



Business Reopening Resources

Core 4 Best Practices for a Safe and Healthy New York City

1. Stay home if sick
2. Keep physical distance
3. Wear a face covering
4. Keep your hands clean

If you are a business reopening:

Your first stop should be the [New York State New York Forward](#) guidance – in order to reopen, businesses must read and attest to following the mandates from the State.

The Department of Small Business Services (SBS) has a [one-stop shop for business resources](#) ([nyc.gov/business](#)), including reopening information. The NYC Department of Health and Mental Hygiene (DOHMH) has created plain language [Frequently Asked Questions for each sector](#) reopening, in adherence with the New York State guidance. Additionally, SBS has created [this simple flyer](#) for businesses and workers.

Support for businesses

Support in following guidelines: Call **888-SBS-4NYC**

Assistance with your required safety plan: [This template](#) from New York State Department of Health provides a guide for businesses to create their own safety plans, which must be posted on site.

A sample health screening tool: DOHMH's [Sample COVID-19 Screening Tool](#) can be used to conduct screenings. Employers must provide health screenings for employees daily.

A cleaning and disinfection log template: DOHMH's [COVID-19 Cleaning and Disinfection Log Template](#) can be used to log routine cleaning, and links to resources on proper cleaning practices.

Signage: DOHMH provides [posters for printing](#) in multiple languages. Businesses must display signage about social distancing protocols. These posters include:

- [Prevent the Spread](#)
- [Social Distance](#)

Free face coverings: The City has provided more than 5 million face masks to small businesses and their employees at no cost, available for pick up from [community partners across the city](#), while supplies last.

Webinars: SBS [web events](#) cover topics including reopening guidelines, assistance for small businesses and business planning during COVID-19.

Support for restaurants and bars

Restaurant Reopening Guide: [nyc.gov/restaurantreopening](#)

Bar and restaurant reopening checklist: Comprehensive [checklist](#) of requirements for this industry

Signage: [It's Up to You New York](#), [Prevent the Spread at NYC Restaurants](#), [Information for Employees](#), and [Information for Customers](#)

Inspections

Business reopening requirement inspections are coordinated by the Office of Special Enforcement (OSE) and staffed by various agencies. Inspections will be conducted proactively to promote safety practices across the city, and will also be conducted in response to 311 complaints. The inspectors will be focused on outreach and education to help businesses follow the guidelines and will only take enforcement action in exceptional cases or for persistent violations. Inspections may take place in-person or virtually.

Visit [nyc.gov/nycbusiness/article/reopening-guide](#)
to access all reopening resources





Business Reopening Resources

You may encounter inspectors from the Sheriff's Office, Fire Department (FDNY), Department of Environmental Protection (DEP), Department of Consumer and Worker Protection (DCWP), Department of Transportation (DOT), DOHMH, and OSE, or other City agencies. All inspectors will receive the same training and will be coordinated in their response.

If you are a worker

Workers can call **311** to be connected to the Department of Consumer and Worker Protection (DCWP) hotline, with any complaints about their employers, or workplace-related questions (e.g., about Paid Safe and Sick Leave). For additional information, [see this helpful document](#).

For more information, call 311

Anyone can call **311**, to make a complaint about a business not following guidelines. A business inspector from OSE or a partner agency will receive the complaint (see '**Inspections**' above).

Additional resources

Keep these websites bookmarked. Information about COVID-19 and requirements are changing regularly.

- [NY Forward](http://forward.ny.gov) – forward.ny.gov – NY State website with legal guidance
- [NYC COVID-19 portal](http://nyc.gov/coronavirus) – nyc.gov/coronavirus – Follow the [Business & Non-profits](#) links
- [NYC DOHMH website](http://nyc.gov/doh) – nyc.gov/doh – Follow links to [COVID](#)
- [NYC 311](http://portal.311.nyc.gov) – portal.311.nyc.gov – Follow the [Coronavirus \(COVID-19\) and City Life](#) links

Links to resources mentioned in this document

- **DOHMH Sector-specific FAQs:** <https://www1.nyc.gov/site/doh/covid/covid-19-businesses-and-facilities.page>
- **SBS Business Reopening flyer:** <https://www1.nyc.gov/assets/sbs/downloads/pdf/businesses/covid19/reopening/NYC-Business-Reopening-flyer-digital.pdf>
- **NYS Business Safety Plan template:** https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS_BusinessReopeningSafetyPlanTemplate.pdf
- **Sample screening tool:** <https://www1.nyc.gov/assets/doh/downloads/pdf/imm/covid-19-symptom-screening-businesses.pdf>
- **Cleaning and disinfection log template:** <https://www1.nyc.gov/assets/doh/downloads/pdf/imm/covid-19-cleaning-disinfection-log-template.pdf>
- **Posters:** <https://www1.nyc.gov/site/doh/covid/covid-19-posters-and-flyers.page>
- **Resources for workers:** <https://www1.nyc.gov/assets/dca/downloads/pdf/workers/NYC-Business-Reopening-AdditionalIndustries-WhatWorkersNeedToKnow.pdf>
- **Bar and restaurant reopening checklist:** <http://on.nyc.gov/DiningChecklist>

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