinfected by employees upon entering office and before leaving for the day, with cleaning products provided by tenant
4. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum occupancy of 50% of office capacity
2. If multi-tenant building, landlord should design a plan to allow for social distancing within common areas and if needed, designate employee(s) to monitor capacity limits and social distancing in shared building areas (e.g., lobby, elevator)
3. Landlord and tenant should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

### ii. Encouraged best practices

1. If practical, use tele- and video-conferencing while at desk
2. Coordinate employee arrival and departure times to adjust for limited elevator capacity and mitigate impact upon public transit capacity
3. Minimize the number of in-person meetings
  - a. If an in-person meeting is necessary, limit to 50 people with social distancing
4. Implement a process or tools to ensure employees are aware of available office capacity before beginning their commute
5. Stagger shift start and end times to minimize congregation of employees during changeovers



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or visitor to enter, or while requiring them to wait in a designated area, tenant should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, tenant should take external supplier or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
  - b. If multi-tenant building, landlord is responsible for screening at loading dock
2. Tenant should keep a log of all external suppliers and any visitors who enter the office
3. Suppliers and visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

1. Limit contact between external suppliers/visitors and employees



**If you have questions or need additional support:**  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
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**Additional Resources:**

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- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)



# MANUFACTURING GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

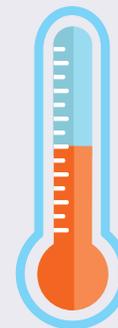
- Non-customer-facing facilities engaged in the mechanical, physical, or chemical transformation of materials, substances, or components into new products
  - ♦ Examples of manufacturing facilities include (non-exhaustive): plants, factories, mills
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

# HEALTH MONITORING

## i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to Manufacturing businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Manufacturers should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit in multiple languages as needed
2. Manufacturers should reconfigure workstations to allow for 6-ft. social distancing between employees OR install impermeable barriers between employee workstations
3. Vending machines may remain in use, but they should be sanitized after each use. Employers are encouraged to place disinfectant wipes and hand sanitizer next to the machine for employee use



### ii. Encouraged best practices

1. Eliminate common touchpoints (e.g., remove shared items in commons areas, use touchless door pulls)
2. Modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
3. Minimize the use of shared work materials (e.g., tools, equipment) and if practical, eliminate rotations / keep employees on a single station each day
4. If practical, reduce the use of shared papers and encourage use of digital tools
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Manufacturers should provide hand washing or sanitization stations that are easily accessible from anywhere on the manufacturing floor and have a plan in place for ensuring all stations are adequately stocked at all times
4. Workstations should be disinfected between every shift and in between employee handoffs
5. If equipment is shared, equipment should be disinfected before use by another employee
6. Clean and sanitize reusable articles (e.g., gowns, gloves) before they can be used by another employee or alternatively use single-use articles and dispose after use
7. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Provide each employee with disinfecting/ cleaning materials to be used at his/her workstation

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Manufacturers should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
2. Manufacturers should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. Minimize the number of in-person meetings
  - a. If an in-person meeting is necessary, limit to 50 people with social distancing



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or visitor to enter, or while requiring them to wait in a designated area, manufacturers should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, manufacturers should take external supplier or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Manufacturers should keep a log of all external suppliers and any visitors who enter the premises
3. Suppliers and other visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

1. Limit contact between external suppliers/ visitors and employees
2. If practical, clean and sanitize any incoming shipments before they enter the facility



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# HEALTH & FITNESS BUSINESSES GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

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APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

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#### This document is applicable to businesses that meet the following criteria:

- Customer-facing facilities engaged in health and fitness services
  - ♦ Examples of health and fitness centers include (non-exhaustive): gyms; fitness centers; yoga, dance, cycling, pilates, and barre studios
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, health and fitness workplaces may operate at maximum of 50% of occupancy at any given time. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#)
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to health and fitness businesses:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Fitness centers should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Allow for 6-ft. spacing between occupied, individual workstations OR if not practical, install an impermeable barrier between workstations
3. Fitness centers should configure workout stations or implement protocols (e.g., decommissioning equipment) to allow for 6-ft. social distancing between individuals without barrier OR 3-ft. apart with barriers)
4. Ancillary accommodations (e.g., saunas, hot tubs, steam rooms) should be closed
5. Locker rooms and showers should be configured with signage, tape, and other markings to ensure members can maintain 6-ft. of social distance
6. Any drop-in childcare areas should follow [state and local guidance on childcare facilities](#) for group sizes and cleaning and disinfecting
7. For martial arts, sparring and other contact sports, contact exercises are permitted provided that:
  - a. Participants are tested before starting the contact exercise
  - b. Participants are tested regularly for the duration of participation (e.g. every 2 weeks)
  - c. Participants limit participation to one location
  - d. Participants limit contact exercise to participation with one group that should be kept static for at least 10 days



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. Display signage with guidelines for members to clean equipment before and after each use
3. Where possible, eliminate common touchpoints (e.g., propping doors/ using touchless door pulls)
4. If practical, implement touchless check-in (e.g., confirm membership with a QR code)
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every hour recommended for high-traffic areas
3. Fitness centers should provide sanitizing supplies near all equipment and exercising areas (e.g. treadmills, weights, studios)
4. Fitness center employees should fully clean and sanitize exercising areas (e.g. yoga room) before and after use by individuals
5. Sanitization of locker rooms and showers should be completed at least every hour
6. Fitness center employees should fully clean and sanitize any equipment provided before and after use by individuals
7. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Develop a system to indicate when equipment has been disinfected (e.g. visual markers, designated area to place equipment that needs to be sanitized)

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Fitness centers should operate at no more than 50% of occupancy at any given time
2. Fitness classes should allow for 6-ft. of social distancing without barrier or 3-ft. with barrier between participants and are limited to a maximum of 50 participants
3. Multiple groups permitted in a space at once as long as:
  - a. Facilities allow for social distancing of participants and employees
  - b. 30-ft. of distancing is maintained between groups
  - c. Areas for each group are clearly marked to discourage interaction between groups
4. For open gym space, fitness center should assign 1 employee per 4,000 sq. ft. to monitor social distancing and sanitize equipment between uses
5. For open gym space, fitness centers should develop a method to inform members of available facility capacity before members arrive at the facility (e.g. reservation system, overview of days/ times when establishment is typically most crowded)
6. Fitness centers should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees' break time requirements

### ii. Encouraged best practices

1. Class schedule should be configured to minimize interaction between classes and allow for adequate cleaning time between classes
2. Stagger shift start and end times to minimize congregation of employees during changeovers
3. Minimize the number of in-person interactions among employees
  - a. If an in-person interaction or meeting of employees is necessary, limit to 50 people with social distancing

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-member visitor to enter, or while requiring them to wait in a designated area, fitness centers should ask whether external supplier or non-member visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, fitness centers should take external supplier or non-member visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Fitness centers should keep log of all external suppliers who enter premises
3. Suppliers and non-member visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-member visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Members should check for available capacity before going to the facility
2. Members should wear face coverings over their nose and mouth whenever not exercising (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. Before allowing entrance or before class, fitness centers should ask whether member is currently exhibiting COVID-19 symptoms. If member does have symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared
4. Members should clean and sanitize equipment (e.g., weights, treadmills, any equipment used outdoors) before and after use
5. Members should maintain 6-ft. of distance during exercise
6. Equipment should not be shared between members at the same time unless from the same household



### ii. Encouraged best practices

1. If practical, fitness centers should take member temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Members should arrive at facility dressed in workout attire
3. If practical, members should wear face coverings over their nose and mouth while exercising (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
4. Members should make a reservations for group fitness classes if practical

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# DAY CAMPS GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

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#### This document is applicable to businesses that meet the following criteria:

- Day camps not licensed by the Department of Children and Family Services (DCFS):
  - ♦ Examples of day camps include (non-exhaustive): recreational day camps, educational day camps, religious day camps
- In Phase IV, day camps are limited to:
  - ♦ Camps taking place during the day only (no overnight camps permitted)
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, day camps may operate at maximum of 50% of facility capacity with group sizes of 15 participants or fewer (limited to 10 children in programs with changing participants week-by-week). Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### All businesses may reopen if the following requirements are met:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

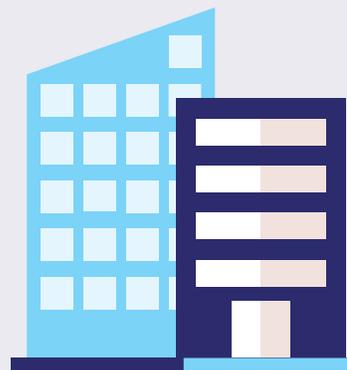
1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed according to CDC guidelines
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/ most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

**Guidelines specific to day camps:****PHYSICAL WORKSPACE****i. Minimum guidelines**

1. Day camp coordinator should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Activities should be set up to allow for 6-ft. of distancing between participants
3. If day camp is based outdoors, enough available indoor space should be secured to accommodate all participants (in adherence with guidelines around 6-ft. of distancing and 15 or fewer participants per group)
4. Day camp coordinator/ employees should refer to executive order for guidance on playground usage
5. For water-based activities, refer to [IDPH guidance on Swimming Facilities](#)

**ii. Encouraged best practices**

1. Emphasize outdoor, socially distant activities as much as possible
  - a. Hold activities requiring physical exertion and/ or exertion of voice outdoors when possible
2. Designate area (room) separate from others for anyone who exhibits COVID-like symptoms during hours of operation to isolate from others before being picked up to leave
3. Display visual markers 6-ft. apart to encourage social distancing in practical areas (e.g., eating area)
4. If practical, modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
5. If practical, eliminate common touchpoints (e.g., propping doors/ using touchless door pulls)
6. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
  - a. If one space is used by multiple participant groups at different points in time, all common areas and high-touch surfaces should be disinfected between groups
3. Day camp coordinators should make hand sanitizer available to participants, with sanitization stations available for each separate participant group
4. Minimize sharing of objects between non household individuals; if objects are to be shared, employees should sanitize equipment before and after use, including at the beginning and end of each day or in between groups (see [EPA approved list of disinfectants](#))
5. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Keep participant personal belongings separated and in individually labeled storage containers, cubbies, or areas. Belongings are taken home each day to be cleaned
2. Provide adequate supplies to minimize sharing of high touch materials to the extent possible (art supplies, equipment, etc. assigned to a single participant)
3. Assign any shared equipment to one household for length of day camp if practical

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. For indoor facilities, maximum occupancy of 50% of facility capacity permitted
2. Day camp coordinator should maintain groups sizes of 15 participants or fewer (limited to 10 children in programs with changing participants week-by-week)
  - a. If practical, day camp coordinator should maintain ratio of 2 adults per group
  - b. If not practical, day camp coordinator may assign 1 floater employee per every 2 groups
3. Multiple groups permitted of 15 or less permitted at once as long as:
  - a. Facilities allow for social distancing of all participants and employees
  - b. 30-ft of distancing is maintained between groups, and
  - c. Areas for each group are clearly marked to discourage interaction between groups
4. Day camp coordinator/ employees should limit group sizes for activities to 15 or fewer participants. If social distancing is not feasible, groups should be limited to people within the same household or activity should be suspended
5. Groups should be static, with no mixing of employees or participants between groups for the duration of the day camp
  - a. Exception may be made if there is a floater employee per every 2 groups
  - b. If the day camp runs on an alternating day/ shift schedule, group leaders/ employees may lead 2 groups across days/ shifts maximum
6. Day camp coordinator should assign employees to designated group of participants
7. Day camp coordinator should designate pool of substitute employees to replace employees as needed
  - a. Substitute employees should be used for full days only – no part-time substitutions are allowed
8. Day camp coordinator should evaluate common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirement contained within a collective bargaining agreement.
9. Day camp coordinator should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing



### ii. Encouraged best practices

1. If practical, participants from the same household should be placed within the same group
2. If indoors, day camp coordinator should designate room or space for each participant group to use for duration of the day camp
3. Stagger shift start and end times to minimize congregation of employees during changeovers
4. Employees should supervise young children when using sanitizer
5. Participants/ employees should wear colors corresponding with their group to make social distancing easier to manage/ enforce

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier, volunteer, or visitor to enter, or while requiring them to wait in a designated area, day camp coordinator should ask whether external supplier, volunteer, or visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, day camp coordinator should take external supplier, volunteer, or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Suppliers, volunteers, or visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. Volunteers should abide by static classroom guidelines applied to employees with no mixing between groups for the duration of the day camp/ volunteer period
4. Day camp coordinator should keep log of all external visitors who enter premises
5. No field trips outside of designated day camp area allowed
6. Family-style meals are not permitted
7. Reusable dishware, except for refillable water bottles, will not be allowed. All dishware should be single use and disposed of after each use



### ii. Encouraged best practices

1. Limit contact between visitors, day camp participants, and employees
2. Participant meals brought from home should be in single-use containers to be thrown out after each meal
  - a. If meals are stored in a communal refrigerator, they should be spaced apart and handled only by an employee
3. Provided snacks should be pre-packaged and only handled by staff utilizing safety guidelines
4. Parents dropping off or picking up kids should wait at designated drop-off/ pick-up areas and arrive during designated time window

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Enrollment in day camp should be coordinated in advance and completed online/ through the phone (e.g., no walk-ins)
2. Before being granted entrance to day camp, employees should ask whether participant is currently exhibiting COVID-19 symptoms. If a participant does have symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared
  - a. If practical, day camp coordinator should take participant temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
3. If participant does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. Day camp coordinator should maintain attendance log of participants
5. If the day camp coordinator is providing participants with transportation to and/or from the day camp program:
  - a. Interior of vehicle should be sanitized before and after use by participants
  - b. Day camp coordinator should provide hand sanitizer at the entrance of the vehicle
  - c. All riders should wash or sanitizer hands prior to boarding the vehicle
  - d. Participants, employees and drivers should wear masks when in the vehicle
  - e. Participants should maintain social distance from non-household members while in the vehicle
    - i. Participants should sit one to a seat unless sitting with one additional household member
    - ii. If practical, participants should sit in staggered rows (one participant per seat, per row)
  - f. If a rider in the vehicle is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed according to CDC guidelines
  - g. There should be a supervisor to oversee participants on the bus (can be bus driver)



### ii. Encouraged best practices

1. If practical, employers should take participant temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
  - a. Participant temperatures should be taken upon arrival to day camp. Anyone with a temperature of 100.4°F or above will not be permitted to remain on site
2. Participants should wear face covering over their nose and mouth at all times except for when eating, playing a musical instrument, or when outside and able to maintain a safe social distance (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. Participants should sanitize hands regularly

**If you have questions or need additional support:**  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)

**Additional Resources:**

- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [IDPH Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)

# YOUTH AND RECREATIONAL SPORTS GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

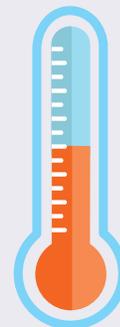
- Organizations operating recreational sport activities
  - ♦ Examples of youth and recreational sports include (non-exhaustive): competitive sports games or matches, competitive tournaments, group sports lessons, team or group sports practices
- In Phase IV, youth and recreational sports activities include drills, practices, lessons, and competitive gameplay
- For golf, refer to [guidance on Golf](#)
- For tennis, refer to [guidance on Tennis](#)
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, youth and recreational sports venues may operate at maximum of 50% of facility capacity, at maximum of 20% seating capacity for spectators, and with groups of up to 50. Capacity restrictions and group sizes will be reassessed based on the latest science and public health data on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#)
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to youth and recreational sports:

**PHYSICAL WORKSPACE****i. Minimum guidelines**

1. Sport organizers should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Non-competitive activities (e.g., practices, drills, lessons) should be set up to allow for 6-ft. of distancing between participants whenever possible
  - a. If social distancing cannot be maintained during game play, participants should still maintain 6-ft. of distancing while on the sidelines/ not directly involved in the game
3. If a sporting facility has stations for individual recreation activities, sport organizers should ensure at least 6-ft. between stations. If stations cannot be moved, sport organizers should limit number of open stations to ensure social distancing
4. Locker rooms and showers should be configured with signage, tape, and other markings to ensure participants can maintain 6-ft. of social distance
5. Sport organizers should designate an area for spectators with existing seating (e.g., bleachers) capped at 20% of capacity and ensure at least 6-ft. between seats occupied by spectators that are not members of the same household or party
  - a. Display visual markers (e.g., tape, cones) 6-ft. apart for seating
  - b. Remove any furniture/ block off areas not conducive to social distancing
  - c. If seats cannot be moved, venue operators should limit number of open seats to ensure social distancing (e.g., zip tie unused seats, remove seat bottoms, cover unused seats)
6. Concessions must follow [Restaurant and Bar guidelines](#) for all food and beverage operations and must be one of the following:
  - a. Delivered by a server who takes orders from guests while seated with distancing requirements laid out in [Restaurant and Bar guidelines](#); OR
  - b. At outdoor kiosk, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing OR
  - c. At indoor quick service areas over 500 square feet, purchased pre-packaged via “grab and go” (no queuing permitted)
  - d. At indoor quick service areas 500 square feet and under, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing

**ii. Encouraged best practices**

1. Display visual markers 6-ft. apart at any queue points (e.g. check-in, along sidelines, concessions)
2. Designate an area separate from others for anyone who exhibits COVID-like symptoms during the activity session to isolate from others before being picked up to leave
3. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical
4. If practical, expand seating beyond current capacity (e.g., bleachers, stands) by utilizing any available field/ court space to encourage social distancing between spectators
  - a. Use portable seating from other activity areas
  - b. Encourage spectators to bring their own additional seating (e.g., chairs) from home
5. Stream practices/ games online to minimize in-person spectating, if possible

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. For outdoor activities, sports organizers should make hand sanitizer or hand washing stations available to participants
4. Minimize sharing of high-touch equipment between non-household individuals. If equipment is to be shared, sports organizers should sanitize equipment before and after use (see [EPA approved list of disinfectants](#))
5. Sanitization of locker rooms and showers should be completed at the beginning and end of practice/ games at minimum
6. Sport organizer should sanitize any individual recreation stations before and after participant use
7. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



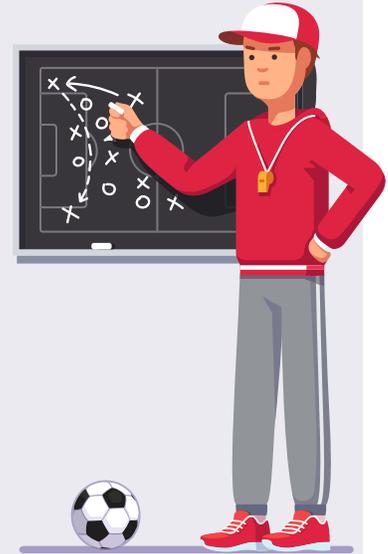
### ii. Encouraged best practices

1. If practical, sanitize shared equipment during use (e.g., between drills) and encourage frequent hand sanitizing or hand washing
2. If practical, assign shared equipment to one household for duration of sports season

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. For indoor facilities, maximum occupancy of 50% of facility capacity
2. Group sizes should be limited to 50 total participants, coaches, and referees (i.e. excludes spectators)
  - a. Any additional team members not participating in gameplay should sit on the sidelines 6-ft. apart from one another
3. During practice as well as competitive games, multiple groups of 50 or fewer participants permitted at once as long as:
  - a. Venue allows for social distancing of participants, employees and spectators
  - b. 30-ft of distancing is maintained between groups/ opposing teams on the sidelines
  - c. Areas for each group are clearly marked to discourage interaction between groups outside of competitive game play
4. Sport organizers should design a plan to allow for social distancing within the venue and if needed, designate employee(s) or coaches to monitor capacity limits and social distancing
5. Sport organizers should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements



### ii. Encouraged best practices

1. Stagger game and practice times to minimize congregation of groups
2. Teams/ groups should be static, with no mixing of employees or participants between groups for the duration of the season, if practical
3. Teams/ groups should not add new participants once the season has started
4. If practical, assign participants from the same household to the same team or group

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-participant visitor to enter, or while requiring them to wait in a designated area, sport organizers should ask whether external supplier or non-participant visitor is currently exhibiting COVID-19 symptoms
  - a. If practical, sport organizers should take external supplier or non-participant visitor temperature using thermometer (infrared/ thermal cameras preferred, touchless thermometers permitted)
2. Sport organizers should keep log of all external suppliers, visitors, spectators who enter premises
3. Suppliers and other visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
4. Spectators should wear face covering over their nose and mouth at all times except for when eating, drinking, or when outside and able to maintain a safe social distance (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
5. For indoor sports, limit spectators to immediate household members or guardians of participants



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-participant visitors and employees
2. For youth sports, suspend post-activity group snacks
3. As practical, parents dropping off or picking up participants should wait at designated drop-off/ pick-up areas and should arrive during designated time window
4. Volunteers should abide by static team/ group guidelines applied to employees with no mixing between groups for the duration of the season/ volunteer period, if practical
5. If practical, limit spectators to immediate household members or guardians of participants for both outdoor and indoor sports
  - a. Spectators from the same household should sit together

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Participants should wear face coverings over their nose and mouth whenever not exercising (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Before allowing participation in the sport, sport organizers or coaches should ask whether participant is currently exhibiting COVID-19 symptoms. If participant does have symptoms, they should wait to enter premises for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
3. Sport organizers or coaches should maintain attendance log of participants
4. Participants should wash hands with soap and water or use hand sanitizer before participating
5. Participants should bring their own source of water and refrain from using any communal sources of hydration (e.g., team water or sports drink jug)
6. No handshakes at the beginning or end of games and practice

### ii. Encouraged best practices

1. Before allowing entrance, sport organizers should ask whether participant is currently exhibiting COVID-19 symptoms
  - a. If practical, sport organizers should take participant temperature using thermometer (infrared/ thermal cameras preferred, touchless thermometers permitted)
2. Activity sessions should be held by appointment only (e.g., limit walk-ins, limit pick-up games)
3. Participants should sanitize hands regularly
4. Participants should avoid touching facility accessories (e.g., goal posts, flags)
5. Participants should use their own equipment (e.g., helmet, bat, gloves) as much as practical
6. Participants should place personal belongings at least 6-ft. away from others' personal belongings



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or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
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### Additional Resources:

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- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
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- [EPA Disinfectants for Use Against SARS-CoV-2](#)

# INDOOR & OUTDOOR RECREATION GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

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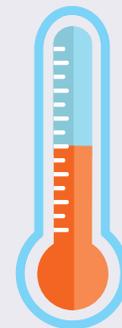
- Customer-facing establishments primarily engaged in providing indoor and outdoor recreational and amusement services
  - ♦ Examples of indoor and outdoor recreation businesses include (non-exhaustive): arcades, bingo halls, bowling alleys, escape rooms, ice skating, roller skating, laser tag, driving ranges, outdoor shooting ranges, paintball courses, outdoor adventure parks
  - ♦ Amusement parks, trampoline parks and indoor playgrounds should remain closed
  - ♦ Water parks and recreational swimming will be allowed to reopen in accordance with guidance published by IDPH
- **Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, indoor recreation facilities should operate at lesser of 50 customers OR 50% of facility capacity. Outdoor recreation facilities should limit group sizes to 50 customers, with multiple groups permitted if proper social distancing and group management is enforced. Capacity restrictions and group sizes will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#)
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to indoor and outdoor recreation:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Facility operators should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. If facility has stations for individual recreation activities, facility operator should ensure at least 6-ft. between stations. If stations cannot be moved, facility operator should limit number of open stations to ensure social distancing
3. Locker rooms and showers should be configured with signage, tape, and other markings to ensure members can maintain 6-ft. of social distance
4. Concessions must follow [Restaurant and Bar guidelines](#) for all food and beverage operations and must be one of the following:
  - a. Delivered by a server who takes orders from guests while seated with distancing requirements laid out in [Restaurant and Bar guidelines](#); OR
  - b. At outdoor kiosk, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing OR
  - c. At indoor quick service areas over 500 square feet, purchased pre-packaged via “grab and go” (no queuing permitted)
  - d. At indoor quick service areas 500 square feet and under, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at checkout

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, equipment rental counters) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Facility operators should thoroughly sanitize all rental and other utilized equipment before and after use by a customer. Rental equipment sanitization process should be properly displayed for customers and employees to comply with
4. Clean and disinfect occupied tables and seats between use by different groups or parties, and again at closing time
5. Sanitization of locker rooms and showers should be completed at least every hour
6. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Indoor recreation facilities should operate at lesser of 50 customers OR 50% of facility capacity
2. Outdoor recreation facilities should limit group sizes to 50 customers. Multiple groups permitted at once as long as:
  - a. Facilities allow for social distancing of customers and employees
  - b. 30-ft. of distancing is maintained between groups
  - c. Areas for each group are clearly marked to discourage interaction between groups
3. Facility operators should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
4. Facility operators should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
5. Facility operators should develop a method to inform customers of available facility capacity before customers arrive at the facility (e.g. reservation system, overview of days/ times when establishment is typically most crowded)



### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, facility operators should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, facility operators should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Facility operators should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Customers should check for available capacity before going to the facility

### ii. Encouraged best practices

1. Before allowing entrance, employers ask whether customer is currently exhibiting COVID-19 symptoms
  - a. If practical, employer should take customer temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. If practical, customers avoid touching facility accessories (e.g., pin flags, targets)

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- [EPA Disinfectants for Use Against SARS-CoV-2](#)

# MEETINGS AND SOCIAL EVENTS GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

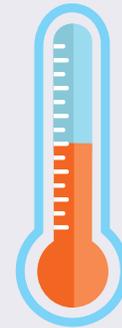
- Hotel meeting rooms and ballrooms, as well as other indoor and outdoor event venues. Excludes arenas, stadiums, and other mass gathering venues
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, meetings and social events are limited to lesser of 50 guests OR 50% of overall room capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#)
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with coworker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



### ii. Encouraged best practices

1. If practical, a one-time nasal swab for RT-PCR testing of all live performers should be obtained within forty-eight to seventy-two hours prior to the start of work on set or location

<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to meetings and social events:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Venue operators should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. On website and digital ticket purchasing sites, event hosts should clearly indicate face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit in multiple languages as needed
3. Venue operators should allow for 6-ft. spacing between occupied front desk workstations OR if not practical, install an impermeable barrier between front desk workstations
4. Venue operators and event host should arrange furniture in event space to be at least 6-ft. apart (e.g., tables, chairs). If furniture cannot be moved, venue operators and event hosts should limit furniture use to ensure social distancing
5. Venue operators should have a plan to limit congregation during entry/ exit and throughout duration of the event
6. Venue operators should close all dance floors
7. Venue operators and event hosts should follow [Restaurant and Bar guidelines](#) for all food service, including the following additional minimum guidelines:
  - a. Eliminate water carafes on meeting tables and/or water stations; individual bottled water or beverages should be provided upon request
8. Live music is permitted but employees and performers should follow social distancing guidelines, keeping the maximum distance possible from each other and from customers. Performers should wear face coverings where possible and the use of barriers between singers and customers and employees during the performance is strongly encouraged; additional guidelines for performers can be found in the [Theaters and Performing Arts guidelines](#)



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barrier between employee and customer at check-in/check-out points
3. If practical, implement touchless check in or registration
4. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls)
5. If practical, designate doors as entry-only and exit-only to reduce likelihood of close contact and congestion points
6. If check-in is required, event hosts provide opportunities for guests to check in ahead of time online
7. If practical, designate staging area for taxis and rideshare vehicles to drop attendees off
8. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical
9. Prepare a venue-specific emergency evacuation plan that allows for patrons to maintain 6-ft social distancing
10. Where possible, minimize use of coat and bag checks and clean area frequently

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#)
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 30 minutes recommended for high-traffic areas
3. Clean and disinfect occupied tables and seats between use by different groups or parties, and again at closing time
4. Clean and disinfect audio-visual equipment, including any buttons, displays, props, microphones, podiums, photo booths and other customer-facing equipment after each use
5. Valet staff should perform cleaning of vehicle in compliance with [GSA protocols](#)
6. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Allot extra time between event programming to allow for more frequent cleaning

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Limit to the lesser of 50 people or 50% of room capacity
2. Multiple groups of 50 or fewer are permitted at once as long as:
  - a. Facilities allow for social distancing of groups
  - b. Groups meet in separate rooms during the meeting or event
  - c. Event start/ end times are staggered to discourage interaction
  - d. Groups are static for duration of meeting or event. If event includes multiple sessions, participants should remain in one room, and speakers/ presenters should rotate between rooms or be digitally displayed (e.g. projected, livestreamed) in multiple rooms
3. Venue operators should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
4. Venue operators should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, employers should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, venue operators should take external supplier (non-vendor) or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Venue operators should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth, except while seated throughout duration of meeting or event (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

### ii. Encouraged best practices

1. Before allowing entrance, employers ask whether customer is currently exhibiting COVID-19 symptoms
  - a. If practical, employers should take customer temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. If practical, implement touchless transactions/ registration for guests upon arrival to the event (e.g. mobile check-in, meeting organizer mails badges to attendees in advance)
3. If applicable, customers should be encouraged to register for event or meeting online in advance



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# MUSEUMS GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

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#### This document is applicable to businesses that meet the following criteria:

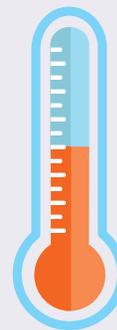
- Establishments primarily engaged in the preservation and exhibition of objects of historical, cultural, and educational value
  - ♦ Examples of museums include (non-exhaustive): museums, aquariums
- **Note:** In Museums Guidelines, "employee" means paid employee or volunteer
- **Note:** Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, museums may operate public-facing areas of establishment at no more than 25% of occupancy at any given time. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to museums:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Establishment operators should [display signage](#) signage at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Allow for 6-ft. spacing between occupied ticketing workstations OR if not practical, install an impermeable barrier between ticketing workstations
3. Establishment operators should monitor social distancing and display visual markers 6-ft. apart at attractions to designate where guests may stand to view exhibits
4. Hands-on exhibits should be closed or modified to eliminate the hands-on component (e.g. interactive touch screens, historical replicas, etc.)
  - a. Rides should be closed
5. Concessions must follow [Restaurant and Bar guidelines](#) for all food and beverage operations and must be one of the following:
  - a. Delivered by a server who takes orders from guests while seated with distancing requirements laid out in [Restaurant and Bar guidelines](#); OR
  - b. At outdoor kiosk, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing OR
  - c. At indoor quick service areas over 500 square feet, purchased pre-packaged via “grab and go” (no queuing permitted)
  - d. At indoor quick service areas 500 square feet and under, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at guest queue points
2. If practical, install impermeable barrier between employee and guest at checkout
3. If practical, implement touchless transactions
4. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls)
5. If practical, designate doors as entry-only and exit-only to reduce likelihood of close contact and congestion points
6. Where possible, minimize use of coat and bag checks and clean area frequently
7. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical



## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Establishment operators should thoroughly sanitize all audio guide equipment before and after use by a guest OR suspend use of audio guide equipment
  - a. If practical, establishment operators may consider sending guest a link to audio files that can be played on guest's device
4. Follow [NCPTT-recommended cleaning procedures](#) for disinfecting cultural resources, if appropriate
5. For seated video exhibits, establishment operators should follow [Theatres and Performing Arts guidelines](#)
6. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Public-facing areas of establishment should operate at no more than 25% of occupancy at any given time
2. Guided tour groups should be limited to 50 or fewer guests per tour guide. Social distance of at least 6-ft. should be maintained between non-household individuals
3. Establishments should have a plan to limit congregation at entry/exit points
  - a. Sell tickets in advance; minimize unscheduled entries
  - b. Schedule staggered guest arrival times (timed ticketing)
4. Establishment operators should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
5. Establishment operators should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
6. Establishment operators should develop a method to inform customers of available facility capacity before customers arrive at the facility (e.g., reservation system, overview of days/ times when establishment is typically most crowded)

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. Stagger tour start and end times

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-guest visitor to enter, or while requiring them to wait in a designated area, establishment operators should ask whether external supplier or non-guest visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, establishment operators should take external supplier or non-guest visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Establishment operators should keep log of all external suppliers who enter premises
3. Suppliers and non-guest visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Guests should wear face coverings over their nose and mouth, but may remove while viewing outdoor exhibits if maintaining at least 6-ft. distance from non-household persons (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Guests should check for available capacity before going to the establishment

### ii. Encouraged best practices

1. Before allowing entrance, establishment operators ask whether guest is currently exhibiting COVID-19 symptoms
  - a. If practical, establishment operators should take guest temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Guests are encouraged to purchase tickets online



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# THEATERS & PERFORMING ARTS GUIDELINES



Illinois  
Department of Commerce  
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## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

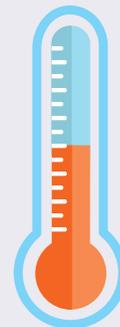
- Seated theaters, cinemas, and performing arts centers primarily engaged in showing live or pre-recorded performances
  - Examples of productions shown by theaters and cinema businesses include (non-exhaustive): plays, musicals, orchestras, operas, comedy/ improvisational shows, movies, pre-recorded events
- These guidelines apply to ticketed events with seating available for all customers; general admission shows and/or events without seating (e.g., standing room only) are not permitted at this time
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, indoor theaters and performing arts venues should operate at lesser of 50 guests OR 50% of overall theater or performance space capacity. Outdoor theaters and performing arts venues should operate at 20% of overall theater or performance space capacity. Capacity restrictions and group sizes will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



### ii. Encouraged best practices

1. A one-time nasal swab for RT-PCR testing of all live performers should be obtained within forty-eight to seventy-two hours prior to the start of work on set or location

<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to theaters and performing arts:

**PHYSICAL WORKSPACE****i. Minimum guidelines**

1. Venue operators should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. On website and digital ticket purchasing sites, event organizers should clearly indicate face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
3. Allow for 6-ft. spacing between occupied ticketing workstations OR if not practical, install an impermeable barrier between ticketing workstations
4. Venue operators should ensure at least 6-ft. between seats occupied by patrons that are not members of the same household or party. If seats cannot be moved, venue operators should limit number of open seats to ensure social distancing
5. For live performances, all individuals should maintain 6-ft. of social distancing unless job duty cannot be performed without proximity (e.g. actors performing, hair, make-up, costumes) and should wear face coverings if practical (e.g., string instrument performers in orchestra)
6. For live performances, if first row of seating is within 6-ft. of stage, then any seating within 6-ft. of stage should be closed OR impermeable barrier should be installed between stage and patrons
7. Concessions must follow [Restaurant and Bar guidelines](#) for all food and beverage operations and must be one of the following:
  - a. Delivered by a server who takes orders from guests while seated with distancing requirements laid out in [Restaurant and Bar guidelines](#); OR
  - b. At outdoor kiosk, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing OR
  - c. At indoor quick service areas over 500 square feet, purchased pre-packaged via “grab and go” (no queuing permitted)
  - d. At indoor quick service areas 500 square feet and under, purchased pre-packaged via “grab and go” with queuing areas clearly marked to observe social distancing
8. Concession stand employees should not refill patron food (e.g. popcorn) and/or beverage containers. Refills are still allowed at venue operators’ discretion, but must be completed using new food and/or beverage containers

**ii. Encouraged best practices**

1. Display visual markers 6-ft. apart at patron queue points
2. If practical, install impermeable barrier between employee and patron at checkout
3. If practical, implement touchless transactions
4. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls)
5. If practical, designate doors as entry-only and exit-only to reduce likelihood of close contact and congestion points
6. For events that have security, utilize walk-through magnetometers to allow security workers to maintain social distance and avoid patting down any patrons
  - a. If not practical, security workers performing pat-down searches should wear appropriate face coverings and gloves and have access to a hand washing and/or sanitizing station



7. If practical, designate staging area for taxis and rideshare vehicles to drop patrons off
8. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical
9. Prepare a venue-specific emergency evacuation plan that allows for patrons to maintain 6-ft. social distancing
10. For live performances with musical accompaniment where orchestra pit space is limited, consider remote pit options
11. If practical, performers use their own equipment (e.g., instruments, microphones)
12. Where possible, minimize use of coat and bag checks and clean area frequently

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms, dressing rooms) and surfaces touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 30 minutes recommended for high-traffic areas
3. Clean and disinfect occupied tables and seats between use by different groups or parties, and again at closing time
4. For live performances, minimize sharing of high-touch props and equipment between non-household participants. If props and equipment are to be shared, individuals (e.g. performers or support staff) should sanitize equipment before and after use ([see EPA approved list of disinfectants](#)) and are encouraged to wash or sanitize hands
5. Valet staff should perform cleaning of vehicle in compliance with [GSA protocols](#)
6. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Allot extra time between show times and/or events to allow for more frequent cleaning

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Indoor venues should operate at lesser of 50 guests OR 50% of overall theater or performance space capacity. Outdoor seated venues should operate at 20% of overall theater or performance space capacity
  - a. If venue has multiple performance areas, capacity restriction should apply to each theater or performance space
2. Venue operators should have a plan to allow for social distancing within the venue and if needed, designate employee(s) to monitor capacity limits and social distancing
3. Venue operators should have a plan to limit congregation during entry/exit and throughout duration of the event, including any intermission
  - a. For venues with multiple theaters or performance areas, schedule staggered show start and end times
  - b. If practical, schedule staggered patron arrival times (timed ticketing), with email or mobile notification
  - c. If practical, allow patrons to select their entry time and location
  - d. If practical, limit number of unscheduled entries
  - e. If practical, designate specific point of entry for patrons based on seating location
  - f. If practical, release patrons by row, beginning with those closest to exits (use videoboard/ PA announcer to facilitate release)
4. If applicable, venue operators should create plan to limit congregation in parking lots and assign parking spaces to patrons during the digital sales process
5. Venue operators should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
6. Venue operators should develop a method to inform customers of available facility capacity before customers arrive at the facility (e.g. reservation system, overview of days/ times when establishment is typically most crowded)

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers



## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-patron visitor to enter, or while requiring them to wait in a designated area, venue operators should ask whether external supplier or non-patron visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, venue operators should take external supplier or non-patron visitor temperature using thermometer (infrared/ thermal cameras preferred, touchless thermometers permitted)
2. Venue operators should keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-patron visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Patrons should wear face coverings over their nose and mouth, except while seated within a venue (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Patrons should check for available capacity before going to the facility

### ii. Encouraged best practices

1. Before allowing entrance, venue operators ask whether patron is currently exhibiting COVID-19 symptoms
  - a. If practical, venue operators take patron temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. If practical, implement touchless transactions/ registration for patrons upon arrival to the event (e.g. mobile ticketing/ check-in)
3. If applicable, patrons are encouraged to purchase online tickets in advance of the show or performance



**If you have questions or need additional support:  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)**

**Additional Resources:**

- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [IDPH Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
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- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)

# FILM PRODUCTION GUIDELINES



Illinois  
Department of Commerce  
& Economic Opportunity  
JB Pritzker, Governor

**RESTORE ILLINOIS**  
A Public Health Approach To Safely Reopen Our State

## PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

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The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

### This document is applicable to businesses that meet the following criteria:

- Conduct stage and location operations to support the production of film and television:
  - ♦ Examples of covered activities include (non-exhaustive): Fitting and tailoring costume, equipment testing, transportation, lighting, costuming, set dressing, acting, directing, cinematography, sound, video, special effects
- For other activities supporting film production, please refer to the applicable Phase IV workplace guidelines (non-exhaustive):
  - i. [Offices guidelines](#): administrative, clerical, accounting, set and costume design, casting, writing, story boarding, equipment rental
  - ii. [Personal care services guidelines](#): Hair, make-up
  - iii. [Manufacturing guidelines](#): Carpentry, electrical, painting, demolition of sets, site scouting, logistic planning, breakdown of design elements, restoration of property
  - iv. [Restaurant and Bar guidelines](#): Catering
- **Note:** As of release, film production workplaces may operate at maximum of 50% of sound stage or location capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

### All film production operations are also subject to local permitting authority

### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

# HEALTH MONITORING

## i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



## ii. Encouraged best practices

1. A one-time nasal swab for RT-PCR testing of all cast and crew should be obtained within forty-eight to seventy-two hours prior to the start of work on set or location

<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

## Guidelines specific to film production:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Stage and location operations
  - a. Employers should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
  - b. All individuals should maintain 6-ft. of social distancing unless job duty cannot be performed without proximity (e.g. actors performing, hair, make-up, costumes)
  - c. When social distancing is not possible (e.g. performer and make-up artist), proximity or contact should be kept to the shortest amount of time possible and face coverings should be worn by the other cast or crew members
  - d. Hair and makeup application should comply with [Personal care services guidelines](#). Face coverings should be worn by both technician and person receiving services or for services which require person receiving services to remove mask, technician should wear both a face mask and eye protection (e.g., face shield, protective glasses)
  - e. Work locations should be separated into zones with designated working groups. Each working group should have limited in-person interaction with others on stage or location
  - f. Castings should be done by self-tape. If practical, virtual auditions should be used
    - i. If not possible, auditions should be done by appointment only (no open calls) and employers should remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing. Any surfaces in waiting area (e.g., seats) should be disinfected after use
  - g. Trucks, tents and other areas should be configured to promote social distancing. Where practical, extra trucks and tents should be used to promote social distancing
  - h. Minimize the use of shared work materials (e.g., props) and wherever possible assign talent and crew individualized equipment, scripts, and other materials
  - i. Employers should provide adequate trash receptacles for cast and crew to discard any used PPE
  - j. Crowd scenes should be limited to 50 people or fewer
  - k. For any on stage or location vehicle usage:
    - i. Interior of vehicle should be sanitized before and after use by cast and crew
    - ii. Employers should provide hand sanitizer at the entrance of the vehicle
    - iii. All passengers should wash or sanitizer hands prior to boarding the vehicle
    - iv. Cast and crew should wear masks when in the vehicle
    - v. Vehicles should operate at a maximum of 50% of vehicle capacity
    - vi. If a rider in the vehicle is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
  - l. Limit elevator capacity to allow for 6-ft. of social distancing



2. Craft services and catering
  - a. Catering to the stage or location should comply with [Restaurant and Bar guidelines](#)
  - b. Buffets should adhere to additional minimum guidelines:
    - i. Patrons should not self-serve food at any-time
    - ii. Designated staff (e.g., buffet attendant) should serve onto patron's plate wearing appropriate face covering and gloves, while maintaining 6-ft social distancing with patrons and other employees
    - iii. Separate buffet stations should maintain 6-ft distancing and allow for social distancing between patrons throughout establishment
    - iv. Impermeable barriers should be put in place between servers and patrons; patron and servers should not exchange or pass the same plate multiple times
    - v. Queue points should be established 6-ft apart with markers to encourage social distancing
    - vi. Queue should be limited to patrons in respective party to the extent possible
    - vii. Utensils used for serving should be changed hourly
  - c. Meals and snacks should be served in individually packaged or wrapped portions
  - d. Eating utensils should be disposable and individually wrapped
  - e. Use of shared food items, such as menus or condiments, should be eliminated. Items should be disposable and single serve
  - f. Areas for meal service should be configured to allow for 6-ft. of social distancing between cast and crew

**ii. Encouraged best practices**

1. Display visual markers 6-ft. apart at any queue points or points of congregation
2. If practical, modify traffic flow to minimize contact (one-way traffic, designated entrance and exit)
3. If practical, use equipment that is most compliant with social distancing and hygiene (e.g. use boom mics instead of lav mics)
4. Implement measures to minimize scenes with close contact between performers, such as amending scripts or use of digital effects
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical
6. Prioritize locations where filming can be done at a distance from the general public
7. Designate multiple viewing monitors for non-essential individuals to review footage
8. Limit food and beverage stations to the extent possible
  - a. If practical, employees wearing appropriate face coverings and gloves should serve food or beverage in unused containers and set aside for patron pickup. No patron should serve themselves, and new or freshly sanitized containers should be required for refills
9. Food and drink should only be consumed in designated areas to ensure that face coverings are worn consistently
10. Where practical, cast should bring their own props (e.g., cell phone) and costumes to avoid sharing



## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on a weekly basis
2. Clean and disinfect common areas (e.g., restrooms) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every two hours recommended for high-traffic areas
3. Employers should provide hand washing or sanitization stations that are easily accessible from anywhere on the stage or location and have a plan in place for ensuring all stations are adequately stocked at all times
4. All equipment (e.g., props, tools), shared clothing, wigs or other shared prosthetics, and set materials should be sanitized before and after each use
5. All individuals should wash or sanitize hands before and after handling shared equipment
6. Stages and locations should be cleaned every night after wrap
7. Cast and crew should frequently wash hands (e.g., upon arrival; after blowing nose, coughing or sneezing; after using the restroom; before and after eating or drinking; after contact with animals or pets; after handling shared equipment; after cleaning or disinfecting equipment or workspaces)
8. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



### ii. Encouraged best practices

1. Provide cast and crew with portable hand sanitizer

## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Maximum 50% of sound stage or location capacity
2. Any activities that can be done virtually, should be done virtually (e.g. production meetings, table reads, casting sessions)
3. Employers should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
4. Employers should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
5. Meal times, shift start/end and other large group activities should be staggered to limit congregation



### ii. Encouraged best practices

1. Minimize the number of in-person interactions among employees
  - a. If an in-person meeting is necessary, limit to 50 people with social distancing
2. If practical, implement touchless check-in for talent
3. Cast that are minor children may be accompanied by up to two (2) adults such as a parent, guardian and/or educator. Children should stay with their parent or guardian and remain masked, when not on set
4. Cast and crew should stay on location during the workday, including all breaks

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or visitor to enter, or while requiring them to wait in a designated area, employers should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, employers should take external supplier or visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Employers should keep log of all external suppliers who enter premises
3. Suppliers and visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
4. Non-essential visitors to stage and location should be limited
5. Live audiences should comply with [Theaters and Performing Arts guidelines](#)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ visitors and employees

**If you have questions or need additional support:**  
 Please call our hotline at 1-800-252-2923  
 or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
 or return to [illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)

### Additional Resources:

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- [CDC Workplace Decision Tool](#)
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- [IDPH Testing Guidance](#)
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- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)



# ZOOS GUIDELINES

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#### This document is applicable to businesses that meet the following criteria:

- Establishments primarily engaged in the preservation and exhibition of live plant and animal life displays
  - ♦ Examples of Zoos include (non-exhaustive): zoos, botanical gardens
- **Note:** in Zoos Guidelines, “employee” means paid employee or volunteer
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, zoos may operate public-facing areas of establishment at no more than 25% of occupancy at any given time and indoor exhibits should be closed. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

# HEALTH MONITORING

## i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employers should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms in the workplace or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

Guidelines specific to zoos:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Establishment operators should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Allow for 6-ft. spacing between occupied ticketing workstations OR if not practical, install an impermeable barrier between ticketing workstations
3. Indoor exhibits should be closed
4. Establishment operators should monitor social distancing and display visual markers 6-ft. apart at attractions to designate where guests may stand to view exhibits
5. Hands-on exhibits should be closed or modified to eliminate the hands-on component (e.g. interactive touch screens, historical replicas, etc.)
  - a. Rides should be closed
6. Concessions must follow [Restaurant and Bar guidelines](#) for all food and beverage operations and must be one of the following::
  - a. Delivered by a server who takes orders from guests while seated with distancing requirements laid out in [Restaurant and Bar guidelines](#); OR
  - b. At outdoor kiosk, purchased pre-packaged via "grab and go" with queuing areas clearly marked to observe social distancing OR
  - c. At indoor quick service areas over 500 square feet, purchased pre-packaged via "grab and go" (no queuing permitted)
  - d. At indoor quick service areas 500 square feet and under, purchased pre-packaged via "grab and go" with queuing areas clearly marked to observe social distancing



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at guest queue points
2. If practical, install impermeable barrier between employee and guest at checkout
3. If practical, implement touchless transactions
4. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls)
5. If practical, designate doors as entry-only and exit-only to reduce likelihood of close contact and congestion points
6. Where possible, minimize use of coat and bag checks and clean area frequently
7. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Establishment operators should thoroughly sanitize all audio guide equipment before and after use by a guest OR suspend use of audio guide equipment
  - a. If practical, establishment operators may consider sending guest a link to audio files that can be played on guest's device
4. Follow [NCPTT-recommended cleaning procedures](#) for disinfecting cultural resources, if appropriate
5. For seated video exhibits, establishment operators should follow [Theaters and Performing Arts guidelines](#)
6. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Public-facing areas of establishment should operate at no more than 25% of occupancy at any given time
2. Guided tour groups should be limited to 50 or fewer guests per tour guide. Social distance of at least 6-ft. should be maintained between non-household individuals
3. Establishments should have a plan to limit congregation at entry/exit points
  - a. Sell tickets in advance; minimize unscheduled entries
  - b. Schedule staggered guest arrival times (timed ticketing)
4. Establishment operators should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
5. Establishment operators should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
6. Establishment operators should develop a method to inform customers of available facility capacity before customers arrive at the facility (e.g., reservation system, overview of days/ times when establishment is typically most crowded)

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. Stagger tour start and end times

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-guest visitor to enter, or while requiring them to wait in a designated area, establishment operators should ask whether external supplier or non-guest visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, establishment operators should take external supplier or non-guest visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Establishment operators should keep log of all external suppliers who enter premises
3. Suppliers and non-guest visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-guest visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Guests should wear face coverings over their nose and mouth, but may remove while viewing outdoor exhibits if maintaining at least 6-ft. distance from non-household persons (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Guests should check for available capacity before going to the facility

### ii. Encouraged best practices

1. Before allowing entrance, establishment operators ask whether guest is currently exhibiting COVID-19 symptoms
  - a. If practical, establishment operators should take guest temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Guests are encouraged to purchase tickets online



**If you have questions or need additional support:  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [Illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)**

**Additional Resources:**

- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [IDPH Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)