



# 20 STEPS

## TO HELP YOUR BUSINESS DEAL WITH CORONAVIRUS (COVID-19)



The Hallandale Beach Community Redevelopment Agency (HBCRA) and the City of Hallandale Beach present the following recommendations to help the City's businesses weather any potential slowdown caused by the outbreak of the Coronavirus. The 20 steps are offered as a way to ensure that our local businesses remain Clean, Safe and Informed.

Each step should be evaluated solely within the context of the requirements and needs of each business. Businesses should continue to check the Center for Disease Control (CDC) Website [here](#) or further information regarding the Coronavirus. You can also [click here](#) to visit the City of Hallandale Beach's website for more information.

- 1 Employers should establish firm requirements that any sick employees not enter the workplace in order to protect their fellow employees and other members of the public.
- 2 The CDC recommends that employees who become sick upon arrival or during the workday should be separated from other employees and sent home immediately.
- 3 Emphasize appropriate respiratory etiquette (contain coughs and sneezes) and emphasize frequent hand washing by all employees.
- 4 Establish policies and practices to increase the physical distance among employees and between employees and members of the public — social distancing — to reduce the spread of the virus.
- 5 Communicate openly about the status of business operations, what protective measures you've implemented, and how they (as customers) will be protected when they visit your business. Promotions may also help incentivize customers who may be reluctant to patronize your business.
- 6 Plan on bringing staff together in order to prepare a plan for what to do if the incident worsens or improves.
- 7 Greet without shaking hands for the near future.
- 8 Perform frequent environmental cleaning of the workplace, especially surfaces that are frequently touched in common areas.
- 9 Install alcohol-based hand sanitizer stations.
- 10 Cross train staff on essential functions to ensure business continuity while any key employees may be unavailable.
- 11 If possible, businesses such as restaurants should partner with food delivery businesses that can deliver directly to consumers.
- 12 Make available video conferencing software and phone bridges for virtual meetings rather than relying on in-person group meetings.
- 13 Prepare your IT systems to support telecommuting, which typically creates a more resilient business in times of need.
- 14 Install appropriate apps on employees' phones or mobile computing devices in order to access work and related apps and data remotely.
- 15 Consider moving your phone system and voicemail to the cloud; it is easier to retrieve messages from home and setup call forwarding.
- 16 Consider changing workflow to sharing documents in the cloud, so collaboration is still possible with many remote employees. Ensure you have good security protocols in place for sensitive documents or work streams.
- 17 Move email to the cloud, rather than hosting it on servers at the office. This is more related to other types of disasters that might disrupt IT systems, but is a best practice.
- 18 Diversify supply chains to become less dependent on individual suppliers from territories that may be at greater risk of impacts from COVID-19, if your operation depends on such supply chains.
- 19 Review and update business insurance policy information in order to understand what is covered and not covered during an extended incident.
- 20 Plan now for lines of credit / capital, in case working capital and cash flows become impacted by a reduction in consumer demand or a delay in ability to fulfill product or service orders. U.S. Small Business Administration (SBA) is in the process of making SBA disaster loans available to businesses (decision pending Friday, March 13), and pending the outcome of H.R.6040 the interest rate may decrease to zero.