

Advocate Aurora Health Living Well Community

Conversation Three-Part Series

Part 3: Capacity Management/Safe Distancing inside Facilities FAQs, Based Upon Information Provided During the Webinar**

Q1: Where can people find more information about the new order and updates?

A: Updates on the order and plans on re-opening can be found on the City of Milwaukee's Health Department site, [Moving MKE Forward Safely](#).

Q2: Where can communities find out more information on the community standards and policies regarding personal protective equipment (PPE), testing and other related COVID-19?

A: Right now, there are daily high-level briefings at 3:30 that you can watch on TMJ4 via tv or through their Facebook page. The County Executive, Milwaukee Mayor, County Medical Director, and a public health officer provide updates on the current situation and what the outlook appears to be. Additionally, on [City of Milwaukee Coronavirus](#), updates are posted every day at 2:30 with current numbers and initiatives. The Near West Side Partners also has a [COVID-19 Resource](#) page for businesses and community members.

Q3: Will customers have to continue to wear masks while in the office or when engaging with businesses?

A: Right now, a safe business practice recommendation is for people to wear a face mask or cloth covering over the nose and mouth when in public.

Q4: What are some things businesses can do to make their staff and customers feel comfortable while adhering to social distancing requirements?

A: A helpful strategy is for businesses to be transparent about all the precautionary measures they are taking to slow the spread. By adhering to Center for Disease Control (CDC) recommendations, and through transparency about those efforts, business owners and operators can help make consumers feel comfortable again.

Q5: Along with social distancing, what other capacity management measurements should businesses or community organizations think about when re-opening?

A: Businesses and community organizations should communicate any changes to their operations so patrons can be informed before they arrive. Businesses should consider having signage posted at the entrance and throughout about expected practices. All establishment owners are responsible for ensuring patrons comply with social distancing requirements.

Q6: Should entities enforce mask wearing and social distancing for those who don't have disability requirements?

A: Private businesses have the right to require their consumers to wear masks and follow social distancing guidelines, and they are responsible for compliance while patrons are on the premises. However, for individuals with disabilities that prevent them from wearing masks, exceptions should certainly be made.

Q7: What are some safe distancing strategies other businesses are using? Can you share what works best and what hasn't?

A: Some of the challenges we have been hearing are patrons not adhering to social distancing rules and some not wearing face masks. Together we need to recreate the message so we can get everyone's support in slowing the spread and ensure people stay healthy. A good strategy is for business owners to have their employees model the expected behavior, perhaps then patrons will follow suit. Other strategies many businesses are using are creating a one-way traffic flow, placing markers to indicate the 6-ft spacing, and posting signage to encourage and remind people about social distancing.

Q8: What should businesses be prepared to provide customers versus staff?

A: Businesses must provide employees adequate cleaning supplies along with proper training for employees on how to use cleaning supplies and the importance of cleaning high touch surfaces frequently. If able to, businesses should also provide face masks or cloth coverings for employees. For both customers and staff, businesses should ensure there is adequate hand sanitizer or accessibility to rest rooms or sinks to wash hands, availability of tissue paper for covering coughs and sneezes, and easy accessibility to garbage cans so people can throw used tissues and paper towels in the garbage.

Q9: How can communities help slow the spread of COVID-19?

A: Communities can encourage everyone they know to practice frequent hand washing, social/physical distancing of six feet apart, and use of face masks or cloths to cover their noses and mouths.

Q10: What role can community organizations play in supporting health care providers?

A: Community organizations should share and communicate updated information to community members in a timely manner in whatever format which works best (social media, phone calls, emails, flyers, word of mouth, etc.). Furthermore, community organizations should listen to community member's concerns and help advocate on their behalf. Community organizations have connections where community members may not have connections, therefore they can serve as a bridge to ensure the community's needs and concerns are being addressed accordingly.

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Q11: What is the importance of having, building and maintaining relationships with community stakeholders during this time of COVID-19?

A: Building and maintaining relationships with community stakeholders is very important especially now, because community organizations understand the needs of community members. Community partners can articulate the needs of the community to stakeholders who can then help address those needs and concerns.

Q12: How important is it to direct people to new administrative orders, and why is it important for businesses and companies to really take heed of that information?

A: It is critical we inform community members and businesses about any new orders and changes so business owners can adjust and re-open in compliance with the new rules. The guidance provided by the city is strategically given so we can all do our part in keeping everyone safe and healthy.

Q13: Are masks mandatory for employees in a non-public facility such as a professional office or manufacturing?

A: Masks are highly recommended, but they are not required.

Q14: How can you organize nursery students ages two-six years old as they engage and socially distance in a space? Do you have suggestions and advice to the community on how to keep the children safe?

A: For childcare settings the recommendation is to not move children from room to room, and to keep the same group of children together to limit exposure to other children. For more information please refer to the CDC's [childcare guidance](#) and the Wisconsin Badger Bounce Back [childcare provider guidance](#) as we move to re-opening.

A suggestion to keep children safe is to limit the items being shared as much as possible. For example, provide each child their own activity box. The activity box would consist of their own crayons, markers, and papers to limit the need to share. If items such as toys are being shared, then they should be sanitized at the end of the day.

Q15: In Wisconsin, what are the protections for business owners when customers do not comply with the safety measures the businesses require?

A: If someone is not following your policies and procedures, as a private business owner you have the right to not allow that person in your establishment. It is recommended to have signage posted about your policies, and it is critical that the policy be enforced in a non-discriminatory manner. It is encouraged to have the policy not only posted at the entrance, but throughout the establishment. Businesses that don't have signs but would like signs can reach out to their Neighborhood Improvement Districts (NID's) for signage about social distancing.

Q16: If a business owner is not enacting safety measures, what should I do?

A: If a business owner is not enacting safety measures, we encourage people to report it by calling 2-1-1 or the Milwaukee COVID-19 hotline at (414) 286-3674.

Q17: Does the 25% capacity apply to places of worship? Do you have any advice on how to manage the capacity limit?

A: The 25% capacity rule currently applies for retail establishments. This is because when someone is at a retail establishment they are going in and out, they are not congregating or gathering. Gatherings are still limited to 10 and that is based off CDC guidance. Faith-based organizations are considered gatherings. Therefore, places of worship are subject to a limit of 10 individuals.

Q18: The archdiocese recommended 25% of total church capacity a little over a week ago. Would this go against the order?

A: Yes, this proposal appears to go against the current order.

Q19: When attending church as a family, will families be counted as one group or separated?

A: If you are in the same family or in the same household, then you do not have to socially distance with one another. However, each person will still be counted as an individual.

Q20: What are some of the practical application challenges that you have found the community is struggling with? For example, you share about getting resources, masks and hand sanitizer, but what if we don't have access to those?

A: Some challenges we are aware of and have experienced ourselves are shortages of supplies such as hand sanitizers and masks, and PPE. Fortunately, the Northwest Side Partners were able to work with a local business, Central Standard Craft Distillery, in securing hand sanitizers for the senior population at College Court. Some of the masks ordered are delayed, but many other organizations have been getting an ample supply of them and are now offering them to the community and organizations.

Q21: Are there any coordinated efforts in rallying resources or volunteers in the communities? Where are some of the coordinated efforts out there that individuals can engage with?

A: If you would like to volunteer in general, you can sign-up for [Wisconsin Emergency Assistance Volunteer Registry \(WEAVR\)](#) to be added to their database.

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If you would like to help make masks, you can volunteer with Just One More Ministry to pick-up [mask making kits](#).

If you would like to drop off donations for public housing residence in the Near West Side, please drop off donated goods to the Near West Side Harley Davidson campus.

Q22: Is there anything we are using intentionally to improve contact tracing?

A: There are a lot of city employees, such as librarians, being redeployed for contact tracing. We have been training big groups for the past two weeks. If you would be interested in contact tracing, please sign-up through WEAVR.

Q23: Are there safe volunteer options that can help to activate some of the young people over the summer?

A: Currently we are not aware of any volunteer opportunities for young people. However, individuals should not be discouraged: Anyone can make a difference by simply picking-up trash in front of their house or in the neighborhood. This activity can be done safely independently. We also encourage people to do more gardening. These two activities will help you mentally, physically and will make your neighborhood look better.

Q24: Can you share more practical ways on displaying signage? What other resources can City of Milwaukee provide business owners?

A: The City of Milwaukee Health Department website has a lot of signage that you can print off. There are one-way traffic signs, social distancing signs, and hand washing signs.

Q25: Who should I turn to if I don't have access to some of the resources the speakers talked about?

A: If you don't have access to resources, please call 2-1-1.

Q26: How do retail establishments communicate how they clean and decontaminate public contact equipment, such as credit card readers, pens, etc. Will businesses be creating a policy and procedures that they follow?

A: This is a business decision and not mandated by the health department. Business know their clientele best and are well suited to determine how they want to communicate with their customers.

***These FAQs have been developed from the Living Well Community Conversation recorded on May 22, 2020. The information provided by professionals who participated in that conversation does not constitute legal or medical advice. Likewise, the information provided here does not constitute legal or medical advice. AAH encourages everyone to monitor publicly available information and to always follow federal, state and local health organization guidance and government mandates.*