

**El Paso County 5 Star Certification Application:
GENERAL BUSINESS**

1. Applicant Name (First Name, Last Name)
2. Email (This is the email we will use for all communication) - example@example.com
3. Business Name
4. Business Address
 - a. Street Address
 - b. City
 - c. Postal / Zip Code
5. Phone Number (000) 000-0000
6. Website (*Optional - For posting on our website/linking)
7. What jurisdiction does your business fall in?
 - a. Colorado Springs
 - b. Manitou Springs
 - c. Fountain
 - d. Monument
 - e. Ramah
 - f. Calhan
 - g. Green Mountain Falls
 - h. Palmer Lake
 - i. Unincorporated El Paso County
 - j. Unsure
8. Which industry best describes your business? (Choose One)
 - a. Restaurant / Bar / Brewery
 - b. Gym and Fitness
 - c. Personal Service
 - d. Indoor Events
 - e. General Business**

GENERAL BUSINESS

By checking the “yes” box after each statement, providing clear explanations for how mitigation strategies will be met, and submitting this application, I acknowledge that I will comply with each of the following:

1. **Masks are mandatory and enforced.** Customers and staff shall wear masks that cover their nose and mouth. Staff must enforce that customers wear masks, however, masks may be temporarily removed if required to perform the service, but then must immediately be replaced.

Yes No

2. **6-Foot distancing.** Signs, decals, and staff all ensure people from different households remain at least 6 feet apart.

Yes No

3. **Regular sanitation and cleaning of high touch surfaces.** Surfaces are regularly cleaned and sanitized in compliance with the [CDPHE Cleaning Guidance](#).

Yes No

4. **Daily employee symptom and exposure checks.** Employees will be screened daily for symptoms and exposure to COVID-19. [CDPHE's Symptom Support Tool](#) and [Employee Screening Forms](#) are implemented and used. El Paso County Public Health strongly recommends that screening logs are maintained for at least 30 days.

Yes No

5. **Symptom screening and contact tracing.** All customers will be screened for symptoms prior to entry. All customers will provide their contact information including their name, phone number, email address, the date and time they were at the business to support contact tracing. My business will maintain this information for 30 days after collection.

Yes No

6. **Ventilation.** My ventilation complies with OSHA Guidance and my business has improved ventilation by improving the HVAC system, using HEPA filters appropriate for space size, or opening windows or doors during business hours to maximize airflow.

Yes No

7. **Exposure notification app.** My business will promote the State's COVID-19 Exposure Notification App.

Yes No

8. **At-risk populations.** I have plans specific to protecting at-risk populations. My business will make extra effort to create special hours or accommodations for at-risk populations.

Yes No

9. **Outbreak plans.** I have plans that are specific to my business for detecting outbreaks, reporting them, and responding to them. My plans comply with the requirements in the CDPHE Outbreak Guidance.

Yes No

10. **Outbreaks.** Per CDPHE Outbreak Guidance, if two or more cases are confirmed within 14 days among employees, the workplace/facility could be ordered to temporarily close. Managers must report the suspected outbreak to El Paso County Public Health. Businesses could be reported to the state as an outbreak and that information could be publicly shared. I understand my business could be ordered to close for a period of time if I have two employee cases in 14 days and I will report my cases to the El Paso County Public Health Department.

Yes No

11. **Complaints.** My business will have information on how customers may file a compliance complaint publicly displayed in my restaurant.

Yes No

12. **Prior citations of noncompliance.** My business has had zero prior citations of noncompliance with public health orders.

Yes No

EI Paso County General Business Mitigation Strategies:

13. Please provide a brief description of your facility's layout. How is appropriate 6-foot social distancing implemented?

[Sample Response]

We provide in person shopping experience with product placed along the parameter of the wall and two "island" displays each at minimum of 6 feet from any other display.

14. Masks are mandatory and enforced. Businesses must have mask wearing protocols for staff and customers. Businesses must have methods for enforcement of mask wearing & accommodating those who are exempt from the mask requirements. Describe how you will meet this requirement by answering the following questions: How you will enforce the mask requirements for both employees and patrons? What will you do if an employee or a patron is not in compliance? How are the mask requirements communicated? Do you provide masks to your employees or to patrons that do not have one? What will you do if someone claims to have a medical or other exemption from the mask requirements? Please note that simply letting them enter the facility without a mask is not a reasonable accommodation under the Americans with Disabilities Act.

[Sample Response]

To communicate to staff and customers we have posted signs on the front door, posted signs throughout highly trafficked areas of the facility, and have trained staff to educate customers on mandate. Customers will not be permitted to enter the facility without a mask on and if they do not comply with the requirements once inside the facility they will be asked to leave. Additionally, we provide disposable masks to customers.

All employees, managers, vendors, are required to wear a mask at all times. We have also trained employees on how to wear masks correctly, washing daily if cloth mask, and always covering nose and mouth. Employees that are found to not follow the mask protocols will receive a warning and education on how to comply with the mask orders. If they continue to be out of compliance, they will be asked to leave the facility.

High-risk customers that can't wear a mask will be directed to curbside pickup options. We require all customers and employees to be masked while in the facility.

15. Social Distancing Requirements must be adhered to. Signs, decals, and staff all must be used to ensure that people from different households remain at least six feet apart from one another. Describe how you will meet this requirement.

a. Will you require reservations?

Yes No

b. If no, please describe how you will keep non-household members properly distanced and how you will prevent people from congregating in high-volume areas.

[Sample Response If Above is Marked No]

Guests will not be allowed to wait inside of the building. Staff will collect the phone numbers of guests and notify them when they may enter the facility via text. Staff will instruct guests to wait outside of the facility either in their cars or at least 6' away from other parties. We have placed markings that are distanced six feet apart outside so that parties do not commingle. When customers enter, staff will confirm the party or send them a text to notify them to come a designated entry.

16. Businesses must have plans for regular sanitation and cleaning of high-touch surfaces. These plans must at a minimum comply with the CDPHE Cleaning Guidance. Describe how you will meet this requirement. Please include how often you will clean these surfaces, the cleaning products you are using including the EPA registration number on the container, whether you have a cleaning log, and other relevant information. If you need help determining if a cleaning product is approved for COVID use, please use the EPA product look-up tool.

[Sample Response]

We will perform routine cleaning and disinfecting of commonly touched surfaces in the guest areas such as counter tops and door handles. We will deep clean and disinfect the entire facility during non-operational hours at least 2 times per week.

For routine cleaning of high-touch surfaces, staff will: Maintain an hourly cleaning log. Wear disposable gloves when cleaning and disinfecting surfaces. Gloves will be discarded after each cleaning. If surfaces are dirty, they will be cleaned using a detergent or soap and water prior to disinfection.

For disinfection, we will use an EPA registered hydrogen-peroxide based product per the manufacturer's instructions for cleaning and disinfection.

17. Businesses must have daily employee symptom and exposure checks. Businesses are encouraged to use the CDPHE Symptom Support Tool and the Employee Screening Form. Describe how you will meet this requirement. Please include details such as whether you use temperature checks or screening questions, whether you perform the screening on-site or ask your employees to self-screen at home, and how you keep track of employees that were sent home. If you have a screening template, please upload it as an additional document. El Paso County Public Health strongly recommends that the screening logs be retained for at least 30 days.

[Sample Response]

Management will perform employee symptom and exposure checks on-site prior to the employee's shift using the CDPHE templates. The forms will be kept in a binder near the location where employees report in to work.

Management will record the results and information for each employee in the binder. Completed forms will be retained for thirty days.

If an employee does not pass screening at the time they report to work, we will document his/her responses on the form and will send the employee home immediately. We will also document that the employee was sent home.

18. Businesses must implement protocols to minimize disease transmission. Such protocols include requiring employees to wear gloves when disinfecting equipment or surfaces or when interacting with customers and encouraging frequent breaks for employees to wash their hands. Describe how you will meet this requirement. Please include a detailed description of all strategies used to minimize disease transmission including: how often employees wash their hands, whether gloves are required, and if so how often they are to be changed, whether glass or plastic barriers have been installed at high-interaction points like check-in areas or pay counters, whether touchless payment is provided as an option, whether you use disposable or single-use items, how often you wipe down shared objects like equipment, or any other relevant details.

[Sample Response]

Our business has standard operating procedures for glove, mask use, and employee hand-washing. We have signage at the front door to indicate that masks are required to enter (we are using the state signage), we inform our guests that masks are required anytime throughout the facility. We also regularly wipe down frequently touched hard surfaces like door handles.

19. Businesses must screen customers for symptoms of COVID-19. How will you do this for customers and what will you do if a customer does not pass the symptom screening?

[Sample Response]

Staff will ask the CDC screening questions and do a temperature check (non touch thermometer). If a customer does not pass the screening, we will inform them that they cannot enter the facility and will be provided an option to place a contact-less order instead.

20. Businesses must have a plan to detect outbreaks, reporting those outbreaks, and how they will respond to outbreaks. The plan must conform to the following guidance. Please either put your plan into the textbox below or upload it as a separate document. Please note that an outbreak plan is distinct from a plan that addresses when one employee shows symptoms or tests positive for the virus.

[Sample Response]

Employees will be required to report close contact or positive test information to management prior to reporting to work. All customer and employee screening data will be captured, tracked, and maintained in our COVID Employee and Customer binder.

If two or more cases are confirmed within 14 days among employees, management will temporarily close the facility and will report the suspected outbreak to El Paso County Public Health. The COVID Employee and Customer binder will be shared with public health at their request.

Employees with symptoms of COVID-19 will be sent home immediately for isolation. Sick employees may not return to work until they can discontinue isolation. Healthy employees with recent exposure to a person with COVID-19 will be sent home to quarantine for 14 days.

21. Businesses must have sufficient quality ventilation – what is the ventilation in your facility and how does it meet the state-required guidelines? Examples include upgrading filters, continuous operation of HVAC systems, limit recirculation of air, and maximize outdoor air supply through open doors and windows when possible.

[Sample Response]

The establishment has a functional HVAC system. We have installed HEP filters that meet the state's guidelines. The HVAC unit is programmed to constantly circulate air during business hours.

Alternative: This establishment does not have a functional HVAC system. To increase the air supply in the building, we will leave exterior doors open and will place fans near open-windows during business hours.

22. Businesses are required to promote the State's Exposure Notification App. Describe how you will meet this requirement.

[Sample Response]

We will display a poster with information on the notification app on our window as well as having it at our front desk as we do our guest health checks.

23. Businesses must have publicly-displayed instructions for a customer to lodge compliance complaints. Describe how you will meet this requirement.

[Sample Response]

We will provide signage directing guests/customers to the State's website ([LINK](#)) and the El Paso County compliant complaint form ([LINK](#)) and email address 5starcomplaints@elpasoco.com

24. Businesses are encouraged to make strong efforts to provide special hours or accommodations for at-risk populations. Describe how you will meet this requirement. Special hours are not required. They are one method of providing accommodations to at-risk customers. If you plan to allow at-risk patrons to use a separate area, please describe the additional measures you will take to provide for their safety such as areas that are distanced more than 6 feet apart, fewer people overall in the space, required hand washing or glove changes prior to interacting with this population, etc. Please note that asking these customers to take advantage of these options is a reasonable accommodation.

[Sample Response]

We provide curbside no-touch pickup and delivery services for our at-risk guests. We are not able to provide special hours for these customers, so we will guide our customers to order through pick-up or delivery.