



Dear Chamber Partners:

Thank you for your collective patience throughout this world pandemic crisis. We have all been thrust into an unprecedented ordeal that no amount of pre-planning could ever completely prepare us for, and we all must continue to do our part to help mitigate the spread of this virus. In doing so, all of our lives have been completely disrupted and our way of doing things has shifted. At the Cocoa Beach Regional Chamber of Commerce (CBRCC), we significantly scaled back operations and have been working remotely from home continuing to serve the needs of our business community, tourists and residents. While we could have never imagined having to take these steps, we are fortunate to have such a dedicated group of leaders and team members who have risen to this challenge.

The CBRCC has always believed that our number one job is to ensure the success of our business and tourism sectors. Unfortunately, many of our business partners have, like us, been negatively impacted by the COVID-19 pandemic. Conversely, the many events the Chamber holds each year have either had to be postponed, moved online or even cancelled outright. While it has been an adjustment for all of us to accept this new reality, I believe in my heart there is a silver lining to this situation. It is my hope for all of us that we will emerge from this with a much deeper appreciation for what is truly important in our lives – our health, and the precious time we spend with our family and closest friends.

On behalf of the entire CBRCC team, we want you to know that we stand ready to serve your business needs in a safe manner. Beginning on June 1, our employees will return to our offices in Merritt Island, Cocoa Beach and Viera. Our team of professionals will be socially distanced at all times, adhering to CDC guidelines. Each team member will also be required to wear a face covering. While we encourage all of our partners to utilize the various virtual benefits the Chamber has to offer, including our updated websites and COVID-19 Resources page, as well as communication via email and phone, we will be accepting members of the public by appointment only. The Chamber's Convention & Visitors Bureau (CVB) will be open to members of the traveling public in a limited fashion. Advanced cleaning procedures, strict personal hygiene protocols and a long list of operating procedures necessary to mitigate the risk of this virus as much as possible have been implemented at all of our locations. Every decision we made was based on one simple premise: do whatever it takes to protect our team members, partners and our local community, regardless of the impact to our business.

There are thousands of small businesses in our community who may not have the know-how and resources to put together a plan that helps them successfully and safely operate their business as the country emerges from this pandemic. Therefore, in the spirit of helping our communities, we are sharing in its entirety, all of our plans, procedures and protocols that outline exactly how we intend to keep our team members, partners and communities safe.

These documents, which are all attached to this email and posted on our website, are modeled off of Chamber Partner Westgate Resorts CARES procedures, and represent hundreds of man-hours of research and intellectual capital from some of the hospitality industry's most skilled leaders. We hope that our local businesses find them a helpful resource. As you can imagine, this is a rapidly changing situation, so we will continue to refine and update these documents as we gain more information.

I want to thank you, the partners, for your unwavering support during this challenging time. We are so appreciative of your commitment to your community through continuing to invest in your Chamber and our mission and we look forward to serving you in the near future. Together, we are #StrongerOnTheSpaceCoast.

Best Regards,

Jennifer Sugarman

President & Chief Operating Officer
Cocoa Beach Regional Chamber of Commerce



Cocoa Beach Chamber Cares Summary

CBRCCCARES is our enhanced health and safety plan, developed in response to the current COVID- 19 pandemic as part of our ongoing commitment to ensuring the health and well-being of all our guests, Team Members and the communities we work and live in. Listed below are all of our plans, procedures and protocols that outline exactly how we intend to keep our Team Members, partners and communities safe. We invite all of our partners in hospitality from hotels, resorts, restaurants, retail and more to use these procedures in their own businesses or draw inspiration from them as they help stop the spread of this virus.

APPOINTMENT ONLY MEETINGS

At this time the CBRCC will meet with individuals on an appointment basis only. All appointments must be made with a Chamber staff member at least two days in advance. All meetings will take place in the Chamber's Board Room to allow for proper distancing measures. All surfaces that are touched will be sanitized immediately preceding each meeting. All regularly touched surfaces by our team will be sanitized a minimum of every four hours.

Last Update 05/21/20 MEETINGS AND EVENTS

At this time, following CDC guidelines and out of an abundance of caution, all Chamber events scheduled through July 31, 2020 are being postponed or moved to an online setting. Our leadership and team will continue to closely monitor state and local recommendations and any future plans for in person meetings or events will be made based on hard data and the recommendations from leading health officials.

RIBBON CUTTINGS

We are encouraging all partners to sign up for a virtual ribbon cutting with the Chamber as much as possible. We will maintain every event virtually through June 30 or until the Governor announces Phase 2. Once Phase 2 is announced, Chamber staff and volunteers MAY facilitate an in-person ribbon cutting, however masks and the proper social distancing will be required. We will be strictly adhering to all guidelines.

CONFERENCE ROOM RENTALS

We recognize that this has been a challenging time for our business community and many have even had to permanently close their brick and mortar. As such, the Chamber is still offering conference room rentals to our partners. All rentals of the Chamber's Board room in Merritt Island will follow strict protocols for the safety of our team and your guests. Gatherings must be limited to 10 or less and all guests will be distanced by a minimum of 6 feet. All guests will enter through the back entrance of the Board Room to immediately enter the room they will be meeting in. While restrooms will be open and available for you to use, we will not be allowing members of the public into the staff office area or use of our printer/copier or work room. The Chamber's Saturn, Mercury and Apollo rooms will be available for parties of 5 or less. All guests must follow the protocols above as well. All conference rooms will be thoroughly cleaned in between each meeting and we will not run concurrent meetings (two or more going on at once). All meetings must be run one at a time and will be spaced out by two hours to allow for proper cleaning.

CONVENTION & VISITORS BUREAU (CVB)

The Chamber's CVB will be open in a limited capacity at its Cocoa Beach location only. Its desk at Port Canaveral's Exploration Tower will remain closed for the time being. CVB partner information will be listed online and the Visitor Guide will also be available in a digital format. Printed copies of our CVB Visitor Guide will be available outside of the front door during our operating hours of 9AM-4PM. CVB staff will remain a minimum distance of 10 feet away from each guest. No more than two guests will be allowed in the CVB office at any time. All brochures and visitor guides, maps, and all other information will be placed in the front of the office and a clear barricade will be visible for the public not to surpass. This is for the safety of our employees and our tourists. Staff will be required to wear a mask. We strongly encourage all members of the traveling public to wear a mask in our facility. Hand Sanitizer will be prevalent and available. We apologize, but at this time, our restrooms will be closed to the public.

VIERA LOCATION

We are saddened to announce that due to the COVID-19 pandemic and its impact on the Chamber's budget, we will be closing our Viera location. This will take place at the end of July 2020. Staff will continue to operate the Viera location until this time in a limited capacity. All of the above listed guidelines will be followed at this location as well and any one on one meeting that occurs must be scheduled two days in advance and follow all of the Chamber's protocols.

For a full list of up to date COVID-19 resources, including a dashboard (updated by the minute) of COVID-19 information specific to Brevard County, we encourage you to visit

<https://cocoabeachchamber.com/covid-19/>.