



CARLISLE
AREA
CHAMBER OF COMMERCE
Carlisle Business Education Foundation



#OPEN&TOGETHER



A Tool-kit for Re-Opening Your Business

THE PHASES OF RE-OPENING

COVID-19 REOPENING PHASES

	WORK & CONGREGATE SETTINGS	SOCIAL SETTINGS
RED PHASE	<ul style="list-style-type: none">• LIFE-SUSTAINING BUSINESSES ONLY• RESTRICTIONS IN PLACE FOR PRISON + CONGREGATE CARE• SCHOOLS CLOSED FOR IN-PERSON INSTRUCTION• MOST CHILD CARE CLOSED	<ul style="list-style-type: none">• STAY AT HOME ORDERED• LARGE GATHERINGS PROHIBITED• RESTAURANTS/BARS LIMITED TO CARRY-OUT + DELIVERY• ONLY TRAVEL FOR LIFE-SUSTAINING PURPOSES
YELLOW PHASE	<ul style="list-style-type: none">• TELEWORK MUST CONTINUE WHERE FEASIBLE• BUSINESSES WITH IN-PERSON OPERATIONS MUST FOLLOW SAFETY ORDERS• CHILD CARE OPEN WITH WORKER + BUILDING SAFETY ORDERS• RESTRICTIONS IN PLACE FOR PRISON + CONGREGATE CARE• SCHOOLS CLOSED FOR IN-PERSON INSTRUCTION	<ul style="list-style-type: none">• STAY AT HOME RESTRICTIONS LIFTED IN FAVOR OF AGGRESSIVE MITIGATION• LARGE GATHERINGS PROHIBITED• IN-PERSON RETAIL ALLOWED CURBSIDE/DELIVERY PREFERRED• INDOOR RECREATION, HEALTH AND WELLNESS FACILITIES (SUCH AS GYMS, SPAS), AND ALL ENTERTAINMENT (SUCH AS CASINOS, THEATERS) REMAIN CLOSED• RESTAURANTS/BARS LIMITED TO CARRY-OUT + DELIVERY
GREEN PHASE	<ul style="list-style-type: none">• ALL BUSINESSES MUST FOLLOW CDC AND PA DEPARTMENT OF HEALTH GUIDELINES	<ul style="list-style-type: none">• AGGRESSIVE MITIGATION ORDERS LIFTED• INDIVIDUALS MUST FOLLOW CDC AND PA DEPARTMENT OF HEALTH GUIDELINES

THE PHASES OF RE-OPENING

As Pennsylvania has begun the process of easing restrictions on individual and business activities, The Chamber alongside the Downtown Carlisle Association have developed this resource guide to assist members in reopening responsibly and safely as we work to restore the Carlisle Area Business Community as well as Cumberland County.

Business reopening will be in three phases: red, yellow, and green. Phases will be assigned based on a combination of conditions in a county or region, with all counties starting in the red phase.

Cumberland County will move into the yellow phase soon. In the yellow phase, some restrictions on work and social interaction ease while others, such as closures of gyms, and other indoor recreation centers, as well as limitations around large gatherings, remain in place. The green phase eases most restrictions.

Employer Guidance: [Follow CDC guidelines for employers](#), Including:

- Social distancing by maintaining six feet from others
- Protective equipment like masks and gloves must be provided
- Proper sanitation every workday
- Voluntary temperature checks before entering the workplace (no more than 100.4 degree)
- Implement a workplace tracing policy and procedure after a positive COVID-19 test
- Anyone with symptoms must stay home and cannot return to work until cleared by a doctor
- High traffic areas must be cleaned on a regular basis
- Capacity requirements cannot exceed 20% of occupancy
- Encourage employees to work from home where possible
- Groups cannot be any larger than 10 people
- Retail operations should have specific hours or make special accommodations for vulnerable populations
- Workplace safety operational guidelines must be established and provided to employees



OPERATIONAL GUIDELINES

Top 10 Tips to Protect Employees' Health

Healthy employees are crucial to your business. Here are 10 ways to help them stay healthy.

- **Actively encourage sick employees to stay home.** Develop policies that encourage sick employees to stay at home without fear of reprisals, and ensure employees are aware of these policies.



- **Have conversations with employees about their concerns.** Some employees may be at higher risk for severe illness, such as **older adults** (<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>) and those with chronic medical conditions.



- **Develop other flexible policies for scheduling and telework (if feasible) and create leave policies** to allow employees to stay home to care for sick family members or care for children if schools and childcare close.



- **Talk with companies that provide your business with contract or temporary employees about their plans.** Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.



- **Promote etiquette for coughing and sneezing** (https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html) and **handwashing** (<https://www.cdc.gov/handwashing/index.html>). Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.



- **Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department.** Actively encourage flexible work arrangements such as teleworking or staggered shifts.



- **Perform routine environmental cleaning.** Routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.



- **Consider the need for travel and explore alternatives.** Check CDC's **Travelers' Health** (<https://wwwnc.cdc.gov/travel>) for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings, when possible.



- **Provide education and training materials** in an easy to understand format and in the appropriate language and literacy level for all employees, like **fact sheets and posters** (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>).



- **If an employee becomes sick while at work,** they should be separated from other employees, customers, and visitors and sent home immediately. Follow CDC guidelines for **cleaning and disinfecting** (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>) areas the sick employee visited.



For more tips and information see the **CDC Interim Guidance for Businesses and Employers** (<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>) and the **OSHA Guidance for Preparing Workplaces for COVID-19** (<https://www.osha.gov/Publications/OSHA3990.pdf>).

OPERATIONAL GUIDELINES CONT...

Pennsylvania's Health Secretary has established operational protocols for businesses that are authorized to maintain/resume in-person operations, including protocols upon discovery of an exposure to a person who is a probable or confirmed case of COVID-19.

The full order is available at <https://www.governor.pa.gov/wpcontent/uploads/2020/04/20200415-SOH-work-order-safety-order.pdf>

Protocols include:

- Following guidelines from the Centers for Disease Control for regularly cleaning and disinfecting facilities, provided at <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
Clean: Use soap and water to remove germs, dirt, and impurities from surfaces.
Disinfect: Use disinfectant products to kill germs on surfaces.

The U.S. Environmental Protection Agency has compiled a list of disinfectant products, including ready-to-use sprays, concentrates, and wipes, at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

Follow the product label instructions and safety information including leaving the product on the surface long enough to kill germs and rinsing off the product to avoid ingesting it.

- Requiring employees and customers/visitors to wear face masks, except to the extent an employee is using break time to eat or drink. Employers may approve masks obtained by or made by employees. Businesses should deny entry into a facility to customers/visitors not wearing masks, unless the business is providing medication, medical supplies, or food, in which case the business must provide alternative methods of pick-up or delivery of such goods.
- Providing employees access to regular handwashing with soap, hand sanitizer, and disinfectant wipes and ensure that common areas (including but not limited to break rooms, locker rooms, dining facilities, rest rooms, conference or training rooms) are cleaned on a regular basis, including between any shifts. Handwashing breaks should be scheduled at least every hour.
- Maintaining social distancing of 6 feet for employees and customers.
 - o When practical, stagger work start/stop times and breaks for employees to avoid large gatherings.
 - o Where feasible, businesses should conduct business with the public by appointment only. To the extent that this is not feasible, businesses must limit occupancy to no greater than 50% of the number stated on the applicable certificate of occupancy at any given time, as necessary to reduce crowding in the business, and must place signage throughout each site to mandate social distancing for both customers and employees.
 - o Shields or other barriers should be installed at registers and check-out areas to physically separate cashiers and customers or other measures taken to ensure social distancing.
 - o Meetings or gatherings of employees, while maintaining social distancing, should not exceed 10 people

OPERATIONAL PLANNING

Employers should consider developing a re-entry plan as appropriate for the size and type of organization. Considerations include:

Safety and Health Costs

Sanitation and protection of employees/customers may have associated costs. Bringing employees and customers back in phases may help off-set some of the costs.

Communications

Transparency and communication with employees will be key for a successful re-entry.

Survey Employees

Conduct a survey to help with developing your re-entry plan. This survey should be used to establish who is ready and can come back to work. It can also identify any hardships on the employee which include, but are not limited to, lack of child care, financial issues and mental stress.

Sample Survey Questions

1. Are you comfortable with returning to work?
 - a. If no, why? (Refusal to return to work without cause can negate unemployment benefits.)
 - b. When would you be comfortable with returning to work?
2. Will you have a hardship with returning to work due to:
 - a. Child care
 - b. Caring for a family member
3. Have you traveled outside of the region in the last 14 days?
 - a. Where?
 - b. Did you self-quarantine after your return?
4. Have you had any COVID-19 symptoms in the last 14 days?
5. Have you cared for or been around a person who you know has been diagnosed with COVID-19?

RE-ENTRY PLAN COMPONENTS

Returning Employees

1. Establish optional work plans.
 - Work remotely when feasible.
 - Return workforce in phases.
 - Develop alternating schedules/shifts between working in the office and working remotely.
2. Employees with a temperature greater than 100.4 F should stay home. Those who feel ill should take sick time or be allowed to work from home for 72 hours.
3. Employees should wear masks.
4. Wash hands frequently.
5. Disinfect personal workstations at the start and end of the workday.

Building Access

1. Only employees should initially be allowed in a non-retail business. If applicable, limit/control the entry and exit door for employees.
2. Tape off the section/desk area of the receptionist at six feet or install a barrier.
3. If your business requires outside patrons/guests:
 - Require and/or provide masks.
 - Provide hand sanitizer as they enter the building.

Meeting Rooms

1. In-person meetings should be limited to employees only. Meeting with others should be conducted virtually.
2. Limit meetings to no more than 10 people, maintaining social distancing.
3. Disinfect meetings rooms before and after each use.

Common Areas

1. Limit common areas where employees are likely to congregate with strict social distancing protocols. These areas should be disinfected at the end of each day.
2. Use of shared equipment such as copiers should be minimized and any shared equipment should be sanitized between each employee's use.
3. Sanitize employee food and containers before storing in a common area. Food stored in a common refrigerator should be sanitized.

Travel

1. Minimize non-essential travel initially and adhere to CDC guidelines regarding isolation after travel.

Employee Assistance

1. Human Resources should be readily available to provide assistance on lapsed benefits, questions on COVID-19 issues and mental health assistance.

BUSINESS RESOURCES

CHAMBER MEMBERS

CLEANING SERVICES

Phone	Business Name	Address
717-422-7088	Ace ChemDry	1207 Mountain Rd., Newburg, PA 17240
(717) 218-3313	Tuckey Companies	170 Stover Dr., Carlisle, PA 17015
(717) 202-2281	Humphrey's Cleaning Service, LLC	427.5 E King St, Shippensburg, PA 17257
(717) 440-1863	JK Property Services LLC	201 Union Hall Rd, Carlisle, PA 17015
(717) 385-7734	Cumberland Valley Cleaning	401 E. Louthier St., Ste. 109, Carlisle, PA 17013
(717) 620-8788	Merry Maids	125 Gateway Dr., Suite 117, Mechanicsburg, PA 17050
(717) 245-9459	Classic Drycleaners and Laundromats	254 E. High St. Carlisle, PA 17013

PPE SERVICES

Phone	Business Name	Address
(717) 243-9100	SmartMed Prescription Center	233 E. High St., Carlisle, PA 17013
(717) 486-5321	Holly Pharmacy, Inc.	31 N. Baltimore Ave., Mount Holly Springs, PA 17605-1302
(717) 249-5691	Quality Care Pharmacy	1 Sprint Dr., Carlisle, PA 17015
(717) 776-0288	Big Spring Pharmacy, Inc.	91 South High St., Newville, PA 17241
(877) 503-5247 x 7459	TexVision	10 Pine Hill Dr., Carlisle, PA 17013

STATEWIDE (masks, thermometers, and hand sanitizer)

<https://dced.pa.gov/pennsylvania-covid-19-ppe-supplies-business-2-business-b2binterchange-directory/>

STATE AND OTHER INITIATIVES



An initiative of the PA Chamber

PA Chamber Launches 'Bringing PA Back' Initiative, Website

HARRISBURG – As part of its bold new initiative to help businesses safely re-open their facilities and jump-start the economy, the PA Chamber has launched the 'Bringing PA Back' [website](#).

The site, developed after weeks of meetings with local Chambers of Commerce, business associations and industry leaders from throughout the state, is a powerful tool to assist businesses through the re-opening phase safely and effectively.

"Our 'Bringing PA Back' initiative aims to do just that with a user-friendly website that will help employers as they prepare to re-open their physical locations, and ensure the safety and well-being of their employees and customers," said PA Chamber President and CEO Gene Barr. "Working together, we know that we can come out of this unprecedented time stronger than before and with our economy moving forward."

The comprehensive website features critical information for employers, including:

- guidance from trusted sources on workplace readiness – such as cleaning and safety standards;
- employment opportunities;
- industry-specific guidance (e.g. construction, manufacturing, restaurant/food safety, lodging, retail, etc.);
- and policy recommendations that will help to revive Pennsylvania's economy.

The website also includes a map of the Commonwealth – identifying which phase of the re-opening process each county is currently in – along with an overview of the Wolf administration's guidance for each phase. The PA Chamber has also developed policy recommendations that are focused on the state's economic recovery and which we will be working with elected officials to enact – all of which are highlighted on the website. As the 'Statewide Voice of Business™', the PA Chamber will be advising elected officials on how best to proceed.

The PA Chamber will be regularly updating the website to keep employers apprised of new government guidance and industry best practices. Learn more: <http://www.bringingpaback.com>

US CHAMBER STATE-BY-STATE REOPENING GUIDE

The US Chamber has created a State-by-State resource for re-opening, as part of its [PATH FORWARD](#) initiative. Additionally, the organization offers Webinar Wednesday trainings, National Town Halls and other programs and resources to help businesses through the COVID-19 crisis. [Link to the US Chamber event page.](#)

[CLICK HERE FOR THE STATE-BY-STATE RESOURCE FOR RE-OPENING.](#)

ACKNOWLEDGEMENTS

This resource guide was compiled by the Carlisle Area Chamber of Commerce from information provided by the Centers for Disease Control, U.S. Environmental Protection Agency, U.S. Department of Labor, PA Department of Health, PA Department of Community and Economic Development, Pennsylvania Association of Chamber Professionals, Columbia Montour Chamber of Commerce, the Bedford County Chamber of Commerce, National Governors Association, and the Wichita Falls Chamber of Commerce. Visit the Chamber's webpages Covid-19 Resources and Open & Together or these sources directly for the most up to date information and guidelines.

The template for the Operational Planning section was sourced from the Robins (GA) Regional Chamber of Commerce.

For additional information or assistance, contact:

Carlisle Area Chamber of Commerce

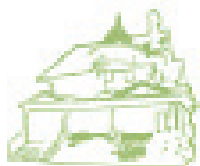
801 S Hanover Street

Carlisle, PA 17015

www.carlislechamber.org

info@carlislechamber.org

The following pages are printable posters you may use in your businesses.



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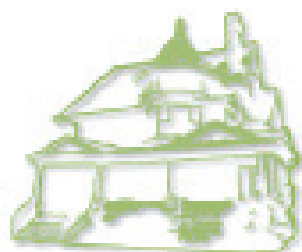


lovecarlisle.com
downtown carlisle association

#OpenAndTogether

#CarlisleAreaChamber

#lovecarlislePA



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#OpenAndTogether

#CarlisleAreaChamber

#ChamberProud

WELCOME!

**For your safety
and for the safety of our team**



**Face Mask
Required
for Entry**

**Maintain Social
Distance (6 ft.)**

**If you don't have a mask or would prefer not to enter,
call us for personalized service:**

#OpenAndTogether

#CarlisleAreaChamber

#lovecarlislePA

Welcome Back!

**For your safety
and for the safety of our team**

Face Mask
Required
for Entry

Maintain Social Distancing (6 feet)

If you don't have a mask or would prefer not to enter,
call us for personalized service:



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CHAMBER TIPS

be safe & support small business

PREVENTION | CARE | SUPPORT



1 WASH YOUR HANDS

WASH YOUR HANDS FOR 30 SEC.
(SING HAPPY BIRTHDAY TWICE)



2 COVER YOUR NOSE & MOUTH

USE A TISSUE
WHEN COUGHING OR SNEEZING



3 DON'T TOUCH YOUR FACE

AVOID TOUCHING YOUR FACE,
ESPECIALLY EYES, NOSE, MOUTH



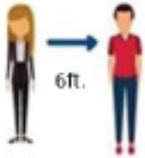
4 CLEAN SURFACES FREQUENTLY

REGULARLY CLEAN & DISINFECT
FREQUENTLY TOUCHED SURFACES



5 STOP SHAKING HANDS

DON'T SHAKE HANDS OR HUG
WHEN SAYING HELLO.



6 KEEP YOUR DISTANCE

STAY AT LEAST 6 FEET
AWAY FROM OTHER PEOPLE



7 SHOP LOCAL

BUY FROM YOUR LOCAL BUTCHER,
BAKER & CANDLESTICK MAKER.
ORDER TAKE-OUT OR DELIVERY



8 HELP EACH OTHER

BE KIND, PATIENT AND SUPPORTIVE.
LOOK OUT FOR ONE ANOTHER.



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CHAMBER TIPS

say "YES" to local

SUPPORT THE SMALL SHOPS



1 BUY LOCAL

BUY FROM YOUR LOCAL BUTCHER,
BAKER, CAFÉ & RESTAURANT



2 ASK ABOUT DELIVERY

INQUIRE: DOES YOUR LOCAL STORE
OFFER SHOP-n-SHIP OR DELIVERY?



3 PAY WITH PLASTIC

PAY WITH CARDS RATHER THAN
CASH, WHEN POSSIBLE



4 PURCHASE GIFT CARDS

STOCK UP ON GIFT CARDS TO USE
AT A LATER DATE



5 POST ABOUT YOUR VISIT

RECOUNT YOUR POSITIVE EXPERIENCES
ON SOCIAL MEDIA & SHARE THEIR POSTS



6 ASK HOW THEY'RE DOING

CHECK IN WITH SMALL BUSINESS
OWNERS & EMPLOYEES



7 SHOP SMALL ONLINE

SEARCH THE WEB FOR LOCAL
RETAILERS WITH ONLINE SALES
PLATFORMS AND BUY



8 HELP EACH OTHER

BE KIND, PATIENT AND SUPPORTIVE.
LOOK OUT FOR ONE ANOTHER.

COVID-19 Safety Procedures for Businesses

PROTECTING CUSTOMERS AND EMPLOYEES WORKING IN THE COMMONWEALTH

Requirements for Businesses Authorized to Continue In-Person Operations:

Health and Cleaning

- Provide masks for employees to wear at all times.
- Clean and disinfect the building frequently, especially high-touch areas.
- Make sure employees have access to soap and water, hand sanitizer, and disinfectant wipes.
- Tell employees they should notify their supervisor if they are sick and stay home.

Social Distancing

- Prevent large groups from entering or leaving the building at the same time.
- Limit the number of employees in common areas.
- Conduct meetings virtually. For in-person meetings, limit the number of employees to 10 and maintain a distance of six feet.
- Don't allow non-essential visitors.

If there is a COVID-19 exposure in your building

- Establish a plan for employee COVID-19 exposure, that includes building cleaning and notifying affected employees. See COVID-19 Safety Guidance at [pa.gov](https://www.pa.gov) for more details.
 - Secure and clean the exposed areas.
 - Take each employee's temperature before they enter the building and send home those who have a temperature of 100.4°F or higher.
 - Employees should notify their supervisor if they have symptoms and go or stay home.
- Advise sick employees to follow CDC recommended guidance on home isolation.

Additional Safety Guidance for Any Retail Operations at Your Location

- Conduct business with the public by appointment only, when possible.
- Limit the number of people inside the building to no more than 50% of the total maximum occupancy.
- Modify business hours so there is enough time to clean and restock.
- Install shields at check-out areas to separate cashiers and customers.
- Provide delivery or pick-up options and encourage online ordering.
- Designate a specific time for people at high risk to use the business at least once a week.
- Require customers to wear masks or face coverings.
- Limit check-out lanes to every other register and rotate every hour to allow for disinfection.
- Schedule handwashing breaks for employees at least every hour.
- Assign an employee to wipe down carts and handbaskets before the customer uses it.

Questions or Concerns?

Businesses

Contact the Department of Health at 1-877-PA-HEALTH (1-877-724-3258).



Employees or Customers

If you feel unsafe at your workplace relative to COVID-19 concerns, file a complaint with:

- A local health department or law enforcement agency.
- The Occupational Safety and Health Administration at [OSHA.gov](https://www.osha.gov).
- The PA Department of Health at [health.pa.gov](https://www.health.pa.gov).

Remember These Important Steps to Stop the Spread of COVID-19

- Maintain a distance of at least 6 feet from other individuals.
- Wash hands with soap and water for at least 20 seconds as frequently as possible, or use hand sanitizer if soap and water are not available.
- Cover coughs or sneezes with a sleeve or elbow.
- Do not shake hands.
- Regularly clean high-contact surface areas.
- When sick, stay at home.
- Do not gather in groups larger than 10 people.



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