

Business Category	Have you sent out any COVID-19 communication (via email, social media, etc.) to your customers/followers?		If you answered YES to question 2, what was your message / talking points?	Are you considering any operational adjustments to your business? (hours of operation, staffing, etc.)	Are you thinking about strategies to drive business when people might not be going out in public? (i.e. curbside pickup, delivery, etc.)	What measures have you put in place to address public concerns? (cleaning methods, etc.)	What is your biggest concern right now as a business?	What can DBP staff do to assist you in the hours/days/weeks ahead? (What information would be useful coming from us?)	What questions do you have for other businesses (best practices, etc.)?
	Yes/No	Comments							
Restaurant	No					Sanitizing stations, disinfecting everything morning and night	Closing and not being able to pay/keep staff		
Restaurant	No			We are considering everything, including hours and staffing.	Yes	We are doing extra cleaning and sanitizing of doorknobs and tablets in addition to the usual cleaning.	We are worried about being able to pay our employees and our bills if we have to close for a time.		
Restaurant	No	Not yet.		We are watching business as sales decreasing and adjusting staffing levels. We have upgraded operational procedures involving sanitizing & cleaning.	Not yet.	Lots and lots of sanitizing, cleaning, allowing staff to call out sick, letting guests box own food, etc.	Loss of sales due to social distancing policies and lack of staff due to concerns over personal safety.	Keep driving customers to downtown. Encourage gift card sales to be used in less chaotic times. Write emails about being understanding about restaurants being short staffed or slower than normal. Don't cancel major events and festivals until absolutely necessary.	How's everyone else faring?
Restaurant	No	Not Yet, we are planning on sending something out tomorrow morning. We did post information at all of our stores stating that we are not currently allowing reusable cups at our stores and we took the togo lids off the condiment bar. We would love some assistance on talking points.		Yes. We are discussing what we should be planning on for the immediate further. Full attention on our staff (health and wellbeing) This will impact our employees for sure, especially our part time employment and those with children (BVSD school closure!)	We have started these conversations. YES. Would love to hear what similar businesses are doing?!	We have increased all of our hygiene measures before, during and after hours.	That we can't pay our staff, we can't pay rent. We wouldn't be able to survive as a business.	Community support through conversations and how we can support each other through this time. What can the city of Boulder do to support small, independent businesses in particular through these uncertain times? We don't have a huge overhead or wealthy investors that could float us through this time.	Are you delivering products to people's homes? If so, how? Does this make sense?
Restaurant	No			Not yet , Will make a decision day by day Open lunch only	Yes ,Good idea		Don't know how long and how bad it's going to be		
Restaurant	No			We are lowering our staffing levels in order to keep individuals home to combat this virus. As this moves forward we will make adjustments to hours if needed.	No	We are doing our normal daily cleaning, increasing our use of sanitizer, and utilizing disinfectants all over the restaurant. We also have placed hand sanitizer at the entrance, at the bar, in the kitchen, and in the restrooms for staff and guests to utilize.	Our biggest concern is keeping people home when they are sick and protecting staff and the business.	Continue to keep us informed and broadcast safe practices to all.	none
Restaurant	Yes		Cancellation of a big event	No	Not yet	Additional cleaning and Clorox wipes at the register. We will.also be adding hand sanitizer dispenser next week	Having to shut down. Decrease in staff due to illness and/or leaving town because of cancellation of classes		
Restaurant	Yes		We are taking all measures to responsibly address our guests comfort and safety. Installed sanitation stations, disinfecting protocols, hygiene protocols	Yes, staffing	Pickup and delivery	sanitation stations, disinfectant systems	drop in sales, running out of cash flow, not getting a loan.	broadcast that it is not un-safe to go out to eat. People need to make money to live.	are you getting a positive response to your customer communications.
Restaurant	Yes		Augmented procedures for prevention, more sanitizing, cleanliness, etc.	Some staff has already left because they were students at CU and decided to go home when the campus switched to online classes.	Yes, but we haven't thought about it deeply.	More hand washing, paid sick leave to make sure staff doesn't feel pressure to come to work sick due to financial constraints, more cleaning and sanitizing	Financial worries. What happens if we close for an extended period of time but have to continue to pay salaries staff, rent, insurance, etc.	Keep everyone in the loop. A united front will be helpful so all businesses will be on the same page. In the end, the decision to stay open, to close, or to alter business practices will come down to each business individually, but sharing strategies, plans, and thought processes will help to guide us as a community.	What is the breaking point where closing for an extended period of time (weeks, months) becomes the right call?

Restaurant	Yes		<p>Dear Friends:</p> <p>We want to share with you that we are concerned by news of the spread of Covid-19. We would also like you to know that Organic Sandwich Company is following all the recommended protocols to keep our stores safe and clean while still providing you high quality, gourmet sandwiches.</p> <p>Small businesses are a crucial part of our town and we know many employees, suppliers, farmers, and local entrepreneurs depend on the vitality of our businesses. Our promise to you is to increase our already diligent cleaning practices and ensure that all employees are granted any days off needed for sick time. Our food is clean, free of chemicals and very healthy!</p> <p>Staying in? We work with several local delivery services and we would be happy to deliver freshly made sandwiches and local drinks right to your door.</p>	Not yet	Delivery - we currently use Hungry Buffs and Door Dash	We are cleaning diligently and sanitizing everything. We wash our hands nonstop	Closing indefinitely Paying staff Keeping staff	Perhaps we heavily promote delivery services?  Let people know that our businesses support our local economy and if we can help each other stay open (as long as it is safe) it will benefit our town.	
Restaurant	Yes		Health safety measures we are taking.	YES. Big time. We are anticipating laying off 75% of our staff and are encouraging them to seek unemployment. We are planning on staying open until the health department shuts us down. We are wondering if the health department will support delivery/pickup even if they shut down dining rooms.	yes	sanitation. limit person to person contact.	going out of business. lack of sales. employees welfare. our family's health.	Advocacy for local, state and federal government support and Rent abatement.  Our insurance company won't call us back. How to best navigate loss of business insurance claims?	IDK. Super Sad. We are very worried.
Retail	No	info coming soon for external customer		We have cancelled all YOGA classes and upcoming events for the near future.	not as of yet.	CDC guidelines	loss of revenue	keep us informed of what surrounding businesses are doing.	none
Retail	No			If I have to. Obvi closing my doors is the last thing I want to do. But if thatâ€™s means the health and safety of myself and employees I will do whatever is necessary to keep our community safe.	Not yet	Just for employees to clean the counter and store frequently. Ordered rubber gloves too for employees to use if it makes them feel safer and more comfortable handling money and credit cards.	Losing money and health of employees	Anything and everything	What their plans are going forward I suppose
Retail	No			not yet	Driving our online sales with increased marketing	daily disinfecting of all common areas.	That we will not be able to get product and that tourism will halt.		
Retail	No			Potentially sending my high schoolers home but only if their parents insist on this.	No	We are very clean anyway our procedures are to sanitize fitting rooms after each fitting, front counter, bathroom each night etc	Not having any business in one of our busiest months (spring break rush)	What businesses are shutting down or revising hours.	What are their backup plans if their is a shutdown of businesses.
Retail	No			not as of now	no	tissues and hand sanitizer at our registers for public use. wiping down cash wrap and areas of use regularly	low traffic and not many people out and about. With CU closing there has been a lot of talk about students leaving to go home which will affect traffic as well.		what is the rest of the street doing to help business and keep traffic coming. what are you doing for customers that are shopping around
Retail	No			We are playing it was for now. Staying open for the foreseeable future	No	Upped our cleaning, using more effective products, having hand sanitizer available, having all employees wash hands upon arrival and frequently throughout the day and staying home if they feel sick	The health of our employees and customers. Secondarily, losing business	Knowing what other businesses are doing	

Retail	No			Not at this time	Coupon code for online sales	Twice daily sanitizing	Lack of customers		
Retail	No	We do plan to, probably today.	We will just be letting people know what we're doing to make sure our store is as clean as possible at all times and that we take our staff and customers' safety very seriously.  We have been and will continue to follow all CDC and state/city requests and requirements.	We're evaluating daily. We anticipate that we may need to trim our hours or at least delay extending to our full spring/summer hours. We hope/intend to remain fully staffed, but are aware that may not be realistic as time goes on.  We're finding it's good to discuss all possibilities, but that it is pretty hard to actually plan ahead. Who knows what the situation will be in a week, much less a month.	Yes, we'll be offering curbside pickup - and possibly promoting our website/delivery more frequently.	We disinfect all common surfaces (door handles, pens at register, register counter, credit card machines, registers, hard surfaced seating, restroom, etc...) multiple times per day.  We're also ensuring that staff washes their hands frequently, stay home if sick, etc...	The uncertainty is number one.  Also very concerned about significant drop in tourism through the summer and the cancellation (that we do agree with) of large events that drive quite a bit of yearly business.	Please keep us posted on anything you are hearing from other shopping districts, let us know with as much notice as possible about changes to events, and help spread the message that we're open for business as long as it remains safe to do so.	We're curious what other retail businesses / restaurants plan to do regarding their staff if we do all have to actually close for a portion of time.
Retail	No	No we have not as we are not a food service, nor do people touch a lot of surfaces in the gallery. What people do touch we wipe down. However, we are in the business of handshakes which we have refrained from doing.		No sure yet. We are still getting tourists from other states on their spring break, so we have not been affected (yet) by people not coming in.	We plan on doing more online marketing.	We wipe down all the door handles and jewelry cases that people might put their hands on. Because we are a fine art gallery, people do not touch many things.	Not enough people to come into the gallery let alone want to purchase high end art.	Not sure...what business's as a whole are doing on Pearl Street.	
Retail	No			Havent solidified plans yet, but know I will need to do something. Being open by appointment only a few days a week? Limiting staffing (but still making sure that they can pay their bills)? Would like to know what other business are considering so I can start to make plans.	maintaining and upgrading some of my on line advertising, offering more personalized services like personalized shopping, remote sessions with clients, and delivery	Other than cleaning products, not much yet.	Loss of sales from economic downturn as well as virus anxiety for an extended period of time. How to maintain cash flow if we are not generating revenue . Best strategies for keeping expenses in control. Limited hours, labor costs? What is best for me and my employees.	Providing good and frequent communication about the status and practices of other businesses in our area. Making recommendations on how to keep our staff and ourselves safe. Communication with the Boulder community through advertising or social media to promote downtown and to remind them that we are still here and need their support! Should things improve in a few months, marketing and advertising to bring tourists to our area as I feel most travel will be domestic this summer and a steady stream of visitors may help us recoup some of the losses we will be experiencing this spring.	Any creative ideas for communication w clients to try to generate sales during this time? What contingency plans do you have to streamline your expenses during this time?
Retail	No			We are a small business & if we see 3 days in a row of no traffic we will close the shop until further notice. Today was our first day with dramatically less customers even walking in. The town felt like a ghost town.	Our product is not an essential one so we would just close & cut down on the overhead of staff. Trying to put out promotions at a time like this seems a bit frivolous. It's the last thing people are thinking about at the moment.	We clean all surfaces 2 times a day. That are in customer areas.	The slowing down of the economy long term. One week or month to lay low could be a necessity but longer could be a problem.	Sending general communication is helpful & letting us know if some business do close temporarily.	
Retail	No			Not at this time but something could change.	Yes, possibly shipping items for customers.	Extra sanitizing of door handles, all counter tops, phones, light switches, etc. We also posted a flyer from the CDC about how to protect against it.	A severe downturn in business which could last long enough to cause loss of revenue, jobs, or even closure.	What the locals are saying about what's going in, what measures are being taken to help customers and employees be and feel safe.	What are your customers asking for now that they weren't before the virus?
Retail	No			I'm just there by myself now. There's not enough business to pay anybody else.	That doesn't really work for my business.	I've got a canister of hand sanitizing wipes on the counter. Nobody has shown any interest in them so far, but then, hardly anybody has come in.	I won't be able to pay the bills at the end of the month.	I don't really think there's anything you can do. I'm going to need an emergency loan.	
Retail	No			Yes. I will open on Saturday and evaluate the foot traffic and behavior of folks on the mall. I consider opening only weekends or not at all for a few days.		I will have available to one and all a large hand sanitizer, which I will use frequently. And, I will clean the cart several times each day.	In the near term, that people won't be going to Pearl St Mall. Even more, I worry that the summer will be my worst summer on record.	I don't know. A regular article in the paper wouldn't hurt. And very regular updates on DBP website.	Yes, information on best practices would be helpful.

Retail	No			Considering "by appointment only" Chantique rents from the city if they get will let me do that It is a destination product not an impulse buy . Keep doors open so people don't touch handles . "m using theater poles w velvet rope to separate me from customers by 6 feet .	Delivery already done . Advertise by appointment only .		paying the rent with no customers . May not sign up coming renew on lease .	Refer customers somehow?	How are small ticket items retail going to survive ?
Retail	No			No.	No	We disinfect more.	Over reaction. Media sensationalising this to a point that keeps people from living with it.		
Retail	No			We are monitoring this and assessing on a daily basis.	Not at this point.	We are working with our cleaning staff to come in more often and thoroughly disinfect high-contact places. We are also doing so with our staff and have placed hand sanitizer throughout retail and our offices. We are also directing staff to wash their hands frequently and not touch their faces. Additionally, Sienna Square has signs on its entrances asking people not to enter if they have symptoms or have been in contact with carriers.	The impact on business and more importantly the potential impact to our team's health.	Information on what other businesses are doing and best practices.	
Retail	No	We probably will today	Cleaning wipes, hand sanitizer, constant wiping of surfaces	Lowering staffing a bit next week. Hours will be the same for now	Not yet	Additional cleaning of all surfaces, more often. Especially counters, tables and cases. Deep cleaning floors next week. Encouraging associates to wash hands often	Making sure employees are healthy Maintaining some level of continuing business. It will probably be tough for a while.		Hours? Staffing? Sick pay? Cancelling or continuing with events?
Retail	No	We are planning to do this today. As awareness and uncertainty has grown, we want to reach out to customers to explain we are open and taking precautions. We are also preparing communication to our staff on how we are handling emerging information and how to communicate with customers.		We are taking it as it comes. For now, any of our staff members who are feeling uncomfortable are able to bring it to the management's attention and we will adjust the schedule accordingly. So far, the only individuals with concern are CU students and planning to head home earlier than expected from spring break. As of now, we are maintaining normal business hours and normal staff until our team feels uncomfortable or statewide or city measures are implemented.	Yes! We are planning on launching an online store presence.	Additional hand sanitizer bottles (whatever we can find) as well as Clorox wipes and handwashing.	Running out of disinfecting supplies; fear and concern of the community; not having a plan that coincides with other businesses - keeping us as a team in how we are handling being open or cleanliness measures.	I'd love to hear what other businesses are doing! It would help us all get on the same page. There is such varying degrees of concern so it's hard to tell how intense to take precautions.	
Retail	No			Closing the store.	Possibly promoting items on our website.	More frequent cleaning of surfaces. Frequent handwashing. Asking sick employees to stay home. Standing apart from each other when possible.	Loss of wages for staff. Responsibility for a lease when no income is being generated. Being closed for weeks, months. Loss of livelihood for our vendors.	Updates about which businesses have temporarily or permanently closed.	What are other businesses doing?
Retail	No			We are closing earlier on Friday Normal hours are till 7 Closing at 6 Considering opening at 11 vs 10	Have not really thought about it due to lowering the number of staff members may not be able to do that	We havd hand santizer (while it last - none are around) at every register. Wiping down counters and shopping baskets	To be closed an extended period of time and not be able to pay the employees. We just were hit with a 110,000 tax bill that we had to pay If the city would reimburse some of that payment I would be able to pay the employees.	What the other stores hours will be when you get the list	
Retail	No			Potentially adjusting hours of operation effective sometime next week (Tentatively Monday-Thursday 11-6, Friday-Sunday 11-7). Staffing down to minimal coverage, max two people but likely solo store management	Not yet, though we do offer phone orders and web orders. Right now the main focus is more toward the health and safety of our team and customers, while also being mindful of the long-term impact this will have on the sustainability of our business.	Following CDC recommendations in terms of disinfecting, having team practice good hygiene, ensuring team is not coming in with any old symptoms	Safety and health of team (including financial as this will impact all of my hourly employees)	Solidarity within community, suggested operating hours, keeping us connected and informed as the situation is rapidly changing.	More than anything, I'm just wanting to be informed with the steps other shops are taking, especially facing temporary reduction of hours or potential closings in the weeks ahead.

Retail	No			Not at this point	Pushing online sale	disinfecting all major items that are touched by customers	This slows traffic down	Knowing what other retailers are doing during this time so we can be aware if we need to shut down store for good of public	
Retail	No			We are sticking with our regular store hours and regular staff (we only have two on at a time anyway). We are implementing a new cleaning schedule with a disinfecting wipe down of all commonly touched areas twice a day and as seen fit throughout the day.	We are working on starting our online store.	Cleaning areas that are commonly touched twice daily as a routine and as seen fit depending on foot traffic in the shop. All of our soap in the bathroom for customers is Purell and we have handsanitizer at the register for use by all	Way less foot traffic! No one is out spending money! it's a Friday and we have been open for two hours and we have not made a single sale! Not good...	No idea, open to suggestions	
Retail	No		will do today...may say something like this. We're keeping the store disinfected but if you're feeling under the weather stay home, we've asked our staff to do the same. Otherwise at the time being, we're adopting new business hours of 11-6 Monday-Sunday. If you're shuttering in for the immediate future and getting the urge to take advantage of our winter clearance or get your spring look together email me at nod@mountainstandard.com and I can personally shop for you.	11-6 mon-sunday	yes, delivery and facebook/instagram sales	disinfecting door handles, counters and implementing hands free checkout.....not sure if I'm going to implement a no return, no try on policy, but considering.	traffic is going to drop drastically	Lobby to the city and state for help with employee assistance for pay stipends or food stamps as hours will inevitably get cut making it hard for Boulder's poorest working class to make ends meet.	
Retail	No			So far we are on our regular schedule and we will play by ear, closely following instruction from State/City officials, our neighbors and our own safety.	We have on our schedule doing other tasks to prepare ourselves for the busy season.	Personal hygiene as number one, including frequently cleaning door handles, hangers, all common areas, etc.	Personal safety of our staff, our customers and neighbors.	Please keep us posted frequently as situation changes	Please share some ideas or recommendation on best practices in this situation. Thank you
Retail	No			Will not be adding any hours of operation. Normally this time of year we will hire staff and extend hours of operation.	We will be promoting our web site and mail order department.	Regular scheduled cleaning.	Cash flow. Paying rent, Payroll, weekly AR.		
Retail	No	We are drafting something now... Haven't sent it yet.		Possibly...	I think it is important to have some sort of strategy. We are going to try and do a lot of business by phone and email. Offering personal delivery too.	Sterilizing our product, Providing hand sanitizer, No hands in communal snacks. Wiping down surfaces.	No sales & keeping staff healthy	knowing what other businesses are doing would be really helpful	What businesses are staying open? Who is closing? How are they cleaning & sterilizing? Are hours going to change?
Retail	No	we are a chain store. waiting to see what home office ends up saying		yes	no, online shopping is definitely an option, however a lot of our customers dont know that	all surfaces are being sanitized after a rush of customers. hand sanitizer at the register	closing for a long time	just keep us informed on the foot traffic situation	wash your damn hands
Retail	Yes		Elevating our sanitizing efforts and keeping health and safety of our guests as a top priority	Not as of yet met have to decrease staff over laps	No as people can shop online anyway most of our traffic is tourists	Cleaning , sanitizing, use of gloves and excessive hand washing	Missing sales due to low traffic	Communication as to who may close doors, any known outbreaks in the vicinity	
Retail	Yes		We hold small workshops/classes here at the shop(for under 12 people) and we are emailing participants prior to each class to let them know if it's still being held or not.  So far, none of our instructors have cancelled, but we are giving participants the opportunity to cancel if they are concerned about attending or if they are ill, and they'll receive a partial store credit or a refund (whichever is preferred). We normally have a cut off date for refunds, but we understand that this is a difficult time and we want to be accommodating	Yes. We would love to know what other businesses are thinking, but... we have already begun staggering staff arrival times (such as having two people open instead of three), we are arriving when the shop is OPEN since it's been so quiet, there's no need to arrive 20 minutes or so beforehand, we are having staff leave early if it's been quiet (which it has been) and we are considering shorter hours. We will monitor sales and see if we need to cut back on staffing.. we would then rely on the managerial team members and the owners to hold the fort down so to so speak.	Good question. We do have a web store, so we're hopeful that it will mitigate any losses.	Each team member has been advised to carry a store phone around with them (it's "their" phone for the day). Each night we sanitize the POS system, the door knobs, handles, phones, etc. And we are cleaning periodically throughout the day. We also have hand sanitizer available.	We are a small business that thrives on foot traffic. We do have a loyal customer base, but I am concerned nonetheless.	I am happy to see this survey.. so that's a start!	None that I can think of at the moment.

Retail	Yes		We emailed to notify that we were opening late one day to allow for a professional deep clean of the store. We also assured customers that we are taking all necessary precautions and staying up-to-date on COVID-19 developments.	Potential staffing adjustments should business call for it or if any employee might be at risk. Staffing adjustments would lead to hour adjustments but as of now no plans.	Yes, but also being careful not to use too much language to cause concern amongst our customers. We are pushing shipping, online shopping and delivery but as of now no more than we usually do since that is regular practice for us.	Professional cleaning	Lack of sales due to economic impact.	I think just keeping us all in the loop and on the same page about what community leaders are advising and what we can do to assist one another.	
Retail	Yes	story on IG	outline of cdc guidelines, posted on our IG	Yes, considering less days open and possibly shop by appt only - open to any ideas.	yes - all the above	cleaning methods	Pearl will be a ghost town	Keep us informed...	what are other businesses doing, how can we help each other....
Retail	Yes		We communicated to the customers that social distancing is important during pandemic and understand that they might want to avoid crowded downtown area. All our tea products are available online.	Yes, we might shorten our business hours and cut shifts.	We try to encourage customers to shop online	We had staff meeting and address this issue to our employees to have them pay attention to cleaning, and personal hygiene.	Cash flow. Solvency. Business might be closed if any employee is affected. Our business insurance unfortunately does not cover business interruption due to coronavirus.	Can provide the business with some free hand sanitizes :) Keep information transparent.	What preventive actions have other businesses do to deal with the crisis?
Retail	Yes		We are encouraging customers to use our online store.	No adjustments have been made yet. Changes will be made in accordance with local authorities.	We are encouraging delivery.	Sanitizing frequently used surfaces as much as possible. We discouraging customers touching items, and employees are offering to handle product for customers	Staff safety.	Keep us informed. We have access to CDC and other agencies, so information on what other local businesses are doing would be helpful	Any information or idea are appreciated.
Retail	Yes		we will remain open for regular business hours and will be monitoring the situation hourly. We are sanitizing everything we can and washing our hands all the time as well as sanitizing our hands.	As of now, no. But that could change at any moment. Some of our employees have already indicated they are moving home.	That is likely not plausible for our business given the diversity of products we have and we are not set up to sell online.	We are washing our hands, sanitizing our hands, making sure everyone feels 100% and spraying down the counters, pens, cc machine, doors, dressing room doors etc	That no one will shop or spend money!	I honestly have no idea...	What changes have you made to limit contact? What changes in cleaning have you made? Have you had any employees who have not felt well and were concerned they could be infected?
Retail	Yes		We are following CDC guidelines and continue the safe hygiene practices we normally use with the addition of wiping down counters and cash wrap after each customer.	if business slows we will have to adjust staffing accordingly. For now, we will keep our regular business hours.	Yes, curbside pickup, delivery to home or office, free or reduced shipping.	We have not been able to purchase more hand sanitizer as everyone is sold out. However, we are using disinfecting wipes on all surfaces.	Lack of revenue and customers not shopping at a time that is crucial to our business.	Help construct a clear message to share with the public on how they can support local businesses during this time.	
Retail	Yes		We are being delivery with our cleaning in the store.	We are not changing our store hours yet. We plan to see how the next couple days go with traffic and adjust accordingly. Today was extremely slow!	Yes, we are planning to offer deliveries in Boulder County and promote that we already offer curbside pickups.	We have only reassured customers through social media that we are taking the necessary precautions: cleaning many times a day with Clorox wipes and washing our hands diligently.	I'm concerned about the long term effects of this combined with the stock market. I'm concerned our business will suffer greatly if people are encouraged to stay home AND Boulder tourism is down.	Encourage people to still support local businesses, whether they are shopping online or picking up food. Our local economy depends on it.	I'm interested to know if businesses are adjusting their hours of operation.
Retail	Yes		cancellation of free events, offering refunds for paid events if customer chooses	yes- considering going to our Sunday schedule of 6 hours instead of our usual 8 hour days	no, but considering sending more people to website for limited purchases	ongoing daily cleaning of all surfaces in the store	definitely the possibility of closing our doors for good, which is a definite possibility, if this continues for any length of time.  The other concern, which will come first, before closing, is laying off all staff, including salaried managers. This will come sooner than later as being a business downtown is not an inexpensive enterprise, and reserves will be gone in a couple of short weeks.	knowing the actions of other businesses would be helpful, that is shortened hours, closing days, etc.	

Retail	Yes		Terri has the email, which I've given her permission to share	So far staying open at regular hours with regular staff, but pretty much all of our events for the next two weeks have been cancelled	Free shipping to any address in Colorado	automatic hand sanitizer dispensers at the entrances, clorox wipes by the shopping baskets, booksellers have cleaning schedules to regularly, particularly door handles and railings	Keeping our booksellers safe, healthy, and paid	Navigating things like unemployment insurance	What are other places plans for what they will do for their employees if the store has to close for a length of time, and what are their plans if an employee is confirmed to have the virus?
Retail	Yes	Just to employees	I am giving each employee the opportunity to decide what is best for them and their families. They can choose to come in or stay home. I have a small staff and business can be run with such. We will close if it comes from a city/state wide closure.	at this time we are open 9-6 which we will keep until further notice.	Discounts!!	We are a retail shop.	Traffic	Only put out valid, sensible information!!	
Retail	Yes	Preparing to send one out today.	What we are doing to stay healthy.	Not unless we need to.	Yes. Curbside pick up so as to not invite unwell people into shop and looking into delivery options.	constant hand washing, constant surface disinfectant	Having the supplies we need to serve our community <b>Vendors are running low and late</b>	I am not sure at this point - good communication and support for our community	How can we best serve the community together
Retail	Yes		1) Information is available - we will not repeat it. 2) Misinformation is available - watch your news sources carefully. 3) Company needs 2 things from employees: a) wash your hands regularly b) stay home if you are sick 4) Company will do two things: a) provide cleaning/health kits for all stores b) keep you up-to-date with policy/other changes	We will react to Fed/State/Local govt and landlord direction. We will also adjust our hours (where possible) to customer traffic patterns.	Not yet.	Cleaning/health kits deployed to all stores.	1) Customer traffic goes to zero ... sales go to zero ... we cannot pay our bills.  2) Government over-reach and over regulation that causes significant financial hardship (like mandatory paid leave)	Communicate to government officials to focus on financial relief for businesses, so we can continue to employ our people -- DURING AND AFTER this situation.	
Services	No			Yes	Yes	Reminding people that weâ€™re always following health code	Loss of business for the next month	Updates on what others are doing	
Services	No			Waiting to see what the right move is and when to make it. Considering closing but want to wait as long as possible to do so if needed.	not possible in this business	cleaning everything, offering hand sanitizer, and sinks for hand washing	Whether it is safe to remain open and in business	Recommendations from state and city	What more can be done to stay open but still be safe? Are you planning on closing down in the coming weeks?
Services	No	We are a small franchise and I requested we send out an email to corporate and they responded that they canâ€™t just yet because they canâ€™t claim every location is taking precautions. Iâ€™m considering writing an email to my local list.		No	No. Weâ€™re a facial bar so the service is at the studio, so we cannot be mobile.	Washing hands constantly, disinfecting and sanitizing our entire store with alcohol and cavicide cleaner.	Not having appointments therein not having any sales.	Keep us posted on everything the state/city/county is doing to prevent the spread. Ideas on how to keep business alive during this outbreak. Reassuring the community that we are all doing our part in taking the necessary steps with sanitation and that they are safe in our space.	Do you carry insurance that can cover you in case you have to temporarily close your store? Iâ€™m so worried that this will happen and I wonâ€™t be able to make rent if we donâ€™t have any sales.
Services	No	Not yet		Since our business is purely based on people reserving our rooms and showing up, we will be reducing hours. We've already lost an employee due to CU closing and them having to go home.	Our business revolves around people showing up to our indoor experiences, so there's not much we can do.	We've always clean thoroughly, but we've increased this during this time as well.	Closing, not being able to pay full-time employees and rent.	Advocate property owners to forgive rent during these times.	

Services	Yes	We are using email, Instagram, Facebook and our newsletter to provide updates.	We provide links to CDC and WHO, school districts websites, etc. and also share our diligent and extra sanitization practices. We also try to create a lighter approach ie. reading facts about Boulder while you wash your hands...posting fun signs in our elevators to encourage elbow button pushing, and fun ways to foot greet one another...	Yes, we are considering closing to the public for awhile, going online through Google suite and cleaning up systems, organizing, etc. Because we are creating a new Strategic Plan, we are considering this to be a perfect behind-the-scenes opportunity to hone in on where we are headed as an organization. Hit pass on the public service piece right now, and get our systems and practices in place. It is also a great time to work on employee evaluation instruments, have goal setting conversations, etc.	Yes, we are considering either serving as a resource hub of some sort --could we be the place where families who do not have internet can gather so that they can take online school?  Because we have such a treasure trove of collectibles from Boulder's history, we are thinking it could be fun to have a website catalog of the treasures and/or teasers/guessing opportunities, competitions, etc. We want them to want people to look at the website, the instagram, etc. to see and learn the story of each piece in our collection...	With our items that are tangibles, we have three sets that we rotate out regularly. We are doing Clorox soaks, and dropping all the items in the hottest cycle of the dishwasher.  We are wiping down handrails, counters, handles, sinks, toilet handles, etc. regularly.  We have hand sanitizer readily available.  We have hot water in 8 different bathrooms, and we have fun signs next to the sink, soap and hopeful encouragements to read and wash longer.  Our outside cleaning provider is using much more rigorous practice by having Clorox and Pine Sol.  We are wet mopping floors.  We are vacuuming floors, and replacing carpet squares if we have to for some	Our biggest concern is the health of all who would normally come in.  We are very anxious about the loss of "income". We do not want to lose employees and, we fear that the donations to our non-profits will also decrease due to all this uncertainty.  We are also concerned that we will lose daily attendance and membership. People will be afraid to gather in a public place.	DBP is doing it. We value you so much, and we appreciate the connections and offer recently to tap into the kiosk as a means of supporting our organization.  Keep us informed as to whether and which places are closing or cancelling events, etc.  Promote the Muse, and encourage people to head our direction please.	How do you see us all recovering financially with this giant of a loss and scare this year?  DBP can certainly send groups our way to rent and use the spaces at the Museum--and see its view.
Services	Yes		Only social media, letting our clients know we are cleaning and disinfecting constantly. We are also waiving our late cancellation fees due to feeling sick and letting employees stay home if feeling illness.			We offer hand sanitizer, wiping down surfaces with lysol wipes, offering disposable cups for water and tea that we serve, washing our hands between every guest, spraying alcohol disinfectant on tools, never reusing capes or towels, babercide for our	We don't want to lose business because that greatly effects us as a small business, but we also don't want to spread illness to anyone.		