



City Manager's Office  
 City of Kirkland  
 123 5th Ave  
 Kirkland, WA 98033

Please Open:

# COVID-19 Resource Packet for Kirkland Businesses

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

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

*Published March 12, 2020*

**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 frequently. Check Public Health's website for more information:

[www.kingcounty.gov/covid](http://www.kingcounty.gov/covid)

## 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



## 有哪些症狀？

被診斷患有新型冠狀病毒的人報告說，他們在接觸病毒後 2 天或 14 天內可能出現的症狀包括：

發燒



咳嗽



呼吸困難



Información para negocios acerca del Coronavirus: Para información en Español acerca del Coronavirus por favor dirigirse a [www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID)

与商务相关的COVID - 19信息：需要中文版的与商务相关的COVID - 19信息，可前往此网址查询：  
[www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID)

Информация о COVID вирус для бизнесов: Для переведённой информации на Русский язык пожалуйста передите на следующую ссылку [www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID)



# Letter from the City Council

Dear Kirkland Business Owner,

Our businesses are more than just the economic engine of Kirkland, they are essential to the fabric of our community. We are so grateful that you have chosen to do business in Kirkland.

We are reaching out to let you know that the City of Kirkland is here for you as our businesses, our community, and the world face the challenges and uncertainty of the COVID-19 (coronavirus) outbreak. We understand that while the economic impacts of COVID-19 are already rippling across the nation, many Kirkland businesses are experiencing the immediate effects of this challenging situation. We want to work together now to address the impacts during this emergency, and we will partner with you in the future when the focus turns to recovery.

The first reported death from COVID-19 in the United States occurred at EvergreenHealth Hospital in Kirkland on February 29, 2020. This tragic loss of life and the ensuing events at the Life Care Center thrust our community into the national spotlight as the epicenter of COVID-19 in the United States. As your City Council, the safety and well-being of the Kirkland community is our top priority. The outbreak remains a quickly evolving event, and, at this time, we don't know how long we will be in an emergency situation.

**To assist businesses affected by the COVID-19 outbreak, the City of Kirkland has compiled information and resources that will be immediately useful during this emergency and for the future when we can work toward recovery.**

Several resources are included with this flyer, and additional resources for businesses can be found at [www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID). We are also quickly working to find other ways to support and partner with businesses, and we want to hear from you (please see Section E).

## In this packet, you will find:

- A** Health & Hygiene for Employees & Businesses
- B** Immediate Strategies for Businesses
- C** Business Impact Analysis Worksheet
- D** Example of Customer messaging
- E** We Want to Hear from You
- F** Key Local, State, and Federal Contacts

The City's first responders and other personnel are acting quickly, effectively, and with great courage to do everything possible to make sure our community is safe and healthy. The City's Emergency Operations Center continues to collaborate closely with regional, state, and national health departments and our neighboring cities. This work is the highest priority of the City and will continue for as long as needed. Regular updates about the City's response are available at [www.kirklandwa.gov/coronavirus](http://www.kirklandwa.gov/coronavirus). Please refer to Public Health - Seattle & King County and the Washington State Department of Health for the most current information about the COVID-19 outbreak.

In this time of uncertainty, it is important that we remember our community's values of being safe, inclusive, and welcoming. No race, nationality, or ethnicity is more likely to have coronavirus. Speak up if you hear, see, or read harassment, and avoid spreading misinformation.

We are all in this together, and we all have a role to play. **The City of Kirkland is here to support you throughout this difficult time and will be doing everything possible to ensure the success of Kirkland businesses into the future.**

Your City Council,

Penny Sweet Mayor	Jay Arnold Deputy Mayor	Neal Black Councilmember	Kelli Curtis Councilmember	Amy Falcone Councilmember	Toby Nixon Councilmember	Jon Pascal Councilmember
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**For more information**

>> [www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID)  
>> [KirklandBusinessSupport@kirklandwa.gov](mailto:KirklandBusinessSupport@kirklandwa.gov)

## 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, tradeshows, etc.

Source: [www.kingcounty.gov/covid/retail](http://www.kingcounty.gov/covid/retail) - March 12, 2020

### 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 12, 2020. Check updates from public health agencies to follow evolving recommendations in Washington State and King County:

>> [www.doh.wa.gov/Coronavirus](http://www.doh.wa.gov/Coronavirus)

>> [www.kingcounty.gov/covid](http://www.kingcounty.gov/covid)

## New Unemployment Rules

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

>> [www.esd.wa.gov](http://www.esd.wa.gov)

# B

## Immediate Strategies for Businesses

This list is adapted from the Public Health - Seattle & King County webpage, "Planning for a Coronavirus Pandemic: A guide for businesses and organizations, February 2020."

For more information, visit: [www.kingcounty.gov/covid](http://www.kingcounty.gov/covid)



### 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 Management, Directors & Investors; Government Officials, Regulators & Employees; Suppliers, 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

Adapted from ready.gov/business



## Example of Customer Messaging

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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 – Seattle & King 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!*

# We Want to Hear from You

The City of Kirkland is exploring all options to support businesses during the COVID-19 outbreak, and we want to work with you. To begin with, here are some ways that we will be in touch:

**Survey:** We sent a survey to our business listserv seeking early information on the impacts of COVID-19 on local businesses. Thank you for taking the time to respond and for your thoughtful comments. We encourage all businesses to respond to this preliminary survey, and we are taking your suggestions seriously.

**Informational Workshops:** The City of Kirkland is exploring virtual workshops, webinars, and other platforms to provide information, answer questions, and learn from our business community.

**Economic Impact Assessment:** The City, as well as State and Federal agencies, recommend economic impact tracking in times of emergency. Announced Small Business Administration small business emergency loans, insurance claims, and possible grants all rely on business financial impact tracking. We encourage you to use the enclosed template (Section C) to help you track the economic impacts of COVID-19 outbreak on your business. This tool is for your temporary use while programs, rules, and guidelines are being formed.

## Go to:

[www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID)

- Fill out the City's **survey**.
- Sign up for more information on **informational workshops**.
- Download the template for a **Business Impact Analysis Tracker**.

Please visit [www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID) for more information about:

- ✓ **Health Recommendations:** As the situation continues to evolve, we want to make sure Kirkland businesses have access to the most up-to-date workplace recommendations from Public Health - Seattle & King County, the Washington State Department of Health, and the Centers for Disease Control.
- ✓ **Business Continuity Ideas:** There are things you can do now to help your business weather this emergency.
- ✓ **Employer and Worker Assistance:** The Washington State Employment Security Department (ESD) can provide support in the form of unemployment benefits, and new rules went into effect on March 10, 2020.
- ✓ **Insurance:** Some economic impacts of the COVID-19 outbreak may be covered by insurance, depending on your business's plan. The Washington State Insurance Commissioner can help answer questions about insurance coverage for damages related to COVID-19.
- ✓ **Financial Assistance:** There are local, state and federal resources for businesses impacted by COVID-19. For example, the Washington State Department of Revenue (DOR) can work with impacted companies that request an extension on tax filing.

The City of Kirkland is actively seeking additional resources for businesses impacted by COVID-19 and will continue to update information on the webpage as it becomes available.



## Key Local, State, and Federal Contacts

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### **COVID-19 HOTLINE 206-477-3977**

Call if you are in King County and believe you were exposed to a confirmed case of COVID-19, or if you're a healthcare provider with questions about COVID-19.

### **Current Health Recommendations**

Public Health – Seattle & King County  
>> [www.kingcounty.gov/depts/health](http://www.kingcounty.gov/depts/health)  
>> 206-296-0100

Washington State Department of Health  
>> [www.doh.wa.gov/Emergencies/Coronavirus](http://www.doh.wa.gov/Emergencies/Coronavirus)  
>> 360-236-4501

### **Unemployment Assistance**

Washington State Employment Security Department  
>> [www.esd.wa.gov](http://www.esd.wa.gov)  
>> 360-902-9500

### **Emergency Loans**

Small Business Administration  
>> [www.sba.gov](http://www.sba.gov)  
>> 206-553-7310

### **Insurance & Healthcare Access**

Washington State Insurance Commissioner  
>> [www.insurance.wa.gov](http://www.insurance.wa.gov)  
>> 800-562-6900

### **Tax Assistance**

Department of Revenue  
>> [www.dor.wa.gov](http://www.dor.wa.gov)  
>> 360-705-6705

### **Kirkland Questions**

City of Kirkland  
>> [www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID)  
>> [KirklandBusinessSupport@kirklandwa.gov](mailto:KirklandBusinessSupport@kirklandwa.gov)  
>> 425-587-3000

## Important Phone Numbers for My Business

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**For more information**

>> [www.kirklandwa.gov/BusinessSupportCOVID](http://www.kirklandwa.gov/BusinessSupportCOVID)  
>> [KirklandBusinessSupport@kirklandwa.gov](mailto:KirklandBusinessSupport@kirklandwa.gov)