



Lancaster City Merchant Meeting Minutes

May 27, 2020 – 9:00 am
Virtual Meeting via Zoom

66 participants

Introduction

Dave Aichele welcomed everyone to the meeting.

Marshall Snively thanked everyone for the great turnout! He welcomed Mayor Danene Sorace to share some exciting news as businesses prepare to re-open when we go to the “yellow phase”. He also introduced Kim Wissler, Senior Health Officer and Marisol Torres, Housing and Economic Development Administrator with City of Lancaster. They will provide guidance and information on how to safely reopen and operate your business.

Mayor Sorace reported they are working on creating spaces in the City where cocktails and food can be taken to enjoy. The idea of a “public food hall” will provide tables and chairs in the open with fresh air to allow eating and drinking. Also working on sidewalk café seating for restaurants where space allows. The ordinance is being drafted and will be fast tracked through City Council to allow a quick action plan. Health safety continues to be a priority. The Mayor also reminded everyone that parking enforcement began this week.

Special Presentation – “Business Moving Forward & Operating Safely” presented by Kim Wissler and Marisol Torres.

Kim shared that things continue to evolve rapidly and as she learns new information she will share with Lancaster City Alliance to share with merchants. She provided the following key points but also referred businesses to OSHA and CDC for guidance on safety and health standards.

- If employees are sick, they should stay home.
- If taking temperature readings, any reading over 100.4 must go home.
- If facility is currently closed, a detailed cleaning of the facility will be required before opening.
- Train staff on proper cleaning standards.
- Menus with a plastic finish need to be sanitized after being touched. Paper menus need to be discarded.
- Hand sanitizer should contain 60% alcohol.
- Personal cell phones should not be allowed where customers and other employees are working.
- Remind employees to wash hands after taking trash out.
- Do not use any containers brought in to restaurant by customers.
- Reduce number of employees in break rooms and kitchen and serving areas to comply with social distancing.
- Avoid buffet and self-serve areas.
- Wipe down restroom sink handles on an hourly basis. Provide disposable wipes, if possible.

Marisol provided additional points:

- Have a plan for your business if employees get sick.
- Offer breaks to employees so they can wash their hands.
- Discourage use of shared items (utensils, etc.)
- If an employee travels outside of county, it's a good idea to have them self-quarantine for 14 days.

Mayor Sorace shared that if you have any questions about notifying employees that may have been in contact with someone who tested positive, let the City know. They have developed some protocols for this. Very important to maintain confidentiality.

Q & A

Q. Will the "food hall" areas have access to restrooms or porta potties?

A. Mayor Sorace replied they are looking at existing porta potties located Downtown in relation to public food hall areas.

Q. How do you address someone who doesn't wear a mask?

A. Marisol suggested explaining that they cannot come in to your business out of respect for everyone's health. Kim suggested offering them a mask (provided you have a supply for customers).

Q. How does cleaning relate to retail businesses?

A. Kim suggested using a Clorox product to clean door handles and glass display cases.

Kim thanked restaurants for the continued support as guidelines continue to evolve.

Merchant News Shared in Chat

Susan Eberly of Alegre Events shared the Domestic Violence Services Gala is going virtual, streaming live on June 27th at 7:30 pm. You can register on DVS website or just join in on YouTube or Facebook Live. There will be a silent and live auction, wine pull and much more.

Sandy Gambone of Water Street Mission gave a big shoutout to TFB Catering and other Downtown businesses who have been working together to prepare, donate and deliver hot meals for our residents. Please contact Sandy if you want to know more about this win/win partnership. sgambone@wsm.org

Member Intra-Marketing Committee Report

Kathlene Sullivan reminded everyone about the Downtown Dollar program. Gift certificates in \$5 and \$10 denominations are available to purchase on the Visit Lancaster City [website](#) via a credit card. This is a great way to support the merchant community and makes a great gift. If any business is interested in signing up to participate in the program, please email info@teamlanc.org

Closing Comments

Marshall thanked everyone for participating in today's virtual meeting. We will send out pertinent information on the [Lancaster County Economic Recovery Plan](#) which will outline providing free PPE to Lancaster County businesses with less than 100 employees and the general parameters for the first phase of the \$25 million Small Business Recovery and Sustainability Fund that will award grants. He thanked Mayor Sorace, Kim Wissler and Marisol Torres for being part of the meeting today.

If anyone has additional questions, please email them to us at info@teamlanc.org and we will work to get you a response. Please know we are here to support you and are working closely with our partner organizations so that you will see this through.

Next Virtual Merchant Meeting – June 10, 2020 – 8:30 am

Please let us know the Anniversary of your business by completing the following short [survey](#).

Add value to your business with Downtown Dollars Gift Certificates! Merchants interested in participating in the program should contact Lancaster City Alliance via email at info@teamlanc.org or by calling 717.394.0783.