



South Hill Gallery, LTD.  
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## **Plan for May 20, 2020 Phased Re-Opening from Covid-19 Quarantine**

**Background information:** South Hill Gallery provides custom picture framing and photography printing and editing services. We have been in business for 45 years and employ two full time and two part time persons, in addition to the owners. The custom nature of our business does require a certain degree of in-person contact, however, with some adaptation this can be mitigated.

**Action plan:** When Kentucky benchmarks are met in Phase 2 to permit retail businesses to reopen, we have developed the following plan to maintain social distancing to protect our clients and employees. We have been closed to in-person customers since the order was given on April 28, 2020. We are a small business with 6 employees (including the owners) and have a small but steady need for in-person activity to maintain our work. This limited contact plan would be maintained until conditions for front facing contact improves.

The following list shows our advance plan (but is not limited to these items) to have a phased reopening to the public, while maintaining limited contact:

1. We have implemented an appointment only system to allow for customers to visit the store, limited to one inside client at a time. Appointments may be made by phone or through the use of an online system on our website: [southhillgallery.com/appointment](https://southhillgallery.com/appointment) By scheduling in person traffic to a set number of time slots per day, we will reduce the amount of in-store traffic by approximately 75%. We will employ the “parking lot lobby” to manage traffic.
2. Customers will be asked not to enter the store if they have any symptoms of Covid-19 or have been in contact with someone who is infected (KY provided signage posted).
3. Have a sanitation station available for in-person clients that includes temperature check, disposable facemasks, gloves, hand sanitizer and waste receptacle.
4. Use a touchless payment system through the use of cash, check, remote credit card processing and other platforms such as apple pay, Venmo and PayPal.
5. Provide call ahead curbside pickup for completed orders that require no contact.
6. Clean and sanitize the store surfaces prior to opening and following every customer, to include doors, light switches, counters, phones, keyboards, hard surfaces, restrooms, etc.
7. Employees have separate work rooms, so distancing will be practiced in the workplace. There are no communal gathering spaces at our facility.
8. Provide and encourage use of hand washing supplies and PPE to include cloth facemasks, gloves and hand sanitizer by employees. Daily temperature checks will be implemented.
9. No staff member shall report to work if they have a known exposure to Covid-19 or are experiencing any symptoms. Qualified sick and family leave wages for which a credit is allowed under sections 7001 and 7005 of the Families First Coronavirus Response Act (Public Law 116-127) will be given to any affected employee.