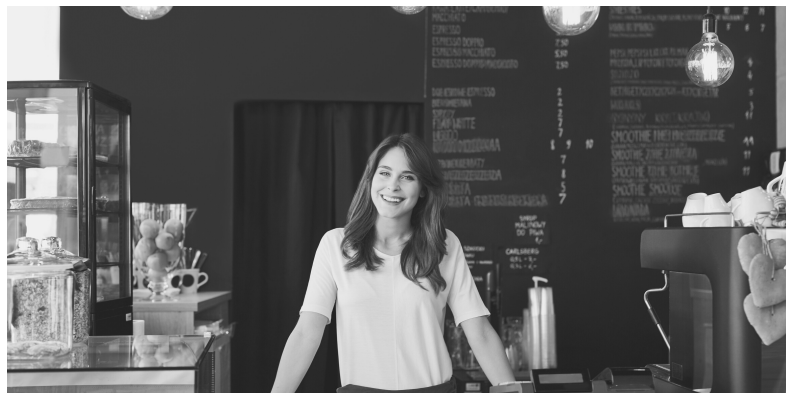




BACK TO BUSINESS TOOL KIT



What's Inside

**Chambers Working
Together For the
Betterment Of
Small Businesses**

This kit has been created by:



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The purpose of this tool kit is to help business owners get the information they need in order to open, what steps should be taken to put you on the best path of success, and how to assess your business needs.

Reopening must be balanced with careful planning and diligent follow through to help protect those that rely on your goods and services.

Things to consider:

- What inventory, supplies, equipment, and other items do you have or need?
- What kinds of government assistance you might be able to access?
- What's the feedback from employees, customers, suppliers and creditor/investors?
- What your business's financial position?
- Have any of your key customers/suppliers been affected, how will this impact your business?
- What will be your sanitation and disinfection process? How will you train your employees?
- What online updates and notifications do you need?
- Do you need to change the way you do business to reach your customers?
- How will you market and advertise your reopening?

We have also provided information directly from resources such as the CDC, local Public Health Officials, and the Governor's Office. Please understand this information is advisory in nature and informational in content. It may or may not be a standard or a regulation, and it neither creates new obligations nor alters existing obligations.

RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

From the beginning of the novel coronavirus pandemic, Illinois' response has been guided by data, science, and public health experts. Relying on the experts, Governor Pritzker took decisive action to slow the spread of COVID-19 and save as many lives as possible including:

- Issuing a Disaster Proclamation on March 9
- Putting enhanced health and safety measures in place at nursing homes on March 11, after issuing initial guidance on March 3
- Closing bars and restaurants for on-site consumption on March 16
- Moving all schools to remote learning on March 17
- Issuing a Stay at Home Order, the second announced in the country, on March 21

Millions of Illinoisans working together by staying at home and following experts' recommendations have proven these mitigation and social distancing measures effective so far, but modeling projects a rapid surge in new cases if all of these measures are immediately lifted.

We must follow a safe and deliberate path forward to reopen our economy, guided by public health and data, to keep Illinoisans as safe as possible.

Restore Illinois is a five-phase regional plan to reopen the state's economy on a regional basis in accordance with key public health metrics.

- **Clear Phases:** Restore Illinois lays out five phases that regions will move through together, ensuring we move forward in a safe and deliberate manner while providing businesses and families more clarity on our next steps.
- **Health Metrics:** The plan is based on key health metrics, like positive test rates and hospital capacity and admissions, that the Illinois Department of Public Health will assess to determine when it is safe for a region to move forward.
- **Regional Approach:** Restore Illinois recognizes the distinct impact COVID-19 has had on different regions of the state. Using the long-existing Emergency Medical Services Networks, the plan uses four regions – Northeast Illinois, North-Central Illinois, Central Illinois, and Southern Illinois – that will move through each phase together.
- **Safe Reopening:** As health metrics tell us it is safe to move forward, regions will gradually reopen non-essential businesses, allow employees to begin returning to work, expand outdoor recreation, and increase gathering sizes.

Until we have a vaccine, treatment, or no new cases over a sustained period of time, this plan recognizes that just as health metrics will tell us it is safe to move forward, health metrics may also tell us to return to a prior phase. The Illinois Department of Public Health will be closely monitoring key metrics to immediately identify new growth in cases and hospitalizations to determine whether a return to a prior phase is needed.

As research and data on this novel coronavirus continue to develop, the Illinois Department of Public Health may update this plan to ensure it reflects the latest science.

RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

Phase 1 Rapid Spread	Phase 2 Flattening	Phase 3 Recovery	Phase 4 Revitalization	Phase 5 Illinois Restored
Strict stay at home and social distancing guidelines are put in place, and only essential businesses remain open. Every region has experienced this phase once already and could return to it if mitigation efforts are unsuccessful.	Non-essential retail stores reopen for curb-side pickup and delivery. Illinoisans are directed to wear a face covering when outside the home and can begin enjoying additional outdoor activities like golf, boating & fishing while practicing social distancing.	Manufacturing, offices, retail, barbershops and salons can reopen to the public with capacity and other limits and safety precautions. Gatherings of 10 people or fewer are allowed. Face coverings and social distancing are the norm.	Gatherings of 50 people or fewer are allowed, restaurants and bars reopen, travel resumes, child care and schools reopen under guidance from the Illinois Department of Public Health. Face coverings and social distancing are the norm.	The economy fully reopens with safety precautions continuing. Conventions, festivals and large events are permitted, and all businesses, schools and places of recreation can open with new safety guidance and procedures.





Workplace Health and Safety Guidance for Employees and Staff of Businesses

May 4, 2020

Practice Social Distancing

Pursuant to Executive Order 2020-32 (Stay at Home Order), your employer must comply, to the greatest extent feasible, with **social distancing requirements**. This means that your employer should:

- Make sure that you can maintain **at least 6 feet of physical separation** between yourself and others around you, including your co-workers and customers.
- Mark with **signage or tape** 6-foot spacing for employees and customers to maintain appropriate distance from one another.
- **Provide face coverings** to employees, especially when it is not possible to maintain at least 6 feet of space between you and another person.
- Provide **handwashing stations** with soap, clean water, and single use paper towels and encourage frequent handwashing for 20 seconds or longer.
- **Provide hand sanitizer (with at least 60% alcohol) & sanitizing products** for employees and customers.
- **Regularly clean** high-touch surfaces including doorknobs, light switches, shared equipment, toilet handles, sink faucets, and clock in/out areas.

Do Not Work if You Are Sick

You should not report to work if you are experiencing symptoms of Coronavirus Disease (COVID-19), including fever (100.4° or above), cough, shortness of breath, sore throat, chest tightness, extreme fatigue, loss of sense of taste or smell, diarrhea, muscle aches, or headaches.

If you are experiencing any of these symptoms, stay home and call your doctor.

Who You Can Contact if You Have Concerns About Social Distancing in Your Workplace

If you have concerns that your employer is not allowing for safe social distancing or that it is not maintaining a safe and sanitary work environment to minimize the risk of spread of COVID-19, please contact the Workplace Rights Bureau of the Illinois Attorney General's Office at 844-740-5076 or workplacerrights@atg.state.il.us.

If you believe that two or more employees at your workplace have COVID-19, please notify your local public health department. A list of local health departments can be found here:

http://www.idph.state.il.us/IDPHPrograms/v_LHDDirectory/Show-V-LHDDirectory-Public.aspx.

Pursuant to Section 25(b) of the Whistleblower Protection Act, 740 ILCS 174, businesses are prohibited from retaliating against an employee for disclosing information when the employee has reasonable cause to believe that the information discloses a violation of a state or federal law, rule, or regulation.

For more information about COVID-19, including ways to protect yourself and others, visit the Illinois Department of Public Health's COVID-19 website: <https://www.dph.illinois.gov/covid19>.

GET PREPARED: UPDATE YOUR POLICIES

HR Policies (Excerpts form the CDC Website)

Review human resource policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state & federal workplace laws.

Sick Leave

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Additional flexibility might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive "emergency sick leave" policies.
- Employees who have symptoms (i.e. fever, cough, or shortness of breath) should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers should not require a positive COVID-19 test result or a healthcare provider's not for employees who are sick to validate their illness, qualify for sick leave, or to return to work. Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

Physical Distancing Policies

- Discourage workers from using other workers' phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Physical distancing should be implemented if recommended by state and local health authorities. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible workhours, staggering shifts, meeting requirements, and travel options where applicable.

PLANNING A SAFE REOPENING

EXCERPTS FROM THE CDC AND OTHER RESOURCES

A Reopening Plan should be posted in your business. Here are some reopening practices designed to protect staff and customers compiled through the CDC and other resources. Please be sure to frequently check with the Illinois Department of Public Health and your local County Health Department for specifics.

- **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.
- **Health Checks:** The CDC recommends that you consider conducting daily in-person or virtual health checks (e.g., symptom and/or temperature screening) of employees before they enter the facility, in accordance with state and local public health authorities and, if available, your occupational health services
- **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, loss of smell, shortness of breath or difficulty breathing, chills, muscle pain, headache or, sore throat. Employees should also report if they have been in contact with someone who has tested positive for COVID19.
- **Disinfecting Plan:** Disinfecting solutions should be at every public interaction area and employee work area. Every hour the areas need to be 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 before and 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:**
 - According to the CDC you can make a disinfecting 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

CONTINUED...

PLANNING A SAFE REOPENING

EXCERPTS FROM THE CDC AND OTHER RESOURCES

CONTINUED...

A Reopening Plan should be posted in your business. Here are some reopening practices designed to protect staff and customers compiled through the CDC and other resources. Please be sure to frequently check with the Illinois Department of Public Health and your local County Health Department for specifics.

- **Physical Distancing Plan**
 - Keep social distancing evident by markings placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles should be marked with 1-way directional notices.
 - Order areas should be 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.
- **Employee Training & Test Run:** Make sure all employees understand your reopening 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.

COVID-19 HEALTH QUESTIONNAIRE & WAIVER FOR PERSONAL SERVICES

*Businesses that offer personal services may want to incorporate this waiver.
Consult your legal counsel and insurance carrier.*

Business: _____

Client Name: _____ Phone: _____

Do you have any of the following symptoms:

- | | |
|--|--|
| <input type="checkbox"/> Fever | <input type="checkbox"/> Dry Cough |
| <input type="checkbox"/> Body Aches | <input type="checkbox"/> Headaches |
| <input type="checkbox"/> Sore Throat | <input type="checkbox"/> Runny Nose |
| <input type="checkbox"/> Tiredness | <input type="checkbox"/> Shortness of Breath |
| <input type="checkbox"/> None of the Above | |

Have you been in contact with anyone who has a confirmed case of COVID-19 in the past 14 days?

YES or NO

If you're a healthcare provider and the answer is YES, was the exposure without proper personal protective equipment (PPE)?

YES or NO or NOT APPLICABLE

Have you been out of the country in the last 14 days? YES or NO

RELEASE OF LIABILITY WAIVER

State of Illinois

I hereby agree that _____ has a proper sanitation and disinfection plan in place and is not responsible for any accidental transmission of COVID-19 that could occur by being in their business or within close proximity of each other. I also agree that if I become symptomatic within 14 days of my visit, I will notify the business immediately.

Signature: _____ Today's Date: _____

PLEASE INITIAL ON THE DAY THAT YOU TOOK YOUR TEMPERATURE. MONITOR HOURLY IF YOU ARE AT 99°F. IF YOU REACH 100°F, YOU SHOULD ALERT YOUR SUPERVISOR AND IMMEDIATELY GO HOME AND SELF-ISOLATE YOURSELF, MONITORING FOR SYMPTOMS.

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#BACK TO BUSINESS BLITZ! GET YOUR BUSINESS BACK ON THE RADAR



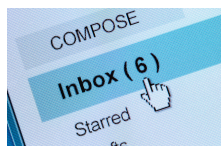
GOOGLE

Google your business and make sure the sites listed on your front page results contain your current information (hours of operation, special instructions for customers, and so forth). This is the first page your customers will see when they Google information about you - make sure it's correct!



SOCIAL MEDIA

Update your business hours on your "About" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process, if applicable, so your customers know what to expect. Pin this post to the top of your page so customers see it first.



EMAIL

If you have an email list, use MailChimp, Constant Contact, or a direct email (blind-copy all addresses) to welcome your customers back, and include any new processes or procedures they can expect when visiting you. This is a great time to give your email subscribers an exclusive, members-only discount or coupon to bring them back in!



CALL

Nothing beats a personal call and talking directly to your customers and clients. Spend some time each day to call customers and let them know that you're back in business.



SPECIAL PROMOTIONS

Run a social media contest, showcase special promotions, feature new products and trends.



ONLINE PRESENCE

It's time to upgrade and improve your online store and presence. You may want to consider a merchant website.



CHAMBER RESOURCES

Your local chamber offers email newsletters and website opportunities to promote and market your business, check out their website and connect with their staff.

The next 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, however if you would like a larger size, please contact your Chamber of Commerce directly.

COVID-19 NOTICE

Has a COVID-19 Business Plan in Place

- Disinfection and Sanitation Plan
- Physical Distancing Measures
- Protective Gear (Masks, Gloves, Barriers)
- Employee Training on COVID Plan
- Temperature & Symptom Checks on Employees

MAXIMUM OCCUPANCY

We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated.

PLEASE ENTER AT YOUR OWN RISK.

DO YOUR PART, PLEASE:

- Limit groups
- Do not enter if you feel sick
- A face mask must be worn
- Maintain a distance of 6-feet from others
- Leave at risk people at home when possible

MAXIMUM
CAPACITY REACHED

PLEASE WAIT FOR
SIGN TO BE TURNED
OR SOMEONE TO EXIT

How to Safely Wear and Take Off a Cloth Face Covering

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2

USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available

TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water

Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see: [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Symptoms of Coronavirus (COVID-19)

Your symptoms can include the following:

Fever

Cough

Shortness of breath

If you have COVID-19, you may have mild (or no symptoms) to severe illness.

Symptoms can appear 2-14 days after you are exposed to the virus that causes COVID-19.

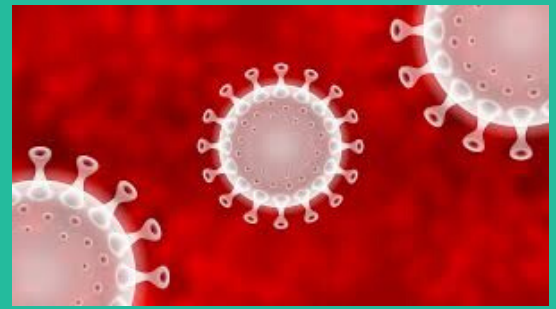
Seek medical attention immediately if you or someone you love has **emergency warning signs**, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

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

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- Physical Distancing Measures
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**MAXIMUM
CAPACITY REACHED**



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Symptoms can appear 2-14 days after you are exposed to the virus that causes COVID-19.

Cough



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- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

Shortness of breath



This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.



cdc.gov/coronavirus

State & Federal Links

Restore Illinois:	www.dph.illinois.gov/restore
Department of Labor:	www.dol.gov/coronavirus
US Chamber of Commerce:	www.uschamber.com/coronavirus
OSHA Guide:	www.osha.gov/SLTC/covid-19/
Families First Coronavirus Act:	www.dol.gov/agencies/whd/ pandemic/ffcra-employee-paid-leave
CDC Business Resources:	www.cdc.gov/coronavirus
Illinois Unemployment:	www2.illinois.gov/ides
Small Business Association:	www.sba.gov/

Local Links

Cook County Health Dept:	www.cookcountypublichealth.org
Lake County Health Dept:	www.lakecountyil.gov
Village of Deer Park	www.villageofdeerpark.com
Village of Hawthorn Woods	www.vhw.org
Village of Kildeer	www.villageofkildeer.com
Village of Lake Zurich	www.lakezurich.org
Village of Long Grove	www.longgroveil.gov



www.lzacc.com