Professional Services Toolkit

City of Seattle

Overview

What is Phase 2?

Phase 2 allows certain businesses and activities to resume under strict public health and safety guidance. Business owners who need more specific guidance can request assistance at the Washington State Coronavirus Response page (English only), call the State of Washington's Department of Labor & Industries at 1-800-547-8367, interpretation available or can contact staff from the City's Office of Economic Development for assistance at 206-684-8090, interpretation available.

Professional services are defined as accountants, architects, attorneys, engineers, financial advisors, information technologists, insurance agents, tax preparers, and other office-based occupations that are typically serving a client base.

When will Phase 2 Start?

King County entered Phase 2 on June 19, 2020. The Department of Health can revoke these privileges at any time. For example, if the number of COVID-19 cases increase, we may go back to Phase 1.5 or Phase 1.

What Does Phase 2 Mean for My Business?

Under Phase 2 guidance, you must follow certain health and safety requirements for operating your business, including but not limited to:
- Operate at no more than 50 percent of building occupancy or lower, as determined by the fire code; and
- Limit indoor customer-facing services to 30 minutes per customer.

Where Can I Get More Information?

The City will continue to relay information from the State as soon as we have it. Any materials the City creates will be accessible and available in-language. In the meantime, you should visit the Washington State Department of Labor & Industries (L&I) website (English only) for additional reopening guidance. You can also find the Governor's Phase 2 guidance for professional services here (English only), and you can find an overview of the Governor's Safe Start Washington plan here (English only).

The City of Seattle's Office of Economic Development (OED) has a comprehensive resource page for small businesses, nonprofits, and workers impacted by COVID-19. This page will be updated as more information on the State's guidance for reopening becomes available.

In addition, the Seattle Office of Labor Standards has more information about your responsibilities under Seattle's Paid Sick and Safe Time (PSST) law, as well as COVID-19-related paid leave under the federal Families First Coronavirus Response Act (FFCRA). Both the FFCRA leave and PSST protect public health by ensuring that employees and children can stay home away from coworkers, school, and customers when they are sick or during a public health emergency. For more information about PSST, you can visit the Office of Labor Standards PSST COVID-19 Q&A here (available in multiple languages here). More information about the FFCRA COVID-19 leave is available here (English only).

Professional Services Toolkit

This Reopening Toolkit is produced by the City of Seattle, and is intended to provide accessible, high-level information based off the guidance that is set by the State Department of Health and Public Health – Seattle & King County to help business owners successfully open in Phase 2. Businesses can only open once they can meet all requirements in the guidance outlined on the State Department of Health's website. All guidance is subject to change at any time.

During Phase 2 of the Safe Start plan for professional services, businesses are permitted to operate at 50 percent of building occupancy, and they must limit indoor client interactions to 30 minutes.

Professional Services Checklist
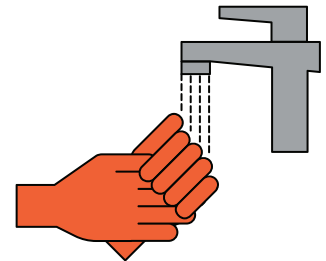
Staff Health and Safety

Make sure to provide a safe working environment and educate staff about the signs, symptoms, and risk factors associated with COVID-19 illness, how to prevent the spread of the coronavirus at work; including steps being taken in the workplace to establish social distancing, frequent handwashing, and other precautions. Visit www.kingcounty.gov/covid to find public health guidance in over 30 languages.
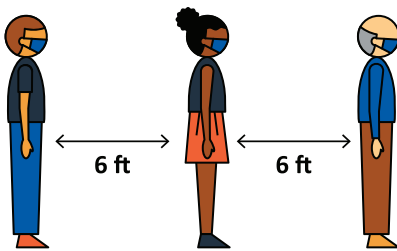

Maintain minimum six-foot separation between all employees and all clients in all interactions at all times. If that's not possible, stagger work schedules or put up barriers between staff.
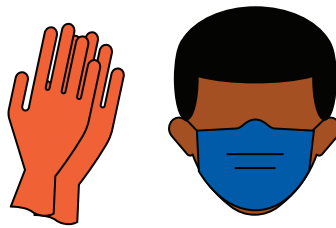

Provide employees free face coverings and disposable gloves. Visit seattle.gov/mayor/covid-19/seattle-protects to find face coverings for you and your staff.

Ensure frequent handwashing.
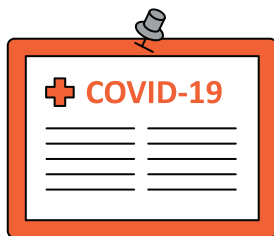
Assign a COVID-19 supervisor for each shift whose sole role is to oversee employee health and safety and ensure proper cleaning, hygiene, and screening protocols are followed.
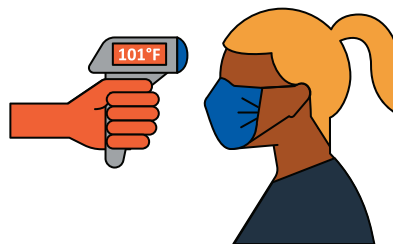
Conduct a temperature check and screen employees for COVID-19 symptoms as soon as each employee shows up for work. If an employee does show symptoms, send them home immediately and deeply clean all areas/surfaces that employee touched.
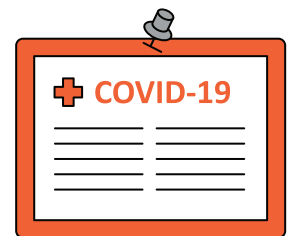
COVID-19 safety information and requirements visibly posted.
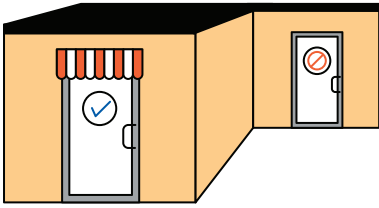
Primary access to the business should be through the front door; restrict access to back doors or other entry points. If the accessible entrance is not through the front door, allow access through the accessible entrance.

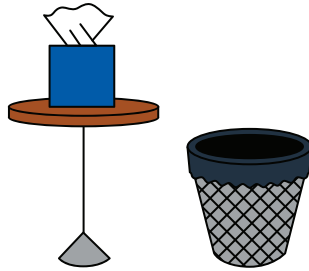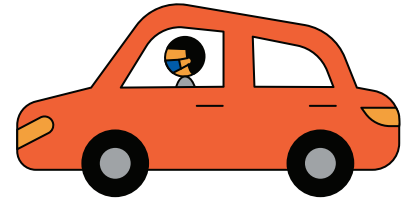Place tissues, hand sanitizer, and trash cans throughout the workplace in places easily reached by people of all heights and abilities. Ensure trash cans do not block pathways of travel.

Two or more people should travel in separate vehicles.

Customer Health and Safety

Display up-to-date public health guidance in multiple languages around your establishment. Public Health – Seattle & King County has downloadable posters in more than 30 languages available for free at www.kingcounty.gov/covid. During times of emergencies, accessibility continues to be a civil right. Consider appropriate accommodations for people with disabilities when planning for reopening to clients or customers.

Reduce the number of people in the waiting room to 5 or fewer people (if applicable).

6 ft **6 ft**
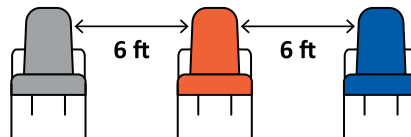
Keep all furniture six feet apart.

Frequently clean and sanitize high use areas, restrooms, and any equipment used by employees.
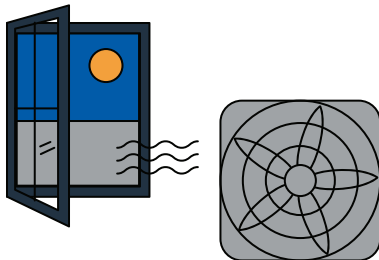
Increase ventilation when possible by opening windows, doors and/or using fans.

(XXX) XXX-XXXX
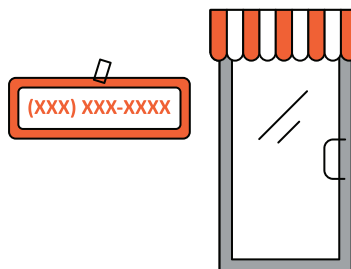
Post a sign for walk-ups with business hours, phone number, and types of services.

Consider keeping a voluntary log of customers to help facilitate contract tracing. The log should include their name, phone number, and the date they visited the business.

Face Coverings

Need assistance sourcing face coverings?

The City of Seattle heard from many business owners who are searching to buy both small and large quantities of face coverings. And we've also heard from our midsize manufacturers, who are the backbone of Seattle's economy, that many of them are changing their output to better serve the needs of their customers during the COVID-19 pandemic. That's why the City of Seattle created the Seattle Protects online marketplace to help businesses, nonprofit organizations, and residents purchase face coverings from local manufacturers. Visit seattle.gov/seattleprotects to find face coverings for your employees today.

Seattle Protects was created to:

1. Protect public health by helping businesses and communities access face coverings;
2. Support local manufacturers and small businesses;
3. Provide access to cloth face coverings to vulnerable populations by providing community-based organizations that serve immigrants and refugees, people experiencing homelessness, and older adults a place to source affordable face coverings; and
4. Reduce competition with the health care sector for medical-grade face coverings.

Seattle is no place for hate.

There are valid reasons why some people can't wear face coverings such as individuals with disabilities or children under the age of two — please do not discriminate. Individuals that indicate they cannot safely wear a face covering should still be allowed to enter your business of be provided the appropriate accommodations to patron at your establishment. If you experience or witness harassment or an act of bias, report it to the Seattle Office for Civil Rights Anti-Bias hotline at 206-233-7100. You can also report online at seattle.gov/reportbias. If it is an emergency, please call 9-1-1 immediately.

COVID-19 Free Testing

Need Access to Free Testing for COVID-19?

If you live in, work in, or regularly visit Seattle and are age 13 or older, and you are experiencing symptoms of COVID-19 and/or you have been exposed to someone with COVID-19 within the past 14 days, you can be tested for free. COVID-19 symptoms include fever, cough, shortness of breath, difficulty breathing, sore throat, loss of smell, chills, body aches, headache, fatigue, diarrhea, runny nose, and congestion.

The COVID-19 Testing Process:

1. Register online via the COVID-19: Resources for Community page or call* (206) 684-2489 Monday through Friday, 8:30 a.m. to 5:00 p.m. and Saturday, 10:00 a.m. to 3:00p.m.

2. Visit the testing site! Please don't forget to wear a face covering.

3. Get your results. Results times vary but typically are between 24-48 hours.

   *If you need in-language assistance, please tell us in English the language you need, we will then connect you with an interpreter.

What You'll Need to Get Free Testing:

1. A photo ID with your date of birth. Testing is available regardless of your citizenship/immigration status.

2. An insurance card only if you have insurance. You do not need to have insurance or a doctor's note to schedule a test. You will not be charged for the test.

Where to Go:

Aurora Testing Site

12040 Aurora Ave N, Seattle, WA 98133

Hours of operation: Mon - Sat, 9:30 a.m. – 4 p.m.

SODO Testing Site

3820 6th Ave S, Seattle, WA 98108

Hours of operation: Mon - Sat, 9:30 a.m. – 4 p.m.

City of Seattle

Finding the occupancy of your business

King County has received permission from the Secretary of Health to move into Phase 2 of the Governor's Reopening Plan, which would allow some businesses to increase operations while limiting the number of people in the space, referred to as the "occupancy" in the reopening plan. The technical term is "occupant load." For more guidance on how to use the chart below, consult the next page.

		ESTIMATING YOUR EXISTING OCCUPANT LOAD		FINDING YOUR RE-OPENING OCCUPANCY
Column A Type of Business *(and link to WA State Business Activity Guidelines)*	**Column B** Areas to Measure when Calculating Estimate	**Column C** Normal Occupant Load Factor *(Square Feet per Person)*		**Column D** Phase 2 Reduced Occupancy Level
Restaurants/Taverns *(Dine-In)*				
Outdoor dining areas	Customer Dining Spaces	15		50%*
Indoor dining areas	Customer Dining Spaces	15		50%*
Bar seating	Customer Dining Spaces	15		not allowed
Retail (in-store)	Sales Floors	60		30%
Fitness studios (indoor)	Workout Spaces	50		30%*
Religious and Faith Orgs (indoor)	Spaces of Worship	15		25%
Personal Services	All indoor spaces	100		50%
Pet Grooming	All indoor spaces	100		50%
Professional Services	All indoor spaces	100		50%
Real Estate	All indoor spaces	100		50%

Other restrictions may also limit the number of people allowed. See King County's approved phase 2 plan and the Governor's Phase 2 business activity guidelines for more information.

REOPENING OCCUPANCY SIMPLIFIED

Use posted occupancy, recent permitting materials, or estimate based on square footage (see chart)

Normal Occupancy Load $\times$ **Reduced Occupancy Level** $=$ **Reopening Occupancy**

Use columns C and D to calculate (see chart)

Methods for finding the occupant load for your space under the reopening plan

1. **Posted occupancy:** If you have a posted occupancy limit inside your business, use it as the baseline when calculating your reduced occupant load. Occupancy limit signs are posted in assembly spaces with an occupant load of 50 or more people, including many restaurants and taverns. To find your reduced occupant load allowed under the reopening plan, multiply your posted occupancy by the reduced occupancy level (in columns D or E below) and check the Governor's Business Activity Guidelines for more detailed information

2. **Recent Permitting Materials:** If you recently received a permit for tenant improvements in your space, the precise occupant load of your space may be available on the approved permit plans. If you still have a copy of the final building permit plans, this would likely be the easiest and fastest way to find the official number. You may also be able to find the approved plans by logging into SDCI's project portal or by contacting the design professional for the permit.

3. **Estimate based on square footage:** Seattle Department of Construction and Inspections (SDCI)I has developed the matrix above to help you estimate your normal occupant load and how many people are allowed in indoor or outdoor spaces under the reopening plan. Using Columns B and C to estimate your existing occupant load will likely result in a number lower than your permitted occupancy, but is an option if you do not know your current occupant load.

   Estimating your existing occupant load:

   1. Find the amount of floor space area indicated in Column B. You may be able to find the square footage for your space on your leasing agreement, in any floor plans you have, or on the Certificate of Occupancy for your space. If you cannot determine the square footage (s.f.) of your space in any documentation, you can measure (in feet) the length and width of the relevant areas. Multiply the measured length and width together to get the s.f. of a space.

2. Divide the size of your space by the normal occupant load factor (Column B). You can round up to the nearest whole number.
Restaurant example: 1,000 s.f. dining area / 15 s.f. per person = Up to 67 people
Retail example: 1,000 s.f. sales floor / 60 s.f. per person = Up to 17 people

Finding your reduced occupant load allowed under the reopening plan:

1. Multiply your normal occupant load by the Phase 2 reduced occupancy level (Column D).
Restaurant example: 67 people x 0.50 = Up to 34 people allowed
Retail example: 17 people x 0.30 = Up to 5 people allowed

2. Check King County's approved phase 2 plan and the Governor's Business Activity Guidelines for more guidance and limitations on the number of people allowed in your business.

4. **Historical Permit Research:** SDCI may be able to help you research historical permitting documents, however, permit records will take time to track down, and older, historical records may not be available. SDCI recommends using methods 1-3.

5. **More information:**Questions about operating under Phase 2 in Seattle? Call the Office of Economic Development at 206-684-8090. In-language assistance is available. Questions about your normal occupant load? Submit them online at: http://web6.seattle.gov/dpd/LUQnA/?Type=2

Financial Resources for Businesses and Nonprofits

Need Access to Capital & Other Resources?

The City of Seattle has prepared this resource for small businesses to find available capital and financial resources during the COVID-19 pandemic. Due to the rapidly changing nature of the crisis, and additional City, county, state, and federal programs being expanded or established, this information is subject to change and will be updated regularly.

City of Seattle Resources

Utility Payment Relief: Small businesses that have been financially impacted by COVID-19 can defer their utility payments to the City of Seattle. To set up a deferred utility payment plan, call Seattle City Light or Seattle Public Utilities at 206-684-3000, or send an email here. We'll be sure to keep your lights on and your water running in the meantime, regardless of your ability to pay.

B&O Tax Deferment: Small business owners with an annual taxable income of $5 million or less can defer on their quarterly B&O tax payments to preserve cash on hand and ease the financial burden caused by COVID-19. If you have questions about this source of tax relief during the epidemic, please call (206) 684-8484 or email: tax@seattle.gov.

The Seattle Public Library: The Seattle Public Library (SPL) is helping businesses find accurate market data to pivot and explore the viability of new services and products and start new businesses too. SPL also provides nonprofits with remote access to a valuable grant seeking database called the Foundation Directory. Click here to learn more.

State of Washington Resources

Tax Filing Flexibility and Waived Penalties: The Washington State Department of Revenue (DOR) can work with impacted companies that request an extension on tax filing. Your business can request such an extension prior to the due date of the return, and, if granted, your business would be allowed to delay reporting and paying taxes. DOR may also waive penalties under limited circumstances if your business is late in paying its tax obligation. For more information, please contact DOR at 360.705.6705.

Unemployment Benefit Charge Relief: Employers may be eligible for relief of benefit charges if an employer needs to shut down operations temporarily because a worker becomes sick and other workers need to be isolated or quarantined as a result of COVID-19. For more information, click here.

Federal Resources

The Paycheck Protection Program (PPP) provides small businesses with 500 employees or fewer up to $10 million in forgivable loans to pay their employees during the COVID-19 crisis. All loan terms will be the same for everyone and are provided through financial institutions/lenders. PPP funds are still available for small businesses, independent contractors, nonprofits, and tribal businesses whose operations were impacted by the Coronavirus outbreak.

Congress approved the Paycheck Protection Program Flexibility Act. This legislation provides more flexibility for small businesses who receive these loans. The loan forgiveness terms have changed to:
• Decreased threshold required to spend on payroll from 75% to 60%;
• Allows for 24 weeks, instead of eight weeks, to meet the threshold; and,
• Extends pre-COVID staffing levels from 6/30/20 to 12/31/20.

The deadline to apply for PPP is June 30, 2020.

The Small Business Administration's EIDL program offers long-term, low interest assistance for small businesses and non-profits affected by COVID-19. Small business owners and qualified agricultural businesses in all U.S. states and territories are currently eligible to apply. EIDL loan assistance can be used to cover payroll and inventory, pay debt, or fund other expenses. Small business owners also are able to apply for an EIDL Advance of $1,000 per employee, up to $10,000. The loan advance, which will not have to be repaid, is designed to provide economic relief to businesses that are currently experiencing a temporary loss of revenue. Find more information and an application link here . SBA is now accepting new EIDL and EIDL Advance applications.

The City's Office of Economic Development (OED) is offering technical assistance to help small businesses apply for PPP and EIDL/ EIDL Advance loans. Visit our website with detailed directions about applying for these loans or call (206) 684-8090. You can also access language assistance by calling (206) 684-8090. All callers can leave a message, and bilingual staff will call back with in-language support.

Nonprofit, Private, and Philanthropic Resources

Free Printable Templates for Coronavirus Signage: Signs.com is offering free printable health and closure sign templates related to the COVID-19 Coronavirus. To browse available templates and for more information, visit their website.

Digital Undivided: The Doonie Fund makes micro investments in Black women entrepreneurs. Grants will be awarded while funds are still available. To apply, visit their website.

Red Backpack Fund: Global Giving will be awarding grants of $5,000 each to female entrepreneurs in the U.S. to help alleviate immediate needs and support the long-term recovery of those impacted by COVID-19. Grants will be awarded until funds runs out. Visit the website for more information.

GoFundMe: The GoFundMe Small Business Relief Initiative is intended to support our local businesses facing financial loss. Search live campaigns by visiting the GoFundMe website.

Amazon's Neighborhood Small Business Relief Fund: Amazon has launched a fund to support neighborhood small businesses in Seattle (South Lake Union and Regrade neighborhoods) and Bellevue. Eligible small businesses will need to: 1) have fewer than 50 employees or less than $7 million in annual revenue; 2) be service or retail establishments open to the general public (dental establishments and corporate offices for instance, will not qualify). Grants will be awarded until funds runs out. Eligible small businesses can apply here. Due to COVID-19. Grants will be awarded until funds runs out. To find out more and apply for benefits, see their website.

The Seattle Sounders FC Relief Fund: This fund was established by RAVE Foundation to support individuals, small businesses, and nonprofits located in CenturyLink Field and in the neighborhoods surrounding CenturyLink Field that have been adversely impacted by the postponement of the 2020 MLS season

The Plate Fund: The Schultz Family Foundation established The Plate Fund to support individual restaurant workers who live or work in King County with $500 in immediate assistance. Restaurant owners can request a code for employees to apply at coderequests@theplatefund.com.

Rent and Evictions

Current State of Commercial & Nonprofit Rent and Evictions

If you independently own a small business with 50 or fewer employees per establishment, or if you run a state nonprofit, or a 501(c)(3) nonprofit, **your landlord cannot currently evict you in the City of Seattle,** due to an eviction moratorium signed by Mayor Durkan. In addition, the City Council, led by Councilmember Herbold, passed an Ordinance which includes rules that do not allow the landlord to raise the rent and rules about creating a repayment plan for back rent. You can find a summary of the City's rules around repayment plans here.

Commercial Lease Toolkit

The City of Seattle's Office of Economic Development (OED) partnered with Communities Rise and Perkins Coie to create a new COVID-19 Lease Amendment Toolkit for small businesses and nonprofits. The toolkit provides a suite of tools – including template lease amendment language – to assist small businesses and nonprofits who are navigating the negotiation of their commercial leases with their landlords.

If you are a small business or nonprofit with 50 employees or fewer, you can request an appointment to meet with a lawyer for a free 60-minute phone base or video call consultation to help you with your COVID-19 related lease questions here.

The COVID-19 Lease Amendment Toolkit includes a video and the following supplementary materials (linked at the bottom of the page):

• How to use this Lease Amendment Toolkit (slide deck that explains how to use this Toolkit).
• Summary of WA State and City of Seattle moratorium and proclamations on Commercial Real Estate.
• This summary provides information about Washington State, King County and City of Seattle proclamations, moratoriums, policies, and ordinance regarding commercial leases during the COVID-19 pandemic.
• Guidance for Tenants During the Coronavirus Pandemic
• Template (sample) documents that you can edit to make it fit your particular situation:
     *   Lease amendment template
     *   Lease termination agreement template
     *   Letter to landlord (short) template
     *   Letter to landlord (long with options) template

Voluntary Customer Vistor Log

We are asking visitors to voluntarily provide contact information in case of COVID-19 exposure. We only need information for one person per household. If we learn you may have been exposed to COVID-19 during your visit, we will only share this information with public health officials. They will contact you to explain the risk, answer your questions and provide resources. We will not use this information for any other purpose, including sales or marketing. If this list is not used within 30 days, we will destroy it. Learn more about COVID-19 at coronavirus. wa.gov.

Date/Time	First & Last Name	Phone	Email

PLEASE PROTECT ONE ANOTHER FROM COVID-19

Wear a face covering and keep 6 feet apart from others in public spaces.

Wash hands before and after wearing a mask

Fit coverings snugly but comfortably against the side of the face

Use the ties or loops to put your mask on and off

Face coverings should have multiple layers

Avoid touching the front of the face covering, especially when you take it off

Wash and dry your cloth mask daily

Children should only wear them with adult supervision

For more information:
kingcounty.gov/masks

Public Health
Seattle & King County

KCIT-DCE file: 2004_10087L_COVID-19_PH-MASKdirective_ENGLISH.ai

WE'RE PROTECTING OUR CUSTOMERS FROM COVID-19

In response to Public Health direction, we:

☑ Screen employees daily for any of these symptoms:

fever **OR** **shortness of breath** **OR** cough

Other symptoms:
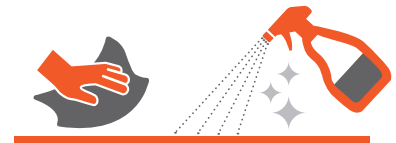- chills
- muscle pain
- sore throat
- loss of taste or smell

☑ Ensure sick employees stay home.

☑ Make hand washing and hand sanitizer available.

☑ Clean and sanitize surfaces frequently.

Please help in protecting our community:

- Ask if you need directions to a bathroom or hand sanitizer.
- Don't share utensils.
- Stand at least 6 feet apart while waiting to order or for pick-up.

- Protect those at greater risk (older adults and those with medical conditions) by staying home if sick.

6 feet   **6 feet**

KCIT DCE 10081 restaurants

Public Health
Seattle & King County

STEPS TO MINIMIZE RISK OF COVID-19

In response to Public Health direction, take these steps:

fever OR **shortness of breath** OR **cough**

Other symptoms:
- chills
- muscle pain
- sore throat
- loss of taste or smell

☑ Screen employees daily for any of these symptoms:

☑ Send sick employees home.

☑ Allow high risk employees to stay home (people over 60, pregnant people, medical conditions).
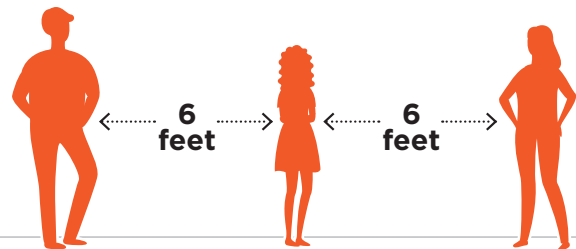
☑ Make hand washing and hand sanitizer available.

☑ Clean and sanitize surfaces frequently.

☑ Limit face-to-face contact to under 10 minutes.

☑ Remind customers to stand at least 6 feet apart while waiting to order or for pick-up.

6 feet   **6 feet**

KCIT DCE 10081 restaurants

Public Health
Seattle & King County

☑ Ask employees to read this information sheet.