



OFFICE OF COUNTY MAYOR GLENN JACOBS

Knox County Health Department • 140 Dameron Avenue, Knoxville, TN 37917-6413

May 1, 2020

Order of Knox County Health Department Allowing Knox County Businesses to Reopen While Encouraging Continued Adherence to Health Guidelines to Limit The Spread Of COVID-19

Pursuant to Executive Order 30 of the Governor of the State of Tennessee dated April 28, 2020, which vests the Knox County Health Director, under Section 1(c), with the authority to issue additional orders or measures related to the containment or management of the spread of the COVID-19, which permits the Knox County Health Director to issue more or less stringent guidelines than those of the governor, regarding the opening, closure, or operation of businesses, organizations, or venues in Knox County including those listed in Paragraph 11 of said order No. 30, including but not limited to those referred to as “businesses or organizations that perform close-contact personal services.”

1.) Let it therefore be ordered by the Knox County Health Director, that Knox County adopts the orders of the State of Tennessee and the governor’s guidance and recommendations under Executive Orders 30 and 31 regarding the following:

- Individuals,
- Employers,
- Social gatherings of more than 10 individuals,
- Staying at home recommendations,
- Persons are urged to wear face covering in public places,
- Nursing homes and similar facilities closed to visitors,
- Special care should be taken to protect vulnerable populations
- Each business should follow the Community Strategy for Reopening
- Persons with COVID-19 or COVID-19 symptoms must stay at home
- Employers shall not require or allow employees with COVID-19 to report to work

2). Now therefore, let it be ordered that the following business that perform close-contact personal services shall be reopened to the public in Knox County effective 08:00 a.m. Eastern Daylight Time on this Date of May 1, 2020

- Barber Shops;
- Hair salons;



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- Waxing Salons;
- Threading salons;
- Nail salons or spas
- Spas providing body treatments;
- Body Art facilities or tattoo services;
- Tanning salons; or
- Massage-therapy establishments or massage services.

The following guidelines are recommended for implementation for each business for the continued health and safety of Knox County Citizens throughout this phase of reopening businesses in Knox County. Where these guidelines conflict with those issued by the State of Tennessee, the local guidelines should be followed.

3). General Guidelines for Everyone

This section provides recommended general guidelines:

A good practice is for individuals to assume they are infectious and that others are infectious as well, regardless of whether they exhibit symptoms.

Individuals (Including Employees, Customers & the General Public)

Use Physical Distancing Whenever Possible

- In public, **stay at least 6 feet away from others not from your household** whenever possible. Remember **“farther is safer.”**

Continue to Practice Good Hygiene

- It is strongly recommended (and at times required per the phase guidelines) that you wear a **cloth face covering (mask)** when unable to consistently maintain 6 feet of physical distancing while in public.
- **Wash your hands** with **soap and water** or use **hand sanitizer (containing at least 60% alcohol)**, especially after touching frequently used items or surfaces.
- **Avoid touching your face.**
- Sneeze or cough into a **tissue** or the **inside of your elbow**. Dispose of tissues after a **single use**.
- **Regularly disinfect** frequently used items and surfaces using **soap and water** or **EPA-registered household disinfectants** (including **bleach** and **cleaners containing at least 70% alcohol**).

People Who Feel Sick or Have Been Told to Isolate/Quarantine Should Stay Home

- **Stay home if you feel sick or have been told to isolate/quarantine** due to potential exposure, illness or while awaiting test results. **Do not go to work, school, stores, etc.**
- If you are concerned about your health, contact and follow the advice of your **medical provider**.



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Show Courtesy to Others, Especially Workers

- When patronizing a business, **stay at least 6 feet away from employees** whenever possible.
- **Follow directions on safety signage** displayed in businesses.
- **Be a part of keeping things clean:** Use hand sanitizer stations, cloth face coverings, grocery cart sanitizer wipes, and other means to protect yourself and others.
- Remember to **tip workers** when appropriate. When tipping is not customary, remember a **“thank you”** is always appreciated.

Higher-risk Individuals

While this document provides guidance to allow our community to begin reopening, **individuals must consider their personal risk** and determine whether to increase their interactions in the community as phases progress. Throughout all phases, higher-risk individuals are strongly encouraged to follow the guidance specifically for them. **In Phase One and Phase Two, this means to stay at home** as much as possible. **In Phase Three, this means resuming public interactions with physical distancing.**

Higher-risk individuals include those **over the age of 65**, and those with **serious underlying health conditions**, such as high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised.

Employers & Other Organizations

Implement strategies addressing the safety of two broad categories of people:

- **Customers**, clients, members of the public, etc.
- **Employees**, coworkers, contract employees, etc.

Develop and implement appropriate policies, in accordance with federal, state, and local regulations and guidance, and informed by industry best practices, regarding:

- **Physical distancing and protective equipment.** These practices may include:
 - Requiring employees to **wear cloth face coverings (or PPE in medical settings or where industry guidance instructs its use)** when unable to consistently maintain 6 feet of physical distancing.
 - For as long as possible, allowing **telecommuting**, especially for higher-risk individuals. Allowing **flexible hours** and **staggered shifts** to increase physical distancing for employees as they enter and leave the workplace.
 - Creating **signs and barriers** that reinforce 6 feet of physical distancing for the protection of your employees and the public.
 - **Marking the floors** where necessary to provide customers clear direction when **waiting in line**. Implementing **one-way aisles**.
 - Considering **making stickers for employees** to wear that remind customers to maintain 6 feet of distance.



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- Creating **plexiglass protective barriers for employees working registers or providing close proximity services.**
- If the business has overhead announcements, **regularly playing announcements** encouraging the maintenance of 6 feet of distancing.
- Encouraging customers to come during **non-peak hours**. Implementing **special hours for seniors and other higher-risk individuals**. **Offering or continuing to offer delivery or curbside pickup** options.
- **General Sanitation.** These practices may include:
 - Encouraging employees to engage in **hand washing** (or the use of hand sanitizer if hands are not visibly soiled) after each customer interaction.
 - Having **hand sanitizer available at the entrance** of the business for customers.
 - **Discouraging workers from using other employees' equipment**, including phones, desks, offices or other work tools, when possible. When not possible, **hand sanitizer** should be used both prior to use of communal items and immediately after.
 - **Routinely sanitizing shared surfaces and equipment throughout the day and between users.**
 - Offering customers single-use grocery bags.
 - Considering placing **limitations on returns** or extending the window in which returns can be made to the place of business.
- **Use and disinfection of common and high-traffic areas.** Follow guidance from the CDC for [Cleaning and Disinfecting Your Facility](#), [Cleaning and Disinfection for Community Facilities](#), and [Cleaning and Disinfecting Non-emergency Transport Vehicles](#). These practices may include:
 - Having a **clear plan for enhanced cleaning protocols**, including who is responsible for each task. **Modify business hours** if necessary to allow for deep cleaning.
 - Dedicating an employee to working at the entrance **sanitizing carts and baskets** and encouraging the use of hand sanitizer.
 - Cleaning the **credit card touch screen and/or keypad** after each customer use. Regularly cleaning **checkout lanes or counters**.
 - Cleaning **pens, menus and other communal items** after each use.
- **Business travel.** These practices include:
 - Following guidance outlined in each phase. Look up the **state and local laws for the area** where your employee will travel **and if CDC has guidelines for quarantining after travel**.
 - Remaining aware of the **COVID-19 activity in the area** where your employee will travel.

Monitor workforce for COVID-19 symptoms and take action.

- **Screen all employees daily by asking the following questions:** Have you been told to quarantine/isolate by a medical provider or the health department?; Have you had face-to-face contact for 10 or more minutes with someone who has COVID-19?; Are you feeling ill and/or



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experiencing any of **the symptoms of COVID-19 (regularly check the CDC website for an updated list)**? **If yes, they should not enter the worksite and should contact their doctor.**

- While it is preferred that **employers conduct daily employee temperature checks with a no-touch thermometer** before they enter the workplace, **employee daily temperature self-checks** are appropriate when a thermal thermometer is not available or daily employer checks are not practical. Communicate the policy with employees. **Daily temperature checks are a tool in your toolbox; they do not replace the need to follow the other recommendations.**
- **Require any employee to quarantine/isolate** according to the guidance of their medical provider or the Knox County Health Department when the employee is:
 - A **positive case** for COVID-19; OR
 - Waiting for their **results of a COVID-19 test**; OR
 - A **close contact** of someone with COVID-19.
- **Do not allow symptomatic people to physically return to the workplace** until they are symptom-free and fever free for 72 hours without the use of fever-reducing medication or have been released from quarantine/isolation. **Employees should not be required to have a negative test to return to work.**
- Consider implementing generous **sick leave policies** to encourage employees to report their illnesses and stay home.
- **Maintain employee privacy by not unnecessarily sharing information** with others about their illness. Health information is protected by federal law.

Develop and implement ways to track close contact interactions.

- It is recommended that employers prepare and implement strategies for determining and tracking **close contact interactions between staff and between staff and customers** (for example, keeping detailed appointment records and worker shift pairings so you can easily help public health determine close contacts, if needed). This will allow potential cases to be **isolated quickly should an employee or customer test positive for COVID-19**, preventing future transmissions which **protects health** and the **employer's ability to continue to serve the community.**

Initial Opening

Starts May 1, 2020

Individuals

All individuals should engage in the following **phase-specific practices when in public** and regularly **sanitize frequently touched surfaces in their homes**:

- Continue following the **Five Core Actions (pages 5-6)**:



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- **Physical distancing** of at least 6 feet when in public, except with members of your household – **“Farther is Safer.”**
- **Wearing cloth face coverings** when physical distancing cannot be consistently maintained.
- **Handwashing** with soap and water or hand sanitizer if hands are not visibly soiled.
- **Cleaning surfaces** with soap and water or disinfectant.
- **Staying home** if you are sick or instructed to isolate/quarantine.
- Continue following the **General Guidelines for Everyone Throughout all Phases (pages 14-16)**.
- **Social settings and gatherings are limited to 10 people maximum (and 6 people maximum per table for public dining)**. Avoid social settings of more than 10 people that do not readily allow for maximizing physical distancing.
- It is strongly recommended that households **continue to send only one household member to shopping areas at a time**.
- **Minimize non-essential travel** and follow CDC guidelines regarding quarantine following travel.

Higher-risk Individuals

- **Stay at home as much as possible.**
- Continue following the **General Guidelines for Everyone Throughout all Phases (pages 14-16)**.
- Members of households with higher-risk residents should be aware that by returning to work or other environments where distancing is not practical, **they could carry the virus back home**.

General Guidance for Employers and Other Organizations

- Continue following the **General Guidelines for Everyone Throughout all Phases (pages 14-16)**.
- **Follow the Guidance for Specific Types of Employers and Other Organizations (page 18)**.
- Continue to **encourage telework**, whenever possible and feasible with business operations.
- Implement **strict physical distancing protocols** when possible.
- When reopening or expanding services, employers individually must consider **risk to patrons and employees**.
- If possible, **slowly transition to increasing services** in order to give your organization time to build and test safety protocols.
- **Close common areas** where employees are likely to congregate and interact.
- **Minimize non-essential travel** and follow CDC guidelines regarding quarantine following travel.

Strongly **consider special accommodations** for employees who are members of a higher-risk population

Guidance for Specific Types of Employers and Other Organizations

The following tables provide industry- and setting-specific guidance for reopening. **It is not possible for this document to contain an exhaustive list** of all the employers, organizations and settings in our community. **For questions, please see the support opportunities outlined on page 10. The purpose of**



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this section is to outline specific sectors that may reopen with modification or are not allowed to reopen at this time. This plan provides guidance on how to slowly expand services beyond what was allowed during the Governor Lee’s Safer at Home Order. **Therefore, if certain services or alternative business models were permitted under Governor Lee’s Safer at Home Order, they are still permitted under this plan.** The tables below are modified for our community based on the categories outlined in the [Public Health Principles for a Phased Reopening During COVID-19: Guidance for Governors.](#)

Category	Phase One Recommended Guidance	Resources
Salons, spas, tattoo parlors and other personal care industries Recommendations	<ul style="list-style-type: none"> • Follow the “General Guidelines for Everyone Throughout the initial opening and the Initial “General Guidance for Employers and Other Organizations” except as modified below. • When 6 feet of physical distancing cannot be maintained, it is recommended employees and patrons wear face coverings. • Sanitize surfaces and items between users. • Treat every patron and employee as if they are potentially infectious. • Open by appointment only. Seating for patrons should be at least 6 feet apart in service areas. Patrons cannot wait inside. • Patrons and employees/service providers should be screened for exposure and illness prior to the service (Use the screening questions from the employee entrance safety sign that will be available on the website). • Client and employee/service provider should wear a cloth face covering if service provided requires worker to be within 6 feet of the client. 	<p><u>State of Tennessee Executive Order By The Governor 30. An Order Allowing Tennesseans To Return To Work Safely While Encouraging Continued Adherence to Health Guidelines to Limit the Spread of COVID-19;</u> <u>TN Cosmetology & Barber Guidelines,</u> <u>Professional Beauty Association</u></p>



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	<ul style="list-style-type: none"> • Services that would require the removal of the client’s face covering cannot be performed during Phase one. • When practical, add plexiglass protective barriers to stations to reduce contact between patron and service providers. Required for nail and pedicure stations to separate the patron and service provider. 	
<p>Retailers recommendations</p>	<ul style="list-style-type: none"> • Continue to follow the “General Guidelines for Everyone Throughout all Phases” (pages 14-16) and the Phase One “General Guidance for Employers and Other Organizations” (page 17) except as modified below. • When 6 feet of physical distancing cannot be maintained, employees and patrons should wear face coverings. • Sanitize surfaces and items between users. • Treat every patron and employee as if they are potentially infectious. • Provide curbside, pickup and delivery service options, as practical, and encourage their use. • Limit the number of customers inside a store at any given time, excluding employees and representatives of third-party delivery companies, to 50% of store occupancy based on Tennessee’s Building and Fire Code. • Distancing floor markers should be used to encourage physical distancing of 6 feet throughout the store. Consider one-way aisle markers, as well. • Add plexiglass protective barriers for employees working registers. • Sampling of food or products is prohibited. 	<p>NY state guidance, OSHA, NC state guidance</p>



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| | <ul style="list-style-type: none">• Services that would require the removal of the client's face covering cannot be performed during Phase One. | |
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General Businesses

If certain services or alternative business models were permitted under Governor Lee's Safer at Home Order, they are still permitted under this plan. This Plan is a recommendation of the Knox County Health Director. When in conflict with the guidance provide by the State of Tennessee, local guidance shall take precedence.

- 4). **Severability.** If any provision of this order or it application to any person or circumstance is held invalid, the invalidity does not affect other provisions or applications of this order which can be given effect without the invalid provision or application, and to that end the provisions of this Order are declared to be severable.
- 5). **Term and effective date.** This order shall be effective and enforceable at 08:00 a.m. Eastern Daylight Time, on May 1, 2020, and shall remain in effect until 11:59 p.m. Eastern Daylight Time although it is anticipated that in the near future additional business guidelines will allow for reopening of additional businesses safely, at which time this Order will be amended or otherwise revised accordingly.

Martha Buchanan, MD
Director/Health Officer
Knox County Health Department

4/30/2020

Date