



Dear Graham County Accommodation Owner/Manager:

The Graham County Emergency Management Committee has asked that we aid in communicating the following information from the State of North Carolina Executive Order 138 specifically pertaining to businesses of your type.

The below information has been provided by the State of North Carolina via Larry Hembree, the Graham County Emergency Services Director. We have linked to both the Governor's full Executive Order 138 and the FAQ communication in their entirety for your further review in the above post.

We thank you for your continued partnership as we work to maintain the health and safety of Graham County citizens and our guests.

Graham County Travel and Tourism Authority

**When can Graham County Accommodation Owners begin hosting guests?**

On Saturday, May 9, 2020 accommodation owners may allow guests to begin checking into hotels and other short-term vacation rentals.

## **What actions are recommended to protect North Carolinians from contracting COVID-19 when they are not at home?**

North Carolinians are encouraged to limit non-essential travel and stay at home if they are sick. People can protect themselves against the spread of COVID-19 by following the Phase 1 rules and remembering to:

- Wear a face covering;
- Wash your hands for 20 seconds or use hand sanitizer; and
- Remain six feet apart from others

## **Does this Executive Order allow for people to stay at hotels or other short-term vacation rentals?**

Yes, hotels and short-term vacation rentals are allowed. However, individuals should practice Stay at Home, Recommendations to Promote Social Distancing and Reduce Transmission, and other COVID-19 mitigation measures at any short-term rental. Rental landlords should follow CDC guidelines on cleaning hotels and rental units including using an EPA-approved disinfectant for COVID-19 between customers.

## **What is different about Phase 1?**

*This Phase 1 of the Executive Order does the following:*

- Eliminates the distinction between essential and non-essential businesses;
- Allows most retail businesses (with exceptions) that can comply with specific requirements to open at 50 percent capacity;
- Allows people to leave home for non-essential goods or services;
- Encourages state parks and trails that are closed to open;
- Specifically allows people to gather outdoors while following the Recommendations to Promote Social Distancing and Reduce Transmission, and with up to ten people;
- Opens child care to working families; and
- Encourages North Carolinians and visitors to wear cloth face coverings when outside the home in order to protect others.

## **What stays the same in Phase 1?**

*This Phase 1 of the Executive Order does not change the following:*

- A Stay at Home Order remains in place;
- Mass gatherings are generally limited to no more than ten people;
- Teleworking is encouraged;
- Social distancing, hand hygiene, and other methods to slow the spread of COVID-19 should be practiced, including staying at least six feet apart;
- Restaurants and bars remain closed for dine-in service and on-premises beverage consumption;
- Personal care and grooming businesses, including barber shops, beauty, hair, nail, and tanning salons, and tattoo parlors, remain closed;
- Entertainment facilities, including movie theaters, bowling alleys, and performance venues, remain closed;
- Fitness facilities such as health clubs and gyms remain closed;
- People may leave their homes to obtain medical services, obtain goods and services, engage in outdoor exercise, take care of others or volunteer; Playgrounds remain closed;
- Open retail businesses must meet certain requirements to ensure the safety of their employees and customers; and
- Visitation continues to be banned at long-term care facilities, except for certain compassionate care situations.

## **Are North Carolina's restaurants allowed to open for dine-in meals?**

No. Based on public health advice, restaurants will remain closed for dine-in meals. Take-out, drive-through, and delivery services continue to be allowed.

## **What requirements do retail businesses (those serving guests fact-to-face) need to follow?**

*All retail businesses open to the public must:*

- Direct customers and staff to stay at least six feet apart except at point of sale if applicable;

- Limit occupancy to not more than 50 percent of stated fire capacity and ensure that social distancing of six feet apart is possible;
- Mark six feet of spacing in lines at point of sale and in other high-traffic customer areas;
- Perform frequent and routine environmental cleaning and disinfection of high-touch areas with an EPA-approved disinfectant for COVID-19;
- Provide, whenever available, hand sanitizer stations, and ensure soap and hand drying materials are available at sinks;
- Conduct daily symptom screening of employees before entering the workplace and immediately send symptomatic workers home;
- Have a plan in place to immediately isolate an employee from work if symptoms develop; and
- Post signage at the main entrances to remind people about Recommendations to Promote Social Distancing and Reduce Transmission, to request people who are or have recently been symptomatic not to enter, and to notify customers of the reduced store capacity.

**Retail businesses (those serving guests fact-to-face) are also strongly encouraged to:**

- Direct workers to stay at least six feet apart from one another and from customers, to the greatest extent possible;
- Provide designated times for seniors and other high-risk populations to access services; and
- Develop and use systems that allow for online, email, or telephone ordering, no-contact curbside or drive-through pickup or home delivery, and contact-free checkout.

**High-volume retail businesses, (those serving guests fact-to-face) such as grocery stores and pharmacies, are strongly encouraged to\*:**

- Install acrylic or plastic shields at cash registers;
- Clearly mark designated entry and exit points; and

- Provide assistance with routing through aisles in the store.

\*The Graham County Emergency Management Committee recommends that all businesses conducting face-to-face transactions consider implementing these practices

### **What are recommended policies all businesses should follow to reduce the spread of COVID-19?**

*In addition to the required activities above, all businesses, retail and otherwise, are strongly encouraged to:*

- Continue to promote telework and limit non-essential travel whenever possible;
- Promote social distancing by reducing the number of people coming to the office, providing six feet of distance between desks, and/or staggering shifts;
- Limit face-to-face meetings to no more than ten people;
- Promote hygiene, including frequent hand washing and use of hand sanitizer;
- Recommend employees wear cloth face coverings and provide employees with information on proper use, removal, and washing of cloth face coverings, which protect other people more than the wearer;
- Make accommodations for workers who are at high risk of severe illness from COVID-19, such as having high risk workers work in a position that is not public facing;
- Encourage sick employees to stay home and provide support to do so by providing sick leave policies;
- Follow CDC guidance if an employee has been diagnosed with COVID-19;
- Provide education on COVID-19 strategies for staff such as videos, webinars, FAQs; and
- Promote information on helplines for employees such as 211 and Hope4NC Helpline.