Special Edition: Business to Business Talk

A Two-Way Conversation
Maine Businesses Share their COVID-19 Experiences
Business to Business Talk

Today’s Topics:
A Two-Way Conversation
Maine Businesses Share their COVID Experiences

Lessons Learned
Moving forward
What a Business Needs to Safely Open

Ed Gilkey, MD, MS, MBA, CPE, Senior Physician Executive, Northern Light Beacon Health

Carrie Meo, CEO Anthony John’s Day Spa and Boutique, and VP of Fixed Operations at Darling’s Auto Group

Ryan Albert, Bangor Savings Bank, SVP, Director of HR and Employee Development

Scott Biehn, Ntension, President and CEO

Jeff Doran, VP, Northern Light Medical Group, COVID Response Incident Commander

Tasha Gardner, CPA, CCIFP, CFO, Sargent Corp
Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation. Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates.

Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health’s own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

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Anthony John’s Day Spa, Salon, and Boutique: Bangor

- 33 employees (before COVID)
- 30 employees (after COVID)
- Customers 30 – 65 years of age
  - 80% Female
  - 20% Male
- Full-service salon

- Closed business March 17
- Attempted curbside services
  - May 1
    - Hair
    - Curbside pick up
  - June 12
  - July 1
    - Nails
    - Massage
    - Waxing
- Waiting to open
  - Facials
  - Makeup

COVID Challenges:
- Retail / Boutique low
  - Limited traffic due to spacing
- Revenue down from 2019
- Struggle with childcare
  - 65% of employees with young children
- Received PPP loan

08.13.20 What a Business Needs to Safely Open
Darling’s Auto Group

Opened in 1903

• Employees:
  • 486 before COVID
  • 501 after reopening

Seven locations:

• Bangor
  • Honda, Nissan, Volvo, Ford, Audi
  • Rental
  • Value Center Pre-Owned

• Brewer
  • Corporate office (Accounting, Marketing, Service Call Center, Maintenance
  • Insurance Agency
  • New Reach financial
  • Greenpoint Auto

• Ellsworth
  • Chrysler, Dodge, Ram, Buick, GMC
  • Rental

• Augusta
  • Collision Center
  • Chrysler, Dodge, Ram, Hyundai

• Essential Businesses
  • Parts, Service, Collision, Rental, Greenpoint
  • 501 after reopening

• April 1
  • Close instore sales
  • All online

• May 1
  • Reopen in store

• Laid off 30

• Employees on workshare
  • Split shifts reduce hours to 30
  • Few departments went remote
Sargent Corporation: Construction Company

More than 90 years in business

- Earth moving and site preparation
- 400+ employees
- Offices and jobs in multiple states
  - Stillwater, Maine
  - Epping, New Hampshire
  - Ashland, Virginia
- Customers
  - Municipalities and governmental agencies
  - DOT’s, Maine Turnpike Authority, Federal Aviation Administration
  - General contractors
  - Commercial customers
Bangor Savings Bank: Founded in 1852

168 years in business
• 57 Branch locations
• 1,050 Employees (ME, NH, MA)
• 230,000 Customers
  • 31,000 business customers
• $4.8 billion in assets
• Retail banking
• Commercial / Corporate Banking
  • Payroll
  • Merchant services
  • Small business banking

March 18
• Transition 100’s to work remotely
• Implement daily calls: managers and employees
• Implement twice weekly CEO calls
Ntension: Manufacturing Company

Custom Fabric Exhibits

• 56 employees
• Customers, local, state, national, international
• Pre COVID
  • Fabric signs, lighting, canopies, and banners
• During COVID
  • Producing PPE (personal protective equipment)
  • Face shields
  • Face masks
Northern Light Health – Statewide employer

❖ More than 12,500 employees
  ❖ across 125 Maine locations
  ❖ approx. 40-60% work in “supportive roles” (non direct patient contact)
❖ Easier to shut down operations than re-start them
❖ D/M process needs to be clear, decisive, adaptable
❖ Work remote requirements
  ❖ solid technology platform
  ❖ careful management of “productivity” metrics/value
❖ Declared upfront no layoffs
  ❖ Voluntary furloughs (positive morale implications)
❖ Reassure and demonstrate safety is paramount
❖ Be consistent in re-opening precautions
❖ Day care challenges and psychological significant barriers

❖ Face coverings initially viewed as “weird” and uncomfortable, increasingly accepted
❖ Develop thoughtful policies
❖ Secure PPE, cleaning supplies, etc
❖ Maintain up to date CDC guidelines
❖ Determine financial strategies
❖ Maintain flexibility
❖ Community partnerships critical
❖ Listen- communicate -communicate!!!
Tools you can use:

https://northernlighthealth.org/Resources/Safe-Return-to-Business
For more information or to submit a topic for a future Zoom Conference:

Contact:
Lanie Abbott
Director of Communications
lwabbott@northernlight.org
Join us next Thursday:

One-hour Zoom conferences Thursdays at 11 am
Moderated forums with Q&A
presented by Northern Light Health

SAFE RETURN TO BUSINESS

Learn how to support your employees and your customers to make a successful return to business.

WEEK 11 - Thursday, August 20 at 11 AM
OUTBREAK DISCUSSION and ROUND TABLE
Learning from our neighbors

SPECIAL EDITION

Hear directly from your Maine business owners about how they’re managing in the pandemic.

If you want your employees and your customers focused on why they’re at your business, instead of if they’ll get sick, you’ll want to attend our sessions.

Our panels of experts will cover the topics and conversations you need to prepare for to keep your workforce present, engaged, and safe.

Topics will include:
• What did you do
• What did you learn
• Resiliency management

Our Panels:
Jason Jordez, MD, FPAPM
Medical Director, Clinical Education
Central Maine Medical Center
Emily Harnois, RN
Infection Preventionist
Northern Light Health
Shelly Hayden
Corporate Director of Clinical Operations
Continuum Health Services

Bethanne Harewood, BSN
Privacy OffiCe Director
Northern Light Health
Bonn Duren
Sharing Services Director
Maine Health

Moderated by Ed Ellery, MD
Senior Physician Executive
Northern Light Sebago Health

PLEASE REGISTER BY CLICKING HERE BEFORE JOINING THE MEETING

Attendees are asked to join the conference by Zoom and listen to audio using your computer only. Please do not dial in unless also connected to your computer. The dial-in number is for those not joining by computer. This will help accommodate a larger number of participants. See you Thursday!

Please contact Lane Abbott for more information: lane.abbott@northernlight.org
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