

# YAKUTAT BUSINESSES

## FREQUENTLY ASKED QUESTIONS

### 1. Are businesses required to have a COVID-19 mitigation plan?

Yes. At a minimum, businesses should provide:

- Opportunities for frequent hand washing or access to hand sanitizer
- Opportunities for Social distancing of 6 feet or more for non-family members
- Encouraging customers/clients to wear masks or face coverings
- Regularly clean and disinfect shared spaces and high touch surfaces
- Make special accommodations for those at higher risk (use PPE, install physical barriers, etc.)

Businesses should review CDC guidance and decision trees and follow new industry standards, best practices and update their protocols accordingly.

For more guidance:

Alaska.gov websites: <https://covid19.alaska.gov/reopen/>  
<http://dhss.alaska.gov/dph/epi/id/pages/COVID-19/business.aspx>

Osha.gov website: <https://www.osha.gov/Publications/OSHA3990.pdf>

Cdc.gov website:  
<https://www.cdc.gov/coronavirus/2019ncov/community/organizations/businesses-employers.html>

### 2. How will businesses know if a non-resident visitor has tested negative or is required to quarantine?

Businesses have the right to develop and enforce their own policies. This includes retaining the right to ask for test results prior to providing a service. Businesses also have the right to refuse service.

Clients or customers should be made aware of these policies in advance, though notices posted at your business entrance, website, office or included on your registration forms.

For example:

A lodge can require that guests share their covid-19 test results at check-in;

A charter boat operator can require a guest to share their test results before getting onboard the vessel.

### 3. Are lodges and B&Bs required to house a COVID-19 positive guest for the duration of a mandatory quarantine?

Most likely. All individuals, including residents and non-residents, are required to immediately quarantine if they receive a positive covid-19 test result. Unless there is another quarantine shelter

available within the community, your guest must shelter in place until they have been cleared by a public health nurse.

The State of Alaska warns that all non-resident visitors will be required to quarantine at their own expense should they test positive. Businesses are therefore entitled to charge visitors who must extend their stay to meet quarantine requirements.

#### **4. How can lodges and B&Bs safely house positive COVID-19 guests?**

Prepare a plan for meeting essential needs without having direct contact with the guest, such as:

##### **Food:**

- Deliver meals, or if cooking facilities are available within the guest's room, assist the guest in arranging for grocery and supply deliveries
- Make cleaning and disinfection supplies available for the guest's use

##### **Laundry:**

- Provide laundry services: have plastic bags available for the guest to place soiled towels, bedding and clothing into; provide closed containers outside the guest's room for soiled and clean laundry pick-up and delivery
- Use appropriate PPE when handling contaminated laundry such as overalls, rubber gloves, and face mask.
- Remove your overalls or outerwear and place into the washer or another bin or plastic bag for washing later.
- Use gloves to load the washing machine and then toss the gloves in also
- Wash all contaminated laundry on the hottest possible temperature

##### **Checkouts:**

- To minimize your risk of exposure, wait 72 hours before cleaning
- Wear appropriate PPE
- Using soap and water, scrub all "high-touch" surfaces (door handles, light switches, counters, furniture, tv remote, door frames, bedside tables, head board, etc.)
- Next, scrub all "low-touch" surfaces (walls, baseboards, bed frames, furniture legs, floors, etc.)
- Disinfect all surfaces with a bleach solution of 1/3 cup bleach to 1 gallon of water. Wipe or spray surfaces and allow to remain wet for 10 minutes.
- After removing your gloves, immediately wash your hands with soap and water for 20 seconds

#### **5. Can CBY or Clinic provide medical quality PPE for local lodges or remote camps/lodges that are housing COVID-19 positive guests or employees?**

Maybe. Businesses should try to stock an adequate supply of PPE and cleaning /disinfecting supplies. However, in an emergency outbreak situation, businesses are encouraged to contact the City and Borough of Yakutat to request emergency supplies.

#### **6. What if a customer refuses to follow COVID-19 mitigation measures? What can businesses do to protect employees and other customers?**

Businesses have a right to enforce their own policies and ask customers to leave the premises for refusal to follow policy.

Customers who violate State of Alaska mandates may also face criminal charges and fines. Businesses should contact the Yakutat Police Department for assistance in removing customers who violate policy and refuse to leave their place of business.