

Frequently Asked Questions (FAQ) on New York Forward and Business Reopening

Updated: May 13, 2020

- 1. How do I know if I am in an industry and a region that is permitted to reopen?**
Answer: Please refer [HERE](#) to determine if your business is in an industry that is eligible to reopen and [HERE](#) to see if your region has met the criteria necessary to reopen.
- 2. Where do I get the Guidance for my industry?**
Answer: Please review the Industry Guidance documents [HERE](#). Please note that these are subject to change.
Additionally, please review information related to the state's regional control rooms [HERE](#), which are a resource to regions throughout the reopening process.
- 3. In which Phases will different types of businesses reopen?**
Answer: Please see the Governor's current reopening plan [HERE](#). Note that this plan is subject to change, and is evolving continuously.
- 4. My business was previously allowed to operate because I am providing a support function to an essential business. However, I am not in a Phase 1 industry or region. Am I allowed to continue operating?**
Answer: Yes, your business is permitted to continue operations in support of an "essential" business designation, as previously permitted. You may be subject to additional health related requirements, to the extent you were not following such guidance prior. Please refer to the Essential Business Guidance and industry-specific documents [HERE](#).
- 5. If I am an essential business, am I subject to the new operating requirements detailed in the Guidance?**
Answer: Yes. The increased measures detailed in the Guidance are in furtherance of public health and safety, and all businesses as well as units of State and local government are required to ensure this standard of safety.
- 6. My industry is not included in the newly posted Guidance, but my business, or certain parts of my business functions were "essential" under ESD's Essential Business Guidance. Am I permitted to continue operating?**

Answer: Yes, if your business or business function is currently “essential” under ESD’s Essential Business Guidance, you may continue to operate. You must now adhere to additional health and safety guidance depending on your industry. Please refer to the Guidance documents [HERE](#).

7. Due to special circumstances, I cannot fully comply with the Guidance, can I apply for a waiver?

Answer: No, due to health and safety concerns, waivers will not be issued.

8. Local Government operations were excluded from the essential business designation, does this mean all municipally owned sites can continue in counties that are still on PAUSE?

Answer: Municipal government operations should practice physical distancing and telecommuting as much as possible, however it is up to the individual municipality how they determine which functions are essential. All local governments are operating at a maximum of 50% in-person workforce presence.

9. What if my business cannot procure enough protective equipment for all workers?

Answer: If your business cannot procure the required protective equipment, then your business cannot operate safely. Your business can only reopen when you are able to fully supply adequate protective equipment and to help protect the health and safety of your workers. You may contact your county Office of Emergency Management for assistance in procuring PPE, to the extent it is available.

10. Do I need to create a reopening plan? If so, what should my plan include? Can I receive a template or checklist from NYS?

Answer: Yes. All businesses, including essential businesses, must develop a COVID-19 Health and Safety Plan. Plan information may be found [HERE](#). Your COVID-19 Health and Safety Plan should include the ways in which you intend to comply with the Guidance, to safely reopen. More information may be found [HERE](#).

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