

REOPEN READINESS CHECKLIST

What your business needs to be ready and prepared to reopen once the crisis lifts.

Work with your trusted local community organizations and business advisers to create work plans and strategies around the 4 C's.



EDD
ECONOMIC
DEVELOPMENT
DEPARTMENT



HATCHFORM



CONTACT

1. Make sure you are in contact with your local municipality/county and know when it is safe to reopen your business. If your business is licensed or inspected by the state or local government get in touch with that licensing/inspection authority to make sure you are doing everything that needs to be done to open your business.
2. Get in contact with your landlord, property owner, property management company, etc. Make sure that your space will be ready and available.
3. Get in touch with your employees. Who is available to start work? What are their new schedules like? Are they available to help clean and sanitize the space before opening?
 - A. If your employees have children and need to continue to work from home, what tasks can they complete from home? Are there business innovations that can come from their home working situation?
4. Contact your suppliers, vendors, and other contractors. Will they be open when you need them? Are they still in business? Do they still have the products that you need to reopen? Will you have the inventory you need to reopen or will you have to make alternative plans?



CLEAN

1. DEEP CLEAN your establishment. Make sure every surface, item, piece of equipment, floor, etc. is clean. Clean with soap and water or use other cleaning products. Make sure to read and follow manufacturer's instructions when using cleaning products. Diluted bleach is effective against the corona virus. Do not ingest bleach or other cleaning products. Make sure to follow instructions on the bottle and dilute before using. Launder soft surfaces and clean any hampers or laundry baskets. Steam clean carpets or rugs that can't be laundered. Use alcohol wipes to clean electronics, keyboards, POS systems, etc. **MAKE SURE TO WEAR GLOVES AND MASKS** while cleaning. Properly dispose of gloves and masks when finished.
2. Create your cleaning plan:
 - A. Put a cleaning schedule in place - every surface is cleaned at least twice per day
 - B. Make time to clean **HIGH TOUCH SURFACES** after every interaction
 - C. **WASH YOUR HANDS** after every interaction with a person or an object



CONTROL

1. Make sure you have a plan to **CONTROL THE SPREAD OF THE DISEASE** and prevent your employees, customers, and service providers from getting sick or spreading the virus.
 - A. Provide Personal Protective Equipment (PPE) to all employees and make sure they are wearing it! At a minimum this includes masks and gloves. Additional PPE may be required depending on your business. Make sure employees dispose of PPE often and in a safe & responsible manner.
 - B. Provide hand sanitizer and/or hand washing stations for your employees, customers and service providers.
 - C. Ensure that customers are staying at least six feet apart from each other. Mark six feet with tape on your floor, draw six foot circles on the ground, have ropes spaced six feet apart - get creative but make sure everyone is properly distanced.
 - D. In high-touch businesses have customers take their temperatures before arriving for an appointment.
 - E. Consult experts on proper procedures for limited isolation periods for patients.
 - F. **IF ANYONE FEELS SICK - THEY STAY HOME!**



CONNECT

1. Let your customers know that you are **OPEN & SAFE!**
 - A. Send email blasts, post on social media, use A-frame signs, etc. **SPREAD THE WORD** not the virus.
 - B. Let your local MainStreet Organization, Chamber of Commerce, Business Association, Economic Development Organization, etc. know that you are open. Ask them to help you spread the word.
 - C. Write a press release and send it to the local paper and radio station. Do radio interviews and podcasts. Write an article, op-ed, or blog post about your experience as a business owner during the crisis.
 - D. Hold a **GRAND REOPENING EVENT** - ribbon cutting or open house. Make sure that people are **SIX FEET APART** but have fun!
 - E. Continue to work on your on-line presence & sales, curbside & delivery options, and other low contact sales & distribution channels. We're not out of the woods yet!

Use the 4 C's for a successful business and a healthy happy community