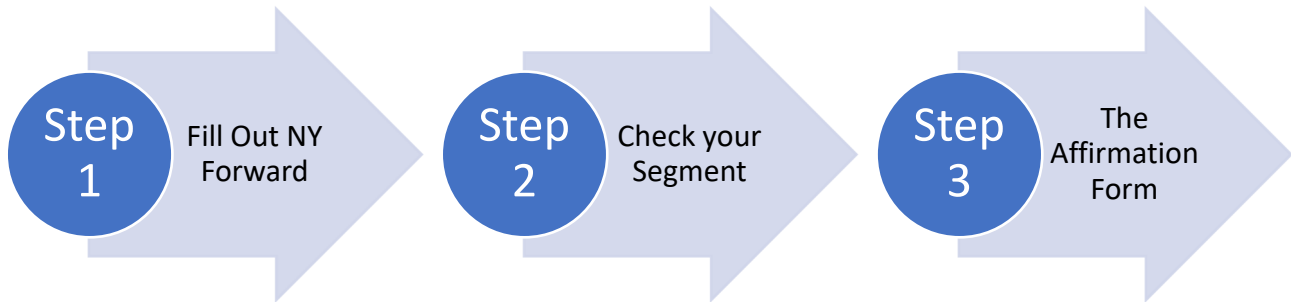


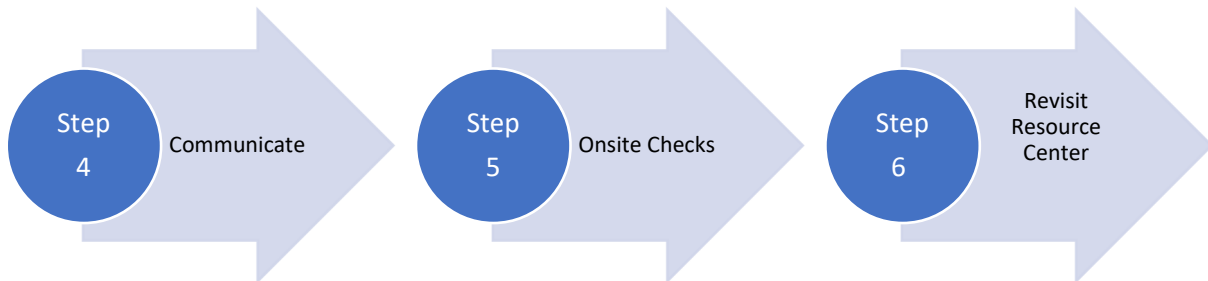
**Finger Lakes Visitors Connection
Small Business/Tourism and Retail Help Document
Steps to Re-envisioning and Re-opening your business after Covid-19
Prepared by Finger Lakes Visitors Connection 5/26/2020**



Step 1. Filling out NY Forward

Step 2. Your segment check via NY Forward and Models; guidance documents

Step 3. The Affirmation Form



Step 4. Communicating Your Plan: Website/Printing/Other

Step 5. Onsite – Checks

Step 6. Revisit the Tool Kit: Forms needed; Sanitation Resource Bank – cooperative buying; Eyes-on Reopening; Training Programs

F.A.Q.

VisitFingerLakes.com/reopen

Q1: Phases. When do I reopen – what phase am I in?

A: Go to this link on the NY Forward program.

A: Having said that, we recommend that you get all your materials in order now. Do not wait until your reopening “phase” is called.

Q2: Many different business aspects. What if I have different “elements” to my business?

A: You need a plan for each element. Much of the upfront information is the same, so get it ready – then modify for your business. For instance, you may be a hotel with a restaurant with a spa with outdoor dining spaces, etc.

Q3. Certification Programs

Q4. Sanitation Bank. Is the Sanitation Bank exclusively for Ontario County and/or tourism.

A: No – at this point, the larger the buy, the more savings for everyone. Let’s just get “reopened” pooling as many resources as we can.

Q5. Changes in my services. If I open for curbside retail and have a plan for that, do I also need a plan when I open my store for visitors.

A: Yes. The purpose of the reopening plan is for the safety of your employees and your visitors. Since interactions will be very different between curbside and actual retail, it will be necessary to think through the different plans and the interactions to maintain basic requirements like social distancing, etc.

Q6. Do you have samples of any of the following forms that we’ll need?

Cleaning Log for Part II. Places; Section B. Hygiene Cleaning Log
Employee Health Check.

A: Yes, [VisitFingerLakes.com/reopen/](https://www.visitfingerlakes.com/reopen/)

Tab down to the Sanitation Bank and Resources
Click on Forms

Q7. Liability Coverage. Who should I check with on my liability coverage? What do I need to ask?

A: We are hearing a variety of responses with regard to this and suggest that each person do consult with their attorney and their insurance carrier about options. There seem to be at least two “sorts” of liability questions that people are concerned with. One is the health and wellness liability of being open and someone claiming to have contracted the disease at your establishment. The second is to question contracts that are in place and your ability to change/cancel those. While this answer doesn’t provide answers – it does at least give you some “thought” process around asking the right questions.

The Rochester Business Journal has covered these topics in a general sense as well. Go to [VisitFingerLakes.com Reopen](https://www.visitfingerlakes.com/Reopen) and Look at local information and resources for articles related to this.

Prep. Getting ready/document gathering

1. What is your website location to electronically post the final plan?

2. What is your NAICS Number?
 Use the NY Lookup tool: <https://www.businessexpress.ny.gov/app/nyforward>
 We have learned that You can proceed without this, but it may be good to have it.

3. When is your industry segment officially allowed to reopen?
 Go to <https://forward.ny.gov/industries-reopening-phase>

 Anticipated Date (Phase): _____ My Goal Date: _____

4. What are others in my segment doing? Are there existing plans that I can follow?
 Go to <https://www.visitfingerlakes.com/partners/reopen/>
 Look for your segment and see some models that are being posted

5. Know which county you are in. (This is used in a statewide database at minimum in the affirmation form and reporting system attached to it)

6. Take a “fresh-eyed” tour of your facility and look for key TOUCH POINTS for both employees and visitors. Assess what does NOT need to be there any more. Identify spots for your signage, get aware of “sizes” that you’ll need. Seek “help” from a friend if possible for the brand new eyes.

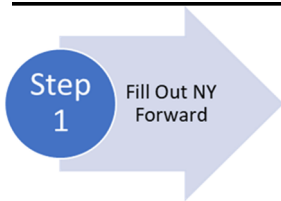
7. Establish workflow and personnel contacts for different needs, especially “logging” and “record keeping”. Provide appropriate training for all tasks.

Item	Who	Digital Location	Physical Location	Training Required?
Safety Reopening Plan				
Mtce. Log for Hygiene				
Mtce. Log for Sanitation				
Employee Health Check – including reporting to state and local officials				

8. Locations:
 - a. Plan posted for consumers (near front door)

 - b. Where is my “health screening station”? (ensure social distancing)

- c. Where is my pickup curbside location? Is it marked, is it approved?
- d. Hygiene Maintenance Log (where kept?)
- e. Employee signage to remind of hygiene sanitation
- f. Location of employee hygiene stations
- g. Location of customers hygiene stations



Step 1. Filling out NY Forward

FLVC has created a downloadable version in our resource center. Click on this link and then download.
https://assets.simpleviewinc.com/simpleview/image/upload/v1/clients/fingerlakesvc/NYS_BusinessReopeningSafetyPlanTemplate_a74261ab-118c-4511-b6cc-7bae62750ea4.pdf

I. PEOPLE

A. Physical Distancing. PERSONNEL.

Check those boxes that apply, be prepared to state exemptions.

- Ensure 6 ft. distance between personnel
- Tightly confined spaces will be occupied by only one individual at a time
- Post social distancing markers in common areas (e.g. clock in/out stations, health screening stations)
- Limit in-person gatherings as much as possible. Hold in open, well-ventilated spaces with appropriate social distancing among participants.
- Establish designated areas for pick-ups and deliveries.

▪ How you will manage engagement with customers and visitors on these requirements (as applicable)? (address those “things” noted above):

▪ How you will manage industry-specific physical social distancing (e.g., shift changes, lunch breaks) (as applicable)?

Ideas

Show lines on "floor" ; buy some adhesive spots for the floor

Show directional - path

Show signage; (stands)

Indicate that "tools" are separated per use

Cash register/reception are not dual occupied

Make a new entry door, different than exit door for passing

Remove tables from employee gathering areas / distance seating

Exemption: if requires shorter distance ...

Statement: Face coverings will be worn for personnel that must work together closer than 6'.

Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50% of maximum capacity.

Make a statement about face coverings will be worn by personnel who must work close is "this area" of our "shop" For example: considerations for Bars/tasting rooms

2. PLACES

A: PROTECTIVE EQUIPMENT

Employers must provide employees with an acceptable face covering at no-cost and have an adequate supply of coverings in case of replacement.

Quantity of other PPE:

PPE Needed	Daily Quantity	"weekly" / "monthly" Quantity	How to Secure Supplies (supplier)
Face coverings			
Gloves			

Face coverings. Cleanliness.

What policy will you implement to ensure that PPE is appropriately cleaned, stored, and/or discarded?

Idea: Consider joining the Finger Lakes Visitors Connection Resource Sanitation Bank

Limit the sharing of objects.

List common objects that are likely to be shared between employees.

What measures will you implement to ensure the safety of your employees when using these objects?

Object	Safety Measure
Object	Safety Measure
Object	Safety Measure

Ideas:

Visit Finger Lakes Visitors Connection Sanitation Bank to consider joint purchasing and get idea of costs and options of different PPE and also hygiene and sanitation products. VisitFingerLakes.com/reopen

Don't forget menus, lists, condiments

Possible consider color coded tools. Mine is blue, yours is pink, etc.

Days of the week. Mondays is pink striped, Tuesdays is pink polka do, Wednesday is solid; Thursday is zig zag; Friday is squares; Saturday is logoed; Sunday is check marks.

Phase 2. Places

B. Hygiene and Cleaning.

- Adhere to hygiene and sanitation requirements from the CDC (CDC) and Department of Health (DOH)

Check websites:

- Maintain cleaning logs on site
- Hygiene stations for personnel. (where)
- Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed.▪ What policies will you implement to ensure regular cleaning and disinfection of your worksite and any shared objects or materials, using products identified as effective against COVID-19?

Cleaning Site/Need

Frequency Specifics

Cleaning Supply needed

Phase 2. Places

C. Communication.

- Post signage to remind personnel to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.

See Sample Signage at VisitFingerLakes.com/Reopen ... Sanitation Bank and Resources ... Signage

- Establish a communication plan for employees, visitors, and customers with a consistent means to provide updated information.

Ideas: Consider newsletter, collecting emails, consistent target dates schedule
Consider use of video – as this may be more reassuring especially about Hygiene than just posting it.
Consider employee training modules

- Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area. See more detail.

Ideas: consider a customer, visitors log-in – especially for high touch areas and future contact tracing.

Phase III. Process Screening

Worker Testing.

Ideas:

See flow chart for potential employee testing path

See forms to develop a testing log

Consider use of Roc Covid-19 screening tool, designed for our area

Must have a contact and a plan for reporting



**Step 2. Your segment check via NY Forward and models; guidance documents.
Visit[FingerLakes.com/reopen](https://www.visitfingerlakes.com/reopen)**

Is there new and or changed information based on the developing situation?



Step 3. The Affirmation Form

<https://forms.ny.gov/s3/ny-forward-affirmation>

Use this form to affirm business compliance with the New York Forward reopening guidance. Once this form is completed and submitted. It is noted on an excel sheet that this is done.

Two “groups” will use this information. The “Control Rooms” which have been set up to manage the valve of reopening and monitoring the progress or regress (we hope note) of the metrics will look at this to assure compliance. Secondly, this is a resource for zoning officers to have to look to see if there is an affirmation in place or do they need to enforce one. This is one list that you want to be on.

This is where you need to know your county – and where the business is operated. It’s very important since the control rooms are “by county.”

See form on next page. See link above.

What industry does your company belong to?

The NY Forward Affirmation Form
Example: **Phase 1 businesses**

- Construction; Manufacturing; Retail - Curbside Pickup; Wholesale Trade; Agriculture, Forestry,
Fishing and Hunting; Private operator of lake or ocean beach; Religious organization or funeral service
operator

Business Name *

Your Name *

First Name

Last Name

Phone Number *

Business Email Address *

Business Location Address

Enter the address of your physical place of business in New York State or, if a construction project, the primary address of the construction site.

Street Address *

Apt/Suite/Office

City *

State *

Zip Code *

County *

I am the owner or agent of the business listed. I have reviewed the New York State interim guidance for business re-opening activities and operations during the COVID-19 public health emergency and I affirm that I have read and understand my obligation to operate in accordance with such guidance.



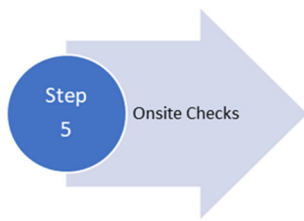
Step 4. Communicating Your Plan: Website/Printing/Other

Where is my plan posted digitally?

Where is my plan posted physically?

Have I double checked my plan for accessibility issues?

PR on being open and any changes you've made?



Step 5. Onsite – Checks

Ideas:

Invite a colleague to trade inspections with you

Participate in VisitFingerLakes.com Employee Training program

e-learning allows us to do online training

FLVC team will guide your team through this new type of hospitality training

Double Check any accessibility issues that may have been caused by changes you've had to make



Step 6. Learn, Share: Revisit Resource Center

Are you willing to share your plan?

Submit to: info@visitfingerlakes.com and tell us that it's to share on our website in the Covid-19 resources section! pay it forward.

Extras/Resources

Contribute

Revisit VisitFingerLakes.com/reopen

Forms

Signage Models

Eyes and quality control
Resource bank for purchasing
Signage, downloadable and/or orderable