



Dear Chamber Partners:

Thank you for your continued collective patience during this pandemic as we begin a New Year with the spirit of hope and optimism. Last year, we were all 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. At the Cocoa Beach Regional Chamber of Commerce (CBRCC), we remain safely open and stand ready and willing to serve our business community in whatever means possible.

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, continue to be negatively impacted by the COVID-19 pandemic. As such, the Chamber will continue advocating fiercely on your behalf to ensure the economic vitality of our region.

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. We continue to be open and operational at our home base in Merritt Island as well as our tourism information office in Cocoa Beach. 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 as well. 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 continue to make is 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.

As such, all Chamber signature events in 2021 will be hybrid. This means there will be an option to attend in person while following all safety protocols OR an option to attend online. Our monthly networking events will alternate in person or via Zoom online to appease both requests from partners. While we understand we cannot please everyone when it comes to events, we make every effort to ensure we're still providing a platform for our business partners to network in every capacity they feel safe to do so.

I want to thank you, the partners, for your unwavering support during this continued 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 Executive 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**

The Chamber still encourages meetings with individuals on an appointment basis. This allows our team to clean and prepare prior to meetings face to face. All appointments must be made with a Chamber staff member in advance. All meetings will take place in the Chamber's Board Room or Apollo conference 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 twice daily.

#### **Last Update 1/13/2020 MEETINGS AND EVENTS**

At this time, following CDC guidelines and out of an abundance of caution, all Chamber events, when possible, will be offered in a hybrid in person and online capacity. 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. Our monthly networking events will alternate when possible from in person following strict safety measures to online.

#### **RIBBON CUTTINGS**

These events will take place in person with strict safety protocols in place. Opportunities will be available to view online when possible or from Facebook Live. Ribbon Cuttings must be secured through the Chamber staff a minimum of two weeks prior to the event date.

#### **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 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.

### **VIERA LOCATION**

As a reminder, we were saddened to announce in 2020 that due to the COVID-19 pandemic and its impact on the Chamber's budget, we had to close our Viera location. This took place in July 2020.

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/>.