



May 14, 2020

To our business community:

We remain in an ever-evolving situation where we continue to pursue the goal of resuming normal business activity; however, let's take a moment to realize we've survived two months of this situation, and we've made it to where we can consistently enjoy warmer weather as we get closer to the light at the end of the tunnel.

There is a lot of information out there designed to help you prepare to re-open your businesses. We realize that **no one knows your business better than you do**, so we keep that in mind as we provide you with this concise check list to move forward. This list is based on numerous conversations we've had with doctors, emergency services administrators, government officials, and business consultants.

- Embrace the needed changes for your office or store to make it clear to your employees and customers that you are taking the current public health situation seriously. As customers return, if they don't see safety barriers or their senses don't notice consistent cleaning, they may not return.
- Make sure you screen employees everyday as they enter your facility. If they have a body temperature of more than 100.4 degrees, or they report a consistent cough, sore throat or repeated sneezing, send them home.
- Make sure you have masks or plexiglass barriers between employees and customers, and everyone has access to an ample supply of hand sanitizer.
- Whether you are permitted to open May 29 or later, pursue purchases of personal protection equipment (PPE) and cleaning supplies immediately realizing there is an amazing demand.
- Support social distancing measures by placing floor markers six feet apart for customers, and by limiting the number of people who enter your store or office.
- Train employees to carry out a comprehensive cleaning of common areas, counter tops, and door handles throughout each working day. Make sure only they touch their own cups, utensils, pens, and work supplies.
- Be upbeat! Be calm! A positive disposition by managers to employees and customers – many of whom are nervously re-entering the marketplace. This consistent example will go a long way toward supporting the process of resuming normal activity.

We realize this is a difficult time financially for most of our members, but we need patience to emerge through this unprecedented time. For some of your customers, it will take them awhile to comfortably engage in public places. Develop trusted processes, treasure your customers' well-being, and stay positive and forward-thinking, realizing we will all survive this and be wiser for it.

We will be here with you along the way to support you!

Sincerely Yours,

A handwritten signature in black ink that reads 'Dan West'.

Dan West
President/CEO
Livonia Chamber of Commerce