



# Slow Open Plan

This corresponds with the:  
**STAY SAFE JACKSON EXECUTIVE ORDER**  
**EFFECTIVE MAY 16, 2020**

# Five Core Actions

This phased plan presents a pathway for reopening that relies on the **Five Core Actions** we must all consistently take to reduce the spread of COVID-19. These core actions reduce individual and community risk. We will only be able to safely maintain our reopening efforts if all of us commit to maintaining these Five Core Actions.

The infographic features five rows, each with an icon on the left and a text box on the right. The first row shows two human figures with a red double-headed arrow between them labeled '6 ft.'. The second row shows a mop, a bucket with a blue liquid, and a spray bottle. The third row shows three different styles of face masks. The fourth row shows a hand being washed under a faucet next to a hand sanitizer bottle with a red cross. The fifth row shows a simple house icon.

**Maintain  
Social Distancing.**

**Enhance Cleaning.**

**Cover Your Face.**

**Wash Your Hands.**

**Stay Home.**

# General Guidelines for Everyone

## GENERAL REQUIREMENTS FOR INDIVIDUALS:

- All individuals living in the City of Jackson are encouraged to stay at home when not engaged in permitted activities.
- When not at home maintain social distancing of a minimum of six-feet between each individual.
- Gatherings of more than ten people are prohibited.
- Any individual who is over age two and able to medically and physically tolerate a face-covering (a mask or cloth face covering) shall be required to cover their nose and mouth with a face covering when in a public place when social distancing of six-feet between individuals cannot be consistently maintained.

## GENERAL RECOMMENDATIONS FOR ALL INDIVIDUALS:

- Continue following the [Five Core Actions](#)
- Minimize non-essential travel and follow CDC guidelines regarding quarantine following travel.

## HIGHER-RISK INDIVIDUALS

All vulnerable individuals, including all elderly individuals (age 65 or older per CDC guidelines) and individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system are compromised as such by chemotherapy for cancer or any other condition requiring such therapy, are especially encouraged to continue to stay at home.

# Guidance for All Employers

The following pages 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. The purpose of 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 as allowed by Mayor Lumumba's current orders. Therefore, if certain services or alternative business models were permitted under Mayor Lumumba's current order, they are still permitted under this plan. Each industry sector has a listed contact for questions regarding that industry's recommendations.

## GENERAL REQUIREMENTS FOR ALL EMPLOYERS

- Employees must wear face coverings (when tolerated medically and physically) when social distancing of six-feet between individuals cannot be consistently maintained.
- Post signs at every entrance at each store or business stating that individuals who have a fever, cough or any sign of sickness should not enter. **Sample signage is provided at [www.jacksonms.gov/slowopen](http://www.jacksonms.gov/slowopen).**
- Provide access to hand sanitizer or hand washing with soap for employees and customers.
- Designate an on-duty employee to monitor all safety procedures.
- All employees must be provided training on how to limit the spread of COVID-19.

## GENERAL RECOMMENDATIONS FOR ALL EMPLOYERS

- Continue following the [Five Core Actions](#)
- Sanitize entrance and exit doors at least once per hour.
- Sanitize point of sale, check-in areas, waiting rooms, restrooms, and other commonly used surfaces and items at least once per hour.
- Arrange all transaction areas to accommodate social distancing.
- Train workers in proper hygiene practices.
- Encourage workers to report any safety and health concerns to the employer.
- Prop doors open where possible.
- Encourage customers to make non-cash payments.

# Guidance for Retail

## ***STATUS: OPEN WITH RESTRICTIONS***

Retail businesses include all businesses that sell goods and services directly to the consumer.

### **GENERAL REQUIREMENTS FOR RETAIL**

- Continue following the Guidance for All Employers.
- Employees must wear face coverings (when tolerated medically and physically) when social distancing of six-feet between individuals cannot be consistently maintained.
- Customers are required to wear face coverings (when tolerated medically and physically) when social distancing of six-feet between individuals cannot be consistently maintained.
- Limit the number of customers (excluding employees) to 5 customers per 1,000 square feet.
- Point of sales registers must be at least 6 feet apart.
- Sampling of food or products is prohibited.
- Services requiring the removal of the client's face covering are prohibited.

### **GENERAL RECOMMENDATIONS FOR RETAIL**

- Continue following the general recommendations for all employers.
- Encourage customers to use hand sanitizer upon entering the store.
- Provide an adequate number of trash receptacles.
- Use distancing floor markers to encourage social distancing of 6 feet.
- Use one-way isle markers where isles are preventing social distancing of 6 feet.
- Add plexiglass protective barriers for employees working registers.
- Close or sanitize changing rooms and similar shared use rooms between customers.
- Conduct daily temperature checks of employees and restrict employees from entering the worksite if they have fever.
- Screen employees daily with the following questions and restrict employees from entering worksite if they answer yes.
- 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 experiencing any of the symptoms of COVID-19?

## TIPS FOR CALCULATING OCCUPANCY

- Using google maps you can calculate the square footage by doing the following:
- To measure any area in Google Maps, you just need to start with the same process as for measuring distance.
- First, right-click on the map at your starting point and choose the *Measure distance* option.
- Add points around building. Once you close the shape by clicking on the starting point, Google will automatically calculate the area of your shape.
- A typical small retail shop is approximately 1500-2000 square feet and would allow for 7.5-10 customers to be inside at a time.
- A typical large box center is approximately 80,000-100,000 square feet and would allow for 400-500 customers to be inside a time. These centers rarely approach occupancy and usually do not have sufficient parking to actually have their occupancy be exceeded.

## INDUSTRY CONTACT:

**City of Jackson Planning and Development**

**Office Phone: 601-960-1993**

# Guidance for Restaurants and Bars

## ***STATUS: OPEN WITH RESTRICTIONS***

Restaurants include full-service and limited service facilities.

- Full-Service Restaurant – server takes customer’s order at table, delivers food to customer, used dishes and utensils are removed from table, payment is received from customer.
- Limited Service Restaurant – customer’s order is taken at counter, payment is made at counter, food is delivered to customer at counter or table, customer disposes of own utensils/trash or employees may do so.

### **GENERAL REQUIREMENTS FOR RESTAURANTS**

- Continue following the Guidance for All Employers
- Employees must wear face coverings (when tolerated medically and physically) when social distancing of 6 feet between individuals cannot be consistently maintained and when required by industry specific standards.
- Customers must wear face coverings (when tolerated medically and physically) when not seated at tables.
- Prior to resuming in-house dining, the entire restaurant and bar, including areas not open to the public shall be deep cleaned, disinfected, and sanitized.
- Restaurants and bars shall set hours of operation to close to the public no later than 10:00 p.m.
- Restaurants and bars shall conduct a daily screening of all employees at the beginning of their shifts. Such daily screening shall include the following questions, and any employee answering any question in the affirmative shall be sent home: (1) have you been in close contact with a confirmed case of COVID-19 in the past 14 days; (2) are you experiencing a cough, shortness of breath, or sore throat; (3) have you had a fever in the last 48 hours; (4) have you had new loss of taste or smell; and (5) have you had vomiting or diarrhea in the last 24 hours.
- Customers shall be screened for illness upon their entry. (This can be done by posting signage and asking if the customer or group of customers would respond yes to any question.)
- Conduct daily temperature checks of employees and restrict employees from working if they have fever.
- All employees shall be required to report any symptoms of COVID-19 to their supervisor, and any employee who exhibits any of the symptoms of COVID-19 during their shift shall be sent home immediately and advised to consult with their physician.
- Work stations shall be staggered six-feet so employees can avoid standing next to each other.
- Break rooms shall be thoroughly cleaned and sanitized, and the number of employees in the break room shall be limited to allow for strict social distancing.

- Limit the number of customers (excluding employees) to those that can be seated at least 6' from adjacent customers.
- No more than 6 people per table.
- No seating at a bar/counter sections.
- Restrict congregating in common areas.
- All front-of-house high contact surfaces shall be sanitized, at a minimum, every two hours.
- Menu boards, single use menus or sanitizing of menus between each use is required.
- Tables, chairs, and tabletop items shall be sanitized after each table turns.
- Self-service buffets, food stations, and drink stations are prohibited.
- Cafeteria style (worker served) buffets and food stations are permitted with appropriate barriers in place.
- Hand sanitizer shall be placed at all points of entry and exit, the host/hostess station, in or near the bathrooms, and at the cashier station.
- Point of sales registers must be at least 6 feet apart.
- Condiments must be single serve, provided by request only (not tabletop) and cannot be reused.
- Use rolled or prepackaged silverware/napkins stored in sealed bins or equivalent sanitary method.

## **GENERAL RECOMMENDATIONS FOR RESTAURANTS**

- Continue following the general recommendations for all employers.
- Encourage customers to use hand sanitizer upon entering the store.
- Provide an adequate number of trash receptacles.
- Use distancing floor markers to encourage social distancing of 6 feet.
- Add plexiglass protective barriers for employees working registers

## **TIPS FOR MANAGING WAITING AREAS AND EXPANDING SEATING**

- Use a phone number to allow guests to check-in. Text guest when their table is ready, allowing guest to wait in vehicle or other area that is conducive to distancing.
- Utilize online reservations systems.
- Utilize electronic wait listing technology.
- Use temporary outdoor seating in unused parking areas, common spaces, etc. to expand service capacity.
- Use pop-up tents outside the restaurant to greet customers and assist them in following safety protocols.

## **INDUSTRY CONTACT:**

**Visit Jackson**

[www.visitjackson.com](http://www.visitjackson.com)

**Phone: (601) 960-1891**

# Guidance for Gyms/Fitness Studios

***STATUS: Open with Restrictions***

## GENERAL REQUIREMENTS FOR GYMS/FITNESS STUDIOS

- Continue following the Guidance for Specific Types of Employers and Other Organizations.
- Prior to resuming operations, the entire gym must be deep cleaned.
- Gyms must close to the public by 10:00 PM each day.
- An employee dedicated to safety protocols must be onsite at all times there are customers.
- Gyms shall conduct a daily screening of all employees at the beginning of their shifts. Such daily screening shall include the following questions, and any employee answering any question in the affirmative shall be sent home: (1) have you been in close contact with a confirmed case of COVID-19 in the past 14 days; (2) are you experiencing a cough, shortness of breath, or sore throat; (3) have you had a fever in the last 48 hours; (4) have you had new loss of taste or smell; and (5) have you had vomiting or diarrhea in the last 24 hours.
- All employees shall be required to report any symptoms of COVID-19 to their supervisor, and any employee who exhibits any of the symptoms of COVID-19 during their shift shall be sent home immediately and advised to consult with their physician.
- Conduct daily temperature checks of employees and restrict employees from working if they have fever.
- Employees must wear face coverings (when tolerated medically and physically) when social distancing of 6 feet between individuals cannot be consistently maintained and when required by industry specific standards.
- Classes or group exercise activities are permitted. Participants shall maintain a minimum of six feet of separation between each individual at all times.
- Customers must wear face coverings (when tolerated medically and physically) when not performing high intensity exercise.
- Break rooms shall be thoroughly cleaned and sanitized, and the number of employees in the break room shall be limited to allow for strict social distancing.
- Limit the number of customers (excluding employees) to 30% of occupancy.
- Customers shall be screened for illness upon their entry. (This can be done by posting signage and asking if the customer or group of customers would respond yes to any question.)
- Sanitize all high-touch areas at least once every two hours.
- Hand sanitizer must be placed at all entrances and throughout the gym floor.
- Wipe all equipment before and after use.
- Rearrange or deactivate exercise machines and equipment to ensure at least 6 feet between customers.
- All common areas with the exception of bathrooms must remain closed. The gym floor

shall be deep cleaned daily.

- All gyms are expected to take every step necessary to implement the regulations, orders, and guidance from the Mississippi State Department of Health and CDC to prevent the spread of COVID-19.

## **GENERAL RECOMMENDATIONS FOR GYMS/FITNESS STUDIOS**

- Continue following the general recommendations for all employers.
- Encourage customers to use hand sanitizer upon entering the facility.
- Provide an adequate number of trash receptacles.
- Use distancing floor markers to encourage social distancing of 6 feet.
- Add plexiglass protective barriers for employees working at counters or check-in areas.

## **TIPS FOR MANAGING GYMS/FITNESS STUDIOS**

- Request customers shower and change prior to coming to the facility and after that leave instead of using facility locker rooms.
- Ask customers arriving for group fitness classes to remain in their vehicle or outside until the class is ready to begin.
- Create a contactless method of check-in.
- Prop all doors open that are practical.
- Offer reservation hours to assist in controlling number of customers in the gym at one time.
- Use pop-up tents outside to greet customers and assist them in following safety protocols.

## **INDUSTRY CONTACT:**

**City of Jackson Planning and Development**  
**Office Phone: 601-960-1993**

# Guidance for Salons, Barbers, Nails, and Personal Grooming

***STATUS: Open with Restrictions***

“Salons” will refer to Salons, Barbers, Nails, and Personal Grooming

## GENERAL REQUIREMENTS FOR SALONS

- Continue following the Guidance for Specific Types of Employers and Other Organizations.
- Prior to resuming operations, the entire salon must be deep cleaned.
- Salons shall conduct a daily screening of all employees at the beginning of their shifts. Such daily screening shall include the following questions, and any employee answering any question in the affirmative shall be sent home: (1) have you been in close contact with a confirmed case of COVID-19 in the past 14 days; (2) are you experiencing a cough, shortness of breath, or sore throat; (3) have you had a fever in the last 48 hours; (4) have you had new loss of taste or smell; and (5) have you had vomiting or diarrhea in the last 24 hours.
- All employees shall be required to report any symptoms of COVID-19 to their supervisor, and any employee who exhibits any of the symptoms of COVID-19 during their shift shall be sent home immediately and advised to consult with their physician.
- Conduct daily temperature checks of employees and restrict employees from working if they have fever.
- Break rooms shall be thoroughly cleaned and sanitized, and the number of employees in the break room shall be limited to allow for strict social distancing.
- Employees must wear face coverings (when tolerated physically and medically) when social distancing of 6 feet between individuals cannot be consistently maintained and when required by industry specific standards.
- Every employee shall wear disposable gloves when serving a customer and change gloves between customers.
- Customers must wear a face covering while inside at all times, unless they are receiving a service that would be impeded by the covering.
- The use of neck brushes is prohibited.
- Clean capes, gloves, and towels must be provided for each customer and must be stored in air tight container.
- Sanitize chair and other used equipment after each use by a customer.
- All linen and trash containers shall have a lid.
- Appointment only services, no walk-in services.
- Only one customer per employee is allowed in the salon or barbershop at any given time.
- All waiting areas are to remain closed.
- Customers are not to enter until their designated appointment time.

- Customers shall be screened for illness prior to their entry into the salon. (This can be done by posting signage and asking if the customer would respond yes to any question).
- Chairs must be arranged to ensure at least six feet of separation between customers.
- Place hand sanitizer at all entrances and exits.
- Salons must be deep-cleaned daily.
- An employee dedicated to safety protocols must be onsite at all times if there are customers.
- Conduct daily temperature checks of employees and restrict employees from working if they have fever.
- Provide a bin for customer belongings to be placed in and sanitize between customers.
- All salons and barbershops are expected to take every step necessary to implement the regulations, orders, and guidance from the Mississippi State Department of Health and CDC to prevent the spread of COVID-19.

### **GENERAL RECOMMENDATIONS FOR SALONS**

- Continue following the general recommendations for all employers.
- Provide an adequate number of trash receptacles.
- Use distancing floor markers to encourage social distancing of 6 feet.

### **TIPS FOR MANAGING SALONS**

- Install temporary barriers between chairs and stations. Examples include shower curtains, clear plastic fabric, plexiglass etc.
- Create a contactless method of check-in.
- Use pop-up tents outside to greet customers and assist them in following safety protocols.
- Allow customers to request appointments online, by email or by text to help manage communication.

### **INDUSTRY CONTACT:**

**City of Jackson Planning and Development**  
**Office Phone: 601-960-1993**

# Guidance for Recreation, Sports, Private Clubs, and Swimming Facilities

***STATUS: Limited Open with Restrictions***

## GENERAL REQUIREMENTS FOR ALL RECREATION

- Playgrounds must remain closed.
- Individuals who do not belong to the same household maintain social distancing of six feet between each other.
- High-contact group sports such as basketball, baseball, football, and soccer are prohibited.
- Non-contact sports such as tennis and golf are allowed if participants maintain social distancing of six feet.
- A minimum of one employee must be on-site during the facility's operation dedicated to ensuring that safety protocols are followed and wiping down of surfaces occur at least once every two hours.
- To every extent applicable, golf and tennis facilities shall implement and follow all limitations provided for gyms.
- Swimming pools may open provided that individuals who do not belong to the same household maintain social distancing of six feet between each other.
- Facilities that offer golf, tennis, or swimming must adhere to additional limitations, as follows:
  - Drinking fountains, showers, and lockers are to remain closed.
  - Pool water shall be properly chlorinated at all times.
  - High-touch areas such as handrails, light switches, and door knobs shall be frequently sanitized, at least once every two hours.
  - There shall be no sharing of equipment.
  - One person to a golf cart.
  - Carts are to be sanitized after each use.
  - Pool facilities are to establish a maximum number of people allowed in the pool facility at one time.
  - Facilities are to set up blocks of recreation time for people to reserve.
  - Facilities are to establish limits on how long parties can stay at the facility.
  - Facilities are to establish new safety guidelines for handling balls.
- All recreation facilities are expected to take every step necessary to implement the regulations, orders, and guidance from the Mississippi State Department of Health and CDC to prevent the spread of COVID-19.

# Taxicab/Vehicles for Hire

***STATUS: OPEN***

Taxicab, Black/Private Car, other Vehicle for Hire Companies such as Uber and Lyft will collectively be referred to as “Vehicles for Hire”. This section is recommendation only and these items are not part of the executive order.

## **GENERAL RECOMMENDATIONS FOR VEHICLES FOR HIRE**

- Continue following the Guidance for Specific Types of Employers and Other Organizations.
- All companies should attempt to avoid ride-shares per the recommendations of the Centers for Disease Control.
- All passengers should ride in the back seat of the vehicle.
- All drivers should wear a face covering when a client is in the vehicle.
- Provide each vehicle with hand sanitizer and disinfecting supplies.
- Do not allow any drivers that are sick to work.
- Screen all passengers with 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 experiencing any of the symptoms of COVID-19?
- Gloves should be provided and worn by all drivers if they are coming into contact with a passenger’s luggage, packages, or bags
- At a minimum, clean and disinfect frequently touched surfaces in the vehicle, including the back seat after each customer.
- Keep and carry cleaning and disinfectant spray or disposable wipes and disposal trash bags in every vehicle.
- Passengers should wear masks when in the vehicle.
- Prioritize contactless transactions and eliminate the sharing of items such as pens and electronic signature pads between drivers and passengers.
- Develop policies and technology options that allow and prioritize contactless transactions that limit or eliminate close contact and the sharing of items such as pens and electronic signature pads between drivers and passengers.
- Avoid providing pooled rides or picking up multiple passengers who would not otherwise be riding together on the same route.
- Maintain social distancing of six feet from passengers when possible.
- Avoid using the recirculated air option for the car’s ventilation during passenger transport; use the car’s vents to bring in fresh outside air and/or lower the vehicle

windows.

- Avoid contact with surfaces frequently touched by passengers or other drivers, such as door frame/handles, windows, seatbelt buckles, steering wheel, gearshift, signaling levers, and other vehicle parts before cleaning and disinfection.
- Install temporary barriers between the driver and the back seat of the vehicle, i.e., clear plastic fabric, plexiglass etc.

#### **INDUSTRY CONTACT:**

**Visit Jackson**

**[visitjackson.com](https://www.visitjackson.com)**

**Phone: (601) 960-1891**

# Hotel, Motel, Short Term Rental, Vacation Rental, and Bed and Breakfast Facilities

***STATUS: OPEN***

Hotel, Motel, Short Term Rental, Vacation Rental, and Bed and Breakfast Facilities will collectively be referred to as “hotels”.

## **GENERAL RECCOMENDATIONS FOR HOTELS**

- Follow the standards on the State Hotel and Lodging Association.
- Provide proper cleaning and disinfecting supplies including instructions for use, as well as personal protective equipment (PPE) for workers.
- Hotel restaurants, bars should follow the regulations for restaurants.
- Reconfigure meeting rooms and common areas for six-foot social distancing.
- Remove paper and pens from rooms or discard daily to avoid reuse.
- Provide and maintain adequate handwashing supplies (hand soap, running water, disposable hand towels, waste cans, etc.) and hand sanitizer for the general public.
- Housekeeping should use additional deep cleaning methods utilizing recommendations from the CDC when cleaning guestrooms.
- Housekeeping should not enter a guest room during a stay unless asked to by guest, or otherwise adhere to established safety protocols.
- Cleaning practices, in places like hotel guest elevators, front desk check-in stations and public bathrooms cleaned once every two hours.
- Contactless check-in encouraged when possible.
- Set a schedule for cleaning and disinfecting public restroom facilities.
- Clean and disinfect touchable surfaces frequently.
- Offer prepackaged meal options from your restaurants.
- Consider participating in a facility certification program, i.e., AHLA Safe Stay Programming

## **TIPS FOR THE HOTEL INDUSTRY**

- Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Many of these cleaning products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection. Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring.
- Train hotel staff and post signage to remind guests and workers to wash hands with soap

and warm water frequently, for at least 20 seconds each time. If possible, provide alcohol-based hand sanitizer that contains at least 60% alcohol in all guest contact areas and to all staff. In addition, staff should be advised not to touch their faces and to practice "social distancing" by standing at least six feet away from guests and other workers.

- Educate staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small proportion of people who are infected don't have symptoms.

#### **INDUSTRY CONTACT:**

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