Virtual Networking Luncheon

Best Business Practices During COVID-19 with Emily Halm Jenkins

Moderator: Barbara Benson, Falls Church Chamber Chair
Body Dynamics
May 19, 2020
Thank you  Barbara Benson

Presentation
• Best Business Practices During COVID-19

Speaker
• Emily Halm Jenkins, Esq.
• Attorney with The Geller Law Group
• Focused on Small Businesses
• Vice Chair of the FC Chamber of Commerce
• FC Resident and Mom of 4, including twins!

FC Chamber Networking Luncheon,
May 7, 2020
Introduction

• Perspective Comes From My Practice and As A Consumer/Parent
• Clients Are Navigating New Issues – Being Forced to Close; Cancellation Terms In Contracts; Retaining Good Staff
• Consumers Are Rethinking Their Spending Patterns And Habits
• Communication is Key
Communication with Employees and Staff

- Communicate Regularly with Employees and Staff
- Teambuilding by Engaging with Local Businesses
- Give Staff the Opportunity to Communicate Concerns/Struggles
Communication with Clients/Consumers

- Consumer Patterns and Concerns Have Shifted
- Identify Ways to Reassure Customers You are Protecting Them Post Social Distancing
- Update Public Facing Policies and Communicate Regularly
- Adapt to Meet the New Needs of Consumers
Communicate Updated Internal Policies

• Review Policies and Update to Reflect “New Normal”
  – Work From Home Policy
  – Personal Device Policy
  – Sick Policy
  – Disinfectant Policy

• Review Waivers; Consider Need for Waivers
  – Health care providers and gyms need to add new terms to address COVID concerns
Communicate Updated Internal Policies (Cont.)

• Insurance – Talk to your Carrier; Review your Policy Exemptions

• Review Your Contracts; Understand Cancellation Policies and Abatement Terms
  – Leases
  – Loans/Grants
  – Service Contracts

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Any questions?

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