



Small Business Requirements & Resources COVID-19 Impact Webinar May 21, 2020



Unemployment Benefits, Return to Work, Paid Family and Medical Leave...



**Employment
Security
Department**
WASHINGTON STATE

Business-friendly program presenters



- **Cyal Christmas**, Manager, Tax Audit & Collections, UI Customer Support
- **Breanna Williams**, Senior Policy Analyst, UI Policy
- **Jason Barrett**, Lead Policy Analyst, Paid Family and Medical Leave

ESD Website Resources



Imposter fraud

Do you suspect someone has filed for unemployment benefits using your information?

[Report it](#)

eServices

Sign in to eServices to apply for and manage unemployment claims, pay taxes and more. Select "Sign in" for a complete list.

[Sign in or create account](#)

User guides: [for individuals](#) | [for employers](#)

Need help? See [technical support](#)

Employers: [Read first before signing in](#)

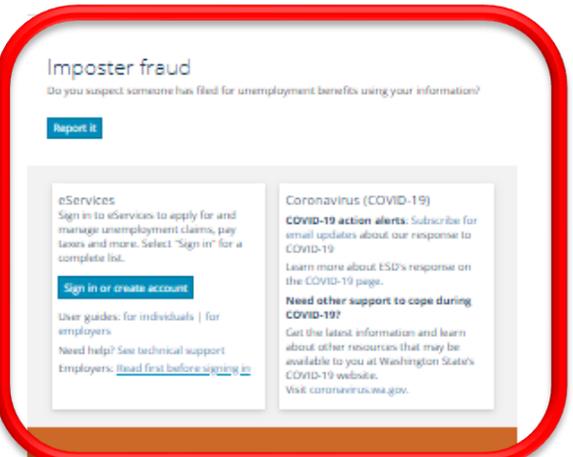
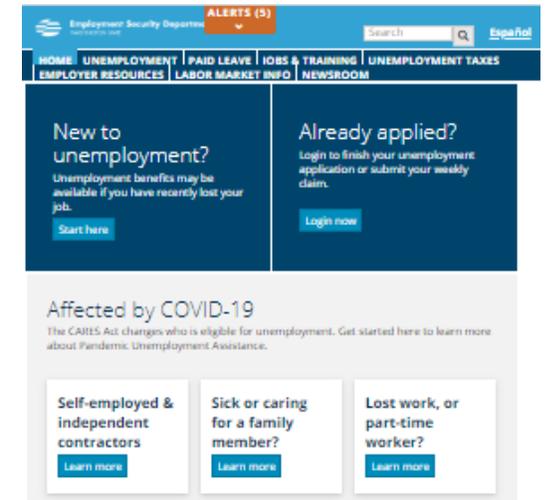
Coronavirus (COVID-19)

COVID-19 action alerts: [Subscribe for email updates](#) about our response to COVID-19

[Learn more](#) about ESD's response on the [COVID-19 page](#).

Need other support to cope during COVID-19?

Get the latest information and learn about other resources that may be available to you at Washington State's COVID-19 website. Visit [coronavirus.wa.gov](#).





Different types of potential fraud

- **Data breach:** This has NOT happened and NO data has been taken from ESD.
- **Unemployment fraud:** A claimant lies on their claim to obtain benefits in their own name.
- **Imposter fraud** – When someone’s personal info has been stolen from some other source and is used by a criminal to file for benefits and rout those payments to their own bank account.

Learn more at esd.wa.gov/fraud



Imposter Fraud

Four ways we detect imposter fraud:

1. Our system controls spot an irregularity and flag it.
2. We crossmatch claims data in a new national fraud detection system.
3. It is reported by the victim's employer.
4. It is reported by the victim.

How to report:
esd.wa.gov/fraud

Three points to know:

1. If you are a victim of imposter fraud, your access to benefits is unaffected.
2. Victims are not responsible for the money paid in their name on fraudulent claims.
3. The only domain we are using is **esd.wa.gov**. Fraudsters are doing spear phishing attacks and trying to take advantage of this moment by asking businesses to upload their employees' info to other sites.

Key Reminders



1. If you receive a questionnaire from ESD about your claim, complete it! Don't ignore it!
2. ESD will maintain a practice of slowing our payments by 1-2 days to give us time to root out fraudulent claims and, in some cases, to collect verifying information from legitimate claimants. Note that this is the practice of many states.
3. ESD has not experienced a data breach. No data has been stolen from ESD. Data breaches elsewhere have exposed many Americans' personal information to criminals, who are using that information to file false unemployment claims across the country.
4. Read all the information on the [Unemployment benefits fraud page](#).

Unemployment Insurance Reporting



Report and Payment Leniency

- An unprecedented number of Washingtonians are applying for unemployment and your reports are crucial to finding out if they can establish a claim.
 - Please do everything you can to provide information on time.
- We may waive penalties for responses that are late because of COVID-19.
 - You will need to request a [penalty waiver](#) in writing.

Relief of Benefit Charging



Relief of Benefit Charging

- **Standby** – Legislation passed \$25M to provide tax relief to small businesses impacted by COVID-19.
- **SharedWork** – As of March 27, 2020, the federal government is covering those UI benefits 100% through the end of the year.
- **Reimbursable** - The federal government will pay 50% of their benefit charges.
- We're offering some leniency for requests received after the 30-day period.
 - Employers must establish good cause for not sending their request on time.

Emergency Laws and Rules



Work search requirements

- Optional beginning March 8, 2020, and until further notice.
 - When required, we will notify claimants at www.esd.wa.gov
- Most **separations** occurring March 23, 2020 or later, due to COVID-19 are considered a **lack of work**.
- Claimants and employers can request up to twelve weeks of **standby**.
 - Standby is **ONLY** a work search waiver.
- Claims filed March 8, 2020 or later (until further notice) are not required to serve a **wait week**.



Expanded unemployment benefits programs:

Pandemic Unemployment Assistance (PUA)

Separate benefit program to cover many people who do not qualify for regular unemployment, including:

- Self-employed people
- Independent contractors
- Part-time workers (with fewer than 680 hours)
- Available Feb. 2 - Dec. 26, 2020

Pandemic Emergency Unemployment Compensation (PEUC)

- Extension of regular unemployment benefits of up to 13 weeks.
- Available weeks ending April 4 - Dec. 26, 2020.
- Total of 39 weeks of benefits.
- 100% federally funded. Employers cannot be charged.

Federal Pandemic Unemployment Compensation (FPUC)

- Extra \$600 per week – must be eligible for at least \$1 of weekly benefits after deductions.
- Payable for weeks ending April 4 - July 25, 2020.
- Available for everyone on regular unemployment or PUA, except those on training benefits.
- 100% federally funded. Employers cannot be charged.

PPP and Unemployment



PPP loan - you must report the gross amount of money when used.

- The claimant (you) files during the week to which the payments were assigned, the money is deductible.

Unemployment example -

- The claimant (you) works 20 hours and earns \$20 an hour.
- File the weekly claim reporting having worked a total of 20 hours and earned \$400.

**PPP loan forgiveness requirements are not the purview of ESD.
All other questions must be directed towards the
Small Business Administration.**

Washington **Paid Family & Medical Leave**

 **Employment Security Department**
WASHINGTON STATE

Paid Family and Medical Leave



Eligibility



- ✓ **Experience a qualifying event**
- ✓ **Work 820 hours in Washington during the qualifying period** Title 50A RCW

Qualifying events

- Welcoming a child through birth, placement, foster or adoption
- Serious health conditions or injuries (your own or a family member's)
- Certain military-connected events

Claim Filed August 2nd



Family members

- Spouse/domestic partner
- Child
- Son/daughter-in-law
- Grandchild
- Grandparent
- Parent (in-law and step)
- Sibling

Qualifying Period					
\$7000	\$4500	\$6000	\$4700	\$6000	Current Quarter
Apr. May Jun.	Jul. Aug. Sep.	Oct. Nov. Dec.	Jan. Feb. Mar.	Apr. May Jun.	Jul. Aug. Sep.
393 hours	126 hours	291 hours	178 hours	291 hours	unreported

The qualifying period is the first four of the last five completed calendar quarters.

Duration of Leave in a Claim Year



- Family Leave = 12 x typical workweek hours
- Medical Leave = 12 x typical workweek hours
- Combination = 16 x typical workweek hours
- w/ Pregnancy Disability = add 2 weeks of medical leave

RCW 50A.15.065, WAC 192-500-070, RCW 50A.05.010(9) & (14)



Paid Family and Medical Leave:

- If you are sick or caring for a family member who is sick.
 - Eligibility requires a Certification of Serious Health Condition form signed by a healthcare provider.
- Individuals cannot receive benefits from Paid Family and Medical Leave and Unemployment Insurance in the same week. This includes both state and federally funded unemployment.

Other federal provisions are available that will cover similar and other COVID-19 related circumstances:

- **FFCRA – Expanded Paid Sick Leave, Emergency Family Leave Expansion Act.** Individuals need to talk to their employers about the leave offered in this provision: <https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave>
- **CARES - Pandemic Unemployment Assistance**
www.esd.wa.gov/unemployment/cares-act



ESD and Paid Family & Medical Leave



esd.wa.gov
paidleave.wa.gov



paidleave@esd.wa.gov



833-572-8400 – UI hotline (7a.m. to 4 p.m. Mon. – Sat.)

833-318-6022 – Online weekly claims (7a.m. to 4 p.m. Mon. – Sat.)

855-829-9243 – Employers

833-717-2273 – PF&ML

Helpful Web Pages for Employers and Workers



1. **Strategies that work:** <https://esd.wa.gov/unemployment/help>
2. **COVID-19 Page:** <https://esd.wa.gov/newsroom/covid-19>
3. **FAQ for businesses page:** <https://esd.wa.gov/newsroom/covid-19-employer-information>
4. **Unemployment benefits fraud:**
<https://esd.wa.gov/unemployment/unemployment-benefits-fraud>
5. **Operation 100%:** <https://esd.wa.gov/unemployment/adjudication>
6. **WorkSource resources:** <https://www.worksourcewa.com/>

Small Business Liaison Office
smallbusiness@lni.wa.gov
800-987-0145



Washington State Department of
Labor & Industries

**L&I Requirements, Guidance, and Resources Related to
the COVID-19 Pandemic**

COVID-19 Related Resources



- [LNI.wa.gov](https://lni.wa.gov)
- Click the circled link

A screenshot of the Washington State Department of Labor & Industries website. The page features a dark blue header with the department's logo and name, along with navigation links for Home, My L&I Sign In, and a search bar. Below the header is a horizontal menu with categories: Safety & Health, Claims, Patient Care, Insurance, Workers' Rights, and Licensing & Permits. The main content area is divided into two columns. The left column contains a section titled "Coronavirus Resources" with a prominent link: "L&I coronavirus guidance: Important information and answers to common questions". This link is highlighted with a red rounded rectangle. Below the link is a "LEARN MORE" button and two radio buttons. The right column contains a "Sign In to My L&I" form with fields for Username and Password, a "SIGN IN" button, and a link for "Don't have an account? Sign Up". At the bottom of the main content area, there are three buttons: "Verify a Contractor's or Tradesperson's License", "File a Quarterly Report", and "Create a Safety Program". A red arrow points to the "Verify a Contractor's or Tradesperson's License" button. At the bottom of the page, there is a search bar and a "Search For:" dropdown menu with options for "All" and "Forms & Publications".

Division of Occupational Safety & Health - DOSH



COVID-19 Related Requirements and Resources

Many new requirements and resources on the L&I website

- General workplace requirements
- Prevention suggestions
- Industry specific guidance, including:
 - Agriculture
 - Janitorial
 - Healthcare
 - Construction
 - Grocery Stores
 - Retail
 - Transportation
 - Food processing
- Free DOSH consultation service





Division of Occupational Safety & Health - DOSH

General Workplace Requirements for COVID-19

Mandatory general requirements for all employers

(more detail provided on [L&I publication F-414-167-000](#))

1. Social distancing (at least 6 feet apart or other controls)
2. Frequent and adequate hand washing
3. Routine and additional cleaning and sanitizing
4. Establish procedures for sick workers
5. Employee education (in language of preference) on COVID-19 workplace hazards

Workers' Compensation Insurance Premiums



Employer Assistance Program (EAP) – Delayed Payments

If your business has been impacted by the COVID-19 pandemic:

- L&I is waiving late penalties and interest for **first quarter 2020** if qualifying businesses file on time and pay their premiums within 90 days
 - Similar opportunity for **second quarter** likely; watch L&I's website for updates
- Payment periods longer than 90 days can be requested, but penalties and interest may apply
- To participate, file quarterly reports timely, paying what you can at that time
 - Then email DialerCollections@Lni.wa.gov, requesting delay
 - Include L&I account number

Workers' Compensation Insurance Premiums



Reported Employee Hours

If paying employees who aren't working:

- You don't need to report non-working hours
- If you typically report a standard 160 hours per month, or 480 hours per quarter, for your salaried workers
 - You can temporarily report actual hours instead
- Keep good records of both work and non-work hours

COVID-19 Related Workers' Compensation Claims



- In most cases, exposure and/or contraction of a virus would **not** be considered an allowable workers' comp claim
- Under certain circumstances, COVID-19 claims from health care providers and first responders will be allowed
 - For illness or quarantine
- Other workers, claims will probably not be approved
 - Will evaluate on a case-by-case basis
- COVID-19 related claims won't affect employers' experience ratings



By law, employees can choose to use their accrued sick leave in the following circumstances:

- Business is closed by a public official due to a health-related reason
- Care for a child whose school or childcare is closed for a health-related reason
- Employee is required to leave work because of a COVID-19 exposure
- Employee is seeking a medical diagnosis, care, treatment, or preventative medical care for themselves or family member (for COVID-19 or any illness)



Federal Paid Sick Leave

Families First Coronavirus Response Act - FFCRA

Federal paid sick leave required for COVID-19 related purposes
(provided as an FYI; L&I doesn't administer)

- In addition to WA paid sick leave; not instead of
- Law effective 4/1/2020 through 12/31/2020
- 80 hours for full-time workers; prorated for part-time
- 100% tax credit through IRS payroll taxes
- See FFCRA at www.dol.gov for more information

COVID-19 Related Resources



- [LNI.wa.gov](https://lmi.wa.gov) – Coronavirus page
- [LNI.wa.gov/smallbusiness](https://lmi.wa.gov/smallbusiness)
- Email: [smallbusiness@LNI.wa.gov](mailto:smallbusiness@lmi.wa.gov)
- Phone: 800-987-0145

A screenshot of the Washington State Department of Labor & Industries website. The page features a dark blue header with the department's logo and name. Below the header is a navigation menu with links for Safety & Health, Claims, Patient Care, Insurance, Workers' Rights, and Licensing & Permits. The main content area has a light blue background with a large banner for "Coronavirus Resources" featuring a white dove. The banner text reads "L&I's coronavirus guidance: Answers to common questions" and includes a "LEARN MORE" link. To the right of the banner is a "Sign In to My L&I" form with fields for Username and Password, a "SIGN IN" button, and a "Don't have an account? Sign Up" link. Below the banner are three buttons: "Verify a Contractor's or Tradesperson's License", "File a Quarterly Report", and "Create a Safety Program". At the bottom of the page is a search bar with a magnifying glass icon and a "Search For:" dropdown menu with options for "All" and "Forms & Publications".



Small Business Requirements and Resources: Business Relief

- Washington State Department of Revenue
- Customer Experience Team

COVID-19 Online Resources



The screenshot shows the Washington State Department of Revenue website. At the top, a yellow banner contains a red-bordered box with the following text:

COVID-19 Pandemic
Business Relief: Revenue is ready to do everything it can to help "businesses stay in business." Learn more.
Fraud Awareness: Updates on COVID-19 related scams and how to protect your confidential information. Learn more.
Alivio para los negocios durante la pandemia de COVID-19 | COVID-19 Aumento de estafas para los contribuyentes

The website header includes the Department of Revenue logo, a search bar, and navigation links: "Laws & rules", "Careers", "Contact", "About", and "Log in". A main navigation bar lists: "Home", "Open a business", "Manage a business", "Taxes", "File & pay taxes", "Education", and "Forms & publications".

A white dropdown menu titled "I want to..." is open, listing: "Get or renew a license", "File taxes online", "Find a sales and use tax rate", "Look up a business", and "Renew a reseller permit".

A large red double-headed arrow points vertically between the yellow banner and a second red-bordered box at the bottom of the page. This box contains:

Coronavirus response
Access the latest information related to Washington's response to the COVID-19 pandemic at coronavirus.wa.gov.

Important!
Visit business.wa.gov to find resources that can help businesses impacted by COVID-19. Learn more.

At the bottom, three service tiles are visible:

- Businesses** (Briefcase icon): Open a business, Get or renew a business license, File a return.
- Tax professionals** (Person icon): Find a law or rule, Get a binding ruling, Learn about voluntary disclosure.
- General public** (Group of people icon): Apply for a sales tax refund, Claim your cash or property, Learn about property tax.

Office and Workload Impacts



- Offices remain closed to the public.
- Phone or live chat M-F, 8am-5pm, **360-705-6705**
- dor.wa.gov/ContactUs
- *Always available: Website and My DOR*

Processing backlogs in incoming/outgoing US mail

- General correspondence
- Tax returns, permits, and business applications
- Payments by check or money order
- Petitions, administrative review requests, and legal documents

Tax Returns and Outstanding Balances



Tax Returns

- Extensions must be requested **before** due date.
- Extensions **only** postpone payment due date.
- File tax returns even if you are unable to pay.
- Returns filed **and paid** by due date (or extension date) will not incur interest or penalties.
 - Penalties are applied the day following the due date.
 - Interest is accrued daily on unpaid balances.

2020

January						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Outstanding Balances

- Interest waived February 29 through May 31

Tax Return Extended Due Dates



2020

Annual 2019 Return

- April 15 due date **extended to June 15**

Quarter 1, 2020

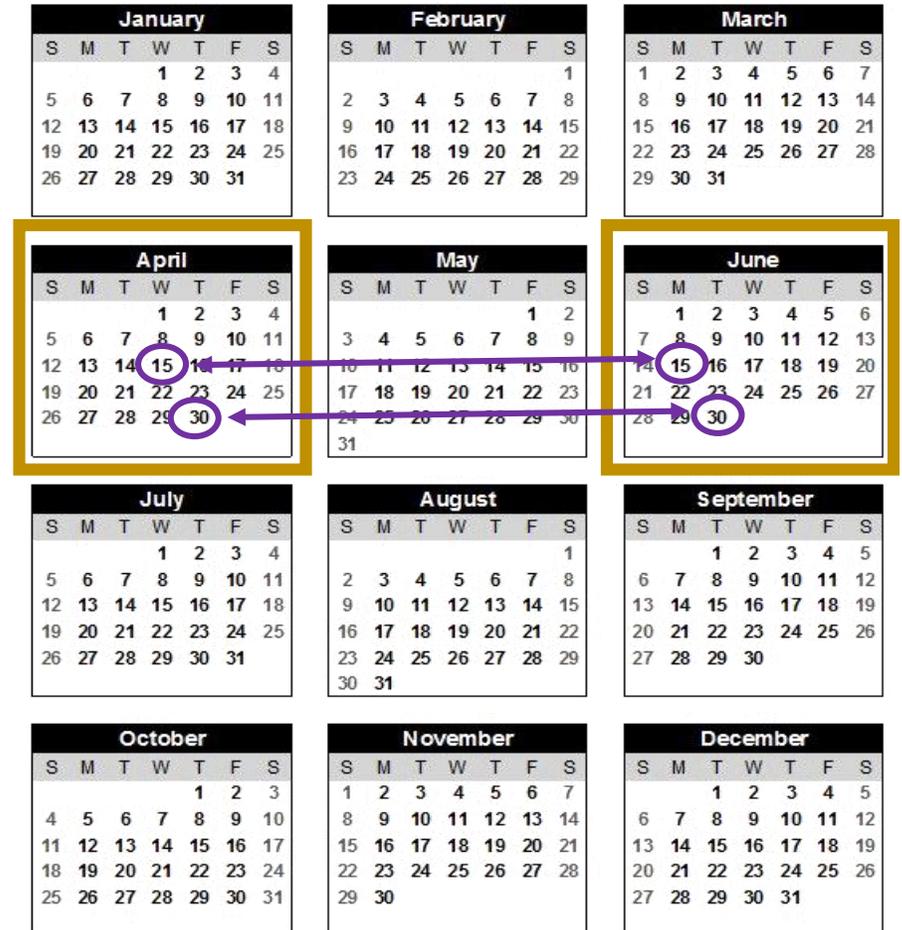
- April 30 due date **extended to June 30**

Quarter 2, 2020

- July 31 due date **not extended**

Monthly

- 25th of the following month (**no change**)



Licenses and Endorsements



License Renewals

- We do not have authority to extend your business license expiration dates

However...

- We are waiving business license delinquency fees on late renewals.

State and Local Endorsements

- Check with the [state](#) or [local](#) regulatory agency that issued your endorsement to determine if continued operation is allowed.
 - dor.wa.gov/StateEndorsement
 - dor.wa.gov/CityEndorsement



Other Programs

Estate Taxes

- Estate Tax team **360-534-1503**
- dor.wa.gov/EstateTax

Property Tax

- Contact local county Treasurer's office
- dor.wa.gov/CountyContacts

A screenshot of the Washington State Department of Revenue website. At the top, there is a search bar with the text "Search dor.wa.gov" and a magnifying glass icon. Below the search bar, the heading "County assessor and treasurer websites" is displayed. A note follows: "Note: Property tax is administered by local governments. County assessors value and assess the tax and county treasurers collect it. For questions about paying your property tax or your property valuation, please contact your local county officials." Below the note is a table with three columns: "County", "Assessor", and "Treasurer". The table lists 11 counties: ADAMS, ASOTIN, BENTON, CHELAN, CLALLAM, CLARK, COLUMBIA, COWLITZ, DOUGLAS, FERRY, and FRANKLIN. Each county has a link to its assessor and treasurer websites.

County	Assessor	Treasurer
ADAMS	Assessor	Treasurer
ASOTIN	Assessor	Treasurer
BENTON	Assessor	Treasurer
CHELAN	Assessor	Treasurer
CLALLAM	Assessor	Treasurer
CLARK	Assessor	Treasurer
COLUMBIA	Assessor	Treasurer
COWLITZ	Assessor	Treasurer
DOUGLAS	Assessor	Treasurer
FERRY	Assessor	Treasurer
FRANKLIN	Assessor	Treasurer



- Additional information for restaurants
 - Sales of meals to:
 - Red Cross and US Govt.
 - First responders
 - State and local governments
 - Providing free meals
 - Curbside and delivery sales
 - Sales of uncooked meal kits
- Sales of alcohol for sanitizing purposes
- Curbside and delivery sales of spirits
- [Dor.wa.gov/taxrelief](https://dor.wa.gov/taxrelief)

Additional Online Resources



Business Relief During COVID-19 Pandemic

Alivio para los negocios durante la pandemia de COVID-19

Our offices are temporarily closed

While our offices are temporarily closed to adhere to social distancing requirements, our team is working remotely and ready to serve you. Most in-person services provided at DOR offices are available online and we encourage businesses to take advantage of these services for faster processing. While offices are closed, there will be delays in processing incoming and outgoing U.S. mail. This includes things such as general correspondence, processing paper tax returns, applications, and/or permit requests, posting payments to accounts that are made by check or money order, petitions or request for administrative review, and acknowledgment of any legal documents.

Legal process is accepted at our [Tumwater office](#) between 8AM and noon, Monday – Friday.

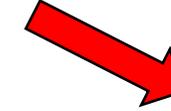
Updated May 5, 2020

Revenue is taking the following measures to provide relief to COVID-19 impacted businesses during the state of emergency (February 29, 2020, through the end of the state of emergency, yet to be determined). These actions address a broad range of taxes and programs: business and occupation tax, real estate excise tax assessments, leasehold excise tax, and forest tax. Check back for updates.

What if I am unable to pay my monthly, quarterly or annual return?

For businesses negatively impacted by the COVID-19 Pandemic, if an extension has not already been granted, a one-time extension may be available upon request. We request that all businesses still **file** their returns by their original due date, even if they are unable to pay.

Businesses may request a one-time extension for paying tax returns prior to the due date by sending a secure email in your [My DOR account](#) or by calling Revenue's customer service team at 360-705-



Additional resources

WA State relief

[WA: COVID-19 Business Resources](#)

[WA Department of Commerce
Crisis Planning Tools & Resources](#)

Federal relief

[IRS: Corona Tax Relief and
Economic Impact Payments](#)

[SBA: Small Business Guidance &
Loan Resources](#)

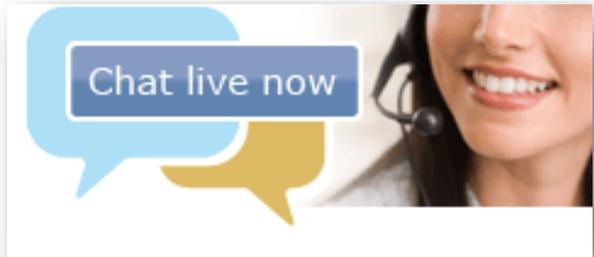
Guidance for COVID- related temporary business activities

[Additional information for
restaurants – COVID 19](#)

[Sales of alcohol for sanitizing
purposes](#)

[Curbside and delivery sales of
spirits](#)

- Telephone Information Center
 - Excise Tax **360-705-6705**
 - Business License **360-705-6741**
 - Live Chat at dor.wa.gov/contactus



- DORCommunications@dor.wa.gov
- My DOR secure messaging
- dor.wa.gov/ContactUs

Contact

All offices are temporarily closed. All of the in-person services provided at DOR offices are available online and our call center agents are ready to assist by phone or chat.

Live chat



General topics

[Find my Letter ID.](#)

[I have a quick question.](#)

Business licensing

[Apply or renew a license or endorsement.](#)

[I have a licensing question.](#)

Tax assistance

[I have a question about electronic filing.](#)

[I need help completing my tax return.](#)

[I need a binding tax ruling.](#)

[I need to file an unclaimed property report.](#)

Hours

Monday through Friday from 8 a.m. to 5 p.m.

Closed on holidays.

Main numbers

360-705-6741 Business licensing

360-705-6705 Tax assistance

360-704-5900 Remote sales and consumer use tax

Local offices ([map](#))

Bellingham	Spokane
Bothell	Tacoma
Kent	Tumwater
Port Angeles	Vancouver
Richland	Wenatchee
Seattle	Yakima



Department of Enterprise Services

- **Shana Barehand:** shana.barehand@des.wa.gov
- <https://des.wa.gov/business>
- <https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-registration-search-tips>
- <http://fiscal.wa.gov/Checkbook.aspx>
- <https://data.wa.gov/>
- Questions: WEBSCustomerService@des.wa.gov or **(360) 902-7400**, 8:00 a.m. to 5:00 p.m., Monday – Friday.



Washington State Department of Health

Food Safety Program

Provide technical assistance, training, and education to:

- Local health departments
- Industry
- Hunger relief organizations
- Other state agencies
- The public

Food safety rule development

- Work with State Board of Health and stakeholders

COVID-19 and Food Safety



- Coronavirus not spread through food
- Stay Home, Stay Healthy ID'd essential businesses
 - Grocery stores
 - Restaurant carry-out and delivery
- LOTS of questions regarding safety at these facilities
 - Physical distancing
 - Face coverings
 - Cleaning and sanitizing
 - What is essential
 - Food rescue



Reopening Guidance

Food establishments that closed kitchen or dining areas should **consider the following things when reopening:**

- Make sure utilities are working
- Flush water and all plumbed food equipment following established guidelines
- Assess and discard food that is no longer safe



Reopening Guidance

(Continued)

Food establishments that closed kitchen or dining areas should **consider the following things when reopening:**

- Check that all equipment is functioning properly and maintaining proper temperatures
- Wash, rinse, and sanitize all food contact surfaces
- Clean and disinfect dining area

Operating During Phased Approach



Plan for how your business could implement the following:

- Screen employees for symptoms of COVID-19, to include presence of fever
- Train workers on symptoms of COVID-19 illness and on required hand hygiene
- Ensure handwashing sinks are stocked and hand sanitizer gel is available

Operating During Phased Approach



(Continued)

Plan for how your business could implement the following:

- 6 feet of distance between employees in back and front of house
- Cloth facial coverings for employees unable to have physical distancing
- Stagger work schedules as possible to reduce employee contact with each other



Reopening Guidance

Plan for how your business could implement the following:

- Menu adjustments
- Clean and disinfect touchpoints frequently
 - Including all surfaces at each table turning
- Remove as many self-service condiment dispensers from tables or shared areas as possible
- Not have self-service food bars
 - When allowed will have more controls



Reopening Guidance

(Continued)

Plan for how your business could implement the following:

- Ensure dining groups are seated at least 6 feet apart
 - Remove or block extra seating
- Use reservations or other metering system to meet capacity allowances
- Utilize contactless payment systems, automated ordering and mobile pay
- Disinfect all touchpads after each use

COVID-19 Information and Resources



DOH Webpage

www.doh.wa.gov/Emergencies/Coronavirus

Resources and Recommendations

Local Health Departments

www.doh.wa.gov/foodsafetycontact

DOH Information by Phone

1-800-525-0127





SBRR

Outreach Update:

Bottom-Up Economic Recovery

Michael Ervick

Small Business Liaison,
Governor's Office
Regulatory Innovation and Assistance





EXECUTIVE ORDER 12-01

REGULATORY REFORM AND ASSISTANCE TO HELP SMALL BUSINESSES SUCCEED AND GROW

1 (c) The small business liaison team, working with ORIA and Commerce, shall develop an annual outreach program to help agency directors and deputies connect with small businesses around the state and learn about the experiences of small businesses as they work to comply with state regulations. The outreach program may include some or all of the regulatory agencies, with an option for agency participation and geographic outreach to be adjusted annually to ensure a range of issues and agencies will be included over time. Recommendations and results from the outreach program shall be developed and managed by the liaison team and provided by agencies to ORIA each year for inclusion in ORIA's annual report.

How Important is Small Business?



	Employ	Formed		Under- developed		Going Concerns	
Self Employed - Solo	0 - 0	270,991	20.76%	244,015	25.19%	26,976	8.02%
Micro	0 - 10	1,219,900	93.46%	929,480	95.95%	290,420	86.29%
Mini	0 - 20	1,265,231	96.93%	952,298	98.30%	312,933	92.98%
International - Small	0 - 50	1,292,238	99.00%	964,512	99.56%	327,726	97.37%
International - Medium	0 - 250	1,303,934	99.89%	968,438	99.97%	335,496	99.68%
Federal SBA - Small	0 - 500	1,304,732	99.95%	968,630	99.99%	336,102	99.86%
Large	> 500	597	0.05%	132	0.01%	465	0.14%
Total Businesses		1,305,329		968,762		336,567	

Outreach to City Partners



BUSINESS.WA.GOV | Small Business Guidance

Linking entrepreneurs
Washington state res

Our service is **free** and v

The Paycheck Prote

Small business succes

Start Wo

▼ Garfield County			
▼ Grant County			
▼ Grays Harbor County			
▼ Island County			
▼ Jefferson County			
▲ King County			
Algona	Auburn	Beaux Arts Village	Bellevue
Black Diamond	Bothell	Burien	Carnation
Clyde Hill	Covington	✓ Des Moines	Duvall
Enumclaw	Federal Way	Hunts Point	Issaquah
Kenmore	✓ Kent	Kirkland	Lake Forest Park
Maple Valley	Medina	Mercer Island	✓ Milton
Newcastle	Normandy Park	North Bend	Pacific
Redmond	Renton	Sammamish	SeaTac
Seattle	Shoreline	Skykomish	Snoqualmie
Tukwila	Unincorporated King...	Woodinville	Yarrow Point
▼ Kitsap County			
▼ Kittitas County			
▼ Klickitat County			
▼ Lewis County			
▼ Lincoln County			
▼ Mason County			
▼ Okanogan County			
▼ Pacific County			

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9 Loans and Grants

Information on WA Small Business Emergency Grants
loans and lenders.

Learn more →

9 Business Resources

Federal, state, and local resources that will support your
in the COVID-19 crisis.

Learn more →

Live Support Chat

Live Support

Are you having trouble finding something? Perhaps I can help.

Type your message here and hit enter to send...

Strategy Assumptions



- Boost Current Pandemic Operation
- Pandemic Waves (2 to 3) (October 2020 to June 2021)
- Isolated Pockets of Viral Activity
- Post Pandemic Caution (Social Distancing)
- Prolonged Unemployment (4 year recovery)
- Other Economic Events (Rebuilding Economic Resiliency)

Building a Recovery Strategy



- Federal
- Multi-State
- Infrastructure



- Smart Growth
- Economic Gardening
- Telework / Gig Work
- Community Collaboration
- Neighborhood Digital Marketplace

- City / Chamber
- Local Business
- SBA / SBDC / SCORE
- NGO's
- Civic Groups

Lessons Learned – 2008 & 2019



The Small Business Ecosystem – a.k.a. the Economic Garden provides the stem cells for all economic development and serves as an economic safety net for local communities.

To improve our economic resiliency we need to leverage technology to strengthen the safety net and increase the ability of local business to serve consumers in local markets.



Big Four Bottom-Up Ideas

All layers of government need to collaborate, support & resource:

- “Buy Local” - Multi-vendor E-commerce Marketplace Platform
- Statewide Small B2B Service Marketplace
- Assessments and Development of Capabilities and Skills
- Increase Access to Government Contracts



COVID-19 BUSINESS RESOURCES

COVID-19 Reopening Guidance for Businesses and Workers

<https://www.governor.wa.gov/issues/issues/covid-19-resources/covid-19-reopening-guidance-businesses-and-workers>



We would like to thank the members of the Small Business Liaison Team. Representing 29 different state agencies, these dedicated subject matter experts provide information and assistance to small businesses owners.

Please download a directory of Small Business Liaisons

at  **BUSINESS.WA.GOV**

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Thank you

