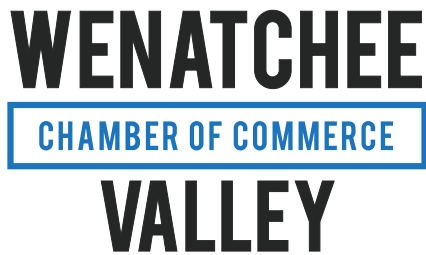




# TOOLKIT

# FOR REOPENING BUSINESS SAFELY



Brought to you by the Recovery Council



# TABLE OF CONTENTS (Click on page number to skip to section)

## WENATCHEE CHAMBER OF COMMERCE VALLEY

**Sasha Sleiman**

Government Affairs Director

[sasha@wenatchee.org](mailto:sasha@wenatchee.org)

p: 509.662.2116

c: 509.433.1189

[www.wenatchee.org/covid19update](http://www.wenatchee.org/covid19update)

<b>PAGE 2</b>	Message to business
<b>PAGE 3-5</b>	COVID-19 Background
<b>PAGE 6-7</b>	General guidelines for all employers & individuals
<b>PAGE 8</b>	Planning for reopening
<b>PAGE 9</b>	Business reopening plan example
<b>PAGE 10-11</b>	Business Safety Plan worksheet
<b>PAGE 12-22</b>	Printable signs
<b>PAGE 23</b>	Resources
<b>PAGE 24</b>	Phase document from Governor Inslee Safe Start Plan
<b>PAGE 25</b>	Links to Industry Guidelines
<b>PAGE 26</b>	Recovery Council

Dear Business Leader,

We are living in unprecedented times and know you are conducting business in a situation you never thought you would be in. We are here to help. This toolkit is designed to consolidate and bring together many valuable resources for you to use in one easy to access place as you begin to reopen, **when your business is legally authorized to open.**

There has been a ton of guidance issued by federal, state and local officials, so much it has become hard to navigate. Our advice is to review the state guidance for “all employers” which is included in this packet as well as guidelines issued that are relevant to your industry. We understand that not all industries are represented so if you are in a unique situation and guidelines haven’t been written for your industry, please reach out and we can help you navigate.

We want to encourage you to plan for reopening with a focus on health and safety of your employees and consumers. Keep in mind, we only have one shot at opening safely, and each business could have a profound impact on whether everyone gets shut down again.

Things to consider:

- What inventory, supplies, equipment and other items do you have or need?
- What is the feedback from employees, customers, suppliers and creditors/investors?
- What’s your business’s 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?

Finally, this toolkit provides information directly from federal, state and local sources to better assist you in making informed decisions. This toolkit provides guidance on building a business safety plan, a sample safety plan as well as a sample safety plan worksheet to implement in your establishment. There are several posters you can print off and keep visible in your business to help with physical distancing, let your clients know what you are doing to help curb the spread of the virus, keep your employees informed on safety measures, and more. We hope you find this toolkit useful and you can always reach out to the Chamber staff directly with any questions by calling or emailing your local Chamber at the phone number or email listed to the left.

Thank you and stay healthy!



**Nancy Smith**

Director

[director@leavenworth.org](mailto:director@leavenworth.org)

(509) 548-5807

[www.leavenworth.org](http://www.leavenworth.org)



**Mike Steel**

Executive Director

[mike@lakechelan.com](mailto:mike@lakechelan.com)

(509) 682-3503

[www.lakechelan.com](http://www.lakechelan.com)

## What is COVID-19?

Our knowledge of COVID-19 is constantly evolving, but we do know some basics. Coronaviruses were originally identified in the mid-1960's and there are several different strains that can affect humans. COVID-19 stands for Coronavirus Disease 2019, which is caused by a new strain of coronavirus, SARS-CoV-2. Many sources simply call the current strain causing the worldwide pandemic "coronavirus" or "COVID." COVID-19 is a disease that affects the respiratory system.

## How Does It Spread?

According to health authorities, it spreads primarily from respiratory droplets that are emitted when an infected person coughs or sneezes; other people nearby can inhale the droplets and get sick. Also, if a person gets the virus on their hands, possibly by coughing or sneezing into their hand or touching their nose or mouth, they can spread it to surfaces that they touch. If other people touch these contaminated surfaces and then touch their own eyes, nose, or mouth, they have the potential to also be infected. According to the CDC, the virus that causes COVID-19 may live on surfaces anywhere from hours to days.

Part of why the disease is so serious is because it is new – currently there is no vaccine and our bodies have no existing immunity to it. Equally concerning is how easily the virus can spread from person to person. It is estimated that for every person who contracts COVID-19, an additional 2-3 individuals will be infected. Couple this with the fact that up to a quarter of infected individuals show no symptoms at all, a small number of known infections can quickly turn into an uncontrolled spread. This hazard is no different whether in a private residence, out in the community, or inside your workplace.

## Signs, Symptoms and Risk Factors

Symptoms of COVID-19 can range from mild to severe and include:

- Fever
- Cough
- Shortness of breath or difficulty breathing
- New loss or sense of taste or smell
- Muscle pain
- Headache
- Sore throat
- Gastrointestinal symptoms
- Chills

Not everybody has symptoms when they are sick with COVID-19, but if you experience any of these symptoms, notify HR and do not come to work. In addition, if you are experiencing these symptoms or have been exposed to someone with these symptoms, you should self-quarantine for 14 days and if possible be tested for COVID-19.

Some factors can put you at higher risk of having serious complications if you get infected with COVID-19. These risk factors include:

- Diabetes
- Chronic lung diseases
- Moderate-to-severe asthma
- Being severely overweight



- Being over age 65
- Compromised immune system (such as if you have/had cancer, are taking certain medications, or are a chronic smoker)

People who are at higher risk may need to take additional precautions when performing certain tasks. If you have any of these risk factors let the **HR Department** know. Educational posters featuring basic information about the disease will be posted throughout the workplace.

## **Strategies to Slow or Prevent the Spread**

All employees are encouraged to take steps that may help prevent the spread of infectious disease, such as annual flu shots. To support the health and safety of your employees, it is recommended to implement strategies to help slow the spread of COVID-19. The strategies should be in place for your employees, contractors, visitors or others who come into the business. They include:

### **Hand Washing**

Frequent hand washing can help prevent the spread of germs. Adequate hand washing facilities will be provided, including access to soap and water or hand sanitizers with at least 60% alcohol.

Hand washing should be done at a minimum:

- Before and after eating or drinking
- After using the restroom
- After coughing, sneezing, or touching your face

You are encouraged to wash hands upon arriving to or departing from work to prevent transmission of germs to and from the workplace. Posters will be provided in the restrooms, kitchen and common areas that communicate proper handwashing steps.

- 1) Wet hands
- 2) Add soap to palms
- 3) Rub hands together for 20-30 seconds, making sure that you scrub:
  - Palms
  - The backs of your hands
  - The thumb and pad
  - Between fingers
  - Under your fingernails
  - Up to your wrists
- 4) Rinse hands with clean running water
- 5) Dry hands with clean towel

### **Cough and Sneeze Etiquette**

Widespread illnesses can often spread person-to-person via the germs that are emitted from coughing and sneezing. It is important to practice good cough and sneeze etiquette to protect others. Employees are advised to cough and sneeze into a tissue, or into their elbow if a tissue is not available. Employees should throw tissues away immediately in a closed-lid trashcan and wash hands immediately afterwards.

## Physical Distancing

Physical distancing is one of the most effective ways to prevent the spread of COVID-19. Physical distancing means staying at least 6 feet apart from other individuals to help prevent exposure to any potentially infectious respiratory droplets that could be spread. You are always encouraged to follow physical distancing practices including during breaks and shift changes.

During the State phases 2 to 4 of our return to work process, it is necessary to limit workplace interactions to help prevent the spread of disease. It is recommended your business take the following steps to implement physical distancing:

- We will use the 6' distancing rule until further notice.
- We would like to have only 2 employees in the kitchen or workroom at a time.
- Employees who are in high risk category can request to work from home.
- All Employees will have their own office
- It is advised to use online programs for group meetings whenever possible.
- Non-essential travel to be minimized until further notice.

## Face Coverings & PPE

Everyone is encouraged to wear face coverings when in public settings when other physical distancing measures are difficult to maintain. Business owners need to provide the necessary PPE, cloth face coverings and supplies to employees. It is encouraged that all employees wear masks to protect themselves and others from the spread of COVID-19. As a business owner you can choose whether or not to require masks in your business, if you choose to require this we recommend you post a notice at the front of your business letting customers know and letting them know how to wear the mask properly – see printable flier for mask wearing instruction.

## Cleaning and Sanitizing

Cleaning and sanitizing work areas frequently can help kill germs that cause infectious diseases. It is recommended that businesses implement the following cleaning policies:

- Employees are responsible for cleaning/sanitizing their own workspaces daily. This includes door handles, computer keyboards and telephone handset.
- A designated person in the business will wipe down common areas every afternoon. If applicable, have the janitorial service sanitizing at night.
- Increase frequency of cleaning and sanitation efforts in all common areas.
- Provide hand sanitizer, wipes and cleaning supplies and ask all of you to use them as needed and sanitize your workspace often.

## Health Screening

Because keeping ill individuals out of the workplace is one of the best ways to prevent the spread of COVID-19, we ask that you keep in mind and consider implementing the following policy:

Any employee who shows signs and symptoms of COVID-19 will not be allowed to work. Similarly, any worker who develops symptoms of COVID-19 during the workday will be sent home immediately or isolated from others until they can go home. A face mask or covering will be provided to the employee if available.

## Leave Policies & Resources

Your business is encouraged to ensure there are appropriate leave policies and employee resources to aid staff who need help managing any COVID-19 related issues, including household members impacted by the virus.

# GENERAL GUIDELINES FOR ALL EMPLOYERS & INDIVIDUALS

## State-Wide Guidelines for Employers

- Maintain the six-foot physical distancing requirements for employees and patrons. Adopt other prevention measures such as barriers to block sneezes and coughs when physical distancing is not possible for a particular job task.
- Provide services while limiting close interactions with patrons.
- Provide adequate sanitation and personal hygiene for workers, vendors and patrons. Ensure employees have access to hand washing facilities so they can wash their hands frequently with soap and running water.
- Ensure frequent cleaning and disinfection of the business, particularly of high-touch surfaces.
- Identify personal protective equipment (PPE) and cloth facial coverings in accordance with L&I requirements on facial coverings and industry specific COVID-19 standards. Provide the necessary PPE and supplies to employees.
- Identify strategies for addressing ill employees, which should include requiring COVID-19 positive employees to stay at home while infectious, and potentially restricting employees who were directly exposed to the COVID-19 positive employee. Follow CDC cleaning guidelines to deep clean after reports of an employee with suspected or confirmed COVID-19 illness. This may involve the closure of the business until the location can be properly disinfected.
- Educate employees about COVID-19 in a language they best understand. The education should include the signs, symptoms and risk factors associated with COVID-19 and how to prevent its spread.
- On a case-by-case basis, as directed by federal, state and local public health and workplace safety officials, implement other practices appropriate for specific types of businesses, such as screening of employees for illness and exposures upon work entry, requiring non-cash transactions, etc.
- Follow requirements in [Governor Inslee's Proclamation 20-46 High-Risk Employees – Workers' Rights](#).
- Keep a safe and healthy facility in accordance with state and federal law, and comply with COVID-19 worksite-specific safety practices, as outlined in Governor Inslee's "Stay Home, Stay Healthy" Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries [General Coronavirus Prevention Under Stay Home, Stay Healthy Order](#) and the Washington State Department of Health [Workplace and Employer Resources & Recommendations](#).
- Challenge Seattle and the Washington Roundtable have developed a [business checklist](#) which is a great starting point for businesses as they prepare for a Safe Start. Our shared goal is to establish clear requirements that everyone can understand and apply — employers, workers and customers.
  - **Note for retailers:** Washington Retail Association issued a [business checklist](#) for reopening if you prefer to use an industry specific checklist

Businesses are also expected to implement any additional requirements developed specifically for their industry, those guidelines are provided at the end of this document.

## State-Wide Guidelines for Individuals

*Note: These are actions you can ask your guests, customers, clients to abide by when entering your place of business given these are state-mandated guidance to all citizens of Washington State*

- Engage in physical distancing, staying at least six feet away from other people
- Wear cloth face coverings in public places when not eating or drinking (cloth face coverings should not be placed on children younger than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance)
- Stay home if sick
- Avoid others who are sick
- Wash hands frequently with soap and water (use hand sanitizer if soap and water are not available)
- Cover coughs and sneezes
- Avoid touching eyes, nose and mouth with unwashed hands
- Disinfect surfaces and objects regularly



# PLANNING FOR REOPENING

## Planning for Reopening: Creating a Business Safety Plan

Here are the best practices we recommend are included in your business safety plan in order to protect your business from liability as well as keeping your customers and employees safe:

- **Wearing Face Masks and proper usage.** The Governor has mandated that essential businesses wear face masks during all 3 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.** We recommend Employees take their temperatures 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.

- All desks, customer service areas and seating, individual workstations, or work areas need to be separated by at least six feet.
- 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.
- Order areas are separated from Pick up areas to prevent customers from gathering
- 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 counties are 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?). It is recommended you put out your plans on social media.
- **Employee Training & Test Runs.** 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.



# SAMPLE — BUSINESS REOPENING PLAN

## **SAMPLE BUSINESS REOPENING PLAN - NOT A REAL BUSINESS**

### **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 checkout 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, doorknobs, 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 doorknobs, 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 checkout counter and right now all are more than 6 feet apart. Markings have been installed on the floor every 6 feet at the checkout counter.
- We have put up a see-through barrier at the checkout 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.

### **COMMUNICATION AND MARKETING**

We have loaded this plan onto our website and social media, are letting customers know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business.

# BUSINESS SAFETY PLAN WORKSHEET

## COVID-19 Business Safety Plan Worksheet

The Wenatchee Valley, Lake Chelan, and Leavenworth Chambers of Commerce want to ensure the safe reopening of businesses throughout the counties, while maintaining the health and safety of employees and the public. Please complete a safety plan for your business or organization.

As a business community, our jobs require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with COVID19 but are not known or suspected to have COVID-19. Workers in this category are working in areas with ongoing community transmission of COVID-19 patients:

- Frequent contact with travelers who may return from locations with widespread COVID-19 transmission.
- Contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).

### Sources of Information to Help you Complete this Worksheet:

- Washington State Department of Labor & Industries - Coronavirus (COVID-19) Prevention: General Requirements and Prevention Ideas for Workplaces: <https://www.lni.wa.gov/forms-publications/F414-164-000.pdf>

<b>Business Name</b> _____	<b>Contact Person</b> _____
<b>Address</b> _____ _____	<b>Phone</b> _____
_____	<b>Email</b> _____
<b># of Employees</b> _____	<b>Square Footage</b> _____
<b>Hours of Operations</b> _____	<b># of Customers/hour</b> _____

### Description of Business/Organization Plan:

#### 1. Mandatory Social Distancing

Current COVID19 standards require people, including employees, customers, and the public to maintain 6 feet of social distancing. Please describe how you will maintain social distancing (only choose those that apply):

- Spacing for customers **Describe:** \_\_\_\_\_
- Spacing for employees **Describe:** \_\_\_\_\_
- Limiting # of customers **Describe:** \_\_\_\_\_
- Limiting # of employees **Describe:** \_\_\_\_\_
- Physical barriers **Describe:** \_\_\_\_\_
- Visual cues/Signage **Describe:** \_\_\_\_\_
- Different service model **Describe:** \_\_\_\_\_  
(call in, drive through, virtual)

\*When it is impossible to maintain social distancing or frequent hand hygiene, use of facial coverings is highly recommended.

This COVID-19 Business Safety Plan Worksheet does not guarantee the health and safety of the employees, and or the patrons that receive goods and/or services from the establishment listed within the aforementioned business safety plan

# BUSINESS SAFETY PLAN WORKSHEET

## 2. Frequent and Adequate Handwashing

Current COVID19 standards require employees as well as customers and the public, to wash their hands frequently and effectively. Please describe how you will ensure frequent and adequate handwashing occurs within your facilities:

## 3. Facilities and Surface Cleaning

Current COVID19 standards recommend businesses engage in frequent cleaning of surfaces, including high touch areas and general cleaning practices. Please describe your plan for cleaning surfaces:

EPA-approved disinfectants for COVID: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

- Cleaning high touch areas    **Describe:** \_\_\_\_\_
- General cleaning practices    **Describe:** \_\_\_\_\_

## 4. Personal Protective Equipment (PPE)

Current COVID19 best practice standards include use of personal protective equipment (PPE) to maintain the health of your employees, customers, and the public. Please describe your PPE plan including what your employees would ordinarily use or are required to use to perform job tasks (choose only those that apply):

- Masks                      **Describe:** \_\_\_\_\_
- Gloves                      **Describe:** \_\_\_\_\_
- Eye Protection            **Describe:** \_\_\_\_\_

## 5. Policies for Sick Employees

Current COVID19 standards require businesses/organizations have procedures to address sick employees. Please describe your business/organizations plan to address sick employees related to COVID-19:

## 6. Workplace Hazard Communication and Education About COVID-19

Factsheets available at [www.Lni.wa.gov/safety-health/safety-topics/topics/coronavirus](http://www.Lni.wa.gov/safety-health/safety-topics/topics/coronavirus)

Source for current COVID-19 information – CDC COVID-19 website: [www.cdc.gov/coronavirus/2019-ncov](http://www.cdc.gov/coronavirus/2019-ncov)

Describe how your business/organization will monitor public health communications about COVID-19 recommendations and ensure that workers have access to that information.

This COVID-19 Business Safety Plan Worksheet does not guarantee the health and safety of the employees, and or the patrons that receive goods and/or services from the establishment listed within the aforementioned business safety plan

# PRINTABLE SIGNS

The next 9 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 can be printed larger if needed.

## Prepare your Small Business and Employees for the Effects of COVID-19

During an infectious disease outbreak, such as the current outbreak of COVID-19, small business owners must prepare for disruption in their business as well as protect their employees' health and safety in the workplace.

These steps are recommended to protect employees and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.

**Communicable disease (COVID-19)** is a respiratory illness that can spread from person to person. It spreads between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. **Symptoms** (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing>) can include fever, cough, or difficulty breathing, which may appear 2-14 days after exposure.

**Identify a workplace coordinator** who will be responsible for COVID-19 issues and their impact at the workplace.

**Examine policies for leave, telework, and employee compensation.**

- Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Where possible, use flexible schedules (e.g., telework) and flexible work hours (e.g., staggered start) to help maintain practice and practice for social distancing (maintaining distance of approximately 6 feet or 2 meters).
- Business operations and systems, especially social distancing is recommended by state and local health authorities.

**Review your leave policies with all employees** and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.


**Identify essential employees and business functions, and other critical aspects** such as an executive, supplier, manufacturer or reseller/producer, and logistic required to maintain business operations. Explain ways you can continue business operations if there are disruptions.

**Prepare business continuity plans** for significant disruptions, supply chain disruptions, or changes in the way you need to conduct business.

**Establish an emergency communications plan.** Identify key contacts (such back-ups), chain of communications (including suppliers and contractors), and procedure for tracking and communicating about business and employee status.

**Share your response plans with employees** and clearly communicate expectations. It is important to let employees know plans and expectations of COVID-19 issues in communications when you have a workplace.

**Establish an emergency communications plan.** Identify key contacts (such back-ups), chain of communications (including suppliers and contractors), and procedure for tracking and communicating about business and employee status.



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

## 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 or home without fear of reprisal, and ensure employee an amount of these policies.
- Develop other flexible policies for children and networks of health.** and create these policies with all employees who have to care for children, networks of health and childcare.
- Monitor situations for staying and working.** Encourage employees to work from home when possible. Provide home-to-work tools, such as apps and text and other communication tools.
- Reduce routine environmental cleaning.** Reduce dust and disinfect all frequently touched surfaces with an appropriate frequency and number of employees, the floor, doors, and other high-touch surfaces.
- Provide education and training materials** in a way understood by all employees, the floor, doors, and other high-touch surfaces.
- Have conversations with employees about their concerns.** Some employees may be higher risk for severe illness, such as older adults (<https://www.cdc.gov/coronavirus/2019-ncov/need-to-protect>) or those with chronic medical conditions.
- Talk with companies that provide your business with services or products.** Ask employees about their plans. Discuss the requirements of sick employees staying home and encourage them to share company "emergency action" plans.
- Plan to implement practices to encourage sick and return-to-work employees.** If social distancing is recommended by your state or local health department, actively encourage flexible work arrangements such as teleworking or staggered shifts.
- Consider the need for travel and employee attendance.** Check CDC "Business Health" (<https://www.cdc.gov/coronavirus/2019-ncov/business-health>) for the latest updates and recommendations. Consider using teleworking and other alternatives for meetings when possible.
- For employees returning sick at work,** they should be separated from other employees, customers, and clients and use home immediately. Follow CDC guidance for cleaning and disinfecting (<https://www.cdc.gov/coronavirus/2019-ncov/cleaning-disinfecting>) to prevent the sick employee from spreading the virus.

For more tips and information see the CDC [CDC Topics Guidance for Business and Employees](https://www.cdc.gov/coronavirus/2019-ncov/business-health) (<https://www.cdc.gov/coronavirus/2019-ncov/business-health>) and the OSHA [Guidance for Preparing Workplaces for COVID-19](https://www.osha-slc.com/coronavirus) (<https://www.osha-slc.com/coronavirus>).

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

# WE'RE OPEN!

**We're Doing Our Part to Reduce the Spread of COVID-19:**

- Enforcing Physical Distancing - 6 Feet Apart
- Protective Gear Worn (Masks / Gloves / Barriers)
- Disinfection & Sanitation Plan
- Employee Training on COVID-19 Plan
- Symptom Checks on Employees Performed Regularly

**MAXIMUM OCCUPANCY:** \_\_\_\_\_

**DO YOUR PART, PLEASE:**

WELATCHEE VALLEY

LAKE CHERLAN

Filled that the above procedures are implemented and that those submitted this document to the COVID-19 response.

## How to properly wear a face mask

- ENSURE THE PROPER SIDE OF THE MASK OR FACE COVERING IS FACING OUTWARD.
- ENSURE THE STRAP OR TIE IS OVER YOUR EARS.
- PLACE THE MASK OVER YOUR MOUTH, NOSE, AND UNDER CHIN.
- COVID MASKS STOP 95% TO 100% OF THE VIRUS.
- WEAR MASK.
- DO NOT TOUCH THE MASK WHEN CORRECT, IF YOU DO, WASH YOUR HANDS.
- REMOVE THE MASK FROM REAR BY HOLDING THE STRAPS WITH CLEAN HANDS.

**FACE COVERINGS GUIDANCE FOR EFFECTIVE USE**

- WASH YOUR HANDS BEFORE PUTTING ON YOUR MASK AND AFTER REMOVING IT.
- WASH YOUR HANDS BEFORE PUTTING ON YOUR MASK AND AFTER REMOVING IT.
- TRY NOT TO TOUCH YOUR FACE WHILE PUTTING ON AND TAKING OFF A MASK.
- ALWAYS WASH YOUR MASK IF YOU HAVE BEEN AROUND HIGH TRAFFIC OR WHOSE FEELING BECOMES WET OR VISIBLY DIRTY.

**FACTS OVER FEAR**

# MAXIMUM CAPACITY REACHED



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

## What does six feet look like?

Keeping a safe distance can help stop the spread of COVID-19. Stay at least 6 feet away from others whenever possible.

That is about the size of:

- Two shopping cart lengths
- Length of a twin bed
- A rake

When in doubt, stretch your arms out. This is equal to your height.

**Spread the Facts**  
[coronavirus.wa.gov](https://coronavirus.wa.gov)

## COVID-19 (Coronavirus)

**We Offer Delivery!**  
**Order online and we will deliver to you.**  
**Here's how:**

[Replace this text with instructions for your customers]

**Spread the Facts**  
[coronavirus.wa.gov](https://coronavirus.wa.gov)

## Be a Germ-Buster... WASH YOUR HANDS!

- WET
- SOAP
- WASH
- RINSE
- DRY
- TURN OFF WATER, WITH PAPER TOWEL

**WASH YOUR HANDS!**

## SYMPTOMS OF Novel coronavirus (COVID-19), a cold and the flu

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



# Prepare your Small Business and Employees for the Effects of COVID-19

During an infectious disease outbreak, such as the current outbreak of COVID-19, small business owners must prepare for disruption in their business as well as prepare to protect their employees' health and safety in the workplace.

These steps are recommended to protect employees and prepare your business for disruption:

**Coronavirus disease 2019 (COVID-19)** is a respiratory illness that can spread from person to person. It spreads between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs or sneezes. **Symptoms** (<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>) can include fever, cough, or difficulty breathing, which may appear 2-14 days after exposure.

**Identify a workplace coordinator** who will be responsible for COVID-19 issues and their impact at the workplace.

## Examine policies for leave, telework, and employee compensation.

- Leave policies should be flexible and non-punitive, and allow sick employees to stay home and away from co-workers. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- When possible, use flexible worksites (e.g., telework) and flexible work hours (e.g., staggered shifts) to help establish policies and practices for social distancing (maintaining distance of approximately 6 feet or 2 meters) between employees and others, especially if social distancing is recommended by state and local health authorities.

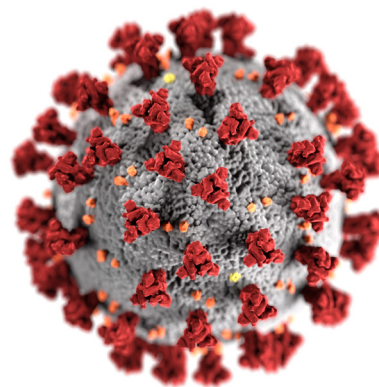
**Review your leave policies with all employees** and provide information about available employee assistance services. Share information on steps they can take to protect themselves at work and at home, and any available.

**Identify essential employees and business functions, and other critical inputs** such as raw materials, suppliers, subcontractor services/products, and logistics required to maintain business operations. Explore ways you can continue business operations if there are disruptions.

**Prepare business continuity plans** for significant absenteeism, supply chain disruptions, or changes in the way you need to conduct business.

**Establish an emergency communications plan.** Identify key contacts (with back-ups), chain of communications (including suppliers and customers), and processes for tracking and communicating about business and employee status.

**Share your response plans with employees and clearly communicate expectations.** It is important to let employees know plans and expectations if COVID-19 occurs in communities where you have a workplace.



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

# 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](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/communication/index.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>).

# “WE’RE OPEN” CHECKLIST POSTER INSTRUCTIONS

## These instructions are for the “We’re Open” checklist poster on the following page.

The “**We’re Open**” checklist is for you to post on your front door or front window to communicate with your guests what you are doing to keep them and your employees safe. Please check off the measures your business is taking and fill in what your maximum occupancy level is based on your industry’s guidelines. *Example:* If you are a retailer, in phase two it is required that you only allow 30% of the fire code’s maximum capacity, not including the employees needed in the facility. Or if you own a small store and only want 5 people in at a time, you can write that there. Below there is a box that is a space for you to indicate what you’d like to see your guests / clients / customers doing when they enter your business. *Example:* If you’d like them to wear masks state that, require people to wait outside before entering, etc. If you have any questions on how to use this form, please feel free to email: [sasha@wenatchee.org](mailto:sasha@wenatchee.org)

Once you’ve completed this form, please submit it to the **Chelan Douglas Health District** for them to keep on file. You do not need to wait for a response from them giving authorization to post the form, they just want a copy to show that you are planning on doing the indicated steps to keep employees and staff safe.

Please email the form to the Health District by emailing: [hilary.knelleken@cdhd.wa.gov](mailto:hilary.knelleken@cdhd.wa.gov)

# WE'RE OPEN!



## We're Doing Our Part to Reduce the Spread of COVID-19:

- Enforcing Physical Distancing – 6 Feet Apart
- Protective Gear Worn (Masks / Gloves / Barriers)
- Disinfection & Sanitation Plan
- Employee Training on COVID-19 Plan
- Symptom Checks on Employees Performed Regularly

**MAXIMUM OCCUPANCY:**

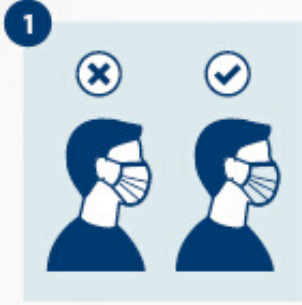


**DO YOUR PART, PLEASE:**

I attest that the above precautions are implemented and that I have submitted this document to the CDHD \_\_\_\_\_ (signature)



# How to properly wear a face mask



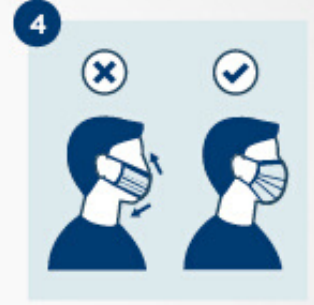
1 ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS



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 GAPS



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

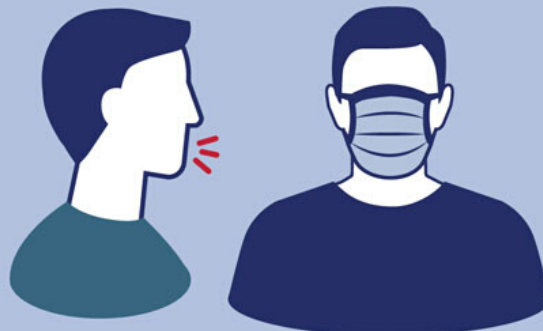
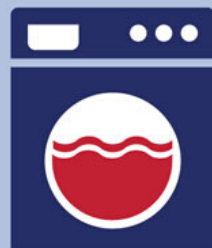


### GUIDANCE FOR EFFECTIVE USE



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



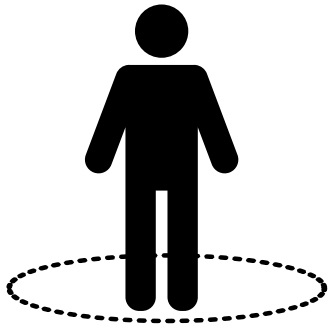
---

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

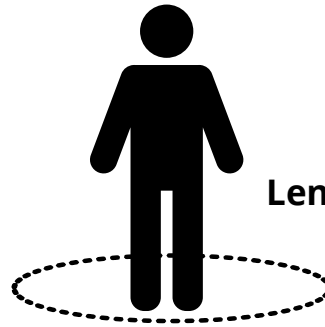
# What does six feet look like?

Keeping a safe distance can help stop the spread of COVID-19.  
Stay at least 6 feet away from others whenever possible.

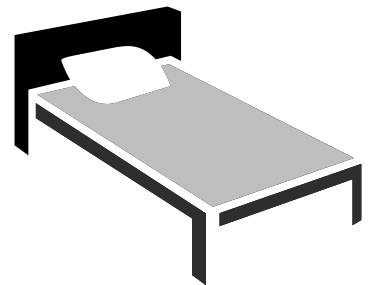
That is about the size of:



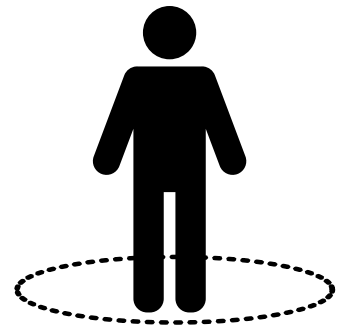
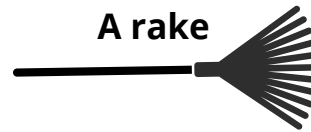
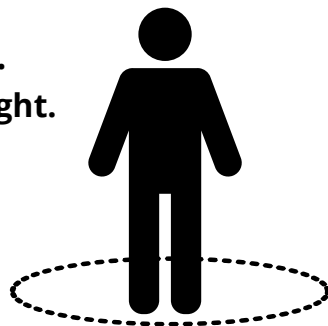
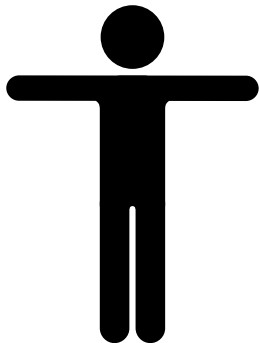
Two shopping cart lengths



Length of a twin bed



When in doubt,  
stretch your arms out.  
This is equal to your height.

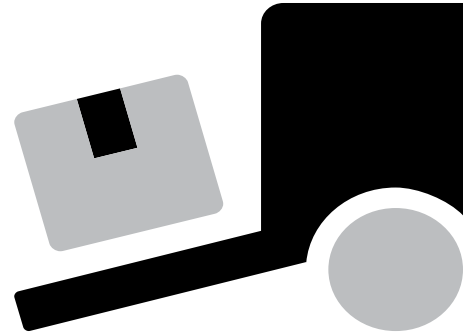


**Spread the Facts**

[coronavirus.wa.gov](https://coronavirus.wa.gov)

**COVID-19 (Coronavirus)**

**We Offer Delivery!**  
**Order online and we**  
**will deliver to you.**  
**Here's how:**



**Spread the Facts**

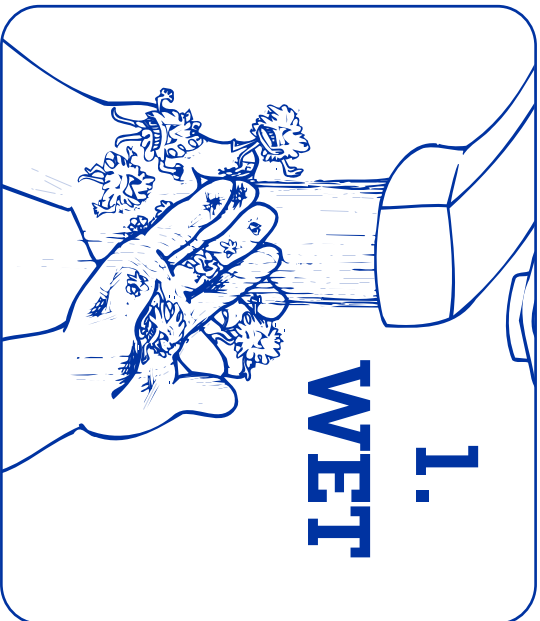
**[coronavirus.wa.gov](https://coronavirus.wa.gov)**





# Be a Germ-Buster...

## WASH YOUR HANDS!



# SYMPTOMS OF novel coronavirus (COVID-19), 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
 Cough	Common	Common	Common
 Sore throat	Sometimes	Common	Common
 Shortness of breath	Sometimes	No	No
 Fatigue	Sometimes	Sometimes	Common
 Aches and pains	Sometimes	No	Common
 Headaches	Sometimes	Common	Common
 Runny or stuffy nose	Sometimes	Common	Sometimes
 Diarrhea	Rare	No	Sometimes especially for children
 Sneezing	No	Common	No

# LINKS TO RESOURCES

## **State / Federal Resources**

[Washington State Government](#)

[Dept of Labor - Coronavirus Resource](#)

[US Chamber of Commerce - COVID](#)

[Washington State Department of Commerce](#)

[OSHA Guide](#)

[Families First Coronavirus Act](#)

[CDC Business Resources](#)

[Filing Unemployment](#)

[Small Business Administration \(SBA\) - EIDL & PPP Loans](#)

## **Local Resources**

[Wenatchee Valley Chamber of Commerce – COVID19 Resource Page](#)

[Chelan and Douglas Counties Emergency Operation Center](#)

[Chelan Douglas Health District](#)

# GOVERNOR INSLEE'S PHASE PLAN

## WASHINGTON'S PHASED APPROACH

Modifying Physical Distancing Measures as we Reopen the State

INDIVIDUALS AND BUSINESSES SHOULD FOLLOW ALL REQUIREMENTS LISTED ABOVE DURING ALL PHASES



**Phase 1**



**Phase 2**



**Phase 3**



**Phase 4**

**High-Risk Populations\***

Continue to Stay Home, Stay Healthy

Continue to Stay Home, Stay Healthy

Continue to Stay Home, Stay Healthy

Resume public interactions, with physical distancing

**Recreation**

Some outdoor recreation (hunting, fishing, golf, boating, hiking)

Outdoor recreation involving 5 or fewer people outside your household (camping, beaches, etc.)

- Outdoor group rec. sports activities (50 or fewer people)
- Recreational facilities at <50% capacity (gyms, public pools, etc.)
- Professional sports without audience participation (horseracing, baseball, etc.)

Resume all recreational activity

**Gatherings (social, spiritual)**

- None
- Drive-in spiritual service with one household per vehicle

Gather with no more than 5 people outside your household per week

Allow gatherings with no more than 50 people

Allow gatherings with >50 people

**Travel**

Essential travel and limited non-essential travel for Phase I permissible activities

Essential travel and limited non-essential travel for Phase I & II permissible activities

Resume non-essential travel

Continue non-essential travel

**Business/Employers**

- Essential businesses open
- Existing construction that meets agreed upon criteria
- Landscaping
- Auto/RV/boat/ORV sales
- Retail (curb-side pick-up orders only)
- Car washes
- Pet walkers

- Remaining manufacturing
- Additional construction phases
- In-home/domestic services (nannies, housecleaning, etc.)
- Retail (in-store purchases allowed with restrictions)
- Real estate
- Professional services/office-based businesses (telework remains strongly encouraged)
- Hair and nail salons/barbers
- Pet grooming
- Restaurants/taverns <50% capacity table size no larger than 5 (no bar-area seating)

- Restaurants/taverns <75% capacity/ table size no larger than 10
- Bar areas in restaurant/taverns at <25% capacity
- Movie theaters at <50% capacity
- Customer-facing government services (telework remains strongly encouraged)
- Libraries
- Museums
- All other business activities not yet listed except for nightclubs and events with greater than 50 people

- Nightclubs
- Concert venues
- Large sporting events
- Resume unrestricted staffing of worksites, but continue to practice physical distancing and good hygiene

\* High-risk populations are currently defined by CDC as: persons 65 years of age and older; people of all ages with underlying medical conditions (particularly not well controlled), including people with chronic lung disease or moderate to severe asthma, people who have serious heart conditions, people who are immunocompromised, people with severe obesity, people with diabetes, people with chronic kidney disease undergoing dialysis, and people who live in a nursing home or long-term care facility.

SAFE START WASHINGTON: A PHASED APPROACH TO RECOVERY

## STATE-ISSUED INDUSTRY GUIDELINES

### Phase 1 Guidelines:

[Curbside Retail](#)

[Landscape Services](#)

[Construction](#)

[Vehicle and Vessel Sales](#)

[Car Wash Industry](#)

[Pet Walking Industry](#)

[Outdoor Recreation](#)

### Phase 2 Guidelines:

[Dine-in Restaurants & Taverns](#)

[In-Store Retail](#)

[Additional Manufacturing Operations](#)

[Professional Services](#)

[Personal Services – hair & nail salons](#)

[Outdoor Recreation](#)

[Fitness & Training Facilities](#)

[Real Estate](#)





## TO THE RECOVERY COUNCIL FOR YOUR LEADERSHIP!

### WENATCHEE VALLEY CHAMBER OF COMMERCE COVID RECOVERY COUNCIL MEMBERS:

#### CO-CHAIRS:

**Mayor Jerrilea Crawford**, East Wenatchee

**Mayor Frank Kuntz**, Wenatchee

**Barry Kling**, *Chelan Douglas Health District*

**Bob Bugert**, *Chelan County Commissioner*

**Bob Siderius**, *JDSA Law*

**Charlotte Mayo**, *Springhill Suites*

**Chuck Zimmerman**, *Ogden Murphy Wallace*

**Dan Sutton**, *Douglas County Commissioner*

**David Olson**, *Columbia Valley Community Health*

**Elvis Garcia**, *Seattle Yoga Lounge*

**Garry Arsenault**, *Chelan PUD Commissioner*

**Greg Mercer**, *LocalTel*

**Greg Oakes**, *Cashmere Valley Bank*

**Gustavo Montoya**, *AgTools Inc.*

**Jess Monnette**, *Monnette & Cawley, P.S.*

**Jim Kuntz**, *Chelan Douglas Regional Port Authority*

**Jim Richardson PhD**, *Wenatchee Valley Community College*

**Josh Stendera**, *North Cascades Bank*

**Lee Pfluger**, *Building NCW*

**Linda Haglund**, *Wenatchee Downtown Association*

**Mike Wade**, *Fielding Hills Winery & CMI Orchards*

**Rachael Petro**, *Petro Strategic Solutions LLC*

**Sean Flaherty**, *Wenatchee World*

**Stu Freed MD**, *Confluence Health*

[wenatchee.org/covid-recovery-council](https://www.wenatchee.org/covid-recovery-council)