



Small Business Recovery Checklist

The City of Manteca is working to support our local small business community during the current COVID-19 emergency. As restrictions are gradually relaxed and more businesses are able to reopen, we are hoping to assist as many businesses as possible. Most business establishments will be required to operate within strict parameters to prevent the spread of COVID-19. This checklist is intended to provide a brief summary of the types of issues and modifications you may need to consider, particularly for retail, personal service, entertainment and other close-contact businesses. Below are items to think about and check off as you make your reopening plans.

Minimizing in-person interactions – Have you:

- Developed ways to eliminate most in-person tasks?
- Determined what can be done using videos or teleconferencing?
- Put in place ways you sell your services or products online?
- Created ways your product can be delivered, picked up or left in a safe lockbox for pick up?
- Created a process for paperwork to be emailed, mailed or dropped off for processing?

If your work cannot be done remotely: Have you:

- Created a process to provide emergency services only by appointment, drop off, etc.?
- Created a process to limit the number of people physically present at one time or stagger times if someone must come into the business?
- Created an appointment scheduling system to limit the number of people in your business?
- Created a process to conduct services outside or in a space where social distancing and COVID-19 safety guidelines can be maintained?
- Modified your production schedule to multiple shifts around the clock to minimize employees on site?

How can you make essential on-site staff safer? Have You:

- Closed all shared communal spaces like lunchroom and stagger breaks outside?
- Made plan to separate workers by six feet in each direction?
- Ensured your employees and customers can work or shop and be protected with social distancing?
- Implemented a regular schedule for surface / equipment cleaning and sterilization?

Health and safety guidelines

Be creative in applying social distancing guidelines to keep both employees and customers safe.

Ask yourself the following questions: Have you:

- Limited the physical contact between your employees and customers as much as possible?
- Created a call in process for customers to come in for item that can be ready at the counter?
- Placed floor markings for social distancing 6ft spacing for customers lines Inside and out?
- Placed staff at the door to limit the number of people coming in and out of the store for social distancing?
- Made hand sanitizer or wipes available for use by your employees and customers?

- Placed maximum distance between your employees and customers, especially at checkout?
- Minimized contact between cashier and customer at checkout?
- Eliminated need for cashiers to touch credit cards?
- Minimized cash handling and posted credit card preferred signs?
- Created process for wiping down doors, handles and surfaces on a very frequent basis?
- Determined all tasks that can and should require gloves and/or masks for staff and customer safety?
- Created paper menus or price lists that can be thrown out after use to minimize virus cross- contact.
- Created visible system or card to place on surfaces to assure customers areas are newly cleaned?

Screening information

Here is recommended screening information regarding procedures for employees entering the workplace:
Have you:

- Created a process to take employee or customers temperatures as they enter the business?
- Created a verbal health screening for all employees entering the workplace every day?
 - Are you experiencing any of the following symptoms: cough, fever of 100.4F, shortness of breath/difficulty breathing, chills, runny nose, stuffy nose, sore throat and diarrhea? ○ Have you returned from international travel or travel on a cruise ship within the last 14 days? ○ Have you traveled domestically (within the U.S.) on an airline within the last 14 days?
 - Have you had known exposure to someone with, or under investigation for, COVID-19

The questions in these screenings may change as the Centers for Disease Control and Prevention (CDC) and the San Joaquin County Department of Public Health issue further guidance. It is important to note that no information will be recorded as part of this screening process.

Based on your responses, you will either be allowed to enter the facility for the workday or instructed to leave the building and to call your supervisor for further instructions.

For more suggestions, see [The U.S. Department of Labor’s Guidance on Preparing Workplaces for COVID-19](#).

