



BILLINGS CHAMBER OF COMMERCE

# REOPENING PLAN

// MAY 2020 //

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# INTRODUCTION

Billings Chamber Reopening Plan, Including  
Visit Billings & Visit Southeast Montana

We are committed to keeping our employees, members, volunteers and community healthy and our economy strong. We have implemented the following procedures and will continue to monitor conditions and immediately take steps to limit risk as needed.

The following phases and procedures have been developed in accordance with the State of Montana's "Reopening the Big Sky - Phased Approach" document and the U.S. Department of Labor Occupational Safety and Health Administrations "Guidance on Preparing Workplaces for COVID-19".

According to OSHA definitions, during Phases One and Two our team members would be considered lower exposure risk due to minimal occupational contact with the public and coworkers and medium exposure risk during Phase Three as contact increases with the general public and travelers, depending on the level of community transmission at that time.

We will continue to monitor the situation and adjust according to public health recommendations and state guidelines.





# ONGOING GUIDANCE

FOR EMPLOYEES

- Continue to practice good hygiene including frequent and thorough handwashing.
- Routine use of provided hand sanitizer.
- Avoid touching your face.
- Practice respiratory etiquette - Sneeze or cough into a tissue, or in the inside of your elbow.
- Disinfect frequently used items and surfaces as much as possible.
- Self-monitor for signs and symptoms of COVID-19. Stay home if you feel sick.
- Report when you or family member are sick or experiencing symptoms of COVID-19.



# PHASE ONE

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April 25, 2020 - May 31, 2020

- The office building and Visitor Information Center will remain closed.
- No onsite meetings will be held. We are asking all team members to continue meeting virtually with members.
- Per Governor Bullock's directive, the Billings Chamber of Commerce, Visit Billings and Visit Southeast Montana teams will continue to telework whenever possible and feasible.
- Management approval is required for individuals requesting to work in the building.
- When work is performed in the building, thoroughly disinfect all work spaces used with provided disinfectant wipes before leaving.
- Discard any trash in outside bin (other than paper) as cleaning crew only services the building on Tuesday nights.
- No work-related travel (including in-state travel).
- Team members will be asked to work remotely for 14 days following any personal out-of-state travel.
- Mail will continue to be held at the main post office.

## Cleaning & Disinfecting Procedures

- Billings Commercial Cleaning providing cleaning services weekly on Tuesdays.
- When individuals work onsite, individuals must thoroughly disinfect work spaces and common areas used with provided disinfectant wipes/spray before leaving.
- Trash (other than paper) is discarded in outside bin as cleaning crew only services the building on Tuesday nights.

## Vulnerable Individuals

- All vulnerable individuals continue to follow the stay home guidance. Vulnerable individuals include people over 65 years of age and/or those with serious underlying conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as by chemotherapy for cancer and conditions requiring such therapy.
- Special accommodations will be made for employees that are members of a vulnerable population or those with vulnerable household members.

## Prior to Phase Two

- All common spaces and high touch areas will be disinfected with disinfectant wipes/spray.
- Carpet on both levels will be professionally cleaned by Newman Restoration & Cleaning.
- Hard surface floors and all restrooms will be professionally cleaned by Billings Commercial Cleaners.
- Recyclable items will be collected by Earth First Aid.
- Staff will complete or coordinate additional cleaning as needed.

# PHASE TWO

June 1, 2020 - TBD

## Continue to follow Ongoing Guidance for Employees

To limit the number of individuals in the building at the same time, teams will work onsite with the following rotating schedule:

- Monday - Management (John, Jennifer, Alex, Kelly, Dan)
- Tuesday & Wednesday - Billings Chamber Team (John, Jennifer, Kelly, Marya, Daniel, Dan, and Rene')
- Thursday & Friday - Visit Billings & SEMT Teams (Alex, Alyssa, Aly, Brenda, Megan H, Luke, and Jack)
- Thursday & Friday - SEMT Team (Megan H and Brenda will alternate days as to avoid working in the shared office space)
- In addition Megan S will continue to work remotely and be in the office as needed to generate invoices, process payroll, print checks, etc.

*Accommodations may be made for those individuals that request to continue to telework. Exceptions to this schedule may be approved by management.*

If weekly meetings for your small groups conflict with your regularly scheduled day in the office, you are welcome to facilitate these meetings at their regularly scheduled times.



## Health Screening & PPE

- A symptom checklist will be located by the back stairs that each person will sign off on each day upon arrival.
- Please refer to the Masking Policy dated July 15, 2020 for information on requirements for mask use.

## Cleaning & Disinfecting Procedures

- Thoroughly wipe down laptops, monitors and other hard surfaces with disinfectant wipes prior to, or immediately upon, arrival when returning to the office each day.
- Hand soap and towels are provided at all handwashing sinks.
- Hand sanitizer is provided in multiple locations.
- Thoroughly wash and sanitize hands upon arrival at the office each time.
- Tissues and trash receptacles are provided for individual employees.
- Disinfect your workspace daily including, but not limited to, chair arms, keyboard, phone, desktop, door knobs and light switches with disinfectant wipes/spray provided.
- Disinfect common areas after each use including, but not limited to, kitchen items, copier area, mail counter, conference room tables, chair arms, door knobs and light switches using disinfectant wipes/spray provided.
- Billings Commercial Cleaning provides 3x/week services (Monday, Wednesday & Weekend)

# PHASE TWO

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June 1, 2020 - TBD

## Common Areas

- Only two people allowed in the mail/copier room at a time.
- Wash hands or use hand sanitizer before touching Keurig machine, microwave, refrigerator handles and water dispensers.
- Use only disposable/single use cups, plates and utensils or personal items that can be taken home and cleaned properly.

## Onsite Meetings

- Only onsite meetings hosted by our team members to be held in our conference rooms. No access for members or outside groups to host meetings.
- To adhere to physical distancing requirements, no more than 5 individuals shall gather in the upstairs conference room and no more than 14 individuals shall gather in the downstairs conference room.
- If food is served only individually wrapped and pre-packaged foods will be served (e.g. pre-packaged snacks, boxed lunches, etc.). Buffet service is not allowed.

## Travel

- In-state work-related travel may resume with prior approval. Team members will be asked to work remotely for 14 days following any travel outside of Montana.

## Events & Activities

- Team members shall avoid gathering in groups of more than 50 people and adhere to physical distancing requirements.
- Hosted events/activities will be limited to groups of no more than 50 people and physical distancing requirements will be required.

## Vulnerable Individuals

- All vulnerable individuals continue to follow the stay home guidance. Vulnerable individuals include people over 65 years of age and/or those with serious underlying conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as by chemotherapy for cancer and conditions requiring such therapy.
- Special accommodations will be made for employees that are members of a vulnerable population or those with vulnerable household members.

## Signage

- Open & Safe Signage will be in place along with physical distancing, personal hygiene and disinfecting procedures posted in common areas.
- Drinking fountain in the Visitor Information Center will be turned off and marked "out of service".
- Additional signage will be placed as reminders to observe physical distancing, wash hands and disinfect surfaces.

# PHASE THREE

To Be Determined Based on Governor's Directive

## **Continue to follow Ongoing Guidance for Employees**

The Billings Chamber of Commerce, Visit Billings and Visit Southeast Montana teams will resume regular office hours.

Accommodations may be made for those individuals that request to continue to telework.

## Health Screening & PPE

- Employees and volunteers should continue to operate consistent with updated guidelines.
- We will have a symptom checklist by the back stairs that each person will sign off on each day upon arrival.
- Employees and volunteers are not required to wear masks, however they are welcome to wear one if preferred.

## Onsite Meetings

- Onsite meetings hosted by members and outside groups will resume.

## Travel

- Interstate travel may resume.

## Events & Activities

- No limit on group size however everyone should consider minimizing contact time with others and limit time spent in crowded environments, and physical distancing should be observed.

## Vulnerable Individuals

- Vulnerable individuals can resume public interactions but should practice physical distancing and continue to take precautionary measures.

## Signage

- Open & Safe Signage will be in place along with physical distancing, personal hygiene and disinfecting procedures posted in common areas.

## Cleaning & Disinfecting Procedures

- Thoroughly wipe down laptops, monitors and other hard surfaces with disinfectant wipes immediately upon arrival when returning to the office each day.
- Hand soap and towels are provided at all handwashing sinks.
- Hand sanitizer is provided in multiple locations.
- Tissues and trash receptacles are provided for individual employees and volunteers.
- Individuals must disinfect workspace daily including, but not limited to, chair arms, keyboard, phone, desktop, door knobs and light switches with disinfectant wipes/spray provided.
- Individuals must disinfect common areas after each use including, but not limited, to kitchen, copier area, mail counter, conference room tables, chair arms, door knobs and light switches using disinfectant wipes/spray provided.
- Billings Commercial Cleaning provides
- 3x/week services.



# PHASE THREE

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## Visitor Center Reopening

### Physical Distancing

- Visitors will be asked to maintain physical distancing from other parties, volunteers and staff.
- Floor markings will indicate appropriate physical distancing.
- Staff will complete the guest book register on behalf of the visitor.

### Cleaning & Disinfecting Procedures

- All high touch areas including door handles, light switches, and public restrooms must be disinfected with provided disinfectant wipes/spray after each group of guests.
- Spray disinfectant on brochures and travel materials once daily.

### Protective Equipment

- Physical barriers will be installed on both desks in the Visitor Information Center. Visitors are asked to stay back and refrain from touching the barrier.
- Employees are not required to wear masks, however they are welcome to wear one if preferred.

### Signage

- Open & Safe Signage posted in the Visitor Center.
- Physical distancing, personal hygiene and disinfecting procedures posted in common areas.

### Minimizing Public Contact with Publications

- Self-service access to publications will be blocked to minimize the handling of these items. Staff will assist visitors by gathering the publications they need.
- Employees will wear disposable gloves while assisting visitors and handling publications. Gloves are intended to be single use and should be discarded after assisting each visitor.
- Hands must be washed and/or sanitized between glove uses.



# MASKING POLICY

Effective Date: July 15, 2020 | Updated July 16, 2020

## Background

There are steps we can all take to help ensure that Billings and Yellowstone County are safe and our businesses stay open. In consultation with the Yellowstone County Public Health Officer, Yellowstone County Economic Response and Recovery Team, and other community business leaders, we recognize that everyone needs to take additional precautions to fight the rise in COVID-19 cases. One of those additional precautions is wearing masks, especially where social distancing cannot be guaranteed. While we know that masks can be uncomfortable and sometimes unpopular, mask wearing is one piece of the COVID fighting puzzle that our community can embrace to support our continued economic recovery.

In addition, the Mayo Clinic states that since it is now known that COVID-19 can be spread by individuals before symptoms appear, that face masks combined with other preventive measures such as frequent handwashing and physical distancing, help slow the spread of the virus.

## Purposes

- 1.To reduce the risk of spread of COVID-19 and other respiratory diseases
- 2.To model best practices in COVID-19 prevention
- 3.To comply with Governor Bullock's July 15, 2020 Directive

## Definitions

For purposes of this policy, the term "mask" shall include all manner of face coverings, including but not limited to medical-type masks, cloth masks, bandanas, and/or other

devices worn in a fashion that fully cover the person's nose and mouth.

## Policy

- Virtual meetings or conference calls are encouraged whenever possible.
- Staff and attendees are required to wear masks during all in-person meetings hosted at the Billings Chamber.
- Staff and attendees are required to wear masks when attending indoor meetings.
- Staff and attendees are required to wear masks when attending organized outdoor gatherings of more than 50 people where physical distancing is not possible.
- Masks are not required for outdoor gatherings of less than 50 people where physical distancing is possible.

Billings Chamber staff will wear masks whenever possible while in the Billings Chamber building, subject to the following exceptions:

- When the employee is **alone** in an office, noting that the office door can be open; or,
- When necessary to remove the mask for brief periods when speaking with someone, only in the event that individual indicates to the employee that they have hearing impairment or difficulty understanding the employee; or, [Continued]

# MASKING POLICY

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Effective Date: July 15, 2020

## Policy Continued

- When an employee or attendee has a medical condition that prohibits them from wearing a mask.
- When eating or drinking, at which times the mask can be removed for brief periods required to eat or drink. Staff and attendees must maintain a distance of 6 feet from other individuals during this activity.

It is important that the Billings Chamber team model best practices in COVID-19 prevention. Any staff member who observes a fellow staff member failing to comply with this policy is encouraged to gently, kindly, and respectfully remind that person of this policy.

The Billings Chamber will supply masks at no cost to the employee or meeting attendee should a staff member not have his/her own mask.





Chamber of Commerce

# REOPENING **PLAN**

UPDATED JULY 2020