

# Southern Nevada Business Re-opening Guide

In Coordination with Governor Sisolak's "Nevada United: Roadmap to Recovery"



Please refer to the below items regarding considerations and new safety measures that will ensure a smooth transition during re-opening.

## CONSIDERATIONS BEFORE RE-OPENING

- Has the Governor's office authorized your business type and/ or sector to reopen?
  - If you are unsure, please check the Nevada Health Response website, [click here](#).
  - If you are not already familiar with the phased re-opening model for Nevada and Nevada businesses, please read "Nevada United: Roadmap to Recovery" released by the Governor's office on April 30, 2020 available [here](#).
  - Guidelines and protocols on Phase One for business re-openings as released from the Governor's office on 05/07/2020 can be found [here](#).
- Can the business be opened in phases?
  - Is there a cost-effective way to reopen?
  - Are there segments of your business which can be reopened in phases to allow for minimized risk to your employees and customers?
  - If you can reopen in sections, establish a plan for phased opening prior to opening your doors.
  - Identify options and procedures for curbside pickup/ delivery before physical store opening, if applicable. More Information [here](#).
- Do store hours need to be adjusted to comply with any direction from the State, Governor's office declarations, or local government?
- Do specific hours need to be established to accommodate the more vulnerable population to minimize risk of exposure?
- Are you able to provide touchless, or distanced, payment options?
- Can certain employees continue to work from home?
  - Adjust physical/ in-house staffing as needed.
  - Employees that are sick or showing signs of illness should be required to stay home.
  - Are you able to support paid-time off for sick employees?
  - Are you able to provide flexible schedules for employees in caretaker roles for vulnerable populations, or that are in need of alternative child care options due to any continued closures?
- What business with vendors, auditors, and customers can you continue to do over the internet or via phone to avoid unnecessary exposure?
- Consider developing a cleaning and sanitation plan based on guidelines from the CDC, SNHD, State, and any direction from the Governor's declarations. If you develop a plan, consider including information and training for employees, and public health and safety considerations.
- Guidance for store and employee distancing measures can be found on the CDC's website [here](#).

## BUSINESS LICENSE STATUS CHECKS

- If you did not make any changes to the business operator of record, business activities, or change of locations during the Governor's Emergency Directives, please continue through the rest of the checklist. Things to know when re-opening:
  - Individual jurisdictions may have specific, additional guidelines to the re-opening of your business. Please check with your local jurisdiction to ensure you have the most up-to-date information. If you are unsure of where you are licensed, or have questions, please reach out to our Clark County Business Licensing Re-opening Technical Assistance Team to discuss at 702-455-6561.

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- If you did make any changes to the operator of record, business activities, or business location during the Governor's Emergency Directives, please contact Clark County Business Licensing's Re-opening Technical Assistance Team to discuss at 702-455-6561.
  - You will be asked to complete our multi-jurisdictional "Quick Change" form by one of our Re-opening Technical Assistance Team members.
  - All provisions and applicable safety codes, safety inspections, and other related conditions will still apply to opening/ relocating businesses. Any needs will be discussed with you by a staff member from your applicable Business Licensing jurisdiction.
- Contact Information for each jurisdiction's Business Licensing Department:
  - City of Las Vegas:
    - Business Licensing General Information Line: 702-229-6281
    - Business Licensing General Information email: [license@lasvegasnevada.gov](mailto:license@lasvegasnevada.gov)
    - Business License User Portal (application, changes, pay fees):
      - <https://dscportal.lasvegasnevada.gov>
  - City of Henderson:
    - Business License Direct Phone: 702-267-1730, ext. 3
    - Business License email: [cohbuslc@cityofhenderson.com](mailto:cohbuslc@cityofhenderson.com)
  - City of North Las Vegas:
    - Business License Information: 702-633-1520
    - Business License Email: [businesslicense@cityofnorthlasvegas.com](mailto:businesslicense@cityofnorthlasvegas.com)
    - Business License Online Portal: [http://www.cityofnorthlasvegas.com/online\\_services/](http://www.cityofnorthlasvegas.com/online_services/)
  - City of Boulder City:
    - Business Licensing General Information Line: 702-293-9219
    - Business Licensing Email: [licensing@bcnv.org](mailto:licensing@bcnv.org)
  - City of Mesquite:
    - Business License Phone: 702-346-2835
    - Business License Email: [businesslicenses@mesquitenv.gov](mailto:businesslicenses@mesquitenv.gov)

## PHYSICAL FACILITY

- Check to ensure all utilities are turned on; all appliances, point-of-sale systems, and public facilities are in working condition, sanitized, and operational.
- Contact your local waste hauling contractor to confirm the level at which service is still being provided (some services may be on hold due to closures or public safety), and other schedules for pick-up to include trash/recyclable removal and interceptor/grease trap maintenance, if necessary/ required.
- Adjust store customer capacity standards as necessary to be able to maintain safe distances inside the location, or according to any direction from the State of Nevada and/or Governor's declarations regarding re-opening.
- Contact standard maintenance providers to ensure that service will be available should it be needed.
  - If certain standard maintenance providers are not available, or have not been approved to reopen, you may need to consider a phased-in approach to re-opening.
- Ensure that security plans are updated and operational.
- The Clark County Department of Building and Fire Prevention has created a checklist for your use as well, available [here](#).

## PUBLIC HEALTH AND SAFETY CONSIDERATIONS

- Consider developing a plan to clean and sanitize all contact surfaces.
  - Recommendations for appropriate methods for disinfecting your business daily can be found on the CDC's website [here](#).

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- Consider posting health and safety signage about safe distancing, handwashing, and personal safety measures.
  - Clark County has developed free, downloadable health and safety signage available [here](#). (Coming Soon).
- If you feel additional employee training would be beneficial, the National Institute of Environmental Health Sciences has more information available [here](#).
- Consider posting COVID-19 "Fact Sheet" in employee breakroom, available [here](#).
  - If you're interested in providing a COVID-19 screening questionnaire, an example can be found [here](#).
    - Consider using an illness log to track illnesses. One log can be found [here](#).
- Determine if Personal Protective Equipment (PPE) is needed for your business operations.
- Per CDC guidelines, face coverings and masks should worn be in public. More information is available [here](#).
  - More information around cloth face-coverings can be found on SNHD's website [here](#).
- Per CDC guidelines, face coverings and masks should worn be in public. More information is available [here](#).
  - More information around cloth face-coverings can be found on SNHD's website [here](#).
- The CDC recommends a minimum of distance of six (6) feet for social distancing. More information available [here](#).
  - Consider installing safe distance markings where necessary throughout location.
  - Consider one-way directional signage to direct safe and distanced movements throughout store.
  - Consider installing physical barriers between employees and customers where risk of exposure is highest; counters, point-of-sale stations, pick up windows, etc.
  - Consider distancing between employee workspaces.
- Phase 1 of "[Nevada United: Roadmap to Recovery](#)" allows for curbside and pick-up business model adjustments, more information on adaptations for your business within these new guidelines is available [here](#).

## INDUSTRY SPECIFIC INFORMATION

- All employees that interact with the public must wear face coverings per the Governor's Phase One "Guidelines and Protocols for Individuals and Businesses," more information available [here](#).
- Food Service:
  - Have you reviewed the Southern Nevada Health District Re-opening Checklist available [here](#).
    - Further guidance and a checklist for Phase 1 is available [here](#).
  - Is there potential to have only designated sections of the restaurant/ bar open?
  - Are tables, seating, and employee workstations spaced to promote safety and distancing?
  - Adhere to careful guidelines and sanitation for food preparation and handling.
  - More information around cloth face-coverings in can be found on SNHD's website [here](#).
  - Restaurants that have dining may accept patrons inside a physical location so long as the occupancy does not exceed 50% of capacity.
  - Restaurants that have additional bar tops must keep those sections closed during Phase One.
- Gaming:
  - Review the Nevada Gaming Control Board Procedures for Re-opening [here](#).
  - Review the Nevada Gaming Control Board's Health and Safety Policies for Resumption of Gaming Operations for Nonrestricted Licensees, available [here](#).

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- Re-opening plans must have been submitted to the Gaming Control Board prior to re-opening.
- Hotels:
  - SNHD has created an industry specific cleaning and sanitation guidelines, available [here](#).
  - Do all rooms need to be available for reservations? Consider spacing the rooms in use to allow for distance between resort customers.
  - Per the SNHD, high touch areas should be cleaned and disinfected.
- General Retail Establishments:
  - As of May 1, 2020, certain retail businesses that were not previously open during the shutdown have been approved for curbside pick-up business models. Please refer to previous "Social Distancing" section guidelines to plan for recommendations on transitioning to this business model.
  - Consider how you will handle over-the-phone and online orders, orders should not be taken in person, and patrons may only be in allowed inside a physical location so long as the occupancy does not exceed 50% of capacity.
- Cannabis Dispensaries:
  - During the recent shutdown, a delivery-based model for dispensaries has been allowable.
  - As of May 1, 2020, dispensaries have been approved to add curbside pick-up. Please refer to the previous "Social Distancing" section to plan for an adjusted business model.
  - Patrons may only be in allowed inside a physical location so long as the occupancy does not exceed 50% of capacity.
- Child Care Services:
  - Follow State Child Care Licensing and SNHD guidance regarding adaptations to business models. More information is available [here](#).
  - Follow state Child Care Licensing and SNHD guidance
  - Designate area to pick-up or drop-off children outside facility.
  - Create limited access space inside facility for parental access. Limit nonessential visitors.
  - Conduct health screening of employees, children in care, and ensure parents/ guardians understand screening guidelines and to keep children at home if they, or parent/ guardians have been sick.
- Aquatic Services:
  - Ensure that all chemical cleaning and pool maintenance have been reestablished, and meets requirements set by the SNHD. More information is available [here](#).
  - Ensure all patrons and staff maintain social distancing. Consider spacing between lockers and shower facilities.
  - Check that all staff have up-to-date certifications and operator cards as applicable as some may have expired during the temporary shutdown.
- Cosmetology Services:
  - Follow established guidelines from the Nevada Board of Cosmetology for enhanced sanitation, available [here](#).
  - Work should be by appointment only and digital appointment systems should be used when booking clients.
  - Consider temporarily modifying select services when possible, including limited use of facial steamers, blow dryers, and hood dryers to reduce potential pathogens being blown through the air.
- Barbershop Services:
  - Follow established guidelines from the Nevada State Barbers' Health and Sanitation Board, available [here](#).
  - Stagger employee's schedule to minimize the risk of overcrowding.

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- Require appointment scheduling and/or require walk-ins to wait outside.
- Require a freshly laundered or disposable chair cloth (cape) to be used for each client.
- Body Art Establishments/ Industry (Not Open in Phase 1 as of 05/09/2020):
  - The SNHD has compiled a checklist for re-opening considerations, available [here](#).
  - Consider scheduling appointments and consultations to ensure people are not congregating at the location.
  - Consider screening customers with guiding questions about any symptoms.
  - Revisit what types of services you are able to offer customers within the terms of any re-opening framework from either the State of Nevada, the Governor's office, and the Board of County Commissioners, and the SNHD.
    - Consider a phased approach to offering basic services over a period of time.

## CONTACT NUMBERS AND TECHNICAL ASSISTANCE

If you have questions about information provided herein, reach out to any of the numbers listed below.

- Business Licensing Technical Assistance Line: 702-455-6561
  - Calls will be returned within 48 hours.
- Business Licensing Technical Assistance Email: [BLReopeningAssistance@clarkcountynv.gov](mailto:BLReopeningAssistance@clarkcountynv.gov)
- Business Licensing General Information Line: 702-455-0174
  - State of Nevada Health Response Website: <https://nvhealthresponse.nv.gov/>
  - Curbside Commerce/ Safety Protocol: <https://nvhealthresponse.nv.gov/wp-content/uploads/2020/04/Curbside-Commerce-Safety-Protocol-4-29-20-1.pdf>
- Clark County Comprehensive Planning: 702-455-4314 (option 2, option 1)
  - Email: [zoning@clarkcountynv.gov](mailto:zoning@clarkcountynv.gov)
- Other Local Jurisdictional Business Licensing Contact Information:
  - City of Las Vegas:
    - Business Licensing General Information Line: 702-229-6281
    - Business Licensing General Information email: [license@lasvegasnevada.gov](mailto:license@lasvegasnevada.gov)
    - Business License User Portal (application, changes, pay fees):
      - <https://dscportal.lasvegasnevada.gov>
  - City of Henderson:
    - Business License Direct Phone: 702-267-1730, ext. 3
    - Business License email: [cohbuslc@cityofhenderson.com](mailto:cohbuslc@cityofhenderson.com)
  - City of North Las Vegas:
    - Business License Information: 702-633-1520
    - Business License Email: [businesslicense@cityofnorthlasvegas.com](mailto:businesslicense@cityofnorthlasvegas.com)
    - Business License Online Portal: [http://www.cityofnorthlasvegas.com/online\\_services/](http://www.cityofnorthlasvegas.com/online_services/)
  - City of Boulder City:
    - Business Licensing General Information Line: 702-293-9219
    - Business Licensing Email: [licensing@bcnv.org](mailto:licensing@bcnv.org)
  - City of Mesquite:
    - Business License Phone: 702-346-2835
    - Business License Email: [businesslicenses@mesquitenv.gov](mailto:businesslicenses@mesquitenv.gov)
- Governor Sisolak's "Nevada United: Roadmap to Recovery":  
<https://nvhealthresponse.nv.gov/wp-content/uploads/2020/04/NEVADA-UNITED-ROADMAP-TO-RECOVERY.pdf>
- Governor Sisolak's "Nevada United: Roadmap to Recovery" Phase One Guidelines and Protocols: <https://nvhealthresponse.nv.gov/wp-content/uploads/2020/05/Roadmap-to-Recovery-Phase-One-Initial-Guidance.pdf>

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- Clark County Department of Building and Fire Prevention Re-opening Checklist:  
<https://www.clarkcountynv.gov/building/fire-prevention/Industry%20Notices/2020%20Industry%20Notices/FP%20Reopening%20Notice%20042720.pdf>
- Southern Nevada Health District:
  - Las Vegas: 702-759-1110, Laughlin: 702-759-1643, Mesquite: 702-759-1682, After hours: 702-759-1600
  - SNHD COVID-19 Resource website:  
<https://www.southernnevadahealthdistrict.org/coronavirus>
  - Re-opening Checklist:  
<http://media.southernnevadahealthdistrict.org/download/ferl/updates/20200323/20200323-Reopening-Checklist.pdf>
  - Screening Questionnaire:  
<http://media.southernnevadahealthdistrict.org/download/ferl/updates/20200323/20200401-SNHD-COVID-19-Screening-Questionnaire-for-Employees.pdf>
  - Take-out and Curbside Pickup Guidelines:  
<http://media.southernnevadahealthdistrict.org/download/ferl/updates/20200414/20200416-Guidelines-for-Take-Out-and-Curbside-Pick-Up.pdf>
  - Face Coverings in Establishments During COVID-19 Outbreak:  
<http://media.southernnevadahealthdistrict.org/download/ferl/updates/20200414/20200414-COVID-19-Guidance-on-Cloth-Face-Coverings-for-Food-Establishments.pdf>
  - Further Guidance for Food Establishments for Phase 1 Re-opening:  
<http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-guidance-and-checklist-for-food-establishments-phase-1.pdf>
  - Hotel Cleaning Guidelines for Confirmed or Suspected Cases of COVID-19:  
<http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-cleaning-and-disinfecting-of-guest-rooms.pdf>
  - Hotel Enhanced Room Cleaning Checklist:  
<http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-enhanced-cleaning-of-guestrooms.pdf>
  - General Industry Waste Management:  
<http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-checklist-general-industry-waste-management.pdf>
  - Child Care Industry: <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-operating-checklist-child-care-facilities.pdf>
  - Aquatic Industry: <http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-guidance-aquatic-venues.pdf>
  - Body Art Industry (Not Open in Phase 1 as of 05/09/2020):  
<http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-guidance-for-body-art-establishments.pdf>
- Nevada Board of Cosmetology:
  - <https://sites.google.com/nvcosmo.com/nevada-board-of-cosmetology/home>
  - <https://drive.google.com/file/d/1nnK9pPFr3nWWGtqyGxq7HdEfVHvyUBah/view>
- Nevada State Barbers' Health and Sanitation Board:
  - <http://barber.nv.gov/uploadedFiles/barbernv.gov/Content/Board/Barber-COVID19-back-to-work-plan.pdf>
- Clark County COVID-19 Resource Website:  
<http://www.clarkcountynv.gov/covid19/Pages/default.aspx>

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- Business Resources:
  - <http://www.clarkcountynv.gov/covid19/Pages/Doing-Business-During-Coronavirus.aspx>
- Clark County Business License Application for Change of Business License
  - <http://www.clarkcountynv.gov/business-license/general-business/Documents/Application%20Packet%20for%20Change%20of%20Business%20License%20rev%2001.14.2020.pdf>
- CDC Small Business Guidelines and Recommendation Websites:
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>
- Training Guidelines for Cleaning and Sanitation Website:
  - <https://tools.niehs.nih.gov/wetp/covid19worker/>
  - Fact Sheet: [https://tools.niehs.nih.gov/wetp/public/hasl\\_get\\_blob.cfm?ID=11881](https://tools.niehs.nih.gov/wetp/public/hasl_get_blob.cfm?ID=11881)
- OSHA Guidance on Preparing Workplaces for COVID-19:
  - <https://www.osha.gov/Publications/OSHA3990.pdf>
- Nevada Gaming Control Board:
  - Procedures for Re-opening: <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16703>
  - Health and Safety Policies for Resumption of Gaming Operations for Nonrestricted Licensees: <https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731>
- Businesses that have continued to operate during the shutdown must also consider the information provided by this guide, the SNHD, the CDC, the State of Nevada, and any declarations, directives, or guidance issued by the Governor.
- This guide is to be considered in conjunction with pre-existing law, ordinances, and regulations for business operations.
- Taking guidance from the State of Nevada, the Governor's office, and the Board of County Commissioners, Clark County departments have issued waivers and exercised administrative leniency in the application and enforcement of County ordinances, rule, and regulations to facilitate daily operations during the COVID-19 emergency. These accommodations apply only to the COVID-19 related issues, and do not abrogate or negate any applicable law, ordinance, or regulation pertaining to legal business practices and public safety.
- This guide may be updated at any time following any future direction from the State of Nevada, the Governor's office, or the Board of County Commissioners. Clark County will prioritize keeping the business community informed of any changes.