REGIONAL REOPENING ROADMAP

A GUIDE FOR INITIATING AND MAINTAINING SAFE OPERATIONS DURING THE COVID-19 CRISIS

BROUGHT TO YOU BY:

WAUBONSEE
COMMUNITY COLLEGE

WELCOME

Dear Business Leaders,

These unprecedented times have been challenging, to say the least. Yet we find ourselves proud of each and every business and proud to be a member of this community. From donating meals to essential employees, to sewing face masks, to simply sharing resources online; each of you has demonstrated that we truly are #InThisTogether. Thank you for all that you're doing to help mitigate the health and economic impact of COVID-19 across the greater Aurora region.

Moving forward, we know you're anxious to reopen your doors. It's important that we all keep in mind that the workplace we return to will not be the same one we left. To ensure the safety of our communities and to help you navigate this new normal, we have created the *Aurora Regional Reopening Roadmap*, brought to you by Waubonsee Community College

This comprehensive roadmap includes many of the recommendations developed by public health officials, including the Center for Disease control (CDC), along with guidelines from other federal, state, and local agencies. As a follow up to this roadmap, we will release a companion report called *Aurora Regional Reopening Insights* that will contain industry-specific guidance and the results of our regional reopening survey. Together as a toolkit, these two resources will provide a framework that you can tailor to your specific needs to help you navigate the new normal and ensure the safety of our region.

We strive to be your one-stop business resource to assist you during the coronavirus pandemic, connecting you to reliable and accurate information. We are here for you — advocating for your business at the state and federal levels and providing resources to help you protect the health of your workforce and operations.

The Aurora Regional Chamber and Invest Aurora are committed to the resilience of your business and the recovery of our region's economy. We're confident the Aurora region will emerge from this crisis with an even more prosperous future on the horizon.

In good health,

Jessica Linder Gallo
President and CEO
Aurora Regional Chamber of Commerce

Bryan Gay
President and CEO
Invest Aurora

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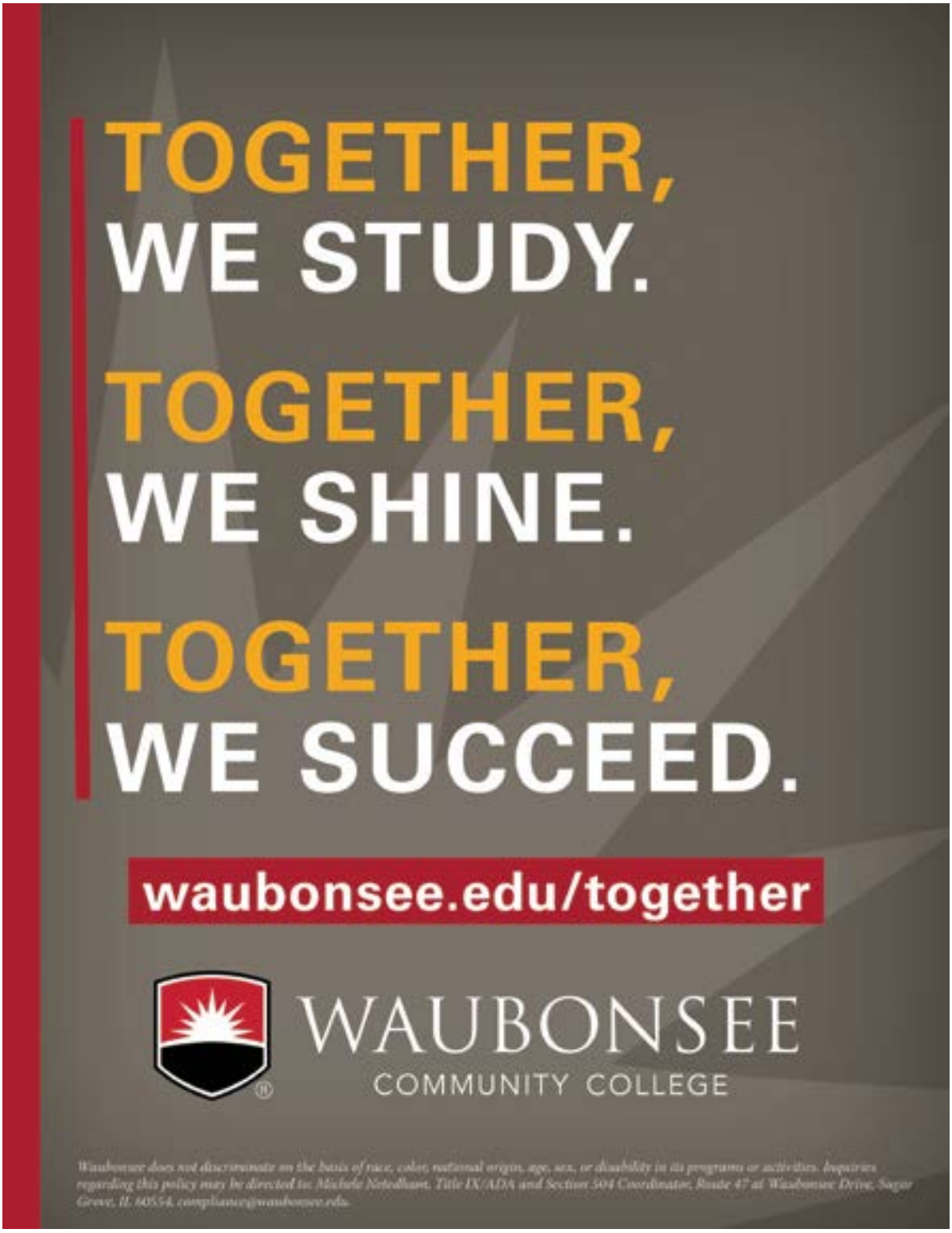

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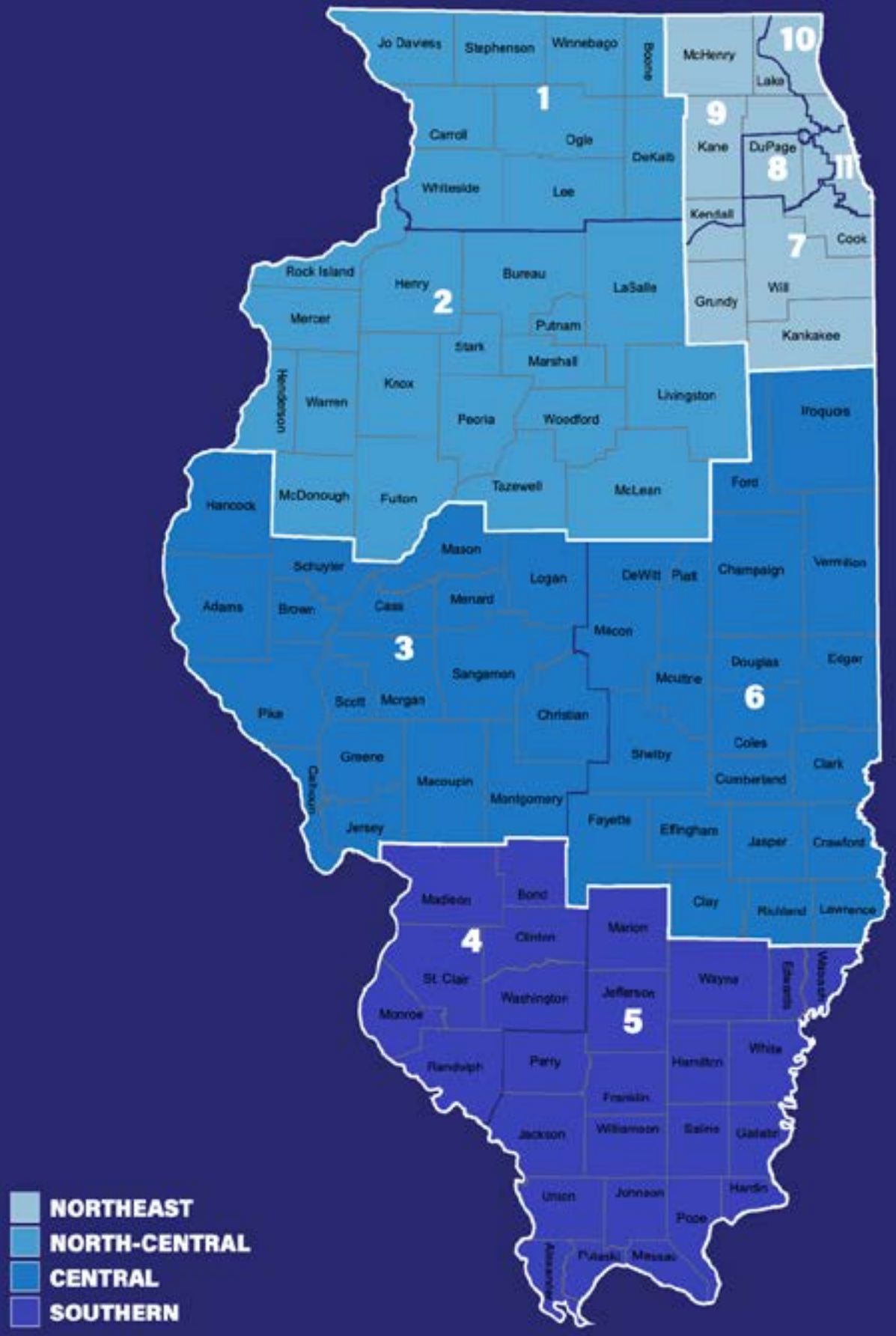
RESTORE ILLINOIS

Restore Illinois, a public health approach to safely reopen our state that was rolled out by Governor JB Pritzker on May 5, 2020, is about saving lives and livelihoods.

The five-phased plan will reopen Illinois, guided by health metrics and with distinct business, education, and recreation activities characterizing each phase. This is an initial framework that will likely be updated as research and science develop and as the potential for treatments or vaccines is realized. The plan is based upon regional healthcare availability, and it recognizes the distinct impact COVID-19 has had on different regions of our state as well as regional variations in hospital capacity.

The Illinois Department of Public Health (IDPH) has 11 emergency medical services regions that have traditionally guided its statewide public health work and will continue to inform this reopening plan. For the Restore Illinois plan, from the IDPH's 11 regions, 4 health regions have been established, each with the ability to independently move through a phased approach. The four Restore Illinois regions are: Northeast Illinois; North-Central Illinois; Central Illinois; and Southern Illinois.

RESTORE ILLINOIS HEALTH REGIONS



5 PHASES OF RESTORE ILLINOIS

PHASE 1 - RAPID SPREAD

The rate of infection among those tested and the number of patients admitted to the hospital is high or rapidly increasing. 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.

PHASE 2 - FLATTENING

The rate of infection among those tested and the number of patients admitted to the hospital beds and ICU beds increases at an ever slower rate, moving toward a flat and even a downward trajectory. 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 and fishing while practicing social distancing. To varying degrees, every region is experiencing flattening as of early May.

PHASE 3 - RECOVERY

The rate of infection among those surveillance tested, the number of patients admitted to the hospital, and the number of patients needing ICU beds is stable or declining. Manufacturing, offices, retail, barbershops and salons can reopen to the public with capacity and other limits and safety precautions. Gatherings limited to 10 people or fewer are allowed. Face coverings and social distancing are the norm.
Under the Restore Illinois framework, beginning Friday, May 29, 2020, certain businesses and activities are allowed to resume in Phase 3 with IDPH-approved safety guidance in place. Learn more about how businesses can safely reopen in Phase 3.

PHASE 4 - REVITALIZATION

The rate of infection among those surveillance tested and the number of patients admitted to the hospital continues to decline. 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.

PHASE 5 - ILLINOIS RESTORED

With a vaccine or highly effective treatment widely available or the elimination of any new cases over a sustained period, 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 in place reflecting the lessons learned during the COVID-19 pandemic.

PLAN FOR FLEXIBILITY

Until COVID-19 is defeated, the Restore Illinois plan also 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.

With a vaccine or highly effective treatment not yet available, IDPH will be closely monitoring key metrics to immediately identify trends in cases and hospitalizations to determine whether a return to a prior phase may become necessary. Businesses need to be flexible in order to seamlessly implement existing and established procedures in case our region regresses back from one stage to another.

PHASE 1 - RAPID SPREAD

WHAT IS OPEN?

- BARS AND RESTAURANTS: Open for delivery, pick-up and drive-through only
- EDUCATION AND CHILD CARE: Remote learning for P-12 schools and higher education; Child care in groups of 10 or for essential workers
- ENTERTAINMENT: Closed
- HEALTH CARE: Emergency procedures and COVID-19 care only
- MANUFACTURING: Essential manufacturing only
- OUTDOOR RECREATION: Walking, hiking and biking permitted; State parks closed
- PERSONAL CARE SERVICES AND HEALTH CLUBS: Closed
- RETAIL: Essential stores are open with strict restrictions; Non-Essential stores are closed

HOW DO WE GATHER?

Essential gatherings, such as religious services, of 10 or fewer allowed;
No non-essential gatherings of any size. Non-essential travel is discouraged.

HOW DO WE ADVANCE PHASES?

We will need to see a slowing of new case growth with the availability of surge capacity in adult medical and surgical beds, ICU beds, and ventilators. We need to have the ability to perform 10,000 tests per day statewide with testing available in the region for any symptomatic health care workers and first responders.

PHASE 2 - FLATTENING

WHAT IS OPEN?

- BARS AND RESTAURANTS: Open for delivery, pick-up and drive-through only
- EDUCATION AND CHILD CARE: Remote learning for P-12 schools and higher education; Child care in groups of 10 or fewer for essential workers
- ENTERTAINMENT: Closed
- HEALTH CARE: Emergency and COVID-19 care continue; Elective procedures allowed once IDPH criteria met
- MANUFACTURING: Essential manufacturing only
- OUTDOOR RECREATION: State parks open; Boating and fishing permitted; Golf courses open
- PERSONAL CARE SERVICES AND HEALTH CLUBS: Closed
- RETAIL: Essential stores are open with strict restrictions; "Non-Essential" stores are open for curbside pick-up and delivery

HOW DO WE GATHER?

Essential gatherings, such as religious services, of 10 or fewer allowed;
No non-essential gatherings of any size. Non-essential travel is discouraged.

HOW DO WE ADVANCE PHASES?

The determination of moving from Phase 2 to Phase 3 will be driven by the COVID-19 positivity rate in each region and measures of maintaining regional hospital surge capacity.

WHAT COULD CAUSE US TO MOVE BACK?

- Sustained rise in positivity rates
- Sustained increase in hospital admissions for COVID-19 like illness
- Reduction in hospital capacity threatening surge capabilities
- Signifiacnt outbreak in the region that threatens the health of the region

PHASE 3 - RECOVERY

WHAT IS OPEN?

- BARS AND RESTAURANTS: Open for delivery, pick-up and drive-through; Outdoor dining and/or drinking only with parties of 6 persons or fewer
- EDUCATION AND CHILD CARE: Remote learning for P-12 schools and higher education; Limited child care and summer programs open
- ENTERTAINMENT: Closed
- HEALTH CARE: Can safely reopen with guidance
- MANUFACTURING: Can safely reopen with guidance
- OUTDOOR RECREATION: State parks open; Activities permitted in groups of 10 or fewer
- PERSONAL CARE SERVICES AND HEALTH CLUBS: Barbershops and salons reopen; Health and fitness clubs can provide outdoor classes and one-on-one personal training
- RETAIL: Open with capacity limits

HOW DO WE GATHER?

All gatherings of 10 people or fewer are allowed with this limit subject to change based on latest data and guidance. Travel should follow IDPH and CDC approved guidance.

HOW DO WE ADVANCE PHASES?

The determination of moving from Phase 3 to Phase 4 will be driven by the COVID-19 positivity rate in each region and measures of maintaining regional hospital surge capacity.

WHAT COULD CAUSE US TO MOVE BACK?

- Sustained rise in positivity rates
- Sustained increase in hospital admissions for COVID-19 like illness
- Reduction in hospital capacity threatening surge capabilities
- Signifiacnt outbreak in the region that threatens the health of the region

PHASE 4 - REVITALIZATION

WHAT IS OPEN?

- BARS AND RESTAURANTS: Open with capacity limits
- EDUCATION AND CHILD CARE: P-12 schools, higher education, all summer programs, and child care open
- ENTERTAINMENT: Cinemas and theaters open with capacity limits
- HEALTH CARE: All healthcare providers are open
- MANUFACTURING: All manufacturing open
- OUTDOOR RECREATION: All outdoor recreation allowed
- PERSONAL CARE SERVICES AND HEALTH CLUBS: All barbershops, salons, spas, and health and fitness clubs open with capacity limits
- RETAIL: Open with capacity limits

HOW DO WE GATHER?

Gatherings of 50 people or fewer are allowed with this limit subject to change based on latest data and guidance. Travel should follow IDPH and CDC approved guidance.

HOW DO WE ADVANCE PHASES?

Post-pandemic: Vaccine, effective and widely available treatment, or the elimination of new cases over a sustained period of time through herd immunity or other factors.

WHAT COULD CAUSE US TO MOVE BACK?

- Reduction in hospital capacity threatening surge capabilities
- Sustained increase in hospital admissions for COVID-19 like illness
- Signifiacnt outbreak in the region that threatens the health of the region
- Sustained rise in positivity rates

PHASE 5 - ILLINOIS RESTORED

WHAT IS OPEN?

All sectors of the economy reopen with new health and hygiene practices permanently in place. Public health experts focus on lessons learned and building out the public health infrastructure needed to meet and overcome future challenges.

Businesses, schools, and recreation resume normal operations with new safety guidance and procedures. Large gatherings of all sizes (i.e.,conventions, festivals, and large events) are allowed.

PREPARING YOUR WORKSPACE

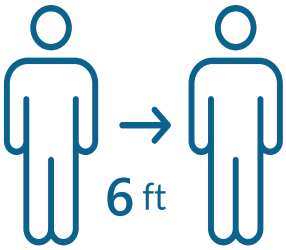
In accordance with opening or shifting from phase to phase, businesses need to be familiar with any applicable guidelines from the CDC, OSHA, World Health Organization (WHO), and state and local authorities. If a business operates in multiple jurisdictions, the business needs to examine any and all applicable laws and guidelines. Companies should consider appointing a COVID-19 point person or task force to stay abreast of the rapidly changing developments and advise company leaders as needed.

For business reopening, there are specific guidelines for each industry, but all of them include the required use of face coverings, social distancing, and informational signage on-site, among other preventative measures. The following are recommendations to protect any workforce.

CLEANING & DISINFECTING

- Establish CDC cleaning protocols and post throughout workspace
- Employees will be required to take reasonable steps to comply with guidelines on sanitation
- Post CDC recommended personal hygiene protocols reminders
- Conduct maintenance and updates to HVAC and building facilities
- Identify and consider hands-free alternatives to high-touch areas, such as revolving doors, knobs, light switches and plumbing fixtures

SOCIAL DISTANCING



- Restrict the total number of permitted building occupantsand control all entry points
- Maintain physical distancing of a minimum of six-feet; do not shake
- Employees should avoid touching your eyes, nose and mouth
- Post safety and social distancing signage throughout the workplace. Refer to page 24 for more information.
- Modify workspaces and reconfigure meeting rooms to promote social distancing
- Place decals and space demarcations in common areas, i.e., the lobby, to note social distancing requirements and traffic flow patterns
- Close or limit access to common areas, such as gyms, kitchens and cafeterias, or reconfigure to promote social distancing

PROTECTION

- All patrons and visitors should be encouraged to wear facial coverings
- Provide and maintain supply PPE, sanitizers, and disinfectant wipes for employees and building guests
- View the OSHA Training Vidoes on Utilization of personal protective equipment (PPE)
- Physical barriers, such as clear plastic sneeze guards, should be installed where feasible

BUILDING ACCESS

- Log all vendors who are entering and exiting the building
- Limit occupancy and use of common areas and break rooms
- Review shipping and receiving operations to make them as contact-free and safe as possible
- Provide hand sanitizer at building entrances, elevators, and common areas. Discuss responsibilities for common areas with the landlord and secure any decisions in writing

ILLNESS

- Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from others and sent home
- Encourage workers to report any safety and health concerns to the employer

LEARN HOW LONG COVID-19 LIVES ON VARIOUS SURFACES

PROTECTING YOUR WORKFORCE

In a crisis of this magnitude, recalling employees to the workplace requires planning and preparation in several key areas such as legal considerations, employee management and workplace strategies, employee leave, health and safety, wages and payroll and benefits among others.

Businesses need to ensure the physical safety of the workforce and to acknowledge the demands that the pandemic is putting on their health and personal lives while also taking extra steps to ensure business continuity ranging from daily operations to mission-critical people and teams—for example.

Those companies that move fastest to preserve and protect the integrity of their workforce will be the ones most likely to adapt to whatever the future brings.

PROTECTING YOUR WORKFORCE

In order to provide a safe, supportive and productive work environment, consider the following:

- Maximize telework opportunities whenever possible.
- Minimize the number of in person meetings and communicate to employees about doing the same.
- Offer more shifts with fewer workers or other staffing changes to limit interpersonal contact and consider staggering times when employees must be on site (i.e., start, end, and breaks).
- All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois website.
- Employees should be encouraged to wash their hands frequently with soap or with hand sanitizer. Consider scheduling hand-washing breaks for employees.
- Contractors and volunteers are employees and should be required to adhere to employee safety measures.
- Facial coverings within 6' of others should be considered for all employees.
- Personal Protection Equipment (PPE) should be provided at a level appropriate to employee job duties.
- Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment and limit cash handling
- Employers should continue to limit all non-essential business travel. If an employee must travel, the employee should follow CDC considerations to protect themselves and others during a trip.

POLICIES & PROCEDURES

Employers need to update policies, manuals and directives to reflect new protocols being developed in response to COVID-19.

- Actively encourage sick employees to stay home
- Separate sick employee's from non-sick employees
- Emphasize respiratory etiquette and hand hygene to all employees
- Protocols if an employee has been in contact with someone with COVID-19 (see page 21 for more information)

The following policies should be updated so that your business is prepared in the event that the region experiences a phase regression of the Restore Illinois plan:

- Emergency and contingency plans
- Telework policies
- Paid time off and leaves of absence
- Rests and breaks
- Expense reimbursements, particularly addressing PPE and telework expenses
- Whistleblower protections, with an emphasis on protocols for responding to employee complaints of violations of COVID-19 laws
- Complaint procedures, including conducting remote investigations

For information on communicating with your team, refer to the Communications section of this guide (see page 22).

MENTAL HEALTH

Mental health is important. The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the Disaster Distress Helpline: 1-800- 985-5990. Refer to the CDC website for employee mental health resources.

EMPLOYEE SAFETY

All employees should complete health and safety training related to COVID-19 when initially returning to work.

EMPLOYEE TRAINING PROGRAM CHECKLIST

Employers should conduct in-person screenings of employees upon entry into the workplace, and mid-shift if deemed necessary.

SCREENING OPTIONS:

- Verbal screening of employees to determine if, within the prior 24 hours, an employee has felt feverish, had chills, or experienced coughing and/or difficulty breathing.
- Employers should make temperature checks available for employees and encourage their use. If you choose to offer temperature checks, make sure screeners are trained to use temperature monitors and wear appropriate Personal Protection Equipment (PPE).
- Encourage employees to self identify if they are part of an at-risk COVID-19 population.
- Employers should make temperature checks available for employees and encourage their use. If you choose to offer temperature checks, make sure screeners are trained to use temperature monitors and wear appropriate Personal Protection Equipment (PPE).

WELLNESS SCREENING CHECKLIST

VERBAL SCREENING QUESTION EXAMPLES

Businesses must be mindful of confidentiality and Americans with Disabilities Act (ADA) requirements when obtaining this information.

RESPONDING TO SUSPECTED OR CONFIRMED COVID-19 CASES

SUSPECTED CASE(S):

- Encourage workers to self-isolate and contact a healthcare provider.
- If an employee indicates having or experiencing any of symptoms during a health screening, immediately separate employee from other employees, customers, visitors, and guests and send employee home (as per CDC guidelines)
- Provide information to the employee on return-to-work policy.
- Inform HR and the employee's supervisor. Be careful to maintain confidentiality as required by the Americans with Disabilities Act (ADA).

CONFIRMED CASE(S):

- Employers should instruct employees to follow CDC Guidelines. According to IDPH, if an employee does contract COVID-19, they should remain isolated at home for a minimum of 10 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart.
- Employers should inform anyone a sick employee may have had contact with of their possible exposure in the workplace, but should maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Any employee who has had close contact with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations.
- All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop.
- CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical.

COMMUNICATING WITH YOUR TEAM

How you communicate with your employees is essential to keeping them safe, informed and productive as they navigate and adapt to sudden and unexpected changes. Clear, constant communication is more important than ever given our isolated status.

Employees value transparency and guidance from their employees in times of crisis. In fact, overcommunicating is the best thing a business can do right now. The next page details some best practices to help you make communication a top business priority.

1. CREATE COMMUNICATION PLANS

Internal communications plans provide updates to all employees. External communication plans target external stakeholders, including customers, suppliers, community, etc.

2. COMMUNICATE EARLY AND OFTEN

The goal is to try and stay ahead of the questions. Share what's known, acknowledge what isn't known, and commit to communicating as more becomes known.

3. STAY FOCUSED

Construct messaging to provide information about what employees should know, feel and do. This simple framework will help guide the team and keep you grounded through the speed of change.

4. REINFORCE YOUR VALUES

Remind your employees of your corporate values and what you as a team stand for and how you deliver for your customers.

5. BE CLEAR AND CALM

Seek to be understood by everyone and keep messaging factual and actionable, and avoid perpetuating fear through alarming language.

6. STATE THE FACTS

Connect employees to timely, accurate information from CDC, WHO and the State and County Health Departments. Provide clear instructions about what to do if employees suspect they have been exposed to COVID-19.

7. ASSIGN AUTHORITY

Determine which leader will be responsible for communicating with employees on all things related to the coronavirus. Consider identifying a health and safety coordinator specific to COVID-19.

8. INVOLVE MANAGERS

Equip supervisors with key messaging about policy changes to ensure they can answer questions and support the changes.

9. SHOW YOU CARE

Share what support is available from the company (i.e., health benefits) and any community service or donations that the company is sponsoring.

10. PROVIDE TWO-WAY COMMUNICATION

Crucial to your success is creating feedback channels so employees can express themselves and ask questions.

DIGITAL COMMUNICATION TOOLS

The Illinois Department of Commerce and Economic Opportunity developed the tools (posters, signage, graphics, etc.) to help you communicate with your workforce and customers.

Access full toolkit.

INDUSTRY SIGNAGE

Download Signage
8.5x11"
24x36"

SOCIAL MEDIA

Download Graphics
Facebook
Twitter

INDUSTRY POSTERS

Download Posters
Graphic posters
Text posters

INDUSTRY ROUNDTABLES

INSIGHTS TO REOPENING

FINDINGS ACROSS ALL INDUSTRIES

In an effort to best understand the challenges different industries are facing as well as solutions and best practices to overcome them, the Aurora Regional Chamber of Commerce and Invest Aurora hosted a series of industry roundtables. During these roundtables, members of the business community we're joined by industry experts to share with one another and discuss their work as they strive towards reopening in the age of COVID-19.

BRINGING YOUR WORKFORCE BACK

With many employees across the country having been furloughed or laid-off and many more teleworking from home during the pandemic, bringing employees back into the workplace poses numerous challenges for employers across all industries. Here are several tips for bringing your workforce back efficiently and successfully.

- Give adequate warning before returning people to the workplace
- Have a plan and make sure to communicate it to your team
- Make sure previously furloughed employees understand the offer to return to work ends their unemployment in many cases
- Consider challenges for employees such as limited transportation and childcare
- Employees should be encouraged to wash their hands frequently with soap or with hand sanitizer. Consider scheduling hand-washing breaks for employees.
- Remember, you don't have to bring everyone back. Utilize expanded FMLA to help team members who qualify and continue to telework wherever possible. Learn more about expanded FMLA and other tools available to employers in the Family First Coronavirus Response Act.

ADDRESSING FEAR

These uncertain times have caused fear and anxiety for many people. As an employer, address the concerns of your team while reassuring them of your safety/reopening plans.

- Communicate your reopening plan with your team. Give them a copy to take home to read and show their loved ones. Reassuring their family members that they are safe at work will go a long way in building the employee's comfort as well.

- Familiarize employees with new physical setups so their first day back doesn't feel so intimidating. Consider showing employees their new work environment one at a time or in small socially distanced groups ahead of reopening day.
- If an employee is scared, work to understand the root of the fear. Address legitimate fears and be flexible with your workforce as they navigate this situation. Are they afraid for the safety of a loved one who is high risk? Find out if they are able to limit contact with that person. If contact can't be limited, consider utilizing expanded FMLA to keep them at home or letting them telecommute, if possible.
- Most attorneys advise against terminating people for fear. Understand the root of their concern. Work with your workforce to find solutions, and be patient as they adjust.

CHILDCARE ISSUES

With closed childcare establishments, limited childcare spaces in those that are open, and future uncertainty around school reopening, childcare for workers is a strong concern across all industries. Below are some solutions that employers are using to overcome this challenge.

- Continue allowing remote work whenever possible
- Work around your employees childcare schedules as best you can
- Expanded FMLA doesn't have to be used consecutively. This will allow you to work with an employee and pay them under expanded FMLA on days they don't have childcare.
- Evaluate running a childcare operation at your facility if the need is great enough. While not easy, some larger employers have opened or are considering emergency or temporary daycare operations certified by the state for the duration of the pandemic.

INDUSTRY-SPECIFIC GUIDANCE

AGRICULTURE

UNIQUE CHALLANGES:

- Housing seasonal workers
- Managing high volumes of deliveries onto the farm
- Farmer's Markets pose a unique social distancing challenge

BEST PRACTICES:

- In shared housing quarters, ensure beds are more than 6 ft apart and consider suspending use of top bunk beds.
- Consider partnerships with hotels, motels and other temporary lodging quarters to increase sleeping capacity of workers.
- Create a designated drop site outside of the farm entrance for deliveries. If deliveries must be made on the property, designate one location and keep a log of who enters the property.
- Make your farmers' market in-and-out to manage the size of the crowd. Download guidelines for hosting a farmer's market in phase 3.
- Be proactive and vigilant in identifying sick workers, especially in the case of shared living quarters. Follow steps to isolate sick individuals and stop the spread quickly.

OTHER RESOURCES:

- USDA Potential Resources for Seasonal Farmwork Housing
- Interim Guidance from the CDC for Agriculture Workers and Employers
- Illinois Farm Bureau Checklist to Secure Your Farm

CLOSE CONTACT / PERSONAL SERVICES

These guidelines are intended to apply to close contact personal services, which include: barber shops, salons of all types, spas, body-modification or tattoo services, tanning salons and substantially similar occupations. Due to the nature of close contact personal services, an abundance of caution should be exercised to mitigate or prevent exposure to COVID-19. Persons who are more at-risk for COVID-19, as identified by the CDC, should take extra-precaution or refrain from using close contact personal services.

UNIQUE CHALLANGES:

- Close contact between customers and providers and physical touch are common
- Keeping up with washing of items that contact clients' bodies
- High-traffic waiting areas and walk-in traffic that is unpredictable
- Wellness center activities often create close contact and many are done in groups

BEST PRACTICES:

- In addition to masks, employees in high-touch occupations should wear gloves and dispose of them between uses.
- For salons and similar services, consider eliminating walk-in service; require appointments. Have a log of clients and eliminate unnecessary people in your space
- Use a no-waiting room policy. Require clients to wait for service off premise. Have clients check in from their vehicles and greet them outside for screening. Require clients wear masks at all times.
- Move to single use towels, sanitizing wipes, capes, gowns, and other materials used during the service or session. Cloth items should be washed and dried at the highest temperature setting possible.
- Consider contactless payments options such as RFID cards, Apple Pay, self-checkout, and online purchase to be picked up at a designated location or delivered to customer's home.
- Discontinue retail setups of products to avoid customers touching products.
- Discontinue use of pools, saunas, spas, showers, etc.

- For gyms, move classes such as group fitness and wellness classes outside or online whenever possible, discontinue sports that require person-to-person contact, have participants share equipment (i.e., workout equipment) or come closer than 6 ft (i.e., wrestling and basketball). Avoid circuit workouts that move a client through multiple pieces of equipment. Discontinue leagues or ensure social distancing and capacity limits can be followed before hosting them.

LOCAL GUIDANCE

- Capacity should be kept to 50% and 5 customers allowed per 1,000 sq. ft. of usable space. For salon suites, capacity limits should be applied within each suite.

OTHER RESOURCES:

- American Industrial Hygiene Association Reopening Guidance for Nail and Hair Salons
- American Industrial Hygiene Association Reopening Guidance for Gyms and Workout Facilities
- International Health, Racquet & Sportsclub Associations 18 Steps to Reopening
- American Massage Therapy Association Reopening Resources
- Professional Beauty Association Back-to-Work Guidelines
- For specific guidance from Governor Pritzker, refer to toolkits for Personal Care Services and Health & Fitness

EDUCATION / CHILDCARE

UNIQUE CHALLANGES:

- Maintaining social distancing between young children, especially during meal and nap times
- Keeping PPE on young children
- Creating a virtual learning environment for labs and vocational courses
- Managing the traffic flow of students on campuses and in buildings between periods to maintain social distancing
- Small amounts of square feet per person in educational buildings
- Feeding students and staff on site
- Connectivity issues at home to facilitate e-learning
- Lack of clear direction on reopening timelines and procedures for this industry
- In some cases, students may live in group housing on campuses

BEST PRACTICES:

- Events, such as graduations and musical programs, should be held virtually, as drive-in or drive-through events, or with one student at a time; use appointments for photos.
- Many institutions have partnered with technology and data service providers to offer hot spots to students who need them so they are able to connect at home for e-learning. Other institutions have designated parking lots with wifi so students can engage in e-learning from their vehicles.
- Close residence halls, where feasible. If residence halls are open, keep them at a lower capacity to allow for social distancing and keep shared spaces closed.
- As students return to school:
  - Minimize the use of shared equipment. Consider assigning students to a computer or desk and using devices like keyboard covers that can be assigned to a single student for use.
  - Consider having lessons on proper hand-washing, especially at younger ages
  - Have teachers and summer camp facilitators schedule hand-washing breaks

- For summer camps and sports:
  - Avoid opening concession stands and suspend group snacks whenever possible
  - Limit spectators and enforce social distancing for viewing. Consider marking bleachers where people can sit and painting field sidelines with where to sit to maintain social distancing of spectators. Do not allow indoor groups to exceed capacity limits or exceed mandated size of groups for a phase.
  - Have teachers and summer camp facilitators schedule hand-washing breaks
  - Keep participants from the same household in the same team or group
  - Keep participant's personal belongings separated into individually labeled containers.
  - Stagger start and end times of different groups and teams to maximize social distancing.
  - Designate pick-up/drop-off areas and times. Ask guardians to remain in their vehicles.

LOCAL GUIDANCE

- Anyone over 2 years old must be wearing a face mask
- Illinois public and nonpublic elementary and high schools can open for "limited in-person educational purposes" once the 2020 regular school year
- For gyms, move classes such as group fitness and wellness classes outside or online whenever possible, discontinue sports that require person-to-person contact, have participants share equipment
- Capacity must be 50% and groups must be 10 or fewer

OTHER RESOURCES:

- Illinois State Board of Education and IDPH Summer Program Guidance
- CDC Guidance for Colleges and Universities
- American Industrial Hygiene Association Reopening Guidance for Childcare Centers
- For specific guidance from Governor Pritzker, refer to toolkits for Summer Program Day Camps and Youth Sports.

FOOD SERVICE

UNIQUE CHALLANGES:

- Close contact between coworkers as well as staff and customers
- Handling of food and eating in close proximity, both of which increases the risk of spreading germs and/or contaminants

BEST PRACTICES:

- Get creative with the experience around food. Consider marketing small group tastings and dining as upscale experiences and package them as such.
- A Certified Food Safety Manager should be on duty for each shift. Consider certifying as many staff members as feasible.
- Consider using disposable utensils, placemats, condiment packages and menus, or sanitize all items after each use.
- Discontinue retail setups of products to avoid customers touching products.
- Consider contactless payments options such as RFID cards, Apple Pay, self-checkout, and online purchase to be picked up at a designated location or delivered to customer's home.

EXAMPLES OF THE NEW NORMAL

Although not an inclusive list, the following are examples of operations that should be considered as we move forward into reopening restaurants for both outdoor, and eventually, indoor service.

- **Menus**
  - Provide disposable menus and make menus available digitally so that customers can view on a personal electronic device.
- **Table Settings**
  - Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc.
  - Do not leave card stands, flyers, napkin holders, or other items on tables.
  - Suspend use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these foods in single serve containers.
  - Pre-roll utensils in napkins prior to use by customers

- Takeout containers should be filled by customers and available only upon request.
- Dirty linens used at dining tables such as tablecloths and napkins should be removed after each use.

- **PPE and Cleaning**
  - Offer masks upon request
  - Reusable items including utensils, plates, glasses, etc., should be properly washed, rinsed, and sanitized.
  - Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer
  - Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer

EXAMPLES OF THE NEW NORMAL

Phase 3 of the Governor's plan allows for outdoor dining. Businesses considering establishing outdoor dining options for their customers should review the following guidelines and contact their local authorities to determine all local regulations.

OUTDOOR DINING VENUE	ISSUE	RECOMMENDATION
SIDEWALK	Understand and comply with all ADA Requirements for accessibility	Understand and comply with all ADA Requirements for accessibility
SIDEWALK	Encroachment on neighboring businesses	Secure permission from owner
PARKING LOTS	Use of parking lots	Secure permission from owner
PARKING SPACES	ADA parking spaces	Not allowed

SOCIAL DISTANCING	RECOMMENDATION
TABLE SPACING	6 ft. seperation
CUSTOMER SEATING	8 customers to a table maximum
GATHERING SPACES	Eliminate gathering spaces

GENERAL OPERATIONS	RECOMMENDATION
HOURS OF OPERATION	Normal established hours only
LIQUOR SERVICE	Only in conjunction with food service and understand local ordinances
CUSTOMER PATHWAYS	Establish one way pathways for customers
MUSIC	Consider business and residential neighbors
INDOOR USES	Limit restroom access to customers only
SMOKING	Do not allow

SAFETY AND SANITATION	RECOMMENDATION
MASKS	All public facing employees should use safety masks; encourage customers to use safety masks
DISINFECTING	Tables and chairs should be sanitized after each use; disinfecting should be done before and after all shifts
TRASH	Provide and maintain adequate trash facilities
SHARED ENTERTAINMENT	Use of shared entertainment items such as crayons and chalk should be eliminated;
RESTROOMS	Every other sink and urinal should be taped off
WIPE PACKETS	Should be available for all customers
FIRE SUPRESSION	Fire extinguishers should be readily available

LOCAL GUIDANCE

- **CITY OF AURORA:** The City of Aurora has released a Reopening plan please click here for more information. The use of the public way for private purposes such as dining will require the City of Aurora, business owners, and the general public to firmly establish practical guidelines for the shared use of the public way. Any restaurant seeking to temporarily add or expand outdoor dining areas on City Property or into parking lots must apply for a permit at www.aurora-il.org/CityClerk.
- **VILLAGE OF NORTH AURORA**: Mayor Berman issued an Executive Order allowing North Aurora restaurants, bars, and breweries to have expanded opportunities for outdoor dining.
  You can read the executive order here: https://tinyurl.com/y8a2ohs7
- **VILLAGE OF MONTGOMERY:** All restaurants are able to request temporary outdoor dining business expansions. Community Development staff shall review and approve outdoor dining plans and locations prior to the outdoor dining being utilized. Executive Orders from the Governor shall be followed. For details & application visit: http://ow.ly/FWDh50zSSio

OTHER RESOURCES:

- National Restaurant Association's Guide for Reopening
- American Industrial Hygiene Association Reopening Guidance for Gyms and Workout Facilities
- American Industrial Hygiene Association Reopening Guidance for the Bar Industry
- For specific guidance from Governor Pritzker, refer to toolkits for Restaurants and Bars.

HEALTHCARE

UNIQUE CHALLANGES:

- Making patients feel safe and comfortable while providers are wearing increased amounts of PPE and visitors are not allowed
- Limited elective surgeries putting strain on emergency departments
- Hard to obtain new patients because of nervousness to enter medical facilities
- Mental health strain on healthcare workers

BEST PRACTICES:

- Move to a no-waiting room policy. Have patients check in from their cars by calling and consider screening them in the parking lot or immediately at the entrance. If you are using a waiting room, separate sick and well patients.
- Consider what services you can offer by telehealth and promote this to patients. Utilize tele-triage platforms for scheduling appointments to ensure patients are put on the right path.
- Use a no-waiting room policy. Require clients to wait for service off premise. Have clients check in from their vehicles and greet them outside for screening. Require clients wear masks at all times.
- Continue to keep office staff telecommuting wherever possible.
- Keep at risk patients as separate from others as possible.
- Keep teams working with COVI-19 patients or providing COVID-19 testing completely separate from other patients, services, and even providers.
- Reopen slowly to minimize risk to staff and patients as well as give you time to identify issues and move backwards if capacity becomes strained.
- Increase time between patients to allow for thorough disinfection and changing of materials.
- Before reopening, contact your medical malpractice liability insurance carrier to discuss your current coverage and ways to mitigate risk.
- Consider contactless payments options such as RFID cards, Apple Pay, self-checkout, and online payment.
- Follow state and local regulations strictly during the reopening

OTHER RESOURCES:

- American Medical Association A Physician Practice Guide to Reopening
- Centers for Medicare and Medicaid Services: Reopening Services to Provide Non-Emergent, Non COVID Healthcare
- American Society for Health Care Engineering Re-opening Facilities to Provide Non-emergent Non-COVID-19 Healthcare
- MGMA Medical Practice Reopening Checklist
- American College of Surgeons, American Society of Anesthesiologists, Association of periOperative Registered Nurses and American Hospital Association Joint Statement on Reopening Elective Surgery After COVID-19 Pandemic
- American Massage Therapy Association Reopening Resources
- For sports medicine, massage, acupuncture, and similar medical services, view the Close Contact/Personal Services section (pages 29-30) of the Roadmap

HOSPITALITY

ROUNDTABLE SPONSORED BY:

EARTHMOVER CREDIT UNION

UNIQUE CHALLANGES:

- Much of the industry thrives on large groups which are restricted in phases 3 and 4 of Restore Illinois plan
- Travel restrictions limit customer base
- Maximum person count per event includes event staff and not just guests
- Experiences are hard to delivery virtually
- More staff wanting to come back to work than current demand and capacity will allow
- Rescheduling of cancelled bookings is making it difficult to obtain future clients

BEST PRACTICES:

- Move to online ticket sales only. Consider converting visitors guides, maps and other information materials into digital format to minimize contamination.
- Market small group events and travel/tourism experiences as upscale experiences and package them as such
- Establish one-way traffic flow through high-traffic areas and viewing spaces
- Get creative with hosting events and weddings: host the number of people allowed in person and cast the rest of the event over Zoom to additional attendees; use multiple venue spaces at one facility to host simultaneous events of the mandated size in separate rooms and cConnect the physical spaces via Zoom or a video cast of the program going on in another room
- Think about what programming can be done outside or virtually while continuing to carry a ticket price. Some examples include drive-in concerts, Zoom mixology classes, curbside food tasting, and more.

- Get creative with who you can partner with. Work with other hospitality venues to package experiences and encourage commerce.
- Continue to engage clients on future bookings for 2021 and beyond. Some establishments are holding Fall 2020 for rescheduled bookings from Spring 2020 cancellations.
- Consider bringing staff back slowly and on minimum hours before building hours back up. This will keep building occupancy down to match the crowds allowed and help staff to continue receiving federal aid until they can be back for their full capacity hours.

OTHER RESOURCES:

- American Hotel Lodging Association Reopen Resource Center
- American Alliance for Museum's Considerations for Reopening
- American Industrial Hygiene Association Reopening Guidance for Small Lodging Establishments
- American Industrial Hygiene Association Reopening Guidance for Small and Medium Sports and Entertainment Venues
- For specific guidance from Governor Pritzker, refer to guidelines for Outdoor Recreation, Golf, Boating & Fishing, and Tennis.

MANUFACUTRING

ROUNDTABLE SPONSORED BY:

EARTHMOVER CREDIT UNION

These insights are a culmination of shared experiences across the manufacturing, construction, logistics and utility industries. It is reccomended that these industries, and those with substantially similar operations, head these insights where applicable.

UNIQUE CHALLANGES:

- Making office staff feel safe returning to work when operations staff have been essential throughout the pandemic
- Appropriately cleaning and disinfecting when shifts are 24/7
- Large shift changes occur at once causing backups for screening
- Communal eating spaces are common

BEST PRACTICES:

- Encourage anyone with symptoms to get tested at the state's drive-through testing facilities and to quarantine; make practice known to all
- Have managers call to invite employees back to work and address any concerns one-on-one
- Continue to have employees telework if possible
- Run smaller shifts to keep under capacity
- In environments where an eating area is necessary, limit tables to one per person, create outdoor eating parklettes for maximum ventilation and/or encourage employees to eat in their vehicles
- Do not allow potluck styles meals or sharing food
- Schedule periodic handwashing breaks during each shift, especially for operations and line employees.

- Provide cleaning/disinfecting materials to employees for use at stations
- Make traffic flow one way through offices (when possible) and plant floors. Restrict movement between departments whenever possible
- Consider staggering start times of employees to allow adequate time for screening. Place marks on the ground for social distancing during screening and screen outside the facility or immediately upon entrance. Avoid screening at work stations to mitigate germ spread of sick individuals as they travel through the facility
- Schedule gaps between shifts to clean and disinfect the building
- Consider cleaning shipments before bringing them into the building
- Cross-train teams to be prepared if team members become ill

OTHER RESOURCES:

- Refer to the Professional Services section (page 44) of the Roadmap for ways to protect office staff
- Illinois Manufacturer' Association Reopening Guide
- American Industrial Hygiene Association Reopening Guidance for Construction Environment
- American Industrial Hygiene Association Reopening Guidance for Small Manufacturing, Repair, and Maintenance Shops
- For specific guidance from Governor Pritzker, refer to toolkits for Manufacturing.

PROFESSIONAL SERVICES

ROUNDTABLE SPONSORED BY:

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An Exelon Company

UNIQUE CHALLANGES:

- People are often seated in close quarters
- High usage of communal spaces including break rooms, meeting rooms, kitchens, and bathrooms
- Maintaining high quality client interactions virtually
- Many types of business in this sector require signatures and witnessing of signatures
- Difficult to foster culture while telecommuting

BEST PRACTICES:

- Display signage at office entrances with face covering requirements, social distancing guidelines, and cleaning protocols, in multiple languages as needed
- Restore Illinois encouraged telework to continue when possible. Consider not bringing everyone back at once. Offer the option, especially to employees who have been communicating and doing a great job teleworking, to continue working from home.
- Consider alternating office/home work hours for employees to lower amounts of employees in the building at one time. Grouping employees into teams so their contact is limited will help slow spread if anyone is to become ill.
- Close indoor communal spaces. Consider creating a parklette for your office staff to take breaks outside socially distanced.
- To increase capacity in the office, consider converting closed communal spaces like conference rooms into temporary offices.

- Some companies are considering moving to spaces with less elevators, bigger footprints, and/or easier commutes for their workforce on day's they're in the office
- While some meetings must be face-to-face, try doing introduction meetings and follow-up meetings virtually with clients
- When meetings must be face-to-face or customers don't have technology to meet virtually, have customers stay in their car when they arrive at your office. Greet them outside and screen them outside the building.
- Customers are more open to trying new things during this time. Use this as a chance to test new technologies and poll your customers on what works.
- Some companies are moving to e-signatures and witnessing of signings via video chat and e-notary technology. Make sure to be familiar with video retention criteria before offering this service.
- Consider hosting staff meetings or virtual happy hours with your team over zoom to maintain connection from afar
- For companies who will be continuing to telecommute during reopening and considering it into the future, consider trying software to increase collaboration. Some examples include Trello for project management, Microsoft Teams, or Slack for chatting with team members
- Encourage your workforce to communicate with one another. Some businesses are finding that employees are recommending childcare options or pooling child care resources and working with one another to go into the office on different days to fit each other's schedule. Foster the environment of being in this together.
- Encourage employees to remove personal items from desk to allow for easier cleaning (clean desk policy)
- Water fountains, except for touchless water bottle refill stations, should be made unavailable for use (e.g. turned off, covered, area blocked); vending machines may remain in use, though should be sanitized after each use. Employers are encouraged place disinfectant wipes and hand sanitizer next to the machine for employee use
- Limit usage of telephone receivers to one receiver per person. If headsets are required, employer should provide employees with headset for individual use

OTHER RESOURCES:

- American Industrial Hygiene Association Reopening Guidance for General Office Settings
- American Industrial Hygiene Association Reopening Guidance for Business Services (Banks, Notaries, Title Companies, Etc.)
- National Association of Realtors Preparing to Reopen Video
- Commercial Realtors Association
- For specific guidance from Governor Pritzker, refer to toolkits for Offices.

RETAIL

ROUNDTABLE SPONSORED BY:

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UNIQUE CHALLANGES:

- Merchandise creates hard to clean high-touch surfaces throughout the establishment
- Dressing rooms pose sanitation issue
- Managing crowds and traffic flow during peak hours and in larger stores
- Screening customers while ensuring a positive customer experience, especially in a boutique setting

BEST PRACTICES:

- E-commerce has become a must for retail establishments. Smaller shops may want to consider tools like Shoppify, Etsy, Amazon and Facebook Shops to get merchandise online.
- Add options like curbside pickup and delivery. E-commerce platforms can help in facilitating this .
- Consider stationing a team member at the front door to greet customers for screening and ensure that the store does not go over social distancing capacity
- Create a parklette or other forms of outdoor seating for customers to wait to enter the store when it reaches capacity
- Consider opening by appointment only. Specialty retail will find it the easiest to not inconvenience customers by doing this. Advertise it clearly if this is how your store is going to operate.
- Utilize local services such as Convention & Visitors Bureaus or Chambers of Commerce to help market store offerings
- Consider amending hours of operation to accommodate cleaning schedules

- If the number of customers is restricted in your stores, prepare and display a communication prominently at the entrance
- Place floor stickers for social distancing queuing and consider mounting Plexiglas sheets at checkouts for additional protection.
- Consider creating one-way traffic flow through the store.
- Place floor stickers for social distancing queuing and consider mounting Plexiglas sheets at checkouts for additional protection.
- Determine whether you will require face coverings for customers to enter and display appropriate signet to communicate this. Decide if you will provide facial masks and/or gloves to patrons for use while in-store.
- Consider suspending returns and exchanges for the time being
- Consider contactless payments options such as RFID cards, Apple Pay, self-checkout, and online purchase to be picked up at a designated location or delivered to customer's home.

LANDLORDS AND/OR SHOPPING CENTER MANAGEMENT:

- Ensure that your plan for reopening has input from tenants
- Consider if common area adjustments to determine whether children's play areas should be open, or rearranged.
- Install and maintain alcohol-based, hand-cleaning dispensers in locations where the spread of germs is likely and normal soap-and-water handwashing stations are not readily available.
- Distribute communications to tenants outlining basic CDC recommendations or local government instructions.
- Determine whether you will provide facial masks and/or gloves to patrons for use while in-store or on the property.
- Landlords and tenants should communicate often and should work together to share relevant information related to health and safety on their social media channels.

RETAIL TENANTS:

- Ensure that your plan for reopening has input from landlords, if applicable
- Plan for goods delivery and storage if temporarily needed as well as how inventory and deliveries will be disinfected. Make your landlord aware of these plans and ask for assistance if additional space is needed to safely accommodate this.

OTHER RESOURCES:

- National Retail Federation's Operation Open Doors
- International Council of Shopping Centers Reopening Guidance
- American Industrial Hygiene Association Reopening Guidance for the Retail Industry
- For specific guidance from Governor Pritzker, refer to toolkits for Retail and Service Counters.

LIMITING LIABILITY

Liability is an important consideration in determining when and how you will choose to reopen your business. Employers need to evaluate many issues and risks when attempting to return to a "new normal" and begin to sell, service, and produce as much as they can in the coming days, weeks, and months.

It is highly recommended that you reach out to your attorney and discuss your specific situation. If you don't have an attorney you work with regularly, click here to see a list of chamber law firms and their contact info.

Below are some starting points that attorneys recommend when thinking through COVID-19 liability concerns. Taking steps to protect your workforce, vendors, and customers including the guidance and best practices contained in this roadmap are all ways to limit liability to your business.

- Understand the latest guidance from local, state, and federal government on phasing in workers
- Screen employees, including temperature checks at the door, and related privacy concerns
- Protect employees, including identifying appropriate PPE
- Address employee public transportation and commuting issues
- Manage childcare issues
- Avoid discrimination claims and related pitfalls
- Diminish the threat of workers compensations claims
- Support subcontractors/independent contractors without making them employees
- Manage public relations

DISCLAIMER

This guide represents a good faith effort to collect actionable information of use to businesses reopening in the wake of the COVID-19 pandemic. It draws from reputable national, state and local sources as shown on the sources page at the end of the document.

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other workplace requirements in place prior to the age of COVID-19. As circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

Each business should make its own decisions based on its review of the applicable laws and in consultation with its advisors. The Aurora Regional Chamber of Commerce and Invest Aurora are not responsible for a business' decisions arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

This guide was published on June 15, 2020. At the time of publication, all information was up to date based on available guidance. Please refer to coronavirus.illinois.gov for the most current actions by Illinois Governor J.B. Pritzker and the Illinois General Assembly related to COVID-19.

RESOURCES & REFERENCES

- **AURORA REGIONAL CHAMBER OF COMMERCE**
  - MEMBERSHIP DIRECTORY (LEGAL/LAW/LIABILITY): HTTP://BUSINESS.AURORA-CHAMBER.COM/LIST/SEARCH?Q=&C=12&SA=FALSE

- **CENTER FOR DISEASE CONTROL AND PREVENTION (CDC)**
  - NATIONAL INSTITUTE FOR OCCUPATIONAL SAFETY AND HEALTH (NIOSH): HTTPS://WWW.CDC.GOV/NIOSH/
  - INTERIM GUIDANCE FOR BUSINESSES AND EMPLOYERS RESPONDING TO CORONAVIRUS DISEASE 2019 (COVID-19): HTTPS://WWW.CDC.GOV/CORONAVIRUS/2019-NCOV/COMMUNITY/GUIDANCE-BUSINESS-RESPONSE.HTML
  - MENTAL HEALTH IN THE WORKPLACE HTTPS://WWW.CDC.GOV/WORKPLACEHEALTHPROMOTION/TOOLS-RESOURCES/WORKPLACE-HEALTH/MENTAL-HEALTH/INDEX.HTML
  - CDC PRINT RESOURCES HTTPS://WWW.CDC.GOV/CORONAVIRUS/2019-NCOV/COMMUNICATION/PRINT-RESOURCES.HTML?SORT=DATE%3A%3ADESC
  - HIGHER-RISK POPULATIONS HTTPS://WWW.CDC.GOV/CORONAVIRUS/2019-NCOV/NEED-EXTRA-PRECAUTIONS/PEOPLE-AT-HIGHER-RISK.HTML

- **LOCAL MUNICIPALITIES**
  - CITY OF AURORA
    - COVID-19 INFORMATION AND RESOURCES:: HTTPS://WWW.AURORA-IL.ORG/2150/PUBLIC-HEALTH-UPDATES
    - CIVIC ALERTS: HTTPS://WWW.AURORA-IL.ORG/CIVICALERTS.ASPX?AID=372
    - CITY CLERK: HTTPS://WWW.AURORA-IL.ORG/CITYCLERK
  - VILLAGE OF MONTGOMERY: HTTPS://CI.MONTGOMERY.IL.US/
  - VILLAGE OF NORTH AURORA: HTTPS://NORTHAURORA.ORG/COVID-19.ASPX

- **LOCAL DEPARTMENTS OF HEALTH**
  - ILLINOIS DEPARTMENT OF PUBLIC HEALTH: HTTPS://CI.MONTGOMERY.IL.US/
  - DUPAGE COUNTY HEALTH DEPARTMENT: HTTPS://WWW.DUPAGEHEALTH.ORG/
  - KANE COUNTY HEALTH DEPARTMENT: **HTTPS://WWW.KANEHEALTH.COM/**
  - KENDALL COUNTY HEALTH DEPARTMENT: HTTP://WWW.KENDALLHEALTH.ORG/
  - WILL COUNTY HEALTH DEPARTMENT & COMMUNITY HEALTH CENTER: HTTPS://WILLCOUNTYHEALTH.ORG/

- **CLEVELAND CLINIC**
  - CORONAVIRUS SURVIVAL ON SURFACES: HTTPS://HEALTH.CLEVELANDCLINIC.ORG/HOW-LONG-WILL-CORONAVIRUS-SURVIVE-ON-SURFACES/
- **ILLINOIS DEPARTMENT OF COMMERCE AND ECONOMIC OPPORTUNITY (DCEO)**
  - PHASE 3 GUIDELINES FOR REOPENING: HTTPS://WWW2.ILLINOIS.GOV/DCEO/PAGES/RESTOREILP3.ASPX
  - INDUSTRY SAFETY SIGNAGE AND POSTERS:
    - SIGNAGE: HTTPS://DCEOCOVID19RESOURCES.COM/ASSETS/RESTORE-ILLINOIS/SIGNAGE3/8.5X11.PDF
    - POSTERS: HTTPS://DCEOCOVID19RESOURCES.COM/ASSETS/RESTORE-ILLINOIS/SIGNAGE3/POSTER24X36.PDF
  - CHECKLIST FOR EMPLOYEE TRAINING: HTTPS://DCEOCOVID19RESOURCES.COM/ASSETS/RESTORE-ILLINOIS/CHECKLISTS3/EMPLOYEETRAINING.PDF
  - CHECKLIST FOR WELLNESS SCREENING: HTTPS://DCEOCOVID19RESOURCES.COM/ASSETS/RESTORE-ILLINOIS/CHECKLISTS3/SCREENING.PDF
- **LIABILITY**
  - HTTPS://WWW.INSURANCEJOURNAL.COM/NEWS/NATIONAL/2020/04/27/566367.HTM
  - HTTPS://WWW.MCGUIREWOODS.COM/CLIENT-RESOURCES/ALERTS/2020/4/PREVENTING-COVID-19-EXPOSURE-EMPLOYER-LIABILITY-WORKPLACE
- **MRA GUIDES, SAMPLE LETTERS AND POLICIES**
  - HTTPS://WWW.MRANET.ORG/COVID-19-UPDATES
- **NATIONAL ASSOCIATION OF REALTORS**
  - CORONAVIRUS RESOURCES AND GUIDANCE FOR EMPLOYERS: HTTPS://WWW.NAR.REALTOR/CORONAVIRUS-RESOURCES-AND-GUIDANCE-FOR-EMPLOYERS
- **NATIONAL GOVERNORS ASSOCIATION – STATE-BY-STATE REOPENING PLANS**
  - HTTPS://WWW.NGA.ORG/CORONAVIRUS-REOPENING-PLANS/
- **RESTORE ILLINOIS**
  - INTRODUCTION: HTTPS://CORONAVIRUS.ILLINOIS.GOV/S/RESTORE-ILLINOIS-INTRODUCTION
  - FULL RESTORE ILLINOIS PLAN: HTTPS://CORONAVIRUS.ILLINOIS.GOV/SFC/SERVLET.SHEPHERD/DOCUMENT/DOWNLOAD/069T000000BADS0AAJ?OPERATIONCONTEXT=S1

- **STATE OF ILLINOIS COVID-19 RESPONSE**
  - HTTPS://CORONAVIRUS.ILLINOIS.GOV/S/
- **U.S. CHAMBER OF COMMERCE REOPENING BUSINESS DIGITAL RESOURCE**
  - HTTPS://WWW.USCHAMBER.COM/REOPENING-BUSINESS
- **U.S. DEPARTMENT OF LABOR**
  - OSHA PROTECTION/PPE TRAINING VIDEOS: HTTPS://WWW.OSHA.GOV/SLTC/RESPIRATORYPROTECTION/TRAINING_VIDEOS.HTML
  - FAMILIES FIRST CORONAVIRUS RESPONSE ACT (FFCRA) AND EXPANDED FAMILY AND MEDICAL LEAVE ACT (FMLA): HTTPS://WWW.OSHA.GOV/SLTC/RESPIRATORYPROTECTION/TRAINING_VIDEOS.HTML
- **U.S. ENVIRONMENTAL PROTECTION AGENCY**
  - EPA REGISTERED DISINFECTANTS: HTTPS://WWW.EPA.GOV/PESTICIDE-REGISTRATION/LIST-N-DISINFECTANTS-USE-AGAINST-SARS-COV-2-COVID-19

REGIONAL REOPENING ROADMAP

The Aurora Regional Chamber of Commerce is the catalyst for business success. We unite businesses with the community to create economic prosperity while facilitating connections with community leaders. For more than 100 years, we have served the greater Aurora region across four counties (DuPage, Kane, Kendall and Will), and currently represent nearly 600 businesses. We have earned the 5-star accreditation from the U.S. Chamber of Commerce, an honor bestowed on only 1% of Chambers nationwide. Visit our website to learn more at www.aurorachamber.com.

Invest Aurora is a 501c3 public/private economic development partnership dedicated to expanding economic opportunities in Aurora, Illinois. The organization is focused on the attraction, retention and promotion of businesses within the City of Aurora, and provides small-business grants and loans through its Finish Line Grant and John C Dunham Revolving Loan programs.
Visit our website to learn more at www.investaurora.org.

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