

# When the Business Owner Contracts COVID-19

## BUSINESS CONTINUITY PLAN

### care

**COVID-19 is a serious illness, and your health, as well as your family's and employees' health, should come first. The first step in taking care of your business is taking care of yourself.**

- Get tested. It's important to know if you have COVID-19. Notify any staff and customers with whom you had contact so they can be tested.
- Stay home while waiting test results or after a positive test.
- Follow CDC guidelines to limit spread and manage your symptoms.

#### CDC Guidelines

[cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf)

### closure

**Decision time: Will you close? At a minimum, you may need to shut your doors long enough for cleaning and disinfecting. If you already have a continuity plan in place, now is the time to dust it off.**

- In the event of a closure due to COVID-19, a plan is critical for coordinating among employees and other important business contacts.
- Starting with your employees, notify all your business contacts of closure plans, or designate someone for this role in case you cannot. Email and social media are good ways to disperse this information quickly and to a large audience.
- Notify the responsible person on your team for every task that must continue.
- Set auto-responders on your business phone, email, and website.

### CONTACT LISTS

employees  
vendors/suppliers  
distributors  
customers

USE THE NEXT PAGE TO JOT DOWN YOUR MOST IMPORTANT CONTACTS.

### communication

**Whether you are in full isolation or in quarantine, communication with your employees, distributors, and clients must continue in a consistent manner to keep everyone informed about the status of your business.**

- Designate a person to communicate if you are unable to due to COVID-19.
- Leave instructions for this person about how to share information (email/social media/print a sign, other) and how often. What frequency is appropriate for your internal team as well as your client base?
- When ready to re-open, create a marketing plan that addresses the questions below.

### BUSINESS RE-OPENING

- When do you anticipate re-opening?
- What are you doing differently from before?
- Has your business made any changes in operations to protect employees/customers from COVID-19?

# BUSINESS CONTINUITY PLAN

## contact lists

employees

vendors/suppliers

distributors

customers


*Have questions? Contact the ASBTDC for assistance with your business continuity plan.*