‘Business continuity’ means ensuring that essential business functions can survive a natural disaster, technological failure, human error, or any other disruption in the normal business routine. A pandemic demands a different set of continuity assumptions since it will be widely dispersed geographically and potentially arrive in waves that could last several months at a time. The goal of the Business Continuity Plan is to specify procedures for handling sudden unexpected situations and accelerate the resumption of normal operations. The business continuity plan should include the following sections:

- GETTING STARTED
- DECISION-MAKING AND REPORTING
- MATERIALS MANAGEMENT
- TRAINING
- DELIVERY OF SERVICES
- HUMAN RESOURCES
- RECORD-KEEPING
- COMMUNICATION
- RECOVERY

During this time of need, the Greater Wilkes-Barre Chamber would like to extend our assistance to you with questions and concerns, and to connect you with local resources. During this time, we encourage you to reach out to our team members or visit our Coronavirus Preparation Guide.

Click on a section above for a guide to prepare your plan or to take the right action as a pandemic unfolds.