



**COVID-19
RISK MITIGATION
MEASURES**

COVID-19 Risk Mitigation Measures for the Laughlin Chamber of Commerce

1. INTRODUCTION

The Laughlin Nevada Chamber of Commerce has been serving Laughlin residents and tristate businesses for over 32 years. We are the fabric of the Colorado River Region's communities and have always responded when the community has called upon us. From sponsoring a local Little League team to establishing Community Achievement Awards with tristate student scholarships, and presentation of the most anticipated event of the year, the Chef's Food Fest, the Laughlin Chamber Board of Directors, staff and dedicated volunteers (VIPs) are generally the first to help. Our members, communities and many 501c3 beneficiaries, of our historical annual events, depend on us and we are working hard to ensure that our services do not stop.

The recent COVID-19 crisis our communities are dealing with is no different. We have continued to provide vital information from state resources to our members, assist businesses with completion of relief applications, and provide encouragement to stay open and keep employees on the payroll. We have nominated Laughlin businesses for grant funding, and we are still fighting hard for the 501c6 organizations to be included in the eligibility of the Payroll Protection Program by meeting and writing letters to our state and federal leaders. It should be noted that this continued effort by the staff and our Board of Directors has been accomplished while working from home.

It is in a chamber's core to give back and be an example for other businesses. As our communities emerge from this crisis, our Laughlin Chamber will be called upon to assist throughout the communities in the tristate, and we will be a key example of support, volunteerism, business sector marketing and partnerships in driving what will be a long, challenging, but ultimately a successful economic recovery.

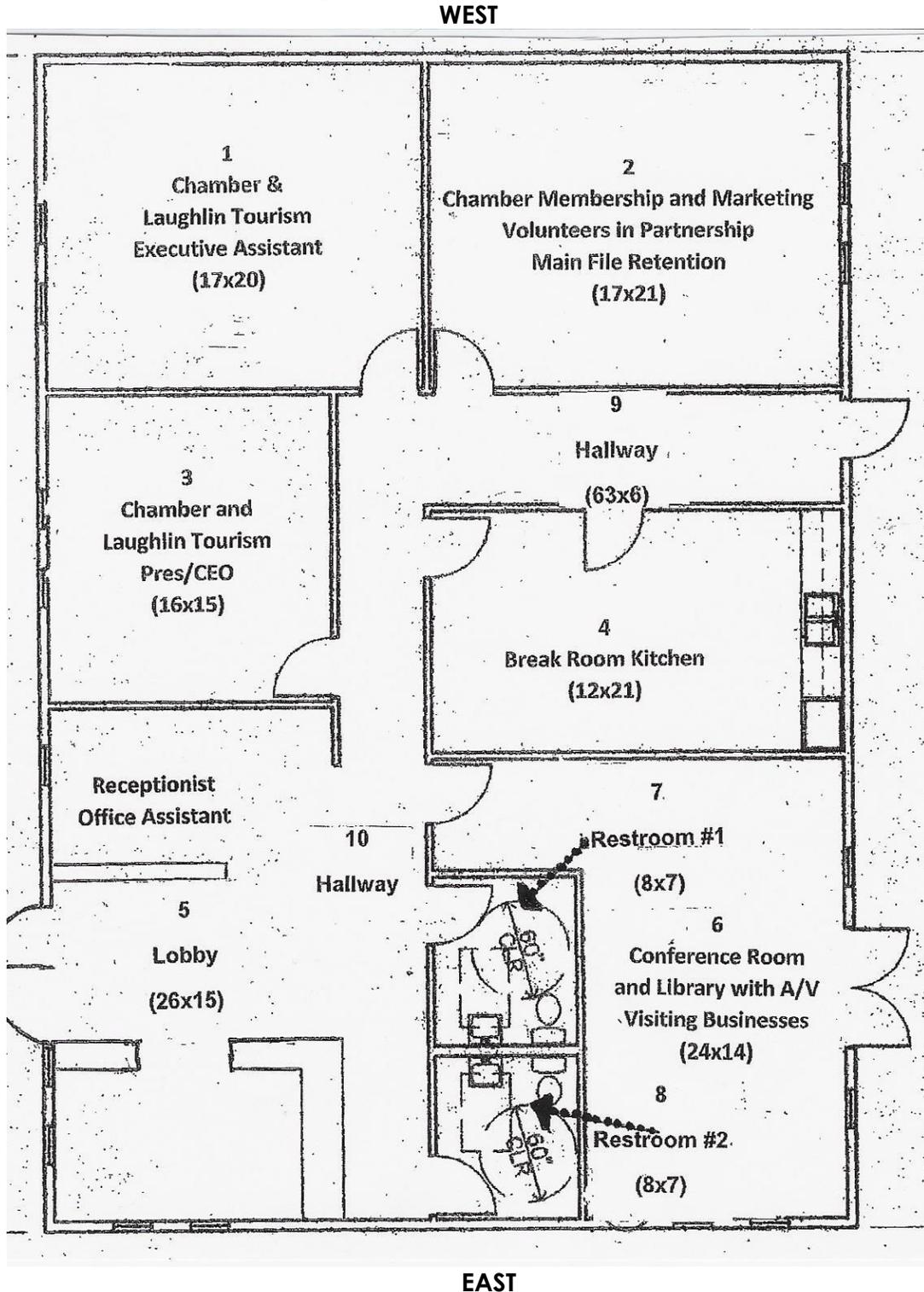
As a final part of this introduction is the definition of what makes up the Laughlin Chamber of Commerce. Basically, it consists of its members and supporters who in turn elect a Board of Directors. The Board of Directors are all members of the chamber either as members or supporters. The Board of Directors in turn elect an Executive Committee who functions as the governing committee responsible for chamber direction. The daily operations of the chamber are handled by the staff (four individuals) under the direction of the chamber CEO/President. As an ancillary arm of the chamber, there is an organization titled, "Volunteers in Partnership" commonly referred to as the "VIPs". This group volunteers within the community and provides a vital function in the success of community and chamber events.

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2. THE WAY FORWARD

The Laughlin Chamber is unique in its composition in that it has only 4 employees who work in a facility large enough to accommodate several times that number. (See Figure 1)

Figure 1: Chamber Layout



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Each individual works in a separate room or area that does not compromise social distancing; and allows for an isolated work area. Except for the receptionist at the entrance of the building, there is no functional reason for the office staff to co-mingle in anyone's work area. The facility has a conference room where staff can meet and maintain social distancing.

As noted above, the Chamber staff has been performing their normal duties at home. This has caused inefficiencies; however, because of the "stay at home" directive from the Nevada Governor the normal interaction with member businesses and resort hotels has been drastically curtailed. Rather than businesses coming to the Chamber office, the chamber personnel have been going to the business. It is imperative to understand that once the non-essential businesses come on-line there will be more traffic at the Chamber office and will require a full-up operational staff at their peak efficiency.

It is envisioned that at least two weeks prior to non-essential businesses coming on-line that the Chamber staff will need to be working from the Chamber's facility and be fully integrated to handle the unknown influx of Chamber support needs. This period will also be needed to restructure the work process and flow, administrative cleaning and sanitizing duties, processes for accepting visitors, and implementing mitigation processes to combat potential contaminations.

The "Return to New Normal" as iterated by Nevada's Governor in his "Road Map to Recovery" outlines a series of phases that will be "Federally Supported, State managed, and Locally executed". What this means from a chamber's point of view is the workload on the staff will essentially remain the same; however, interaction with its members and community will grow with the implementation of the state phases. It is envisioned at the Laughlin Chamber level the following phases will be experienced.

They are sequentially listed as follows.

- Work from Home Phase
- Work from Office Phase
- Membership Office Visit Phase
- Community Office Visit Phase
- Return to New Normal Phase

Each of the above will be addressed in section 4 after a discussion of hazardous zones associated with the chamber's area of responsibility.

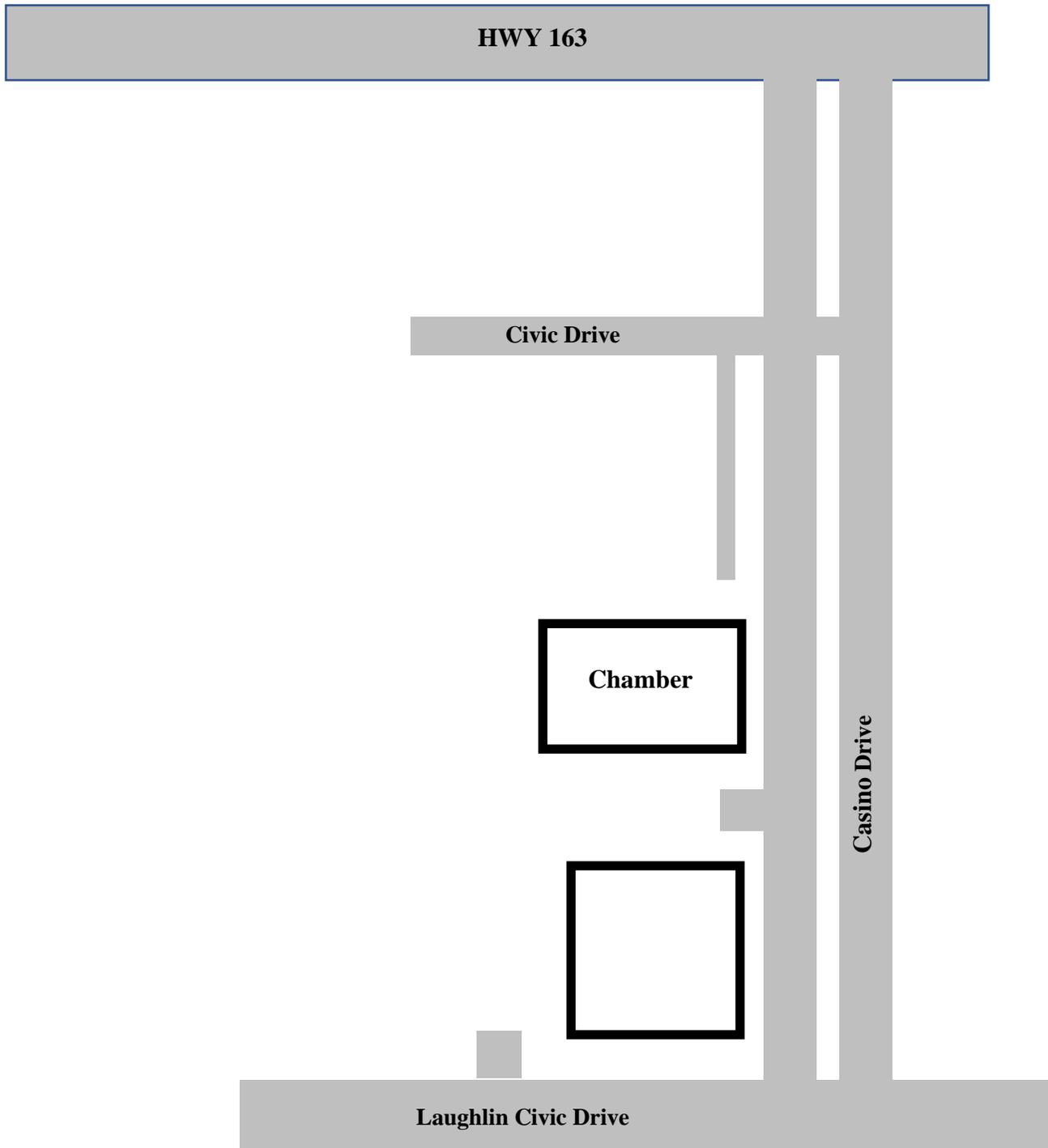
3. HAZARDS ANALYSIS

A review of the Chamber's area of responsibility is essential as its facility is situated on property owned by Clark county. The Chamber leases the property from the county and has no jurisdiction for modifications to the land without prior permission from the county. The facility is a non-permanent structure. The property on which the facility is located lies adjacent to and on the west side of Casino Drive. The facility is adjacent to the Laughlin Visitors Bureau facility which is located south of it at the intersection of Casino Drive and Laughlin Civic Drive. Access to the Chamber is through a driveway between the two facilities that is on the south bound side of Casino Drive. Entrance can also be achieved by exiting casino Dr at the intersection of Casino Drive and Civic Way and driving south on

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the access road that parallels Casino Drive. The final option is when going north on Casino drive turn left on to Laughlin Drive and enter the Tourism Bureau parking area and transition through it to the chamber parking area. (See figure 2) The following hazard areas have been defined as pertinent to this analysis.

Figure 2: Chamber Location



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3.a Parking Area

The parking for the facility is broken down into three parking areas – north, west, and south. The north parking area shall be reserved for staff members. Although parking slots are not marked, a sign on the building shall designate this area for “Employees Only”. This reduce the possible contamination of this area.

The west parking area is reserved for handicap and volunteer parking. Again, there is no marked slots and parking is first come first served. There are no potential hazards associated with this area that impacts employees. It is assumed that visitors to the chamber are cognizant of their requirements for self-protection and require no direction from the Chamber.

The south parking area is reserved for visitors to the Chamber. Again, there are no marked slots and parking is first come first served. There are no potential hazards associated with this area that impacts employees. It is assumed that visitors to the chamber are cognizant of their requirements for self-protection and require no direction from the Chamber.

3.b Facility Entrance

There are three entrances to the facility. They are defined as the “Conference Room Entrance”, “Employee Entrance” and “Visitor Entrance”.

“Conference Room Entrance” will not be utilized until the final phase except as an evacuation exit in case of immediate evacuation of the building. Signs will be posted on the outside indicating this entrance is not for daily use and individuals will be directed to the “Visitor Entrance”. If for any reason this entrance is used, the employee who used it will be responsible for sanitizing it once the activity is completed. There is no requirement for having a “Hazardous Waste” receptacle at this entrance.

“Employee Entrance” shall only be used by members of the staff. There shall be a sign on this door stating, “Employee Entrance Only”. At the bottom of the stairs there will be a receptacle for “Hazardous Waste” and will be so marked. This container shall be emptied daily by the first employee entering the building when coming to work. Allowing the waste to sit overnight will reduce the chances of contaminating the individual emptying it.

“Visitor Entrance” can be accessed from two directions. One is via the stairs and the other is via the handicap ramp. Initially, access to this entrance will be limited. Access will be granted per the phases as defined in section 4. As with the “Employee Entrance” there will be “Hazardous Material” receptacle placed at the bottom of the access ramp and the stairs. These containers shall be emptied daily by the receptionist after coming to work and prior to the opening of the facility to the public. Allowing the waste to sit overnight will reduce the chances of contaminating the individual emptying it. Appropriate signage will be placed at this entrance which defines who has access and the

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parameters for entrance into the facility. These signs are defined in section 4.

3.c Facility Visitor's Area

Directly inside the entrance is an area with dimensions of 26'x15' feet. This space is defined as the Visitor's Area and listed in figure 1 as "Lobby". This is the only area that visitors will have access to. Members will initially be restricted to this area; however, if they are there for a specific meeting they can and will be escorted to the conference room for their scheduled meeting. As one comes thru the entrance door, the receptionist area is on the left. This area is segregated from the receptionist area by a 4ft counter. Above the counter is a clear plexiglass wall separating the two areas. There is a small opening (10"x3") cut in the bottom of the plexiglass to allow passage of articles to and from the receptionist. This opening is positioned so it is not directly in front of the chair of the receptionist to mitigate transmittal of contaminants directly to the receptionist.

This Lobby area will be limited to two individuals. The first in will move to the far end of the area and the second will be positioned in front of the opening. Markings will be placed on the floor designating where to stand. Individuals entering this area must have a mask and wearing gloves. Depending on the phase of operation there will be signage on the outside of the door providing instructions to those desiring to enter.

3.d Display Room

As one enters the Visitor's Area there is a room to the right that is filled with pamphlets and marketing material. This room will be cordoned off and restricted for individuals entering this area. It will remain closed until the appropriate phase is in place. Material within this room can be made available to members or visitors only if requested in advance. Members of the staff will pull a package and have it available for pickup. The current phase will determine the method of transmittal to the requestor.

3.e Visitor Restroom

The visitor's bathroom is the first door directly across from the "Visitor Entrance" in the main corridor of the building. This restroom is intended only for visitors who have an appointment to come into the facility. Use of this bathroom will not be available unless permission is given and with restrictions. To mitigate exposure, individuals will be required to use hand sanitizer prior to entering and after exiting. All paper towels used prior to leaving the bathroom will be carried out of the restroom and deposited in a trash receptacle located in the hall next to the restroom. Hand sanitizing dispensers will be provided on the wall exiting the restroom as well as the wall to exit through the "Visitor Entrance". There will be a set of

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instructions mounted on the door explaining the do's and don'ts of using this restroom.

The trash receptacle will be emptied each morning by a designated employee and thoroughly sanitize this restroom prior to visitors entering the building.

This restroom is not considered a high-risk area for employees. The use of this area will be adjusted as each phase is entered.

3.f Employee Restroom

The employee restroom is the next door, east of the visitor restroom and is dedicated to the private use of the staff. This restroom will be cordoned off. Employees using this restroom will follow the instructions on the sign mounted to the inside of the restroom door. With limited use, this restroom is not considered a high-risk area; its use will not change as each phase is implemented.

3.g Conference Room

The conference room is where most meetings and events within the chamber takes place. The room measures 24'x14' feet and has a large 12' conference table centered in the room. This can accommodate three individuals and meets standard distancing requirements. A fourth person can be accommodated however, the individual will not be seated at the table but in a chair in the entrance space.

This room is not considered a high-risk area as its use will be limited to staff and visitors. At the completion of its use, the individual responsible for the room will ensure that after-use sanitizing procedures are completed. A separate check list will be mounted on the conference room door. The use of this room will change as each phase is entered.

3.h Kitchen

The kitchen is for the use of staff and will not be accessible to visitors. The door to this room will remain closed if visitors are within the building. Staff members using this room for breaks and/or meals will clean up before leaving the room and will sanitize those areas that they utilized. This room has a low traffic volume and should be considered a low-risk area for staff and no risk to visitors.

3.i Office Areas

As noted in the introduction section, each staff member either has a room that they work from or are in a defined area. Therefore, these areas shall be classified as limited use areas and under the complete control of the

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individual occupying the space. It will be their accountability to define the sanitization protocol for their office space and prepare the process for performing the sanitization activities. These activities will be performed daily when they come to work and as required throughout the day. Should it be necessary for them to have visitors in their work area, they are accountable for maintaining social distancing and returning their workspace to the standards that they have generated. In cases of questions from other staff members, there should not be a requirement to enter another's work area. Questions and responses can be conducted from the doorway of their respective area. This process may require change as the chamber enters a new phase however, at this time, this is not anticipated.

3.j Hallway

The hallway is for use of passing from area to another and the employees shall not congregate there. Common courtesy shall be practiced, allowing one employee complete their travel before another employee proceeds.

4. PHASE IMPLEMENTATION

4.a Work from Home Phase

The "work from home" phase (expired May 11, 2020). As such, there is really no changes necessary. It should be noted, that, as necessity requires, members of the staff will need to go to the office. When entering the building, they will perform their standard "come to work" protocol and notify the CEO/President via text they are at their work location, At the end of their activity at the office they will perform their exit protocol and text the CEO/President that they are leaving the facility and all the office closure protocol has been accomplished.

4.b Work from Office Phase

The "work from office" phase will commence approximately two weeks prior to the next phase. During this phase, the four members of the office staff will come to the office daily for the standard work week. Their office hours will be established by the CEO/President to insure maximum utilization of staff in the preparation for the next phase. During this period, the configuration of the work areas will be reconfigured to support the next phase. This shall include generating signage, setting up hazard receptacles, preparing sanitization procedures and other tasks outlined by the various agencies associated with the "return to work" effort. During this phase, no visitors will be allowed to enter the building except for individual members of the Executive Committee or the VIP's. Individuals entering the facility will be briefed on safety and mitigation processes in place for this period.

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4.c Membership Office Visit Phase

The “membership office visit” phase will go into effect when the governor directs the non-essential businesses to reopen. It is at this time the chamber will be asked to support these businesses with solving opening issues, preparing opening processes and needs relevant to being part of the chamber. It is anticipated that telephonic exchanges will be conducted prior to anyone coming to the chamber. During these exchanges, meeting times will be scheduled, and topics of discussion reviewed. The CEO/President will coordinate the visit with the staff, set an agenda, and communicate back with the member, meeting times, agenda, and prerequisites for coming to the chamber. These prerequisites will establish PPE requirements, number of participants attending, and the protocol for entering and participating in an activity within the chamber facility. It is anticipated individuals visiting the chamber will be required to call upon arrival for entrance into the chamber facility. The chamber will only host one business at a time and time restrictions will be established prior to any meeting within the chamber facility. Members coming to the chamber will be required to meet all PPE requirements prior to entering the building.

4.d Community Office Visit Phase

As history has shown, individuals visiting Laughlin or living within the boundaries of the tristate area come to the chamber for information, brochures, or solicit help for various activities. The chamber will continue this type activity however, there will be restrictions as to who can enter the facility. During this phase, membership office visits will be supported however, individuals requesting help will need to call the chamber for an appointment to visit. These teleconferences will establish the reason for the visit, actions for the chamber, and the goal of the visit. The CEO/President or her representative will coordinate the visit with the staff and then contact the individual with the proposed details of the visit. For those just wanting information from the display room, the receptionist will compile a package of documents supporting the request and have it available when the individual comes to the chamber. The time frame for opening this phase will be predicated on the workload of phase 4.c. As the workload for supporting members reduces, the staff will incorporate this phase into the operation.

4.e Return to New Normal Phase

The “return to new normal” phase will not physically impact the chambers workload or methods of operating. The basic assumption is the virus will not be considered as influencing how the chamber operates. This phase will eliminate preplanning visits to the chamber for support and/or assistance. Social distancing requirement will either be eliminated or

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modified and the citizens for the tristate have no restrictions. The passage of time and evolving doctrine will be a factor as to what this final phase will be. The intent is to get as close to how we were operating prior to the pandemic.

5. OPERATIONAL PROTOCOLS

To ensure that employees, members, and visitors perform specific tasks and activities in a specific and consistent manner, protocols have been drafted and are in the process of being evaluated to meet the intent of their existence. These protocols will establish the process for sanitizing workstations, cleaning bathrooms, establishing meetings, visiting the chamber, etc. These documents will be essential for the entrance into each of the phases. They will also be living documents that will periodically change as the chamber moves through the phases and modifications are deemed necessary. The protocols are contained in Annex 1. Each protocol will be dated. If modified, the protocol will specify the date it will become effective.

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Below are important informational links to assist the Laughlin Chamber operate while the tristate works to return to normalcy. Following the recommended business practices will ensure that we are doing our part to win the battle against this invisible enemy. We will respond to this challenge by working together, leading by example, and providing our citizens and businesses with all vital and necessary services.

Important Informational Resources

CDC Coronavirus Main Information Portal

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

CDC: Environmental Cleaning and Disinfection Recommendations

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

OSHA: Guidance in Preparing Workplace for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

CDC: Implementation of Mitigation Strategies for Communities with Local COVID-19 Transmission <https://www.cdc.gov/coronavirus/2019-ncov/downloads/community-mitigation-strategy.pdf>

CDC: Disinfecting Your Facility if Someone is Sick

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>

OSHA: Guidance in Preparing Workplace for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

EPA: List of Disinfectants for Use Against SARS-CoV-2 (the novel coronavirus)

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

NV Department of Business and Industry COVID-19 Announcements

http://business.nv.gov/News_Media/COVID-19_Announcements/

Nevada Health Response Webpage

<https://nvhealthresponse.nv.gov/>

Declaration of Emergency Directive 003

http://gov.nv.gov/News/Emergency_Orders/2020/2020-03-20_-_COVID-19_Declaration_of_Emergency_Directive_003/

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Declaration of Emergency Directive 007

[Declaration of Emergency Directive 007](#)

<https://nvhealthresponse.nv.gov/wp-content/uploads/2020/03/Declaration-of-Emergency-Directive-007.3-24-20-1.pdf>

Declaration of Emergency Directive 013

[Declaration of Emergency Directive 013](#)

http://gov.nv.gov/News/Emergency_Orders/2020/2020-04-08_Declaration_of_Emergency_Directive_013/

Department of Public Safety Emergency Regulations

http://gov.nv.gov/uploadedFiles/govnewnv.gov/Content/News/Emergency_Orders/2020/2020-03-20%20-%20COVID-19%20DPS%20DEM%20Emergency%20Regulations.pdf

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ANNEX 1

This annex contains the protocols utilized by the staff in their interaction within the facility and with the public in general. The protocols are defined below.

Protocol 1: COVID_19 Training Agenda

- Monday, June 8th, 2020 11am Mandatory Meeting – See Agenda page 15

Protocol 2: Staff Entrance to Building Protocol

- Last staff member to leave the building will sanitize the handle and lock and place disposable cloth in trash receptacle on ramp.

Protocol 3: Receptionist's Work Area Protocol

- Staff member will be responsible for disinfecting workspace immediately prior to leaving for the workday.

Protocol 4: CEO/President Work Area Protocol

- Staff member will be responsible for disinfecting workspace immediately prior to leaving for the workday.

Protocol 5: Executive Assistant Work Area Protocol

- Staff member will be responsible for disinfecting workspace immediately prior to leaving for the workday.

Protocol 6: Chamber Membership & Marketing Work Area Protocol

- Staff member will be responsible for disinfecting workspace immediately prior to leaving for the workday.

Protocol 7: VIP Work Area Protocol

- Staff member will be responsible for disinfecting workspace immediately prior to leaving for the workday.

Protocol 8: Visitor Protocol

- Visitors must sanitize upon arrival and before exiting the building.

Protocol 9: Common Area Sanitization Protocol

- Surfaces will be wiped with disinfectant wipes and the space will be sprayed with disinfecting spray.

Protocol 10: Visitor's Bathroom Sanitization Protocol

- Surfaces will be wiped with disinfectant after each use by the visitor.

Protocol 11: Staff's Bathroom Sanitization Protocol

- Surfaces will be wiped with disinfectant after each use by the staff member.

Protocol 12: Conference Room Sanitization Protocol

- Surfaces will be wiped with disinfectant after each use by staff members.

Protocol 13: Kitchen Sanitization Protocol

- Kitchen surfaces will be wiped with disinfectant after each use by the staff member upon exit of the room.

Protocol 14: Other

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COVID-19 TRAINING AGENDA

Overview and/or update on Latest Government Status

- National
- State
- County
- OSHA
- Department of Business and Industry

Personal Protection Equipment

- Status of Inventory
- Changes in requirements
- Changes in Visitor Requirements
- Review of PPE Procedures
- Other topics

Sanitization Processes

- Work Area
- Entrance Area
- Display Area
- Bathrooms
- Kitchen & Conference Room

Hazardous Areas Review

- Parking Lot
- Entrance Area
- Display Room
- Bathrooms
- Conference Room

Staff Comments

Other