



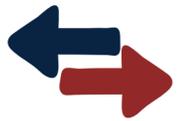
BE LOCAL *at* HEART AND TAKE CARE OF EACH OTHER

RECOMMENDATIONS AND BEST PRACTICES FOR RETAIL REOPENING

Rethink your space...



Limiting store occupancy to 20% of maximum capacity to maintain physical distancing.



Reorganize your space to allow for one-way foot traffic and increased physical distancing.

Use tape or creative decals on the floor and sidewalk to reinforce physical distancing.

Establish where children are permitted in your store.



Keep doors and windows open when possible.

Provide plexiglass at POS to protect both employees and customers.



Limit customer time in shop to avoid wait lines.

Resources

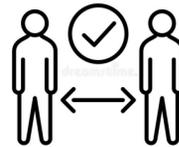
- Visit the CDC's website for information on cleaning and more. www.cdc.gov/coronavirus
- Use Supplyconnector.org to find out where you can get needed supplies www.supplyconnector.org

Musts for Customers...



Provide **hand sanitizer** for customers.

Post expectations for customers in the window and share them on social media and your website.



Maintain social distancing standards by maintaining 6 feet or 2 arm's-length distance between you and other customers.



Stop hand shakes and use **non-contact greeting methods**.

Suggestions for Customers...



Don't allow customers to use your **restrooms**.

Designate specific store hours for senior citizens.



Adjust store hours to allow for **private shopping** sessions.

Offer personal shopper services to reduce the number of customers touching merchandise.



Offer **online/telephone orders** and **curbside pickup** for all orders.

Offer Facetime/Skype shopping for customers.

Don't allow customers to bring **food, drink or pets** in the store.



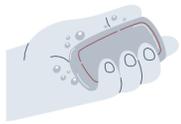
CDC recommends that customers and employees wear a **face mask or covering**.



BE LOCAL *at* HEART AND TAKE CARE OF EACH OTHER

RECOMMENDATIONS AND BEST PRACTICES FOR RETAIL REOPENING

Keep Clean...



Wash **hands** and use **hand sanitizer** often.

Clean all **touch points and dressing rooms** after each customer.



Clean and sanitize the store regularly. Follow resources provided by the [CDC](https://www.cdc.gov).

Offer **touchless checkout** when possible.

Wipe down check out stations with sanitizing solutions after each customer.

Provide q-tips for customers to use on credit card machines.



Consider **eliminating using cash**.

Increase the minimum limit for signing credit cards at POS so customers will not need to sign a paper copy. This will eliminate the need to sanitize pens and other touch points.

For Employees...



Wear **masks or face coverings**. Consider making branded ones for your business.

Maintain **6ft distance** from customers.



Consider no-touch **daily temperature screenings** for staff.

Make employees aware of plans in place for cleaning the space and for personal hygiene.

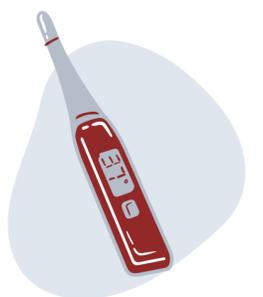


Avoid touching your face and cover your coughs and sneezes.

Make employees aware of plans in place should one of them get sick.

Encourage employees to stay home if...

- You are **feeling sick**
- You have a **sick family member** at home
- Are at **higher risk** for contracting COVID-19



BROUGHT TO YOU BY:
THE HEART OF BREVARD
WWW.BREVARDNC.ORG/COVID-19

 **Heart of
BREVARD**
Bringing Downtown to Life



BE LOCAL *at* HEART AND TAKE CARE OF EACH OTHER

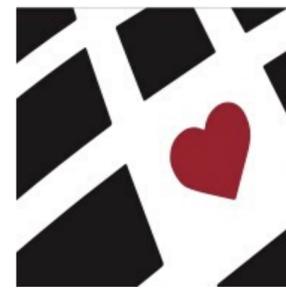
UNDERSTANDING PHASE ONE

On **Friday, May 8 at 5pm**, North Carolina will move to Phase One.
The **Stay at Home order** remains in place with some modifications.
Here's what Phase One means for you:

	In Phase One...
Commercial Activity	People can leave home for commercial activity and more businesses are open
Retail	50% capacity allowed with cleaning and physical distancing
Gatherings	10 person limit Gathering outdoors with friends allowed
Childcare	Childcare centers are open for working parents or those looking for work
Teleworking	Encouraged
Bars and Restaurants	Take-out and delivery
Barbers/Salons/Massage	Closed
Theatres/Music Venues/Bowling Alleys	Closed
Gyms	Closed
Playgrounds	Closed
Visitation to Longterm Care Facilities	Not allowed
Worship Services	Outdoor services allowed
State Parks and Trails	Opening encouraged
Face Coverings	Encouraged

OUR WORKPLACE IS COMMITTED TO KEEPING YOU AND OUR EMPLOYEES SAFE

BE LOCAL HEART AND TAKE CARE OF EACH OTHER



We are...



Washing our hands and using hand sanitizer often.



Cleaning and sanitizing the store regularly.



Ensuring sick employees **stay home**.



Limiting store occupancy to maintain social distancing.



Providing hand sanitizer for our customers.

Please help us protect our community



Wash your hands and use hand sanitizer often.



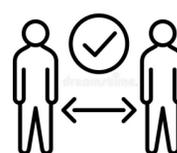
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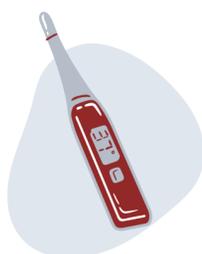
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Stay home if...

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- You have a **sick family member**
- at home
- You are at **higher risk** for contracting COVID-19



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WWW.BREVARDNC.ORG/SUPPORTLOCAL
SOURCE: CDC.GOV

THANK YOU FOR HELPING THE LOCAL BUSINESSES YOU **LOVE** BE HERE TOMORROW



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