



From the City Manager's Office

Please open:

COVID-19 Resource Packet for Centralia Businesses

Novel coronavirus (also known as "COVID-19") is a new virus strain spreading from person-to-person.

The City of Centralia has prepared this packet to help our business community respond to COVID-19.

Do not go to the emergency room unless essential.

If you have symptoms like cough, fever or other respiratory problems, contact your regular doctor first.

Information is changing rapidly. Please check our website for updates:

www.cityofcentralia.com/covid19

What are the symptoms?

People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as 2 days or as long as 14 days after exposure to the virus.

Fever



Cough



Difficulty breathing



¿Cuáles son los síntomas?

Las personas que han sido diagnosticadas con el nuevo coronavirus han informado tener síntomas que pueden aparecer en tan solo 2 días o hasta 14 días después de haber estado expuestas al virus.

Fiebre



Tos



Dificultad para respirar





Message from Mayor Sue Luond



On behalf of the Centralia City Council members and staff, I want to ensure our citizens that we are prepared and committed to providing your essential city services. As this unprecedented event unfolds, we will continue to update our website with the latest information and updates. I want to thank everyone in the community for their work and patience as we work through this.

Current Public Health Recommendations for Workplaces

1. Encourage staff to telework.
2. Expand sick leave policies.
3. Implement social distancing measures, e.g.:
 - Spacing workers at the worksite
 - Staggering work schedules
 - Decreasing social contacts in the workplace (limit in-person meetings)
 - All break areas must accommodate distancing with regular disinfection of all eating surfaces
4. Eliminate large work-related gatherings (e.g., staff meetings, after-work functions).
5. Postpone non-essential work travel.
6. Regular health checks on arrival each day (e.g., temperature and respiratory symptom screening) of staff and visitors entering buildings.
7. Implement extended telework arrangements (when feasible).
8. Ensure flexible leave policies for staff who need to stay home due to school/childcare dismissals and to encourage individuals to stay home if they are sick.
9. Cancel work-sponsored conferences, tradeshow, etc.

Actively Encourage Sick Employees to Stay Home

- Employees who have symptoms of acute respiratory illness (e.g., cough, shortness of breath) are recommended to stay home and not come to work for 72 hours after fever is gone and symptoms get better.

Establish Compliant Sick Leave Policies

- Ensure policies are flexible and consistent with public health guidance and that employees are aware of these policies.
- Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare providers may be extremely busy.
- If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure. Family medical leave or other legal contracts may apply.

Separate Employees Who Become Ill at Work

- CDC recommends that employees who appear to have acute respiratory illness symptoms (e.g., cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately.

Perform Routine Environmental Cleaning

- Routinely clean all frequently touched surfaces in the workplace (e.g., doorknobs, keyboards, remote controls, desks).
- Provide disposable wipes and hand sanitizer in multiple locations for employee and customer use, as well as soap and disposable paper towels at sinks and restrooms.

Educate Employees About Hand and Respiratory Hygiene

- Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Provide tissues and no-touch disposal receptacles for use by employees.
- Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds.
- Stop handshaking – use other noncontact methods of greeting.
- Advise employees to avoid touching their eyes, nose, and mouth with unwashed hands.
- Provide soap and water and alcohol-based hand rubs in the workplace.

Stay Up to Date

This information is accurate as of March 16, 2020. Check updates from public health agencies to follow evolving recommendations in Washington State and Lewis County.

- > www.doh.wa.gov/Coronavirus
- > www.cityofcentralia.com/covid19

New Unemployment Rules

New unemployment benefits and relief of benefit charges went into effect on March 10, 2020:

- > www.esd.wa.gov

Immediate Strategies for Businesses

For more information, visit: www.cityofcentralia.com/covid19



Apply Infection Control Measures

- Place posters that communicate best practices for hygiene and insist on frequent handwashing
- Provide soap, water, and alcohol-based hand rubs in multiple locations
- Supply tissues and no-touch waste bins
- Routinely clean commonly touched surfaces



Prepare for Social Distancing and Remote Working

- Allow telecommuting where possible
- Permit flexible work hours (e.g. staggered shifts)
- Ensure that you have the technology and infrastructure to support multiple employees working from home: phone forwarding, webmail portal, shared online work platform



Plan to Separate Sick Employees

- Employees who report feeling unwell or who become sick during the work day should be separated from others and immediately sent home
- Ensure all managers and employees are aware of this policy
- Designate an area to temporarily isolate sick employees if possible



Communicate with your Audiences

- Be proactive and transparent in communications and responsive to your different audiences
- Audiences include: Customers; Employees & Their Families; Immediate Community; Company Directors & Investors; Government Officials, Regulators & Employees; Suppliers, Management Directors and News Media
- Utilize social media channels to communicate your efforts and engagement



Assess Your Essential Functions

- What jobs are needed to carry on day-to-day activities?
- Who are your key partners, suppliers, and contractors?
- What raw materials does your business need to function?
- How will your business adjust if resources are constrained?



Check your Business Insurance Coverage

- Call your insurance provider to ascertain whether you have Business Interruption Insurance
- If you have Business Interruption Insurance, follow policies carefully for documenting economic impacts on your business



Document Economic Impacts on your Business

- Keep records and documentation that could be required for insurance claims or potential relief programs in the future
- Track the duration, nature, and financial impact of the pandemic on your business (e.g., customer traffic, supplier disruption, employee leave, revenue numbers)





SAMPLE TEMPLATE

Business Impact Analysis Worksheet

Future financial assistance and insurance claims rely on business financial impact tracking. This worksheet is provided as a service to help you track the economic impacts of the COVID-19 outbreak on your business. This is for your temporary use. The City, as well as State and Federal agencies, recommend economic impact tracking in times of emergency.

Operational & Financial Impacts

Disrupting Event	Business activity affected	Operational impact	Financial loss	Duration of Impact
Example: Key supplier closed	Unable to make product	Product shortage	\$_____hours/days/weeks	3 days

Graph Source: TechTarget

Event: Identify the event causing economic impact

Business Activity Affected: Operations center(s) impacted

Operational Impact:

- Lost sales & income
- Negative cashflow due to delayed sales
- Increased Expenses (overtime, outsourcing, expediting etc.)
- Regulatory fines
- Contractual penalties
- Customer dissatisfaction/defection
- Delays in growth plans

Financial loss: Dollar amount lost, specified in increments (hours, days, weeks, etc.)

Duration of Impact: How long did the event impact the business

Example of Customer Messaging

Signaling compliance with public health recommendations in the workplace is a key message to your customers that it's safe to visit your establishment. Below is sample language for display or other communications to ensure people that you follow recommended practices.

IMPORTANT: Only describe activities that you are actually undertaking.

WE CARE ABOUT YOUR HEALTH AND SAFETY

We are committed to helping protect the well-being of our customers and employees. Responding to the COVID-19 outbreak and following recommendations by Public Health – Lewis County and the Center for Disease Control (CDC), we have implemented the following measures:

- Installed hand-sanitizing stations with disinfectant wipes in multiple locations
- Ensured soap and disposable paper towels are present next to all sinks
- Conduct frequent cleaning of high-volume, high-touch areas, including counters and door handles
- Distributed COVID-19 prevention information to staff
- Maximized telecommuting of employees when possible
- Enforce recommended health protocols regarding employees:
 - Prohibiting employees from coming to work when sick
 - Isolating employees who become sick while at work
- Monitor health departments at the county, state, and federal levels to ensure we receive and implement the latest updates and protocols

Thank you for your business and patronage!

Key Local, State, and Federal Contacts

**New state COVID-19 call center open:
800-525-0127**

Current Health Recommendations

Public Health – City of Centralia

> www.cityofcentralia.com/covid19

Washington State Department of Health

> www.doh.wa.gov/Emergencies/Coronavirus
> 360-236-4501

Unemployment Assistance

Washington State Employment Security Department

> www.esd.wa.gov
> 360-902-9500

Emergency Loans

Small Business Administration

> www.sba.gov
> 206-553-7310

Insurance & Healthcare Access

Washington State Insurance Commissioner

> www.insurance.wa.gov
> 800-562-6900

Tax Assistance

Department of Revenue

> www.dor.wa.gov
> 360-705-6705

Lewis County Questions

Lewis County COVID-19 Website:

> lewiscountywa.gov/departments/public-health/covid-19-information/

Important Phone Numbers for My Business

For more information > www.cityofcentralia.com/covid19