

BACK-TO-BUSINESS Toolkit



Brought to you by:



The
Chamber

MARION-GRANT COUNTY
CHAMBER OF COMMERCE

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Dear Business Owner,

The purpose of this toolkit is to help business owners assess their business needs and plan for a safe, successful reopening.

This year of COVID-19 is anything but business as usual and is truly uncharted territory for you, your employees, and your customers.

Reopening must be balanced with careful planning and diligent follow-through to help protect those that depend on you for employment and those that rely on your goods and services.

Remember, we only have one shot at opening the right way, and each business could have a profound effect on the health of Grant County.

Things to consider:

- What inventory, supplies, equipment and other items do you have or need?
- What kinds of government assistance you might be able to access?
- What's the feedback from employees, customers, suppliers, and creditors/investors?
- What's your business' financial position?
- Have any of your key customers and/or suppliers been affected by the disaster, and if so, how will this impact your business?
- What will be your sanitation and disinfection process? Assessing the health and temperature of your employees? Social Distancing measures? training your employees on the process?
- What online updates and notifications do you need to do?
- Do you need to change the way you do business to reach your customers?
- How will you market and advertise your reopening?

Lastly, we have provided information directly from resources such as the Center for Disease Control (CDC), Governor Holcomb's Back on Track IN plan, Indiana State Dept of Health; but understand this guidance is advisory in nature and informational in content. It may or may not be a standard or a regulation, and it neither creates new legal obligations nor alters existing obligations.

OUR PRINCIPLES TO GET BACK ON TRACK

Governor Holcomb has used data to drive decisions since our first case of the novel coronavirus in early March. That will continue to be our practice as we contemplate a sector-by-sector reset. These are the four guiding principles that will determine if stages to reopen various sectors of the economy will move forward:

1

The number of hospitalized COVID-19 patients statewide has decreased for 14 days

2

The state retains its surge capacity for critical care beds and ventilators

3

The state retains the ability to test all Hoosiers who are COVID-19 symptomatic, as well as healthcare workers, essential workers, first responders, and others as delineated on the ISDH website

4










































Health officials have systems in place to contact all individuals who test positive for COVID-19 and complete contact tracing

As we lift restrictions and more people return to work, visit a store or restaurant, and participate in more activities, the number of COVID-19 cases will increase. If we cannot meet these principles, all or portions of the state may need to pause on moving forward, or we may return to an earlier stage of the governor's stay-at-home order.

BACK ON TRACK INDIANA PLAN EXPLAINED

KEY

 CLOSED/VIRTUAL ONLY	 ESSENTIAL ONLY	 75% CAPACITY	 FULLY OPEN WITH SOCIAL DISTANCING
 PICKUP AND DELIVERY ONLY	 50% CAPACITY	 OPEN WITH RESTRICTIONS	

	STAGE 1: March 24 - May 4	STAGE 2: May 4 - 23	STAGE 3: May 24 - June 13	STAGE 4: June 14 - July 3	STAGE 5: July 4 and Beyond
Social Gatherings	10 People or Fewer	25 People or Fewer	100 People or Fewer	250 People or Fewer	250+ People Permitted
Facial Coverings	Recommended	Recommended	Recommended	Optional	Optional
Government Offices	Closed to the Public	Limited Public Access	Limited Public Access		
Manufacturing, Industrial					
Office Settings		Remote Work Encouraged	Remote Work Encouraged		
Retail					
Restaurants		 May 11th			
Bars and Clubs					
Gyms					
Personal Services		 May 11th*			
Entertainment and Tourism					
Religious Services		Services May Convene Following Guidelines Starting May 8th	Services May Convene Following Guidelines	Services May Convene Following Guidelines	

Note: This roadmap is subject to change based on CDC guidance and other new information. Local governments may impose more restrictive guidelines. Stage 2 will begin on May 11 for Lake and Marion counties and May 18 for Cass County.

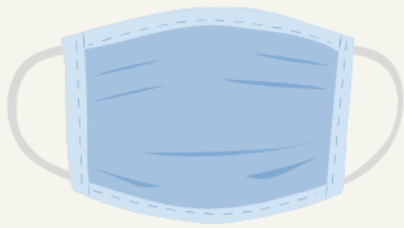
*Visit backontrack.in.gov for more information and guidelines for reopening Indiana and industry specific guidance for face coverings, etc.



#BackOnTrack | backontrack.in.gov

This piece was created on May 4, 2020. If you see different information published on a more recent date, please use the most current recommendations.

PPE Marketplace



A program to connect small businesses and nonprofit organizations with PPE so they can safely reopen



Indiana's Small Business #PPE Marketplace

To qualify to receive masks & hand sanitizer, you must have <150 employees & be a restaurant OR in retail sales, personal services or office environments.

More details

<https://backontrack.in.gov/ppemarketplace.htm>

Order Form

<https://appengine.egov.com/apps/in/ppemarketplace>

GET PREPARED - UPDATE YOUR POLICIES

HR Policies (Excerpts from the CDC website)

Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws.

Sick Leave

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

Physical Distancing Policies

- Discourage workers from using other workers’ phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Physical distancing should be implemented if recommended by state and local health authorities. Think about what this means for break rooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible work hours, staggering shifts, meeting requirements, and travel options where applicable.

PLANNING A SAFE REOPENING

A Reopening Plan should be posted in your business and here's the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:

- **Wearing Face Masks and proper usage.** (Recommended, not required) The Governor has mandated that essential businesses wear face masks during all 5 phases of COVID restrictions when working with the public until the executive order expires or is rescinded. (We are still seeking clarification on this for non-essential)
- **Taking Employee Body Temps.** (Recommended, not required) We recommend Employees take their temperature before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. (CDC considers 100.4°F a fever). Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures.
- **Symptom Monitoring.** Ask Employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell.
- **Disinfecting Plan.** Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, and other work equipment.
 - **Customer Contact Recommendations:**
 - Sanitize hands after physical interaction with a customer or any monetary exchange.
 - Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.
 - **Disinfecting Solutions:**
 - To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water, OR 4 teaspoons bleach per quart of water
 - Alcohol solutions with at least 70% isopropyl alcohol may also be used
 - Any commercial disinfecting product labeled to kill coronavirus can be used
 - Read labels carefully and research before mixing chemicals.
- **Physical Distancing Plan.**
 - (Recommended) All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
 - (Recommended) Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
 - (Recommended) Order areas are separated from Pick up areas to prevent customers from gathering.
 - (Recommended) Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).
- **Crowd Control.** Plan on how you will monitor the number of customers onsite and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase the county is in and cannot exceed your business maximum occupancy given physical distancing measures (think about if everyone was standing 6-feet apart, how many customers could there possibly be?). (Stay tuned for County exemption request update to state).
- **Employee Training & Test Runs.** (Recommended) Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.

A SAMPLE REOPENING PLAN

EMPLOYEE SAFETY

- **Employees are required to wear a face mask.** The business will work on behalf of employees to obtain reusable face masks should they not be able to get their own. We will train every employee on proper usage and sanitation of their face masks and display posters on recommended procedures.
- **Employees will wash hands** when first entering the building, prior to taking their temperature.
- **Taking Employee Body Temps.** After washing their hands, employees will take their temperature and record it on a tracking sheet, sanitizing before and after use with alcohol. Any employees having temperatures of 100°F or higher will be sent home and instructed to isolate themselves and watch for symptoms.
- **Symptom Monitoring.** Employees will be asked to call in prior to their shift if they have any of the following symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms.

BUSINESS DISINFECTING PLAN

- **Sanitizing Solutions.** A bleach disinfection solution containing 5T of bleach per gallon, and an 70% alcohol disinfecting solution set will be at the check out counter and the customer assistance counter, as well as in the back office and restrooms. The bleach solution is meant to be sprayed on countertops and other non-porous areas, and the alcohol solution is meant for hand sanitizing and areas where bleach is not recommended. Employees will be trained on proper usage of each.
- **Employee cleaning plan**
 - **Bathroom.** Employees will be sanitizing the bathroom toilet handles, door knobs, faucets, and soap dispensers every hour, or when any employee uses the bathroom. A logbook will be kept in each bathroom and reminders set at each hour.
 - **Office.** Before we sit down in the office, we will sanitize keyboards, computer mouse, and desk area.
 - **Public areas.** Employees will be sanitizing entrance, any other door knobs, and any display case handles.
 - **Customer Contact.** Employees will sanitize their hands with alcohol after physical interaction with a customer or any monetary exchange, along with any areas that a customer has touched at a service counter before interacting with the next customer.

PHYSICAL DISTANCING PLAN

- There is only 1 office, 1 break room, & 1 check out counter and right now all are more than 6 feet apart.
- Markings have been installed on the floor every 6 feet at the check out counter.
- We have put up a see-through barrier at the check out counter.
- Employees and delivery people have been instructed to maintain their physical distance between each other. There is a plan to alternate breaks and lunch periods.

CROWD CONTROL

- Normally, our maximum occupancy is 50. Our public space is 900 square feet, so the maximum number when taking in physical distancing guidelines is 25. Realistically, even though it's an open space, people don't congregate that way, so based on typical usage we have amended the maximum to 15 people.
- In phase 1, we will only allow a maximum of 10 people at any one time, and will increase to 15 at phase 2, which we will hold until all restrictions are lifted or changed.
- There will be a sign placed on the front entrance stopping customers from entering when the maximum is reached. Employees will keep a count of people and activate the sign when at capacity.

COMMUNITY AND MARKETING

- We have loaded this plan onto our website and Facebook pages, and will be doing a post to customers letting them know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business. An email will be sent to our existing customers letting them know opening details.

COVID-19 HEALTH QUESTIONNAIRE & WAIVER - PERSONAL SERVICES

For Businesses that offer personal services to customers that require physical contact

Business: _____

Client Name: _____ Phone: _____

Do you have any of the following symptoms?

- | | |
|--------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Fever | <input type="checkbox"/> Dry Cough |
| <input type="checkbox"/> Body Aches | <input type="checkbox"/> Headache |
| <input type="checkbox"/> Sore Throat | <input type="checkbox"/> Runny Nose |
| <input type="checkbox"/> Tiredness | <input type="checkbox"/> Shortness of Breath |
| <input type="checkbox"/> None of the Above | |

Have you been in contact with anyone who has a confirmed case of COVID-19 in the past 14 days?

YES or NO

If you're a healthcare provider and the answer is YES, was this exposure without proper personal protective equipment (PPE)? YES or NO or NOT APPLICABLE

Have you been out of the country in the past 14 days? YES or NO

Release of Liability Waiver

State of Indiana

I hereby agree that _____ has a proper sanitation and disinfection plan in place and is not responsible for any accidental transmission of COVID-19 that could occur by being in their business or within close proximity of each other.

I also agree that if I become symptomatic within 14 days of my visit, I will notify the business immediately.

Signature: _____

Printed Name: _____

Date: _____

EMPLOYEE TEMPERATURE SHEET

Please initial on the day that you took your temperature. Monitor hourly if you are at 99F. If you reach 100F, you should alert your supervisor and immediately go home and self-isolate, monitoring for symptoms.

EMPLOYEE	MON	TUE	WED	THU	FRI	SAT	SUN

STANDARDIZED EMPLOYEE SCREENING QUESTIONNAIRE

If you answer **“yes”** to any of the following questions, please contact HR about reasonable accommodations or alternative work options.

To be asked upon return to work:

- Do you have anyone in your home/ have you interacted with anyone that is at a higher risk for contraction? (nurses, essential workers, etc.)
- Do you have anyone in your home that could be more susceptible to contracting COVID-19?

To be asked weekly:

- Have you had contact with a person known to be infected, potentially infected, or exposed to someone infected with COVID-19 within the previous 14 days?
- Have you or someone you've been in contact with traveled domestically or internationally in the last 14 days?
- Have you or someone you've been in contact with attended a gathering where proper social distancing protocol was not followed in the past 14 days?*

To be asked daily:

- Have you had a fever, cough, shortness of breath, difficulty breathing, chills, muscle pain, sore throat, or new loss of taste or smell that cannot be attributed to another health condition in the past 2-14 days?*

Please acknowledge the following upon arrival:

- I certify I will follow my employer's COVID-19 policy.
- I certify that all answers are true and correct to the best of my knowledge.

*Definitions represent CDC-designated guidance and symptoms of COVID-19 at the time of drafting. For the most current list of symptoms and guidance please consult the CDC's website.

This questionnaire is meant as a recommendation and should not represent a dispositive indication of an employee's exposure risk. While we tried to be comprehensive, we make no representations or warranties regarding the completeness of these materials in complying with your state and local laws.

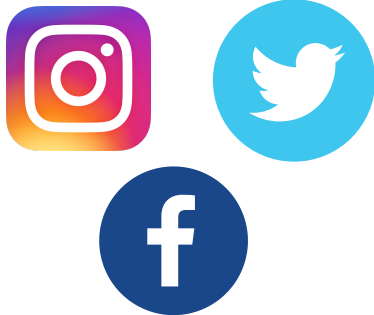
Please consult the Center for Disease Control (CDC), U.S. Equal Employment Opportunity Commission (EEOC), and appropriate authority in your jurisdiction's applicable guidance. The U.S. Chamber of Commerce cannot ensure safety and disclaims all liability arising from use of these materials.

YOUR ONLINE CHECKUP - HELP YOUR CUSTOMERS DO BUSINESS WITH YOU



GOOGLE YOUR BUSINESS

Google your business and make sure the sites listed on your front page results contain your current information (hours of operation, special instructions for customers, and so forth). This is the first page your customers will see when they Google information about you - make sure it's correct!



UPDATE SOCIAL MEDIA

Update your business hours on your "About" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process, if applicable, so your customers know what to expect. Pin this post to the top of your page so customers see it first.



EMAIL BLAST

If you have an email list, use MailChimp, Constant Contact, or a direct email (blind-copy all addresses) to **welcome your customers back, and include any new processes or procedures they can expect when visiting you.** This is a great time to give your email subscribers an exclusive, members-only discount or coupon to bring them back in!



CALL CUSTOMERS

Nothing beats a personal call and talking directly to your customers and clients. Spend some times each day to call customers and let them know that you're back in business!

YOUR ONLINE CHECKUP - OTHER IDEAS



Run a social media contest for a prize to reengage customers with your brand.

Check social media platform's guidelines for contest rules.



Broadcast "LIVE" on Facebook during your first week to give customers a virtual tour around your business, showcasing any physical distancing you've put into place.



IMPROVE YOUR ONLINE PRESENCE

This is the perfect time to start working on your online business presence. The ability to do business online gives you the flexibility to more easily pivot during a crisis. If you don't have a merchant website set up yet, consider working on this now so you are able to sell your merchandise or services online.



The Chamber

MARION-GRANT COUNTY
CHAMBER OF COMMERCE

Here to Help

As you work your way through the reopening process, let us know what you're doing to engage customers so we can share your success with the community. Tell us what you need. We are here to help.

POSTERS

The next 4 pages are posters you can print off and display at your entrance, in your business, or in employee areas.

These are sized for 8.5 x 11 paper, but if you can print larger sizes, we have 11x17 versions located online at:

marionchamber.org/back-to-business-toolkit

All Toolkit updates and links can also be found on this website.

These posters can be ordered with customer sizing at:

COVID-19 NOTICE

- _____ has a COVID-19 Business Plan in place
- Disinfection and Sanitation Plan
 - Physical distancing measures
 - Protective gear (masks, gloves, barriers)
 - Employee training on COVID-19 plan
 - Temperature & symptom checks on employees

MAXIMUM OCCUPANCY: _____

We have done our best to minimize the possibility of exposure to COVID-19, but the chance of exposure cannot be completely eliminated. Please enter at your own risk.

DO YOUR PART, PLEASE:

- Limit groups
- Do not enter if you feel sick
- A face mask is strongly recommended.
- Maintain a distance of 6-feet between people
- Leave at-risk people at home when possible



Hoosier Jiffy Print

1417 W Kem Rd Marion IN 46952
(765) 664-3162

Bad Apple Graphics LLC

504 W Main St Van Buren IN 46991
(765) 934-2037

Pro Prints Gear

1424 W 35th St Marion IN 46953
(765) 674-8627



SYMPTOMS OF NOVEL CORONAVIRUS (COVID-19), A COMMON COLD, THE FLU, AND ALLERGIES



COVID-19 compared to other common conditions

SYMPTOM	COVID-19	COMMON COLD	FLU	ALLERGIES
Fever	Common	Rare	Common	Sometimes
Dry cough	Common	Mild	Common	Sometimes
Shortness of breath	Common	No	No	Common
Headaches	Sometimes	Rare	Common	Sometimes
Aches and pains	Sometimes	Common	Common	No
Sore throat	Sometimes	Common	Common	No
Fatigue	Sometimes	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes*	No
Runny nose	Rare	Common	Sometimes	Common
Sneezing	No	Common	No	Common

*Sometimes for children
Sources: CDC, WHO, American College of Allergy, Asthma and Immunology BUSINESS INSIDER



COVID-19 NOTICE

has a COVID-19 Business Plan in place

- **Disinfection and Sanitation Plan**
- **Physical distancing measures**
- **Protective gear (masks, gloves, barriers)**
- **Employee training on COVID-19 plan**
- **Temperature & symptom checks on employees**

MAXIMUM OCCUPANCY:

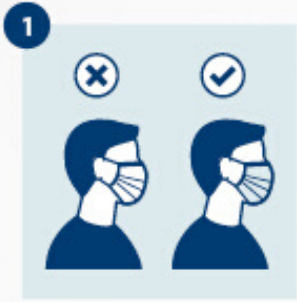
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- **A face mask is strongly recommended.**
- **Maintain a distance of 6-feet between people**
- **Leave at-risk people at home when possible**

How to properly wear a face mask

we@k



ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS



SECURE THE STRINGS BEHIND YOUR HEAD OR OVER YOUR EARS



PRESS THE METALLIC STRIP TO FIT THE SHAPE OF THE NOSE



COVER MOUTH AND NOSE FULLY MAKING SURE THERE ARE NO GAPS



WEAR MASK



DO NOT TOUCH THE MASK WHILE USING IT, IF YOU DO WASH YOUR HANDS



REMOVE THE MASK FROM BEHIND BY HOLDING THE STRINGS WITH CLEAN HANDS

FACTS. 
OVER FEAR

COVID-19

FACE COVERINGS

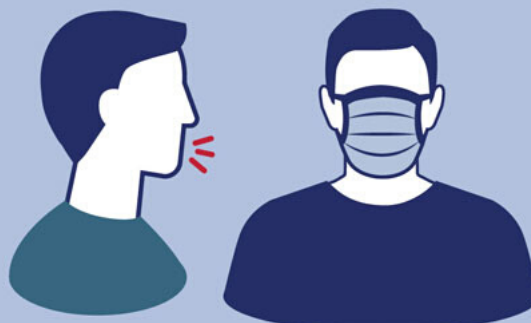
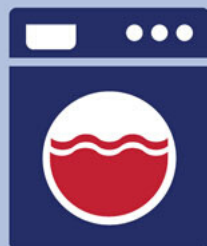


GUIDANCE FOR EFFECTIVE USE



TRY NOT TO TOUCH YOUR FACE WHEN PUTTING ON AND TAKING OFF A FACEMASK

WASH YOUR CLOTH FACEMASK ROUTINELY WITH YOUR REGULAR LAUNDRY.



ALWAYS WASH YOUR MASK IF YOU HAVE BEEN AROUND SICK PEOPLE OR WHEN IT BECOMES WET OR VISIBLY DIRTY.

WASH YOUR HANDS BEFORE PUTTING ON YOUR MASK AND AFTER TAKING IT OFF.



**MAXIMUM
CAPACITY REACHED**



**PLEASE WAIT FOR
SIGN TO BE TURNED
OR SOMEONE TO EXIT**



SYMPTOMS OF NOVEL CORONAVIRUS (COVID-19), A COMMON COLD, THE FLU, AND ALLERGIES

COVID-19 compared to other common conditions

SYMPTOM	COVID-19	COMMON COLD	FLU	ALLERGIES
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Fatigue	Sometimes	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes*	No
Runny nose	Rare	Common	Sometimes	Common
Sneezing	No	Common	No	Common

*Sometimes for children

Sources: CDC, WHO, American College of Allergy, Asthma and Immunology

BUSINESS INSIDER

HELPFUL LINKS AND INFO

STATE AND FEDERAL LINKS

Back on Track Indiana: <https://www.backontrack.in.gov/>

Department of Labor - Coronavirus Resource: <https://dol.gov/coronavirus>

US Chamber of Commerce - COVID: <https://www.uschamber.com/coronavirus>

OSHA Guide: <https://www.osha.gov/Publications/OSHA3990.pdf>

Families First Coronavirus Act:

<https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave>

CDC Business Resources:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Filing Unemployment: <https://www.in.gov/dwd/3474.htm>

SBA (Small Business Association - EIDL & PPP Loans: <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>

LOCAL LINKS

Marion-Grant County Chamber of Commerce COVID-19 Resource Page:

<https://www.marionchamber.org/covid-19-resources-info>

Community Foundation Rapid Response Grants:

<https://givetogrant.org/rapid-response-grants/>

United Way COVID-19 Assistance Fund: <https://www.unitedwayofgrantcounty.org/covid-19>

Grant County Emergency Response Daily Debrief: <https://www.grantcounty.net/grant-county-offices/ema/covid-19>

Grant County Economic Growth Council - Coronavirus: <https://www.grantcounty.com/COVID-19>

Marion General Hospital COVID-19 Hotline: 765.660.6999