



## **Gotta Get Back! - The Vow of The Valley**

Taking Back Our Economy with Confidence and with Safety in Mind.

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In order to instill confidence in our communities, Valley business owners and employees vow to take extra, virus mitigating care in operating our restaurants, accommodations, retail locations, offices, manufacturing and distribution facilities, and cultural institutions to ensure returning customers and employees are confident, safe and secure.

Businesses in the Lehigh Valley have always been committed to the health, safety and welfare of their customers and employees. It is their central focus during this reopening phase and for the future in the wake of COVID-19.

The Vow of The Valley sign provides clear recognition of this commitment. You will know the right steps are being taken to protect you, your family and your community and that all federal, state and local public health guidelines are being followed at any location with the Vow of The Valley designation.

From the cash handling process to thoroughly cleaned and sanitized surfaces to providing hand-sanitizer and requiring face masks, Vow of The Valley businesses value their guests, place their health above all else and commit to following best practices guidance.

This ensures we all can once again enjoy the experiences we are accustomed to.

### **Vow of The Valley Compliance**

1. The Vow of The Valley is posted at the entrance explaining the steps taken by the establishment, and the expectations of customers to keep everyone safe. It is also featured on the business' website, social media and other channels used to communicate with the public.
2. Regular staff training is mandatory. Initial and ongoing best practices are communicated to employees to ensure the health safety of all individuals.
3. Safe sanitation and cleaning practices are routinely performed and ensured by having a knowledgeable designated team member on every shift. High touch areas, such as door hardware, etc. are cleaned per the frequency in which they are touched. Restrooms undergo cleaning throughout the day.
4. We administer health questionnaires to employees before each shift. (See Appendix A: Vow to Stay Away When Sick)
5. Social distancing practices are adhered to by following occupancy and measures set by the state and local government. Seating plans, fixtures and standing lines (indoor/outdoor) are arranged to ensure proper social distancing. Visual cues and physical barriers are utilized to illustrate proper distancing.

6. The business has evaluated their cash handling process and implemented procedures to protect the employee and guest. Where possible, the following measures have been taken:
  - a. Touchless solutions for payment, check-in, identification, ticketing, pick-up and delivery
  - b. Encourage advance purchases via phone, online or through apps
  - c. Use physical barriers, such as plexiglass counter shields, between staff and guest at point of sale
7. Hand sanitizer or washing stations available for guests and staff as they enter or exit.
8. Universal masking and other personal protective equipment (PPE) are used by staff per state and federal health guidance. Reusable PPE is properly sanitized before and after use when shared by employees. One-use PPE is properly disposed of.
9. Signs are put in highly visible locations to remind patrons of social distancing and other hygiene measures.

**Resources:**

- [The Chamber's Resource Guide](#)
- [#ReOpenLV | Back to Business Guide](#)
- [CDC - Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- PA Chamber - Further suggested guidelines specific by industry are available on The Chamber website and at [BringingPABack.com](#)

**Appendix A**

Vow To Stay Away When Sick

Employers are placing an extra emphasis on screening employees before each shift by asking questions to prevent illness from spreading in the workplace. It is recommended to check the temperatures of employees at the beginning of their shifts.

Employee Questions

- Are you experiencing fever? Cough? Other symptoms related to respiratory illness? \_\_\_\_\_
- Have you come in contact with anyone diagnosed with COVID-19? \_\_\_\_\_
- Have you been tested for COVID-19? \_\_\_\_\_

Employees showing symptoms will be immediately separated from other staff and guests and sent home.

The Chamber is working with local, county and state leaders as well as the public and the media to reassure everyone that businesses reopening in The Valley, do so with the utmost safety precautions available. Support is provided by The Chamber staff around the clock. As the situation evolves, The Vow of The Valley will reflect the latest developments and guidance from the professional health community.