

RECOVERY READINESS TOOLKIT



THE PATH TO SAFELY REOPEN YOUR BUSINESS



MESSAGE FROM LEADERSHIP



Dear Business Leaders,



These unprecedented times have been challenging to say the least. We have come together as a city, as a county, as a state, as a country, and as the world to make great strides in the battle against the coronavirus and economic hardships. From day one, this community has come together to ensure recovery would occur and Anaheim would emerge better than ever.

Together with other business groups, including the Orange County Business Council, Visit Anaheim, other chambers of commerce, and various destination marketing organizations, the Anaheim Chamber of Commerce has been advocating for the continued reopening of more sectors of our local economy.

As we are all ready to return to our regular lives, businesses need to be able to attract customers and protect employees. We don't want to negate the sacrifices that have been made over the last two months. With this in mind, we have created this Toolkit to help you navigate the new normal and ensure the safety of our community and provide guidance to safely protect your employees and serve your customers. We have included many industries' best practices and we hope you find the information helpful as you reopen your business.

The Chamber is excited about the reopening of the economy and the beginning of the recovery. We strive to connect you to reliable and accurate information, not just during this pandemic, but all year long. We are your partner in helping your business thrive.

Thank you for your support as we all work together to get Anaheim back to business. I hope you, your families, and your colleagues stay safe and healthy. Here's to a successful recovery.

A handwritten signature in black ink that reads "Todd Ament".

Todd Ament, *President and CEO*
Anaheim Chamber of Commerce



DISCLAIMER

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other work place requirements in place prior to the age of COVID 19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

Each business should make its own decisions based on its review of the applicable laws and in consultation with its advisors. The Anaheim Chamber of Commerce is not responsible for a business's decisions arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.



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RECOVERY CHECKLIST

WORKPLACE PREPARATION:

- ☐ If building has been vacant test mechanical and safety systems to ensure they are in order
- ☐ Plan for changes in the cleaning scope using products that are considered proper by authorities
- ☐ Contact your landlord to get any updates on common area policy changes
- ☐ Reconfigure your gathering areas and traffic flow to promote social distancing
- ☐ Create or acquire signage which very clearly directs people on your distancing protocols
- ☐ Control your entry points, including deliveries, while maintaining provisions for emergency exit
- ☐ Install plexiglass shields and panels between desks as appropriate
- ☐ Acquire sanitizer, wipes, paper towels and other necessary items for frequent cleaning
- ☐ Make operational adjustments to reduce touchpoints
- ☐ Reduce capacity of spaces by removing chairs and reading material
- ☐ Disable or minimize the use of touchscreen devices – consider limiting access to employees

WORKFORCE PREPARATION:

- ☐ Develop and communicate to your employees a clear plan for them to return to work
- ☐ Clearly set employee expectations emphasizing their security
- ☐ Promote the advantages of working in proximity: anxiety reduction, collaboration, resources
- ☐ Consider opportunities and requirements for employees to be able to work from home
- ☐ Prepare and post reminders regarding social distancing and cleaning protocols
- ☐ Consider temperature screening
- ☐ Consider scheduling arrangements to reduce high traffic periods and pace work flow
- ☐ Provide designated storage areas for employees to safely place personal items
- ☐ Close breakrooms and create outdoor break spaces with distancing requirements

MANAGEMENT PREPARATION:

- ☐ Ensure a trusting and transparent culture making employees comfortable to express themselves
- ☐ Communicate clearly both internally and externally with confidence
- ☐ Review your HR policies regarding illness, support for caregivers and proper conduct
- ☐ Provide cleaning and distancing protocols in written form to employees
- ☐ Limit in person meetings
- ☐ Contact your primary vendors to understand their limitations and plan accordingly
- ☐ Ensure that all inspections, remediations and planning are in place before reopening

GENERAL RECOMMENDATIONS TO PROTECT EMPLOYEES



This toolkit provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus's spread.

It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15 day supply at all times.

STATE & LOCAL COVID-19 RESOURCES

[Orange County Emergency Operations Center Resources for Employers and Workers](#)

RETURNING TO WORK

Some options to screen employees prior to entering facility could include:

- Verbal screening of employee to determine if employee has felt feverish in past 24 hours, coughing, had chills, or difficulty breathing.
- Temperature check of employee prior to start of shift.
- Ensure screeners are trained to use temperature monitors.
- Wear appropriate Personal Protection Equipment (PPE).
- Signs should be posted that individuals who have a fever, cough or any sign of sickness should not enter.

If a worker is suspected of having COVID-19:

- Encourage workers to self-isolate and contact a healthcare provider.
- Provide information to the employee on return-to-work policy.
- Inform HR and employee's supervisor.

If a worker is confirmed to have COVID-19:

- Employer should instruct employees to follow [CDC Guidelines](#).
- Employers should inform anyone they have come into contact with of their possible exposure in the workplace but should maintain confidentiality as required by the [Americans with Disabilities Act \(ADA\)](#).

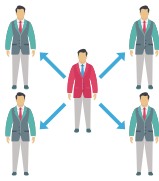
Reintegration (bringing back) of exposed, asymptomatic employees to onsite operations should follow [CDC Guidelines](#). Reintegration of workers with COVID-19 (positive) to onsite operations should follow [CDC Guidelines](#).

[Resources for protecting employee's mental health from the CDC](#)

RECOMMENDATIONS TO PROTECT EMPLOYEES & CUSTOMERS



- Employees should wear PPE when possible.
- Customers should consider using face coverings while in public.



- Practice sensible social distancing, maintaining six feet between co-workers.
- All persons in the store should maintain a social distance of at least six feet between each other.
- Sales registers should be at least six feet apart.
- Consider downsizing operations or limiting store capacity.
- When possible, open all doors to reduce the need for direct contact.
- Stores with higher traffic could mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



- Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from others and sent home.
- A sign may be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Department of Public Health in Illinois or Iowa.
- Encourage workers to report any safety and health concerns to the employer.



- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Customers could be asked to use hand sanitizer upon entering the store.



- Limit cash handling.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

SOURCES: [CDC Guidelines](#); [The Orange County Department of Public Health](#)

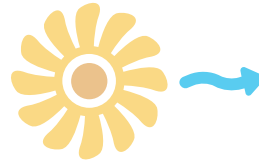
KEEPING THE WORKPLACE SAFE



**PRACTICE GOOD
HYGIENE**



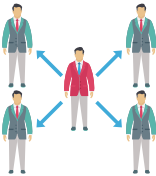
**STOP HANDSHAKING &
AVOID TOUCHING FACE**



**INCREASE
VENTILATION**



**USE
VIDEOCONFERENCING**



**ADJUST/POSTPONE
LARGE GATHERINGS**



**LIMIT BUSINESS
TRAVEL**



LIMIT FOOD SHARING



**STAY HOME IF
YOU OR A FAMILY
MEMBER IS SICK**



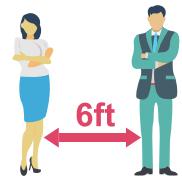
**USE BOOKING
SYSTEM TO STAGGER
CUSTOMERS**



LIMIT CASH HANDLING



**USE ONLINE
TRANSACTIONS**



**PRACTICE SOCIAL
DISTANCING**



**HOLD MEETINGS IN
OPEN SPACES**



**REMIND STAFF OF
HAND WASHING**



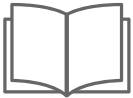
**SANITIZE HIGH
TRAFFIC AREAS**



**COMMUNICATE
COVID-19 PLAN
WITH STAFF**

COMMUNICATING WITH YOUR TEAM

Communication during this time is incredibly important. Remain available to, and transparent with, your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.



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.



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.



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



Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.



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.



Plan to implement practices to minimize face-to-face contact between employees. Actively encourage flexible work arrangements such as teleworking or staggered shifts.



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the Disaster Distress Helpline: 1-800-985-5990.

HELPFUL RESOURCES

[CDC Print Resources](#)

MONITOR AND DETECTION

One of the difficulties about COVID-19 is the long incubation period, which is the period from initial infection until the onset of symptoms. One can be harboring the virus inside his or her body and not know it; all the while, it is possible to spread the virus to others. ([CDC Protecting Yourself and Others](#))

Should self-distancing fail to prevent the spread of the virus, it is also important that employees be monitored/observed/screened for the display of symptoms. This can include several aspects:

- Self-screening
- Observation of symptoms by co-workers
- Monitoring of symptoms (including fever) by employees

SELF-SCREENING AT HOME

One of the most vital aspects of detection involves self-screening. In order to adequately communicate these procedures to employees, the employer should issue a self-screening checklist to all employees for voluntary, home self-screening prior to returning to work. ([CDC Guidance for Business Plan and Response](#))

The screening should consist of the following questions:

1. Do you have a temperature of 100.4 Fahrenheit or greater?
2. Do you have a cough?
3. Are you experiencing a shortness of breath?
4. Are you having difficulty breathing?
5. Are you experiencing unusual fatigue?

OBSERVATIONS OF SYMPTOMS AT WORK

If an employee observes a coworker exhibiting symptoms of the virus, the symptomatic employee should be instructed to report to their immediate supervisor. The employee's body temperature should be monitored for fever. If fever is detected, then a decision must be made to determine whether the employee should be transported to a medical facility where better care is available, or advise the employee to return to his or her home to quarantine. Detailed instructions for each of these possibilities are located in this guide. ([CDC Guidance for Business Plan and Response](#))

MONITORING BY EMPLOYER

Employers have the authority to set up a monitoring station at the facility's entrance. In addition, a monitoring station may be set up in the parking lot entrance. ([CDC Employers' Guidance](#))

If implemented, please consider the following:

- Create a health screening team that will monitor symptoms of individuals entering the facility
- Close alternative entrances to ensure all employees pass through a monitoring station
- If an employee exhibits a fever, he or she should be sent home to self-quarantine, pursue medical attention or be isolated for further observation

If the answer to any of these questions is "Yes," employees are requested to stay at home until ALL THREE of the following are true:

- You have been fever free for at least 72 hours (three full days) without taking medication such as Acetaminophen or Aspirin to reduce fever
- Other symptoms such as cough or shortness of breath are gone
- It has been at least seven days since your symptoms first appeared, or you have been tested for COVID-19 and had two negative tests in a row, at least 24 hours apart

PREPARING YOUR SPACE

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.



Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.

LOCAL CLEANING RESOURCES

[American Technologies, Inc.](#)

[Easterday Building Maintenance](#)

[SERVPRO of Anaheim Central / Garden Grove East](#)

[Whisk Cleaning Service](#)

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

[Climate Master, Inc.](#)

[Control Air Enterprises LLC](#)

[OC Plumbing, Heating & Air Conditioning](#)



Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

YOUR BUSINESS SHOULD BE 100% DISINFECTED PRIOR TO ANYONE RETURNING TO WORK (OTHER THAN THOSE ASSISTING WITH THE DISINFECTION PROCESS).

DEEP CLEANING

COVID-19 "deep-cleaning" is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:

- Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
- Proper equipment and PPE to perform the task
- All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
- Use of approved COVID-19 disinfectant chemicals to perform this activity

SOURCE: [CDC: Cleaning & Disinfecting Your Facility](#)

CLEANING & DISINFECTING AFTER OPENING



CLEAN

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

DISINFECT

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use

Water-diluted household bleach solutions may also be used if appropriate for the surface.

- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- Leave solution on the surface for at least 1 minute.

Alcohol solutions with at least 70% alcohol may also be used.



SOFT SURFACES

For soft surfaces such as carpeted floors, rugs, upholstery and drapes:

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.



ELECTRONICS

For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting. If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol.
- Dry surface thoroughly.

LAUNDRY

For clothing, towels, linens and other items:

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.



SOURCE: [CDC: Cleaning & Disinfecting Your Facility](#)

PERSONAL PROTECTION EQUIPMENT

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Businesses should keep a minimum quantity of 15-day supply of PPE. PPE can include masks, face shields and gloves.



WHO SHOULD WEAR MASKS?

- Medical and isolation team members
- Health screeners (i.e. a supervisor who takes employees' temperature)
- Disinfection team members
- Those with broad exposure to customers or employees



WHO SHOULD WEAR FACE SHIELDS?

Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. They are not necessary unless you work in healthcare/manufacturing, but they can help.



WHO SHOULD WEAR GLOVES?

- Employees in isolation
- Those performing disinfection of common surfaces
- Employees handling trash
- Employees handling food

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, employees are exposed to greater risk.



GOOGLE MY BUSINESS™

Google My Business™ is a **FREE** application where you can alter your business's page results, which 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! Visit google.com/business



UPDATE YOUR BUSINESS HOURS

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 BLASTS

If you have an email blast list, use MailChimp, Constant Contact, or 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 time each day to **call customers and let them know that you're back in business and you look forward to seeing them.**

ONLINE CHECKUP - OTHER IDEAS



RUN A SOCIAL MEDIA CONTEST FOR A PRIZE TO RE-ENGAGE CUSTOMERS WITH YOUR BRAND

Check your social media's 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 IN 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 services online.



WE'RE 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 6 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 an 11x17 version that can be downloaded from the links below.

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 Coronavirus, but 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

[COVID-19 Notice 8.5x11](#)
[COVID-19 Notice 11x17](#)

How to properly wear a face mask

1. ENSURE THE PROPER FIT OF THE MASK. COVER YOUR MOUTH AND NOSE.
2. STRETCH THE STRAPS OR TIES OVER YOUR HEAD OR BEHIND YOUR EARS.
3. OPEN THE MOUTH. START AT THE BOTTOM OF THE MASK.
4. COVER MOUTH AND NOSE TIGHTLY MAKING SURE THERE ARE NO GAPS.
5. WEAR MASK.
6. DO NOT TOUCH THE MASK WHILE WEARING IT. IF YOU DO, WASH YOUR HANDS.
7. REMOVE THE MASK. DO NOT TOUCH THE MASK. HOLD THE STRAPS OR TIES. WASH YOUR HANDS.

FACTS OVER FEAR
COVID-19

FACE COVERINGS
GUIDANCE FOR EFFECTIVE USE

- WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS BEFORE AND AFTER WEARING YOUR MASK.
- ALWAYS WEAR YOUR MASK IF YOU HAVE NO OTHER PROTECTIVE EQUIPMENT OF MEANT BEING USED ONLY WHEN NECESSARY.
- WASH YOUR HANDS IMMEDIATELY AFTER REMOVING YOUR MASK AND BEFORE TOUCHING YOUR FACE.

[COVID-19 How to Properly 8.5x11](#)
[COVID-19 How to Properly 11x17](#)

MAXIMUM CAPACITY REACHED

STOP

PLEASE WAIT FOR SIGN TO BE TURNED OR SOMEONE TO EXIT

[COVID-19 STOP Maximum Capacity 8.5x11](#)
[COVID-19 STOP Maximum Capacity 11x17](#)

STOP

DID YOU WASH YOUR HANDS?

[COVID-19 Stop Did You Wash 8.5x11](#)
[COVID-19 Stop Did You Wash 11x17](#)

SYMPTOMS OF NOVEL CORONAVIRUS - COVID-19, A COLD AND THE FLU

SYMPTOMS	COVID-19 (Symptoms appear 2-14 days after exposure)	COLD (Symptoms appear 1-3 days after exposure)	FLU (Symptoms appear 1-4 days after exposure)
Fever	Common	Rare	Common
Fatigue	Sometimes	Sometimes	Common
Cough	Common (usually dry)	Mild	Common (usually dry)
Sneezing	No	Common	No
Aches and pains	Sometimes	Common	Common
Runny or stuffy nose	Rare	Common	Sometimes
Sore throat	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes for children
Headaches	Sometimes	Rare	Common
Shortness of breath	Sometimes	No	No

[COVID-19 Symptoms 8.5x11](#)

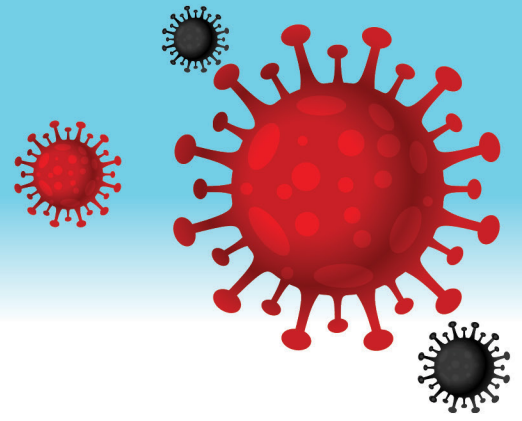
10 things you can do to manage your COVID-19 symptoms at home

1. **Stop home** from work and school. And stay away from other public places. If you must go out, avoid using any kind of public transportation, ride-sharing, or taxis.
2. **Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.
3. **Get rest and stay hydrated.**
4. If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have or may have COVID-19.
5. For medical emergencies, call 911 and notify the dispatch personnel that you have or may have COVID-19.
6. **Cover your cough and sneezes.**
7. **Wash your hands** often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
8. As much as possible, stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if possible. If you need to be around other people in or outside of the home, wear a face mask.
9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.
10. **Clean all surfaces** that are touched often like counters, tables, and doorknobs. Use household disinfectant spray or wipe according to the label instructions.

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

[COVID-19 10 Things 8.5x11](#)
[COVID-19 10 Things 11x17](#)

COVID-19 NOTICE



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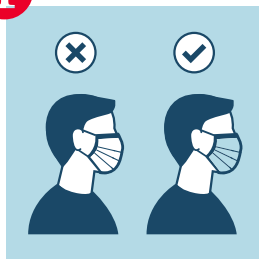
We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated. PLEASE ENTER AT YOUR OWN RISK.

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- Maintain a distance of 6-feet between people
- Leave at-risk people at home when possible

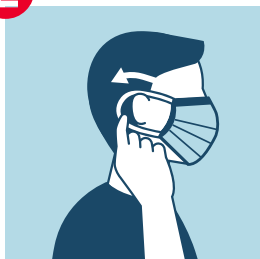
How to properly wear a face mask

1



ENSURE THE PROPER
SIDE OF THE MASK
FACES OUTWARDS

2



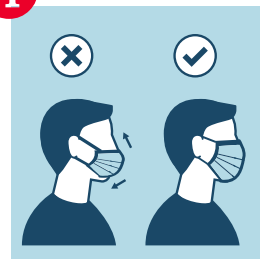
SECURE THE STRINGS
BEHIND YOUR HEAD
OR OVER YOUR EARS

3



PRESS THE METALLIC
STRIP TO FIT THE SHAPE
OF THE NOSE

4



COVER MOUTH
AND NOSE FULLY MAKING
SURE THERE ARE NO GAP

5



WEAR MASK

6



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

7



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

**FACTS
OVER FEAR**

COVID - 19

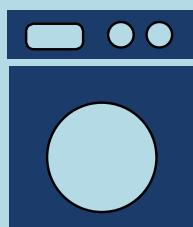
FACE COVERINGS

GUIDANCE FOR EFFECTIVE USE



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

WASH YOUR CLOTH FACE
MASK ROUTINELY WITH
YOUR REGULAR LANDRY.



ALWAYS WASH YOUR MASK IF YOU
HAVE BEEN AROUND SICK PEOPLE
OF 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**



**DID YOU WASH
YOUR HANDS?**

SYMPTOMS

OF NOVEL CORONAVIRUS - COVID¹⁹, A COLD AND THE FLU

SYMPTOMS		COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
	Fever	Common	Rare	Common
	Fatigue	Sometimes	Sometimes	Common
	Cough	Common (usually dry)	Mild	Common (usually dry)
	Sneezing	No	Common	No
	Aches and pains	Sometimes	Common	Common
	Runny or stuffy nose	Rare	Common	Sometimes
	Sore throat	Sometimes	Common	Sometimes
	Diarrhea	Rare	No	Sometimes for children
	Headaches	Sometimes	Rare	Common
	Shortness of breath	Sometimes	No	No

10 things you can do to manage your COVID-19 symptoms at home

If you have possible or confirmed COVID-19:

1. **Stay home** from work and school. And stay away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.



2. **Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.



3. **Get rest and stay hydrated.**



4. If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.



5. For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.



6. **Cover your cough and sneezes.**



7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



8. As much as possible, **stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.



9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.



10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.



HELPFUL LINKS & INFORMATION



[Anaheim Chamber of Commerce](#)

[CDC – Guidance for Businesses and Employers](#)

[Orange County Board of Health](#)

[Orange County Disaster Help Center](#)

[Department of Labor](#)

[Resources for Employers and Workers](#)

[Governor's Office of Business and Economic Development \(GO-Biz\)](#)

[OSHA Safety and Health Topics](#)

[Families First Coronavirus Response Act: Employee Paid Leave Rights](#)

[CDC – How to Protect Yourself](#)

[SBA Small Business Guidance and Loan Resources](#)

[COVID Testing](#)

[America's Job Center of California Rapid Response](#)

[California Coronavirus Response](#)

[Statewide Industry Guidance](#)

CLOSING



We know this situation is difficult. Many of us are going through circumstances we never thought we would experience. We will rise above this and we will emerge from this better than we were.

Remember the Anaheim Chamber team is here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns or ideas.

We will continue to update our resources to serve you as this fluid situation develops. Thank you for the opportunity to advocate for, educate and connect you, and for your support that helps us create a thriving community.

We are resilient. We will get through this together.

WE ARE ANAHEIM STRONG!



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