

VILLAGE OF ORLAND PARK
RE-OPENING PLAN
April 24, 2020

Purpose

This plan represents the Village of Orland Park's best efforts to provide guidance for businesses and residences. While adherence to this guidance is recommended, compliance is voluntary. We strongly recommend that all businesses conduct an internal analysis to determine other steps that can be taken to help ensure employee and customer safety. Advisors such as risk managers, insurance companies and safety consultants may be helpful in this endeavor.

This plan, as well as other COVID-19 recovery plans, are subject to change based on newly acquired data or circumstances regarding COVID-19 and economic recovery. Updates will be posted on our website at www.orlandpark.org.

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IF YOU HAVE A MEDICAL EMERGENCY, CALL YOUR DOCTOR OR 911 IMMEDIATELY

1. EXECUTIVE SUMMARY

On April 23rd, Governor Pritzker extended the stay at home order until May 31st. Prior to this extension, the Village of Orland Park created this re-opening plan. This plan is our effort to provide guidance to businesses and residents to help facilitate business re-opening, once re-opening efforts begin.

The University of Washington IHME model indicates the State of Illinois' resource usage peaked on April 13th.

The State of Illinois is overwhelmed with unemployment claims and projects \$2.2B and \$4.6B in revenue losses in 2020 and 2021, respectively.

The re-opening of our economy, using measured and staged approaches, will help people return to work, minimize revenue losses at the state and local levels and help our community return to a sense of normalcy.

All phases will require tracking of specific data to move to each subsequent phase. Also, prior to moving to the next phase, trends will be monitored that will indicate next phase openings are warranted.

A phased approach to re-opening is a measured way to re-open the economy while keeping our residents safe. The phases are as follows:

- Phase Zero – Preliminary re-openings
- Phase One – Business re-openings
- Phase Two – All business open
- Phase Three – Complete re-opening
- Monitoring Phase – Monitor progress and implement social distancing measures, if needed

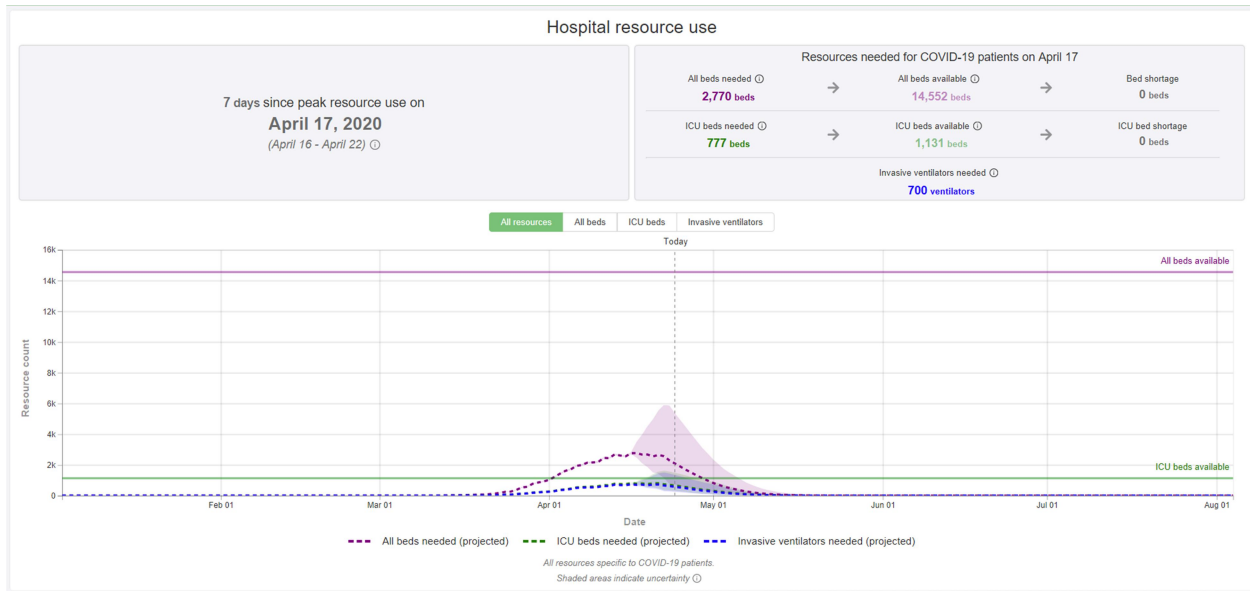
The development of this plan included information from the CDC, The American Enterprise Institute, and the White House, country opening plans, state opening plans as well as reviews from health professionals, business leaders and neighboring government entities.

This document is a plan that is meant to be adapted and adjusted to the changing environment while providing guidance to businesses and residents when the decision is made to start re-opening the economy.

2. CURRENT SITUATION

The latest University of Washington model indicates that the State of Illinois' resource usage peaked approximately April 17th. Projections indicate declining resource usage going forward. Governor Pritzker indicated on April 23rd that he will extend the stay at home order until May 31, 2020.

Figure 1. IHME – Illinois Projections



Source: University of Washington, IHME, healthdata.org/covid, update April 21, 2020

Unemployment is increasing and IDES is overwhelmed. One way to reduce the IDES workload is to reduce demand by increasing employment. The only sustainable way to increase employment is to increase consumer demand; which, in this case, can be accomplished by improving access to businesses.

From a revenue standpoint, both the state and municipalities like Orland Park will be significantly impacted. Based on estimates from the Governor's Office of Management and Budget, the Village of Orland Park is expected to lose \$2.7 Million in sales tax and \$473,000 in income tax in this budget year. Motor fuel tax will decline as well.

Alternatively, using GPS data over March and April, the Village expects a decline of sales tax of \$1,018,000 over this period alone.

The State of Illinois is expecting a decline in sales tax revenue of 8% in 2020 and 17% in 2021. Also, the state expects a decline in income tax revenue of 6.9% less in 2020 and 8.8% in 2021. This results in \$2.2 Billion in revenue losses in 2020 and \$4.6 Billion in revenue losses in 2021.

At present, 'Essential Businesses' are open. Many of them, such as grocery stores and home improvement stores are seeing a daily influx of people as high as 2,000 to 3,000 per day. In some cases, this amounts to over 30 customers per 1,000 square feet per day. Based on the information available, there is no indication that any case clusters tie-back to these essential

businesses, indicating the potential to expand categories of business that can remain open without increasing exposure risk.

Starting the re-opening of our economy, using the measured and staged approach that follows, will help people return to work, minimize the revenue losses at the state and local level and help communities return to a sense of normalcy.

3. GUIDELINES FOR ALL PHASES

The following data needs to be tracked to move to each subsequent phase:

- COVID 19 cases by onset date and report date
- Hospitalizations by date
- Number of daily tests administered
- Percentage of tests positive
- ICU bed and Ventilator usage from COVID
- ICU Bed and vent availability

Prior to moving to the next phase, the following trends over the previous two weeks will be monitored:

- Downward trajectory of COVID cases
- Percentage of positive tests decreasing
- Hospitalization due to COVID decreasing
- ICU Bed and Ventilator usage due to COVID decreasing

What efforts will Orland Park take to support business re-opening?

- Marketing and advertising efforts to encourage people to shop locally and safely
- Positive messaging encouraging people to start engaging with society again and adapt to the new normal
- Help businesses source hard-to-find supplies
 - Surgical Masks
 - N-95 or KN-95 Masks for close contact businesses (e.g. salons)
 - Hand sanitizer
- Prepare written and/or video communication on the proper use of PPE, proper hygiene and exposure control
- Develop written communication for employers to use to aid in assessing their businesses readiness for transitioning back to the workplace
- Develop best practices technique checklist for business to re-open with appropriate cleaning and safety protocols
- Make personnel available to augment state and county contact tracing of positive cases
- Use serologic testing as part of a strategy to assess immunity
- Encourage standup of testing facilities for both serology and active testing

- Share information and data with county, state and federal data systems
- Isolate and quarantine positive cases and close contacts of those cases
- Communicate to residents about the current situation, decisions under consideration, and clear guidance for adhering to mitigation levels
- Tailor mitigation strategies as needed to address unique community characteristics and protect older adults and other high-risk individuals

What efforts should individuals take?

- Continue to practice good hygiene
 - Wash hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces
 - Avoid touching your face
 - Sneeze or cough into a tissue, or in the inside of your elbow
 - Disinfect frequently used items and surfaces as much as possible
 - Consider using face covering while in public, and particularly when using mass transit
- People who feel sick should stay home and contact their physician for guidance

What efforts should employers take?

- Develop and implement appropriate policies, in accordance with federal, State and local regulations and guidance, and informed by industry best practices, regarding:
 - Social distancing and protective equipment
 - Temperature checks
 - Testing and isolating
 - Sanitation
 - Use and disinfection of common areas and high-traffic areas
 - Business travel
- Monitor workforce for indicative symptoms. Do not allow people with known exposure to COVID-19 positive individuals to physically return to work until cleared by a medical provider (or 14 days)
- Develop and implement policies and procedures for workforce contact tracing following employee COVID positive test

4. Phase Zero – Preliminary Re-openings

Immediately open businesses that are low risk and could be considered essential. These openings need to follow the social distancing and hygiene measures that are currently in place. The Village should help businesses source critical supplies.

Figure 2. Business Openings in Phase Zero

TYPE OF BUSINESS	RECOMMENDED RESTRICTIONS	RATIONALE
Bike Shops	<p>Surgical masks for indoor employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shields for checkout clerks</p>	<p>Biking is encouraged as part of executive order and takes place outdoors where substantial social distance is easily achieved.</p>
Book Stores	<p>Surgical masks for indoor employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shields for checkout clerks</p>	<p>Supports e-learning and is a critical activity for staying at home.</p>
Dog Groomers	<p>Ensure pets are taken in at curbside</p> <p>Surgical mask for employees with customer interaction</p> <p>Ensure hands washed after each pet</p>	<p>Certain pets need grooming for their health.</p>
Elective Surgeries	<p>Medical professionals should follow professional guidelines</p> <p>Decisions on hospital availability should be made between the medical professionals and the hospitals where the procedures take place</p>	<p>“Elective” surgeries often have a large impact on reducing pain or improving quality of life.</p>
Golf Courses	<p>Locker rooms remain closed</p> <p>Surgical masks for pro-shop, indoor employees</p> <p>Hand sanitizer at pro-shop entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Schedule tee times to avoid congregation at tee area</p> <p>Block flagsticks that are to remain in place</p> <p>One person per cart, unless family members</p>	<p>Outdoor activity and exercise are encouraged as part of the stay at home order. This activity is outdoors and by its very nature maintains substantial social distance.</p>

	<p>Carts and pull-carts sanitized after each use</p> <p>Forecaddies only – cannot handle players equipment</p> <p>Shields for pro-shop clerks</p>	
Landscape nurseries, flower shops	<p>Surgical masks for indoor employees</p> <p>Sanitize shopping carts</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shields for checkout clerks</p>	<p>Their biggest competitors are currently open creating a competitive disadvantage, much of their business is outdoors</p>
Libraries	<p>Surgical masks for indoor employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas & spread out seating areas</p> <p>Shields for checkout staff</p>	<p>Supports e-learning and is a critical activity for staying at home.</p>
Other essential retail stores such as Hobby Lobby & Michael's	<p>Surgical masks for employees</p> <p>Sanitize shopping carts</p> <p>Hand sanitizer at entries for all customers</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shields for checkout clerks</p>	<p>These businesses provide support for essential activities such as e-learning and supports activities for staying at home.</p>
Retail competing with “Big Box” stores that are currently open	<p>Surgical masks for employees</p> <p>Sanitize shopping carts</p> <p>Hand sanitizer at entries for all customers</p> <p>Maintain social distancing – mark 6-foot spacing along all queueing areas</p> <p>Shields for checkout clerks</p>	<p>These businesses are much smaller than the stores that are currently open with a much smaller customer footprint. These businesses are at risk because competition is advantaged as</p>

		“essential businesses”
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- All other essential business and “stay at home” restrictions stay in place. Limit social groups to 10 people or less.

5. Phase One – Business re-opening

Business opening in this phase can occur at any time after the Phase Zero openings and when a sufficient reduction in cases from onset date for 14 days has been observed. In this phase, many businesses will be allowed to re-open. Some businesses in this phase will be businesses that were not essential initially, but have become so over time (e.g. barber shops and hair salons).

These openings need to follow the social distancing and hygiene measures that are currently in place. The Village should help businesses with their critical supplies if we have them. While we should not wait for supplies to be in stock, we should have them ordered with expected delivery dates.

It will be critical to track data, test and follow the plan for moving onto Phase 2.

Figure 3. Business Openings in Phase One

TYPE OF BUSINESS	RECOMMENDED RESTRICTIONS	RATIONALE
Barbershops, Beauty salons, Nail salons, etc.	<p>N95 or KN95 masks for all persons in direct customer contact</p> <p>Surgical masks for all other employees</p> <p>Hand sanitizer at indoor entry locations</p> <p>Maintain social distancing – mark 6-foot spacing along all queuing areas</p> <p>Sanitize chairs and equipment after each use</p> <p>Provider must wash hands between each separate customer interaction</p>	Required for personal hygiene
Offices – all offices can be open	<p>Teleworking is still encouraged to minimize the number of people in one space</p> <p>Social distancing should be maintained at work</p> <p>Encourage visitors by appointment to minimize working</p>	Many essential businesses have stayed open during the stay at home with no issues.

Outdoor Spaces (except playgrounds)	Groups of less than 10 allowed Social distancing to be maintained	This has already been allowed in many parks with no known issues
Religious services	Maintain social distancing at all services Ensure seating separated by 6 feet (except family groups) If possible, offer more services to keep number of worshipers lower Disinfect seating areas after each service Develop procedures for entry and exit that allows for social distancing Surgical masks for all employees Hand sanitizer at all entrances Use disposable cups	The is a First Amendment right
Restaurants	Surgical masks for all customer-facing employees Hand sanitizer at indoor entry locations No groups larger than four, unless children are included in the group Space tables and seating to allow for 6-foot separation (blocking tables will be allowed) Sanitize tables and chairs after each use	Restaurants have been open and making food with no issues. The concentration of people is less than some other essential businesses.
Retail Stores – Outdoor facing entrances	Surgical masks for indoor employees Sanitize shopping carts Hand sanitizer at indoor entry locations Maintain social distancing – mark 6-foot spacing along all queueing areas Shield for checkout clerks	Many essential businesses were retail stores that have been able to operate safely.
Retail Stores – Orland Square Mall	See Appendix A for Simon Properties Plan	

- All vulnerable people should continue to “stay at home”

- Elderly individuals
- Individuals with serious underlying health conditions, including but not limited to high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as chemotherapy for cancer and other conditions requiring such therapy
- When in public, people should maintain appropriate social distance from others
- Avoid socializing in groups more than 10 where possible
- Non-essential travel should be minimized
- Work from home whenever possible
- If possible, return to work in phases
- If possible, employers should close common areas where personnel are likely to congregate and interact
- Strongly consider special accommodations for personnel who are members of a vulnerable population
- Schools and youth activities remain closed
- Large public venues should remain closed
- No visitations at special needs and/or adult living facilities

6. Phase Two – All businesses open

Relax mask usage but keep social distancing

Figure 4. Business Openings in Phase Two

TYPE OF BUSINESS	RECOMMENDED RESTRICTIONS	RATIONALE
Gyms/Fitness Facilities	Sanitize equipment after each use Maintain social distancing Groups to stay less than 50 people	
Golf Courses and Driving Ranges	Locker rooms open Schedule tee times to avoid congregation at tee area Block flagsticks that are to remain in place One person per cart, unless family members Carts and pull-carts sanitized after each use Forecaddies only – cannot handle players equipment	Outdoor activity and exercise are encouraged as part of the stay at home order. This activity is outdoors and by its very nature maintains substantial social

	Driving ranges and putting greens, maintain social distancing	distance.
Massage	N95 or KN95 masks required Wash hands between each customer	
Movie Theaters	Seating in family groups with 6 feet between Provide sanitary wipes to customers to wipe seats Follow restaurant guidelines for food service areas	
Nurseries and daycare centers	Surgical masks for all employees Encourage regular hand washing and hand sanitization Increased cleaning and sanitization of equipment and toys. Use alternate curbside pick-up and drop-off routines that enable social distancing	
Organized Youth Activities	Resume Spectators should maintain social distancing Bleachers to remain closed	
Outdoor events	Can resume with moderate social distancing rules	

- Non-essential travel can resume
- All vulnerable people should continue to “stay at home”
 - Elderly individuals
 - Individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as chemotherapy for cancer and other conditions requiring such therapy
- Indoor gatherings of more than 50 people should be avoided
- In public, individuals should maximize physical distance from others
- People remain encouraged to work from home
- Employers should close common areas where personnel are likely to congregate and interact
- Employers should strongly consider special accommodations for personnel who are members of a vulnerable population

- No visitations to special needs and/or senior care facilities

7. Phase Three – Complete Re-opening

- Vulnerable populations can resume public interaction but should practice social distancing and avoiding gatherings of greater than 50 people
- All businesses will be open without restrictions, though social distancing may be considered where possible
- Employers can resume unrestricted staffing at work
- Visits to special needs and/or senior care facilities and hospitals can resume
- Large venues can operate under limited physical distancing protocols
- Gyms can be fully re-opened

8. Monitoring Phase – Post full opening

Monitoring of cases should continue into the foreseeable future. If there is an increase in cases that warrant increased mitigation, the following approaches should be attempted in order with sufficient time to evaluate each step:

- Social Distancing Strategy
 - Vulnerable population should resume “stay at home” practices
 - Work at home strategies should be implemented
 - Everyone else should use 6 foot social distancing wherever possible
 - Intense communication strategy with residents and businesses
- Reinstate Phase Two
- Reinstate Phase One

Sources

“Guidelines, Opening UP America Again,” CDC & The White House, April 16, 2020

“National Coronavirus Response, A Road Map to Re-opening”, American Enterprise Institute, March 28, 2020. Scott Gottlieb, MD, Caitlin Rivers, PHD, MPH, Mark B. McClellan, MD, PHD, Lauren Silvis, JD, Crystal Watson, DrPH, MPH

“Work for America”, CDC, 2020

“Lithuania Publishes Four-Stage Quarantine Exit Plan”, LRT, April 15, 2020.

“Hi-tech and Preschools First, Malls and Sports Last: Israel’s Coronavirus Exit Strategy,” Israel News, Noa Landau, April 13, 2020.

“April 2020 Revenue Forecast Revision”, Governor’s Office of Management & Budget, April 15, 2020

Advisory Group

The development of this document included business leaders, government leaders, health professionals and public safety personnel. A few of those advisors are listed below.

Frank Fleischer, Mayor, Village of Mokena

John Mahoney, Mayor, Village of Palos Park

Keith Pekau, Mayor, Village of Orland Park

Michael Hardek, Vice President, First Secure Bank & Trust

Ramzi Hassan, President, Edwards Realty

Raymond Klosowski, President, Orland Park Area Chamber of Commerce

Michael Romstad, Executive Vice President, Simon Management

Appendix A



Simon Property

COVID-19 Exposure Mitigation Protocols

1.0 Purpose

The Simon Property Group (Simon) Exposure Mitigation Protocols (Protocols) are designed to mitigate property employees, store employees and shoppers from potential COVID-19 exposure by means of identification, evaluation, and control of pathogen transmission factors in the workplace. These Protocols are intended to establish procedures to address known or suspected pathogen transmission pathways and for mitigating the spread of COVID-19 in the community.

This document has been prepared and approved by the following:

- Mr. Daniel Engling, Certified Industrial Hygienist – Director of Industrial Hygiene Services, KERAMIDA, Inc. Mr. Engling earned his BS in Public Health from the Indiana University Fairbanks School of Public Health
- Dr. Jiali Han, Ph.D., Principal at Integrative Precision Health LLC. Dr. Han is a world-renowned epidemiologist and public health researcher. Dr. Han earned his Ph.D. in Biological Sciences in Public Health from Harvard University. He has twenty years of research experience with over 220 peer-reviewed publications

2.0 Responsibilities

- Corporate Management – Ensures that the content of these Protocols are managed effectively, and that these Protocols are reviewed and evaluated for effectiveness and updated as necessary
- Property Management – Ensures that these Protocols are appropriately supported and implemented. Property Management will also ensure these Protocols are readily available for examination and copying, upon request, by each employee and their designated representatives

- Simon Employees – Ensure that these Protocols are understood and followed. Any deviations from these Protocols through work practices or changes/failures in equipment are to be promptly reported to supervisors.
- Pathogen – Organisms (e.g. bacteria, viruses, parasites and fungi) that cause disease in human beings (CDC)
- Exposure – Contact with a substance by swallowing, breathing, or touching the skin or eyes (CDC)
- COVID-19/SARS-CoV-2 – COVID-19 is the condition caused by the SARS-CoV-2 virus
- COVID-19 Symptoms – Fever (body temperature greater than 100.4°F), dry cough, shortness of breath or difficulty breathing, and other flu-like symptoms (e.g., chills, repeated shaking with chills, muscle pain, headache, sore throat) (CDC)
- Hand Sanitizer – Hand hygiene fluid with greater than 60% alcohol (CDC)

4.0 References

- www.cdc.gov
- www.epa.gov

5.0 Property Operations

5.1 Measures to Reduce Employee Exposure

Work Attendance

- **Preemption** – Employees capable of carrying out work duties from home will be directed to do so
- **Self-Screening** – Our employees will be informed that they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift. Any symptoms should be communicated to their respective supervisor
- **Pre-Work Screening** – Upon reporting to work, employees' body temperatures will be measured with a thermometer and assessed. Employees with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches) will not perform on-site work duties and will be directed to return to

their homes. Any symptoms should be communicated to their respective supervisor

Property Employee / Back of House Practices

- **Training** – Our employees will be trained in COVID-19 safety guidelines and these Protocols. We will encourage our tenants, vendors and contractors to implement this training
- **Social Distancing**
 - Desks and workstations will be separated by 6 feet or more or separated by a barrier
 - Employees will be required to adhere to state and local guidelines for social distancing which are generally 6 feet of distance between individuals
 - Signage will be posted reminding employees of CDC hygiene and safety guidelines
- **Personal Protection Equipment (PPE) Use** – Facial coverings, as recommended by the CDC, will be worn by our employees while on property performing work duties or interacting with other persons or as mandated by state and local jurisdictions. We will encourage our tenants, vendors and contractors to implement the same precautions.
- **Personal Hygiene** – Our employees will be allowed and encouraged to take frequent breaks for handwashing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC
- **Enhanced Sanitizing and Disinfecting**
 - The following areas will be disinfected regularly during the day and upon indication of additional need
 - Breakrooms
 - Restrooms
 - Counters
 - Workstations
 - Employee-Only Areas
 - Touchpoints, including the following, will be disinfected frequently and upon indication of additional need:

- Transaction Registers/Computer Touchscreens/Keyboards
- Shared Communications Equipment Including: Phones, Radios, etc.
- Light Switches
- Doorknobs/Door Handles
- Copy Machines/Multi-Function Machines
- Counters
- Drawer Handles, Etc.
- **Self-Service Customer Transactions**
 - When paying by credit/debit card, Customers should utilize credit card receptacles without exchanging the card with an employee
 - During each transaction, employee and Customer should maintain at least 6 feet of separation or be separated by a transparent barrier
 - Employees should wash hands or utilize hand sanitizer after each Customer transaction
- **COVID-19 Case Notification and Mall Office Recovery** – In the event one of our employees tests positive for COVID-19, we will notify the appropriate public health care authorities, and take the necessary steps to deep clean and sanitize the affected workspace

5.2 Measures to Protect Customers/Public

- **Reduced Occupancy** – Human occupancy within the property will be limited to a maximum density of 50 square feet per person. If the targeted occupancy is achieved, other Customers/Public will be asked to wait in their cars or in queue lines outside, spaced 6 feet apart
- **Social Distancing**
 - Dividers will be placed in entryways requiring incoming traffic to walk on only one side of entry, and outgoing on the other side to encourage visitor separation of at least 6 feet
 - On-property security staff will actively remind and encourage Customers/Public to comply with the social distancing standards
 - Social distancing markers will be placed in queue areas (e.g., food courts, restrooms)

- Elevator occupancy will be limited to encourage proper spacing (max. of 4 per cab)
- Public seating and eating areas will be reduced and/or reconfigured to allow for minimum separation of 6 feet between persons
- Dining Pavilion seating area will be opened up section by section as occupancy requires, while still maintaining the required spacing. This will allow cleaning crews to concentrate their efforts and increase the frequency of cleaning. No reusable customer service items will be available (e.g., trays, utensils, cups)
- Order areas and delivery areas will be separated to encourage social distancing
- Customers/Public in queue lines or on escalators will be directed to maintain a distance of 6 feet from other individuals by means of signage and/or other markings at 6-foot intervals
- In restrooms, every other sink and urinal will be taped off to encourage proper spacing, and signage will be posted encouraging proper hygiene
- The following interior touchpoints will be temporarily placed out of service:
 - § Child Play Areas
 - § Drinking Fountains
 - § Valet Use
- Signage and floor decals will be placed to encourage social distancing throughout the property
- **Enhanced Sanitizing and Disinfecting**
 - Soap and water will be made available to employees and Customers/Public in restrooms
 - Hand sanitizer or sanitizing materials, compliant with CDC standards, will be available to everyone in common areas and retail spaces. Signage and/or staff will be deployed to encourage the use of hand sanitizer
 - Limited Large On-Property Events – Large marketing events and activities that draw big crowds have been postponed

5.3 Retail Store Measures to Protect Customers/Public

Stores will be asked to follow the procedures below:

- **Training** – Store employees should be trained in COVID-19 safety guidelines

- **Self-screening** – Store employees should be informed that they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift. Any symptoms should be communicated to their respective supervisor
- **Pre-Work Screening** – Upon reporting to work, the store employees' body temperatures should be measured with a thermometer and assessed. Employees with body temperatures greater than 100.4°F or who have flu-like symptoms (e.g., cough, body aches) should not perform on-site work duties and should return to their homes. Any symptoms should be communicated to their supervisor
- **Personal Protection Equipment (PPE) Use** – Tenants should provide masks or facial coverings as recommended by the CDC and sanitizing products for their employees. Store employees should wear masks or facial coverings while on property and frequently wash or otherwise sanitize their hands
- **Reduced Occupancy** – Tenants should monitor and manage store occupancy to targeted level set by state or local authorities
- **Personal Hygiene** – Employees should be allowed and encouraged to take frequent breaks for handwashing or disinfecting of hands with a sanitizer. Hand washing must be performed with soap and water for at least 20 seconds, as recommended by the CDC
- **Social Distancing** – Steps should be taken to encourage 6 feet of distance between individuals on properties. Signage, stanchions and other appropriate measures should be implemented to maintain and encourage social distancing requirements
- **Enhanced Sanitizing and Disinfecting**
 - Regularly sanitize and disinfect high touchpoint areas (e.g., counters, POS terminals/cash wraps, screens) throughout the day
 - Provide enhanced sanitizing and disinfecting every evening after the store closes f closes for business
 - All sanitizing and disinfecting should be performed with CDC-compliant cleaning products
- **Self-Service Customer Transactions** – Customers should be encouraged to pay using mobile technology or self-service POS terminals wherever possible
- **Package Handling** – Store employees should follow the latest guidelines on the handling and processing of inbound/outbound packages
- **Sampling** – Tenants should reduce, reconfigure or eliminate product sampling, or tasting

- **COVID-19 Case Notification and Store Recovery** – In the event an employee tests positive for COVID-19, the tenant should immediately notify the CDC and local public health officials and take necessary steps recommended by the CDC, which include thoroughly sanitizing and disinfecting the store and affected work areas

5.4 Customer/Public Guidelines

Customers/Public will be encouraged to:

- **Self-Screening** – Perform a self-health check prior to visiting the property. Anyone with a temperature greater than 100.4°F or who has flu-like symptoms (e.g., cough, body aches) will be advised not to visit the property
- **Personal Protection Equipment (PPE) Use**
 - Customers will be encouraged to wear facial coverings as recommended by the CDC
 - Free masks and sanitizing wipe packets will be available to shoppers at designated entrances or the mall office
- **Social Distancing** – Customers will be encouraged and reminded to maintain 6 feet of separation with others by way of:
 - On-property signage
 - Public service announcements
 - Active and ongoing encouragement by property security staff
- **Personal Hygiene**
 - Refrain from touching their nose, mouth, and eyes
 - Wash their hands frequently with soap and warm water for at least 20 seconds
 - Use sanitizer stations in the common areas of the property to keep their hands clean

5.5. Digital Communication and Signage

- At all public entrances, customers will be asked to refrain from entering the property if they, or anyone they have been in contact with, are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior

- Measures (signage or staff) will be deployed to encourage the use of hand sanitizer
- While visiting the property, customers will be instructed to adhere to state and local guidelines for social distancing which are generally 6 feet of distance between individuals, including at the following locations:
 - Entrances
 - Escalator and Elevator Landings
 - Directories
 - Restaurant Counters
- Directional floor decals and arrows will be used to promote better traffic flow in the property
- Directional entrance door signage will be used to separate shoppers entering and exiting the property
- Signage will be posted at gift card check-out workstations with customer-facing instructions for conducting transactions
- Regular announcements will be made over the property's audio system reminding shoppers of their part to keep everyone safe

Property Cleaning/Sanitation

- **Personal Protective Equipment (PPE)** – All janitorial staff will be equipped with personal protection equipment, including facial coverings and gloves recommended by the CDC
- **CDC Recommended Disinfectants**
 - Disinfectant and disinfectant materials, as recommended by the CDC, and related supplies will be made available to all janitorial employees assigned to sanitation tasks
 - Disinfectants will be selected from the EPA list of chemicals designated as effective against SARS-CoV-2 virus and used in accordance with or exceeding CDC sanitation guidelines
- **Enhanced Sanitizing and Disinfecting**
 - The following will be disinfected regularly throughout the day and upon indication of additional need:
 - § Restrooms
 - § Directories

- § Seating areas
- § Wheelchairs
- § Strollers
- § Tables
- § Recharging Stations
- § Chairs
- **High Touchpoint Areas** – Interior high touchpoints areas, including the following, will be disinfected frequently and upon indication of additional need, using EPA-approved sanitation chemicals and in accordance with CDC guidelines:
 - § Food court tables, chairs and counters
 - § Restrooms
 - § Seating Areas
 - § Directories
 - § Door Handles/Doorknobs
 - § Elevator Buttons
 - § Escalator Handrails
 - § Stair Railings
 - § Trash Bins
 - § Guest Service Counters, Phones, POS terminals and Workstations
 - § Other Touchpoints, as needed
- **Enhanced Overnight Sanitizing and Disinfecting** – Properties will be thoroughly cleaned during non-operating hours meeting or exceeding CDC guidelines and recommendations
- **HVAC Systems** – Air quality testing has been completed showing that the indoor air quality at our properties is better than outside air quality. Filters will be cleaned and replaced regularly
- **Reduced Business Hours** – Business hours will be limited to allow for enhanced workspace cleaning and sanitizing