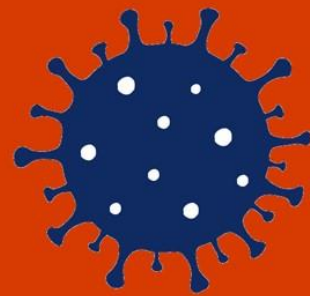




COMING BACK FROM COVID A BUSINESS RECOVERY GUIDE

COMING BACK FROM COVID 19

A BUSINESS GUIDE TO RE-OPENING &
EMPLOYEE RE-ENTRY INTO THE WORKFORCE



WHAT IS INCLUDED



Social Distancing Resources

Keeping yourself and employees safe before and after you open.



Community Business Hub

Ever changing requirements explained by knowledgeable "Navigators"



Marketing in our society's "New Normal"

What we are doing for our business community and how you can participate.



Ready, Set, GOpen

It's time to open – make sure you are adhering to guidelines and taking all the proper safety protocols

A collaboration
sponsored by:



This guide was compiled with informative resources provided by: At&t, Beacon Cleaning Services, CT Restaurant Association, CT Retail Merchants Association, CT Small Business Development Center, ECHN, G-Force Signs and Graphics, Greater Manchester Chamber of Commerce, J&S Creations, Kahan Kerensky Capossela LLP., Maid Brigade of Northern CT, Town of Bolton, Town of Manchester, & Transfer Enterprises, LLC.

Greater Manchester Chamber of Commerce, 20 Hartford Road, Manchester, CT, 06040
Phone: (860) 646-2223, Email: staffgmcc@manchesterchamber.com Website: www.manchesterchamber.com

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Social Distancing Resources

Stay informed with the most comprehensive information regarding the spread of COVID-19.

[World Health Organization \(WHO\)](#)
[Center for Disease Control](#)
[State of Connecticut](#)

[Eastern Connecticut Health Network \(ECHN\)](#)
[Town of Bolton](#)
[Town of Manchester](#)

Health and Safety

Finding PPE for your Employees



The **Connecticut Small Business Administration (CBIA)**: has partnered with the [CONNSTEP](#) to provide CT small essential businesses with up to 50 employees free masks and infrared thermometers. [Businesses are encouraged to submit a request through this link.](#)

[Learn more about safe workplace rules for essential employers.](#)

Self-Reporting Symptoms



Through the **How We Feel app or online**, users anonymously self report basic health information once a day. The data is provided to leading medical institutions so they can better spot emerging outbreaks, identify at-risk populations, and determine the efficacy of public health measures such as social distancing. The app is available for free in the [Apple App Store](#), [Google Play store](#) and online at [howwefeel.app](#). No login or personal information such as name or email address is required


Virus Transmission Prevention Tips

What can I do to prevent getting sick from COVID-19?


The following tips will help to prevent COVID-19 as well as other respiratory viruses:

CORONAVIRUS (COVID-19)


If You Have Symptoms




Stay home and away from others, if possible, avoiding public places so you do not get others sick.




Keep warm and rest as much as possible.




Drink plenty of fluids. Fluids are most important for hydration, appetite will return when you are well.




For fever, take acetaminophen (i.e. Tylenol) in normal doses. (See directions on the bottle)



Separate yourself from household members, use a separate bathroom (if possible), and stay in home isolation until:




At least 7 days have passed since symptoms appeared.



&

You have been fever free for 72 hours without medication designed to lower your temperature.

&



All other symptoms have improved, such as cough or shortness of breath.

If cough is present: A room humidifier and drinking lots of fluids helps to moisten and loosen up sticky mucus. Non-prescription drugs designed to suppress cough may be helpful.

If throat is sore: Gargle with warm water (1/2 teaspoon of salt in 1/2 glass of water).

If temperature is elevated: Fluids are doubly important. For fever, take acetaminophen (i.e. Tylenol) in normal doses. Persistent temperature elevation of 103 – 104 degrees is a danger sign and encourage that you contact your primary care provider.

If nausea and/or diarrhea are present: Have clear liquids, soup, or juice as tolerated, and eat a B.R.A.T. (Bananas, Rice, Applesauce, Toast) diet, if able. Remember, fluids are important to prevent dehydration.

If you develop shortness of breath, call 911 or go to the nearest emergency room.

Source: CDC.gov

if you are showing symptoms of COVID-19 – please stay home and call your Primary Care provider immediately. They may tell you to manage your care at home. **If you do not have a Primary Care provider, please call: 860-533-4611** to be evaluated through a Telehealth consultation appointment.

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.

- Don't touch your eyes, nose, or mouth, especially with unwashed hands.

- Avoid close contact with people who are showing symptoms of illness.

- Clean and disinfect frequently touched objects and surfaces.

- Cover your cough or sneezes with a tissue or sneeze into your elbow.

- Throw the tissue in the garbage and make sure to clean your hands afterwards.

- Stay home when you are sick.

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Local Hand Sanitizer Resource

J&S Creations LLC

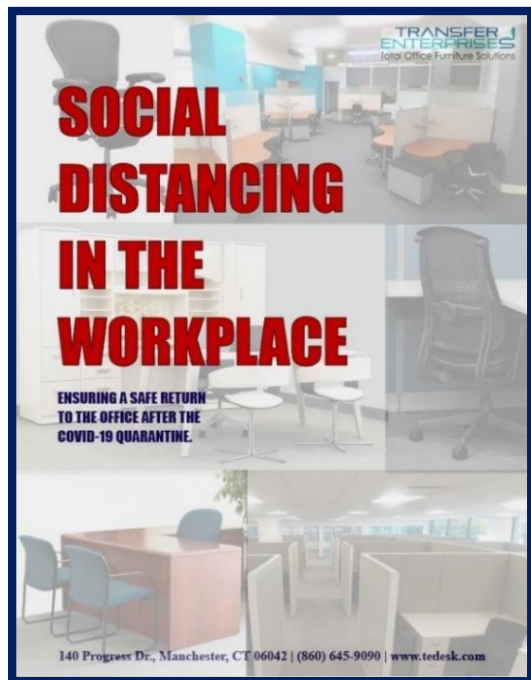
*Alcohol Antiseptic 80% Topical Solution,
Alcohol 80% v/v..... Antiseptic FDA OTC
Drug Manufacturer fully permitted, fully
insured.*

Shyam Kulkarni and Josh Scavetta
860.430.6389
shyam@firstdefenseproducts.com
www.1dsanitizer.com



Re-arranging your Business

[Learn How to Ensure a Safe Return to the Office After the COVID-19 Quarantine](#)



Transfer Enterprises, Inc.

Total Office Furniture Solutions
140 Progress Drive, Manchester, CT
(860) 645-9090
sales@tedesk.com
www.tedesk.com

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Signage and Communication

[Learn how to maximize your brand with custom COVID-19 compliant signs and graphics](#)

FASTSIGNS | Corporate COVID-19 Safety

Maximize your brand with custom COVID-19 compliant signs and graphics.

Your brand is a key element in your business and corporate culture. So why let the COVID compliance spoil your company culture? FASTSIGNS® offers you the ability to integrate your logo and company colors and still remain compliant. We provide an entire suite of essential sign solutions to keep employees safe while still promoting your brand and company culture. This turn-key, comprehensive sign package eliminates the disruption and lets your staff get back to business.

Let the experts at FASTSIGNS show you all the ways we can meet your visual communications needs. We're more than ready to help.

FASTSIGNS
More than fast. More than signs.

FastSigns of Hartford

Signs, Banners, Display, Graphics

101 Hale Road, Ste. B

Manchester, CT

(860) 644-5700

396@fastsigns.com

www.fastsigns.com/396

We are providing you with examples of items that can be produced to help businesses with COVID-19 prevention/safety. There are many more items that can be customized to the client's needs.

STOP WAIT HERE

FOR YOUR SAFETY, KEEP **6.5 FEET (2M) APART** FROM ONE ANOTHER WHILE IN LINE

STOP! Feeling sick?

If you feel unwell or have the following symptoms:

STAY HOME!

STAY IN YOUR AREA

All employees that are authorized to be onsite are restricted to the area in which they work when onsite.

G-Force Signs and Graphics

Full Service Custom Sign Company

52B Connecticut Avenue

South Windsor, CT

Phone: (860) 787-5338

info@gforcesigns.com

www.gforcesigns.com

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Cleaning and Sanitation

[Learn about the CDC guidelines for how to clean and disinfect for community facilities.](#)

Beacon Cleaning Services

218 Hartford Road, Manchester, CT

(860) 432-4885

beaconcleans100@aol.com

COVID 19 Best Practices for Cleaning and Disinfection Certified

Beacon Cleaning LLC began operations in 2011 in the simple premise that our cleaning company 'will do everything we say we will do'. Since its inception we have become a leading Residential, Commercial and Industrial Cleaning Service based in Manchester Connecticut.

Beacon Cleaning, LLC has succeeded by valuing close personal relationships and providing value added service. You may choose Beacon with confidence. With over 40 years of combined experience in the cleaning industry, we are able to devise a quick, effective solution to any of your cleaning needs.

Maid Brigade of Northern CT

Your Home Cleaner!

195-A Adams Street, Manchester, CT

Phone: (860) 645-6243

abobbitt@maidbrigade.com

www.northernct.maidbrigade.com

Maid Brigade of Northern CT based in Manchester is a residential and small office cleaning franchise independently owned and operated who has been delivering stellar green cleaning services since 2012. As a non-essential business, and for the safety of our customers and our 16 employees, we suspended operations on 3/20. Using Governor Lamont's order for non-essential businesses to close until 5/20 as a base our plan is to resume operations on 5/26 and we will be booking cleanings for 5/26 and after starting the week of 5/18. Our phone number is 860-645-6243 and we will be happy to help you.

Community Business Hub

A business center with knowledgeable "Navigators" assisting you with the ever changing COVID requirements and understanding the latest Executive Orders.

The Town of Manchester, Small Business Development Center and the Greater Manchester Chamber of Commerce are offering free knowledgeable "Navigators" to assist you during this transitional period of re-opening your business.

This "Business Hub" includes a collaborative of employees from the above mentioned organizations.

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Meet your Community Navigators

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Shelly Koehler

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Emma Petersen

Director of Member Services
Greater Manchester Chamber of Commerce
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Town of Manchester Resources

[Economic Development COVID page](#)

Guidance for Manchester Restaurants

[Temporary Outdoor Dining Application](#)
[Guidance Statement on Outdoor Service of Alcoholic Beverages](#)
[Phase 1 Restaurant Re-opening in Manchester](#)

Town of Bolton

[Town of Bolton, COVID-19 Resources for Small Business](#)

Free Business Advising



CT Small Business Development Center

The Connecticut SBDC is funded in part through a cooperative agreement with the U.S. Small Business Administration, the Connecticut Department of Economic and Community Development, and the University of Connecticut. All programs of the Connecticut SBDC are open to the public on a non-discriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance.

For more information, visit: <https://ctsfdc.com/>

COVID-19 Resource Center: <https://ctsfdc.com/covid19-businessresourcecenter/>



SCORE: Service Core of Retired Executives

SCORE, the nation's largest network of volunteer, expert business mentors, is dedicated to helping small businesses get off the ground, grow and achieve their goals. Since 1964, we have provided education and mentorship to more than 11 million entrepreneurs. SCORE is a 501(c)(3) nonprofit organization and a resource partner of the U.S. Small Business Administration (SBA). Thanks to this generous support from the SBA and because of the selfless contributions of our more than 10,000 dedicated volunteers, we are able to deliver most of our offerings at no cost.

For more information, visit: <https://greaterhartford.score.org/>

Paycheck Protection Program

[Small Business Administration, PPP Borrow Application Form](#)

[Paycheck Protection Program, Frequently Asked Questions](#)

[Paycheck Protection Program, How to Calculate Your Loan](#)

[Paycheck Protection Program, Loan Forgiveness Application](#)

Legal Resources

[List of COVID-19 related legal resources from Thomson Reuters](#)

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Understanding Executive Orders

When our Members/Businesses are in crisis, we're here to help. A Chamber is a wealth of resources... We've heard from just about every industry since this pandemic took hold of our community. Each and every one of you has either had to let employees go, or worse yet, shut down. While we can't solve this problem, we can make sure you have the most up to date, accurate information you need to make the best decisions for your business. We're also a voice for our Members. Small business owners may feel like they are not being heard, but when you put the voices of over 500 businesses together, suddenly that voice is amplified... that voice is your Chamber of Commerce!

Overview

State of Connecticut – Overview of State of Connecticut's Actions Related to COVID-19

Sector Rules and Certification for May 20th Reopen

Retail Industry Guidelines

Hair Salon/ Barbershop Guidelines

Restaurant Industry Guidelines

Office Work Guidelines

Museums/ Zoo Guidelines



CT Restaurant Promise

What is the Connecticut Restaurant Promise?

In partnership with the Connecticut Restaurant Association and health officials across the state, restaurant owners and operators made a set of commitments to their employees and customers. This standard of recovery procedures has created the Connecticut Restaurant Promise. The Connecticut Restaurant Promise will demonstrate that the restaurant has committed to take all necessary steps to protect their employees and customers, as well as taking an initiative role in protecting their community.

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The industry will continue to comply with federal, state, and local guidance as a reopening process begins. The CRA remains committed to providing feedback to elected officials and health departments which ensures compliance with these standards as well as taking into consideration the unique needs of our industry. The Connecticut Restaurant Promise also empowers customers to learn what they can do to keep everyone safe. With restaurants and customers working together, the restaurant industry can be as vibrant as it was prior to the impact of COVID-19.

Who can participate in the Connecticut Restaurant Promise?

Any restaurant or food-service establishment that is reopening its dining room and other full-service areas.

[Learn More about the CT Restaurant Promise](#)

[Take the CT Restaurant Promise today.](#)

Self-certification Process

The mandatory self-certification process only takes a few minutes and can be found online at <https://business.ct.gov/recovery>. Certification must be completed before a business can reopen.

After completing the certification, companies can download **Safety Signage** and a **Badge** to display at their place of business and post on their website or social media channels. Posting of these materials is completely voluntary.

Marketing in Our Society's "New Normal"

Now is not the time to "relax" your marketing efforts. We understand that you and your budget are exhausted, so we would like to help promote you and keep you top of mind once everyone gets back to their "new normal."

“Top of Mind” Tactics for Success

- Schedule regular follow-ups with leads/prospects, even your long time customers.
- Follow up with customers when you say you will. This helps build credibility over time.
- Find and attend in-person/Video conference (ZOOM) industry events to get in front of potential new customers.
- Have a strong network of friends, family, and significant others who understand and support you and your work challenges. Rejection and lack of response are part of the day-to-day experience in customer driven industries, but having strong connections makes dealing with them a bit easier.

Go! Explore Manchester Raffle

Make a purchase from your favorite local restaurant or retailer and collect tickets for the “Go! Explore Manchester” raffle. Every \$25 spent = 1 raffle ticket. An extra ticket can be earned if you shop with a GMCC member business. A winner will be drawn during our 119th Annual (virtual) Meeting on June 17th! Winner to receive \$100 G/C to a local member Restaurant and a \$50 Gas card. [A complete list of GMCC members can be found here.](#)



"GO! Explore Manchester" Raffle
Support the Small Business, NOW more than ever!

TAKE-OUT Order Takeout or delivery from your favorite restaurant totaling \$25 or more, or shop at a local retailer offering curbside pick-up & don't forget to **TIP WELL** if you are using delivery or curbside pickup!

or;
Purchase \$25+ gift cards from your favorite restaurant or local retailer.

then;
Snap a photo of your receipt...be sure we can see the;

- Amount spent (Must be \$25+)
- Name of Restaurant/Retailer
- For an additional raffle ticket, snap a photo of the actual business/restaurant signage, food, or merchandise purchased. Have fun with it!

Post photo to your Facebook and/or Instagram page, and;

- Tag the Greater Manchester Chamber of Commerce (FB - Manchester.c.ct & Insta - ctmanchesterchamber)
- Tag/mention the business you supported
- In the post section, type: GO! Explore Manchester

For every \$25 you spend locally, you will be;

- Entered into a drawing to be announced LIVE on Thursday, June 17, 2020 at the Greater Manchester Chamber of Commerce 119th Annual Meeting.
- We will contact winner via the social media site receipts were posted on.
- Winner to receive \$100 G/C to a local member Restaurant and a \$50 Gas card.

Receive a raffle ticket for every \$25 you spend! Support a GMCC Member, receive an additional ticket!!!

For a full list of Greater Manchester Chamber Members visit our website at www.manchesterchamber.com and click on: **DIRECTORY**

Snap a photo of the receipt and tag GMCC to submit your entry.

Facebook:
[@manchester.c.ct](#)

Instagram:
[@ctmanchesterchamber](#)

[Raffle Rules in PDF Format.](#)

Social Media Accounts to Follow

CT Small Business Development Center

[Facebook](#)

[Twitter](#)

[Linkedin](#)

[Instagram](#)

[Youtube](#)

Downtown Manchester Special Services District

[Instagram](#)

[Facebook](#)

Greater Manchester Chamber of Commerce

[Facebook](#)

[Instagram](#)

[YouTube](#)

SCORE: Service Core of Retired Executives

[Facebook](#)

[Twitter](#)

[Linkedin](#)

[YouTube](#)

Town of Bolton

[Facebook](#)

[Instagram](#)

[Twitter](#)

Town of Manchester

Economic Development - [Twitter](#)

General Announcements – [Instagram](#)

General Annoucements - [Facebook](#)

Planning Department - [YouTube](#)

Benefits for Greater Manchester Chamber of Commerce Members

What does a chamber membership do for your business? It keeps you informed. It gives you a voice. It protects your interests. It improves your community. It helps you grow. [Learn more here.](#)

Daily Dose

Want to see your business featured for FREE on the "Daily Dose" – an email exclusive published Monday through Friday? We will feature restaurants & essential businesses first, and requests will be filled on a first come first serve basis.

[Submit a Request](#)

[View Daily Dose](#)

Café Au Zoom

Since Coffee Connections are postponed, we invite you to join us online at Café Au Zoom! Catch up, share business updates & “break out” into smaller networking groups. No pressure, no agenda, just members meeting other members.

Sip -N- Sweats

While EPIC After Hours are postponed as well, we invite you to join us online at our Sip -N- Sweats! Same idea as Café Au Zoom, only enjoy your favorite “adult” beverage, slip into your favorite sweats and meet your friends from the Chamber in our Zoom Room.

Referral Services

The Chamber receives frequent calls asking for the name of a florist, accountant, plumber, hotel, attorney, bookkeeping, etc. Only Chamber members are referred as our members are the businesses supporting the local economy.

Social Media

The Greater Manchester Chamber of Commerce has a strong presence on both Facebook and Instagram. Remember to tag GMCC to share your updates with the Greater Manchester business community.

Facebook: @manchester.c.ct

Instagram: @ctmanchesterchamber

Website

Your Business is listed on the Chamber's website, www.manchesterchamber.com. If your business has a website, it is linked to the Chamber site so folks can go directly from our site to yours.

Weekly Online Newsletter

The monthly Chamber newsletter includes the "Lowdown" on the Chamber. Members are encouraged to let us know what's happening in their business, such as promotions, certifications, etc. Contact the chamber office to get the specifics or to submit your press release.

AT&T Offers Added Relief for Customers



AT&T is planning on being here to help you stay connected throughout the COVID-19 pandemic. We recognize that staying in touch with your family, friends, school and work has never been more important.

Here are a few ways we're helping consumers, small businesses, and enterprises across the country.

Ready, Set, GOpen!

Join us LIVE or watch the recorded version of "Coming Back from COVID" - a collaborative virtual conference on how to get back to work, covering topics such as:

- Employment Law – Return to Work Issues/Making Your Business Safety Compliant.
- Government Relief – Relief Certification, Fraud and The False Claims Act
- Navigating The Intersection of SBA and CARES ACT Relief
- Taxes – Filing, Declaring Losses, Deferring Payment of Payroll and Property Taxes, Saving Cash and Obtaining Forgiveness Under the Paycheck Protection Program

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Coming Back from COVID: Business Recovery Zoom Conference

Panelist Contact Information

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Tim Phelan

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beaconcleans100@aol.com

Recording of Zoom Conference



Recorded live on
Friday, May 15th, 2020

[Access the recording here.](#)