



AMERISURE[®]

**BACK TO BUSINESS:
PLANNING AND
PROTOCOLS RESOURCES**

DISCLAIMER – LEGAL STATEMENT

Please be advised that information contained in this document is not intended to provide nor should it be relied upon for legal advice. Additionally, some of the information contained in this document may not be applicable to all businesses or places of work. We recommend consulting with local legal counsel as well as medical, health, and safety advisors in developing strategies applicable to your unique workplaces. State and local law may dictate specific action.

Amerisure bears no responsibility with respect to third party reliance on any of the recommendations set forth herein.

INTRODUCTION

Dear Reader,

As companies begin to transition back to the workplace, they are focused on the health and safety of numerous constituencies (employees, customers, visitors, vendors, etc.). During this difficult adjustment, Amerisure is here to assist you in laying out your business plan for approaching the new landscape in which we now work. This guide provides topics to consider prior to bringing employees back to the workplace, and considerations for protecting employees while at work.

Every business is unique. For this reason, the topics contained in the “document” should be reviewed and considered based on the needs of your business operations. In addition to rapidly maturing/changing COVID-19 knowledge, the federal/state/local laws and regulations continue to evolve with the changing environment. It is important to establish a process to keep current on these changes and determine how they impact your workplace.

Determining the appropriate and safe time to bring employees back to the workplace is a complex task that needs to be carefully evaluated. Simply turning the switch to “on” without taking the proper precautions could create great risk to your employees and to the business itself.

Many of these considerations are covered in this document, including:

- ▶ Personal Protective Equipment (PPE), Cleaning and Hygiene Protocols
- ▶ Social Distancing Protocols
- ▶ Dealing with Symptomatic Employees or a Positive Diagnosis in the Workplace
- ▶ Employee Communication and Training

We hope that you find this resource helpful in supporting a safe working environment for your employees and constituents. If Amerisure can be of any assistance, please do not hesitate to reach out to us at corpcomm@amerisure.com.



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PANDEMIC RESPONSE PLAN & PROTOCOLS

- ✓ Develop pandemic response plan
- ✓ Establish pandemic response team
- ✓ Follow local, state, and federal law

In order to reduce the impact of COVID-19 on businesses, workers and customers, employers should establish pandemic response protocols. An employer should develop or update a pandemic preparedness and response plan to specifically address COVID-19.

Consider recommendations established by Occupational Safety and Health Administration (OSHA) and Centers for Disease Control and Prevention (CDC) and other applicable federal and state guidance. Include topics such as: administrative controls, facility entry protocols, social distancing, personal hygiene, cleaning and disinfection, personal protective equipment (PPE), health screening, positive diagnosis protocol and case monitoring.

Draft training guidance for employees on safety and social distancing protocols, use of PPE, daily self-screening, self-quarantine procedures, back to the workplace after isolation, sick leave, travel policy, etc. Design a pandemic response team comprised of cross functional members that are led by a designated management employee.

Keep in mind that recent federal and state laws may impact company leave and sick policies. Update as required by federal and/or state laws and post applicable signage.

Additionally, review employee benefits policies as recent federal and state laws changes for rehire/reinstatement provisions along with eligibility and waiting periods may be applicable.

PANDEMIC RESPONSE TEAM

The pandemic response team evaluates, develops, reviews, communicates, and monitors the appropriate returning to work policies, processes, and protocols. The pandemic response team works in conjunction with the company’s management, human resources, legal and building management.

Consider assigning roles such as:

ROLE	RESPONSIBLE FOR:
Team Leader	Corporate/site manager who owns the overall responsibility for the corporate and/or site pandemic response plan.
Employee Access Control Leader	Works with the site manager to control social distancing of arriving/departing employees and all visitors/vendors. In addition, this leader works with managers to determine employee access/entry points and best practices for social distancing within the facilities.
Health and Virus Prevention Leader	Develops protocols to ensure the wellness of all employees and the overall pandemic response plan.
Facility Sanitation and Disinfection Leader	Manages the daily and periodic disinfection logistics of the facilities. This includes the routine and deep cleaning processes. This cleaning follows the protocols set up by the virus and protocol leader. Ensures 100 percent compliance with the cleaning and disinfecting protocols.
Communication and Training Leader	Develops and distributes all virus-related training/communications within the organization.
Personal Protective Equipment (PPE) and Supply Leader	Works to procure all supplies necessary to implement and sustain the site pandemic needs.

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND PREVENTIVE MEASURES

- ✓ Review and understand PPE requirements
- ✓ Maintain proper levels of PPE and cleaning inventories

PPE may be needed to prevent exposure to COVID-19. Although correctly using PPE can help prevent some exposures, it should not take the place of other prevention strategies.

Examples of PPE include: gloves, goggles, face shields, face masks and respiratory protection. During an outbreak of an infectious disease, such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers and information on PPE effectiveness in preventing the spread of COVID-19. Employers should check the Occupational Safety and Health Administration (OSHA) and Centers for Disease Control and Prevention (CDC) websites regularly for updates about recommended PPE.

OSHA Website: <https://www.osha.gov/>

CDC Website: <https://www.cdc.gov/>

Face Masks (Barriers)

- ▶ Employees – Face masks are required to be worn by all individuals in the facility when in common areas, meeting rooms and gathering spaces, when interfacing with others. Face masks are not required when an employee is at their designated personal workspace.
- ▶ Visitors and contractors – All business-critical visitors and contractors are to wear face masks while in the facility and/or when interfacing with employees. Disposable face masks will be provided if the visitor or contractor does not have a face mask.

Gloves

- ▶ Employees – Gloves are not required, but are encouraged to be worn by employees when in the facility common areas, meeting rooms and gathering spaces and/or when interfacing with others.
- ▶ Visitors and contractors – Gloves are not required, but are encouraged to be worn when in the facility and/or interfacing with employees.

Flexibilities around OSHA's PPE Requirements and Prioritization of PPE during COVID-19

Some employers may experience shortages of PPE, including face shields and respirators, as a result of the COVID-19 pandemic.

See information on PPE flexibilities and prioritization in the [Personal Protective Equipment Flexibilities section](#) within the [Interim Guidance for U.S. Workers and Employers of Workers with Potential Occupational Exposures to SARS-CoV-2](#), above. Monitor local, state and federal regulations.

Hand Sanitizer

Practicing hand hygiene, which includes the use of alcohol-based hand rub (ABHR) or handwashing, is a simple yet effective way to prevent the spread of pathogens and infections. CDC recommendations reflect this important role.

The exact contribution of hand hygiene to the reduction of direct and indirect spread of COVID-19 between people is currently unknown. However, hand washing mechanically removes pathogens, and laboratory data demonstrate that ABHR formulations containing 60 percent alcohol per the CDC, inactivate COVID-19.

- ▶ All individuals onsite, employees and visitors, are encouraged to frequently use hand sanitizers provided throughout the workplace. Hand sanitizer is not a substitute for hand washing, but is an alternative when handwashing is not available, or as a supplement to hand washing.
- ▶ Consider placing a hand sanitizer dispenser outside of restroom doors, in case people need to open/close the door with their hands and would like to reclean their hands once they exit.

Inventories

The PPE and supply leader, and team leads for PPE and sanitization, are responsible for ensuring there are adequate PPE supplies as required in the pandemic response plan.

Remote and multi-location operations should establish and maintain open and regular communication/feedback channels with appropriate pandemic response team members in order to provide accurate demand forecasting, accounting of PPE inventory levels, and support effective and efficient sourcing/supply chain activities. A sample inventory template is provided.

ITEM	SPEC	QUANTITY
Masks (disposable)	Disposable surgical type masks (1-day)	Min. 30-day supply
Masks (reusable)	Reusable face mask/barrier	Min. 30-day supply
Gloves	Touchflex/surgical gloves	Min. 30-day supply
Hand sanitizer (refills)	Sanitizer with 60 percent alcohol	Min. 30-day supply
Hand Soap	Antibacterial or non-antibacterial, per CDC	Min. 30-day supply
Thermometers (infrared)	Medical infrared thermometer that measures range 32°C to 42.5°C (or 89.6°F to 108.5°F)	1 per 50 employees
Disinfectant wipes	10 percent bleach (sodium hypochlorite) solution, or a hospital-grade disinfectant (refer to approved disinfectant listing)	Min. 30-day supply
Paper Towels	Disposable hand towels for lavatories and kitchen/break areas	Min. 30-day supply
No-Touch Trash Cans	Disposal containers for hand towels, tissue, etc.	Min. 30-day supply

CLEANING & HYGIENE

- ✓ Continue routine cleaning and disinfecting
- ✓ Deep cleaning and disinfection
- ✓ Encourage proper hand hygiene
- ✓ Ensure proper / clean air flow in the building

Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment and other elements of the work environment. Cleaning chemicals are to be approved disinfectants with claims against emerging viral pathogens, as approved by the Environmental Protection Agency (EPA). Products with EPA-approved, emerging viral pathogens claims are expected to be effective against COVID-19, based on data for harder-to-kill viruses. Users are to follow the manufacturer's instructions for use of all cleaning and disinfection products (e.g., concentration, application method and contact time, PPE).

Sanitizing & Disinfecting

Because individuals with no symptoms can still transmit the virus, and the virus can survive for several days on non-porous surfaces, it is important to continue routine cleaning and disinfection (every day if possible) with a focus on high-touch surfaces, including those in common areas and bathrooms. See [OSHA - Cleaning](#) for more information.

- ▶ All facilities are to be disinfected prior to employees coming back to the workplace
- ▶ High-touch areas and hard surfaces are to be cleaned and disinfected
- ▶ Utilize day porters, where possible, for continuous cleaning at regular intervals throughout the business day
- ▶ Night cleaners are to perform regular cleaning duties, in addition to focusing on high-touch areas and hard surfaces

Hand Hygiene

Employees are encouraged to wash their hands regularly or use hand sanitizer to supplement hand washing or as an alternative. See [CDC - Hand Washing](#) for more information.

Employees are to wash hands often with soap and water for at least 20 seconds, especially after having been in a public place, or after blowing their nose, coughing or sneezing.

If soap and water are not readily available, employees are to use a hand sanitizer that contains at least 60 percent alcohol. For effective use, cover all surfaces of the hands and rub them together until they feel dry.

Avoid touching the eyes, nose and mouth with unwashed hands.

Post signage in restrooms to remind employees to wash hands regularly, and with directions on how to wash hands appropriately.

Consider placing a hand sanitizer dispenser outside of restroom doors, in case people need to open/close the door with their hands and would like to reclean their hands once they exit.

Hard Surfaces & High-Touch Areas

Clean and disinfect hard surfaces and high-touch areas on a regular basis.

- ▶ Discontinue use of non-essential items and/or equipment to aid in the reduction of the transmission of viruses
- ▶ Consider installing automatic door openers or manual foot openers
- ▶ Consider converting restrooms to touchless restrooms (auto sinks, toilet and urinal flushers, auto paper towel dispensers)
- ▶ Consider removing high-touch items throughout the facility:
 - Snack dispensers
 - Soda fountain
 - Kitchen appliances (microwaves, coffee brewers, ice/water dispensers)

HVAC Filtration

- ▶ Utilize the highest efficiency filters that are compatible with the existing HVAC system, and adopt “clean-to-dirty” directional airflows
- ▶ Upgrade to MERV 4-8, 8-12, or HEPA filters if feasible, and if the HVAC system is compatible
- ▶ Increase the frequency of filter changes at regular intervals

See [CDC - Air Filtration](#) for more information.

Deep Cleaning and Disinfection

Develop deep cleaning and disinfection procedures after positive or presumptive positive diagnosis of COVID-19.

Consider these minimum requirements of:

- ▶ Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
- ▶ Proper equipment and PPE to perform the task
- ▶ All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
- ▶ Use of approved COVID-19 disinfectant chemicals to perform this activity

See [CDC Implementing Safety Practices](#) for more information.

INCOMING MATERIALS & OFF-SITE OPERATIONS

- ✓ Manage incoming materials according to company protocols
- ✓ Ensure employees working off-site receive training on risk assessment, screening procedures and safety protocols

Off-site service and receiving workers face different potential exposures to COVID-19. Employers should provide the appropriate guidance, training, PPE and controls to help employees understand and reduce their exposure while working off-site.

Offsite service workers include delivery, installation, sales, consulting, etc.

Receiving

Preliminary testing suggests that employees cannot contract COVID-19 from mail or packages. Even if the interior contents have trace amounts of the virus, they are likely to have died by the time a package reaches its destination.

See [United States Postal Service \(USPS\) - COVID-19](#) for more information.

"Importantly, the CDC, the World Health Organization, as well as the Surgeon General have indicated that there is currently no evidence that COVID-19 is being spread through the mail," Dave Partenheimer, spokesperson for the USPS.

The CDC recognizes that while it may be possible for a person to contract COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes, this is not thought to be the main way the virus spreads.

If an expedited package arrives and there is concern about possible surface contamination, employees should follow the safe hand hygiene procedures and/or use gloves to handle the package, as they see fit.

Off-site Operations

The following off-site operations protocols are found on the OSHA website. These operations include sales, delivery, and installation.

See [OSHA - In-Home Repairs](#) for more information.

Examples of off-site operations associated with exposure risk levels:

LOWER (CAUTION)	MEDIUM	HIGH	VERY HIGH
<p>Most off-site service work tasks are associated with at least medium exposure risk.</p> <p>Note: For activities in the lower (caution) risk category, OSHA's Interim Guidance for Workers and Employers of Workers at Lower Risk of Exposure may be most appropriate.</p>	<p>In areas with ongoing community spread of COVID-19, entering a home/business where no occupants report signs or symptoms consistent with COVID-19.</p>	<p>Entering a home/business of a person suspected of having, or known to have COVID-19, including when an occupant of the home/business reports signs and symptoms consistent with COVID-19.</p> <p>Performing work on items contaminated with human blood, body fluids (including respiratory sections, mucous, etc.), or other potentially infectious materials from people with signs or symptoms of COVID-19.</p>	<p>Category not applicable for most anticipated work tasks.</p> <p>Note: Most off-site repair service work tasks are associated with no more than high exposure risk; see the other columns of this chart.</p> <p>Avoid tasks that would place workers in this risk category, including those that could re-aerosolize potentially infectious COVID-19 from environmental surfaces.</p>

Level of Need Screening:

SCREENING QUESTIONS	RECOMMENDED ACTION
1. Is the work urgent or an emergency?	If "yes," conduct a hazard assessment to determine how best to proceed while minimizing exposure for the worker. Other questions in this table (i.e., Question 3, onward) can help guide hazard assessment efforts.
2. Is the work routine, preventive maintenance, or other work that can be postponed until a later time?	If "yes," consider postponing the work and not entering the facility, until the COVID-19 pandemic ends.
3. If the work is determined to be urgent or emergency work, are any individuals in the facility under either voluntary or required self-quarantine or isolation due to COVID-19?	Closely follow recommended infection prevention measures in the sections on Engineering Controls , Administrative Controls , Safe Work Practices , and PPE .
4. If the work is determined to be urgent or emergency work, are any individuals in the facility suffering from flu-like symptoms? If so, will they be directly interacting with the service representative?	Closely follow recommended infection prevention measures in the sections on Engineering Controls , Administrative Controls , Safe Work Practices , and PPE .
5. Following routine practice, ask for the address for the service call. Consider whether the facility is located in an area where there is ongoing community transmission of COVID-19.	Employers may consider advising service workers to discontinue service if the facility is in an area where there is ongoing community transmission of COVID-19, and if the worker or employer is concerned about health and safety on the job.

Employers Should Train Off-site Service Workers on:

- ▶ The signs and symptoms of COVID-19 and how the disease is spread
- ▶ All policies and procedures that are applicable to the employee's duties. It is helpful to provide employees with a written copy of those standard operating procedures
- ▶ Information on appropriate social distancing and personal hygiene practices, including:
 - Maintain a distance of at least 6 feet from customers and other individuals, whenever possible
 - Appropriate cleaning practices (i.e., wash hands frequently with soap and water for at least 20 seconds, or, if not available, use an alcohol-based hand sanitizer that contains at least 60 percent alcohol; sanitize all surfaces workers will touch)
 - The proper way to cover coughs and sneezes, in accordance with CDC recommendations (i.e., sneezing or coughing into a disposable tissue or rag, or into the elbow crease)
 - Alternatives to shaking hands upon entry, and the importance of workers not touching their own faces (mouth, nose, eyes)
- ▶ The types, proper use, limitations, locations, handling, decontamination, removal, and disposal of any PPE being used

Employers Should also Implement Policies and Employee Training to Ensure that, Before Entry into Remote Environments, Workers:

- ▶ Request that any individuals under voluntary or self-quarantine, or who are experiencing signs and/or symptoms of COVID-19 remain physically separated from the worker (e.g., request that the sick person go into a different room, or outside if weather and applicable emergency orders permit), and communicate with the worker remotely (e.g., by cell phone, through internet-based payments and electronic signature or confirmation that work was completed)
- ▶ Ask individuals in the facility to properly cover coughs and sneezes
- ▶ Employers may consider advising service workers to discontinue service if the quarantined/isolated individual(s) do not comply with the above requests (e.g., not remaining at least 6 feet away, not covering their coughs and sneezes)
- ▶ Request that shared spaces in the facility have good air flow, such as by turning on an air conditioner or opening windows, consistent with [CDC-recommended precautions for people in households](#).

Safe Work Practices for Employees Working Off-site

OSHA recommends, in all cases, that employers equip workers with gloves and provide disinfectants and sanitizers that workers can use to wipe surfaces or equipment that they touch, including any shared pens or styluses.

As mentioned above, workers should avoid shaking hands with occupants upon arrival or entry.

Workers should avoid touching their faces, including their eyes, noses, and mouths, particularly until after they have thoroughly washed their hands upon completing work and/or removing PPE.

If permitted under employer policies, stop work and leave unsafe work environments, especially if you cannot maintain a safe distance from individuals in the facility who are under voluntary or required self-quarantine or isolation, or who are experiencing signs and/or symptoms of COVID-19.

Encourage payment by electronic means or over the phone rather than handling credit cards, debit cards, or cash.

Personal Protective Equipment for Employees Working Off-site

Most remote services workers are unlikely to need PPE beyond what they normally use to protect themselves during routine job tasks. However, employers should consider whether their hazard and risk assessments warrant the use of more protective levels or combinations of PPE.

Make every effort to protect workers through measures other than PPE.

When other control measures are not sufficient to protect workers, equip those who must enter potentially hazardous facilities with adequate supplies. PPE may include some combination of gloves, eye protection and/or face shields.

In limited circumstances, including situations involving close (e.g., within 6 feet) contact with an infected individual, respiratory protection may be needed and provided by the employer following the criteria below:

- ▶ When respiratory hazards exist, employers must comply with OSHA's Respiratory Protection standard ([29 CFR 1910.134](#)). OSHA is providing enforcement flexibility under the standard, including through [enforcement memoranda](#)
- ▶ When disposable respirators are used, employers must comply with the requirements of OSHA's Respiratory Protection standard ([29 CFR 1910.134](#)), including the requirement to train workers to don respirators before entry, and to remove and properly dispose of respirators upon exit

Please see [29 CFR 1910.132\(d\)\(1\)](#) and [1910.134\(d\)\(1\)\(iii\)](#) for information about OSHA's hazard assessment/evaluation requirements for PPE and respiratory protection, respectively.

SOCIAL DISTANCING

- ✓ Review and understand social distancing protocols
- ✓ Recommend safe alternatives to 'typical' workspace and meeting habits
- ✓ Adhere to safe hygiene protocols

Limiting face-to-face contact with others is the best way to reduce the spread of COVID-19.

Social distancing means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- ▶ Stay at least 6 feet (about two arms' length) from other people
- ▶ Do not gather in groups
- ▶ Stay out of crowded places and avoid mass gatherings
- ▶ Eliminate contact with others, such as handshakes or embracing coworkers, visitors, or friends
- ▶ Avoid touching surfaces touched by others, to the extent feasible
- ▶ Avoid anyone who appears to be sick, or who is coughing or sneezing

See [CDC - Social Distancing](#) for more information.

The practice of social distancing includes, but is not limited to, the open office, workstations, private offices, meeting rooms, cafeterias, elevators, restrooms and other common areas.

Scheduling

- ▶ Consider scheduling alternatives for employees to encourage social distancing
- ▶ Establish a schedule to stagger arrival and/or departure times to reduce a concentration of employees
- ▶ Create a schedule of multiple shifts for employees
- ▶ Provide a clear and effective communication process to ensure all employees are aware of schedule changes

High-Concentration Points

- ▶ Identify high-traffic areas, high-risk areas and areas that naturally promote a high concentration of employees
 - Examples could include entrance points to a workplace, common areas, cafeteria/breakroom, elevators, stairwells and restrooms
- ▶ Consider making high-traffic areas, such as major aisles, one-way
- ▶ Consider making stairwells one-way in the morning and the opposite direction in the afternoon (while also considering any safety issues)
- ▶ Consider implementing separate points of entry and exit to the facility, to maintain social distancing by preventing people from having to pass one another on the way in or out

Workstations and Private Offices

- ▶ Configure workstations and offices to promote social distancing guidelines
- ▶ Whenever possible, workstations should be arranged to allow separation of 6 feet
- ▶ Avoid simultaneous sharing of workstations and private offices
- ▶ Encourage employees to disinfect their own workspace frequently, giving special attention to common surfaces
- ▶ Provide clear signage about the desired position of workstations and seating configurations for each workstation

Common Areas

- ▶ Promote social distancing in common areas
- ▶ Increase cleaning intervals
- ▶ Ensure social distancing is maintained
- ▶ Avoid non-essential gatherings
- ▶ Consider signage throughout the facility to promote social distancing guidelines

Meetings and Meeting Rooms

- ▶ Adjust occupancy levels in meeting rooms to promote social distancing
- ▶ Meeting rooms should be organized to hold the maximum number of occupants, in accordance with social distancing guidelines
- ▶ Sitting or standing positions should not exceed the minimum distance required
- ▶ Limit and/or space chairs appropriately
- ▶ Post signage indicating the maximum capacity of each meeting room
- ▶ Suggest alternative ways of hosting meetings: encourage video or conference calls, using virtual meeting software or holding meetings outdoors

Cafeteria (Breakroom)

- ▶ Configure seating arrangements and occupancy levels to promote social distancing
- ▶ Count the number of allowable seats in the break room considering the acceptable distances of two meters (6 feet)
- ▶ Limit and/or space chairs appropriately
- ▶ Place signage on table to ensure proper social distancing in each seat
- ▶ Post signage indicating the maximum capacity of the cafeteria/breakroom
- ▶ Consider allowing employees to sit only on one side of the table
- ▶ Provide gloves for employees to use when preparing and self-serving coffee, water, or company-provided snacks
- ▶ Provide no-touch waste bins

Elevators

- ▶ Limit the number of occupants to promote social distancing guidelines
- ▶ Post signage at all elevators indicating the maximum number of occupants, and consider placing “x’s” with tape on elevator floor to designate limited standing areas
- ▶ Increase the frequency of cleaning and disinfecting touch points and hard surfaces

Restrooms

- ▶ Increase cleaning intervals and make sure social distancing is maintained
- ▶ Establish maximum capacity for the facility that allows for social distancing
- ▶ Post signage indicating the maximum capacity
- ▶ Consider providing cleaning supplies for employees to clean up after themselves
- ▶ Consider closing sinks, stalls, and/or urinals to ensure social distancing guidelines are followed by occupants

EMPLOYEE DAILY SELF-SCREENING & WORKPLACE ENTRY

- ✓ Distribute self-screening protocols to all employees for at-home, voluntary self-screening
- ✓ Implement safe workplace entry protocols

Daily Employee Self-Screening

Establish a daily home and onsite screening process to prevent sick or symptomatic employees from leaving their homes and entering the workplace.

Provide a daily self-screening questionnaire to employees in advance of reopening buildings and worksites.

Require all employees to review the self-screening questionnaire prior to coming into work each day. If an employee responds “yes” to any question, the employee should remain at home and contact human resources and/or their manager.

A daily COVID-19 self-screening questionnaire could contain such questions as:

1. Have you experienced a fever of 100.4°F or higher in the last 14 days?
2. Have you been diagnosed with or had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?
3. Have you experienced any of the following symptoms in the last 14 days?
 - ▶ Cough
 - ▶ Shortness of breath or difficulty breathing
 - ▶ Two or more of the following symptoms:
 - Chills
 - Repeated shaking with chills
 - Body aches
 - Headache
 - Sore throat
 - New loss of taste or smell
4. Have you travelled internationally or returned from a cruise in the last 14 days?

If you responded “yes” to any question, you should remain at home and contact human resources and/or your manager.

Workplace Entry Protocols

Establish social distance procedures for safe entry into the facility.

At each employee entrance, appoint a designated representative responsible for requiring verbal confirmation that the employee has reviewed the daily self-screening questionnaire and cannot answer affirmatively to any of the questions. Consider having a designated representative perform touchless temperature checks.

Follow response protocol for employees who report to work and answer “yes” to any of the questions and/or present with symptoms.

Post a copy of daily self-screening questionnaire at the designated employee entrance.

Consider implementing separate points of entry and exit to the facility, to prevent people from having to pass one another on the way in or out.

For more guidance:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html>

OSHA: <https://www.osha.gov/SLTC/covid-19/controlprevention.html#health>

SYMPTOMATIC EMPLOYEES, ISOLATION PROTOCOLS AND POSITIVE DIAGNOSIS

- ✓ Develop isolation protocols
- ✓ Identify an isolation coordinator
- ✓ Establish positive diagnosis protocols

Symptomatic Employees

Develop procedures for employees to report when they are sick or experiencing symptoms of COVID-19.

Employees who show symptoms or become ill at work should be immediately isolated from other workers.

Consider whether it will be standard practice to immediately send employees home, or whether you will create isolation protocols and an isolation area in the workplace for further evaluation.

The symptomatic employee's workspace should be cleaned and disinfected according to CDC recommendations.

See [CDC Implementing Safety Practices](#) for more information.

Isolation Protocols

If an isolation area and protocol is created in the workplace, identify and train an isolation coordinator to execute written protocols.

Example isolation coordinators include:

- ▶ On-site doctor/nurse/health professional
- ▶ Health and virus prevention leader
- ▶ Human resources representative
- ▶ Supervisor/manager

Isolation coordinators should be trained to have a clear understanding of the purpose of their role, how to use and remove PPE properly, the isolation procedures, self-quarantine procedures and the daily self-screening process.

Additionally, an isolation area should be designated that is away from all other employees. This area should not be used for any other purpose. Sufficient stock of PPE (masks, gloves, gowns, etc.) should be available in the isolation area for affected employees and isolation coordinators.

Positive Diagnosis/Presumptive Positive Diagnosis Protocols

Establish response protocols in the event employee, customer, vendor or visitor tests positive or receives a presumptive positive diagnosis. In order to maintain confidentiality, designate an individual to receive and track notifications of positive diagnosis or presumptive positive diagnosis. The designated individual will be responsible for executing the defined response protocols.

An individual who tested positive or who has received a presumptive positive diagnosis will not be permitted on premises until they meet the conditions outlined in the [Self-Quarantine](#) and [Back-to-Workplace](#) protocols.

Reporting Requirements

The employer must observe applicable federal, state and local workers compensations and OSHA reporting requirements for a positive diagnosis.

Internal Contact Tracing

Consider contact tracing if notified of a positive diagnosis of an individual who has been on site or in contact with employees. Ask the affected employee to identify whom they may have had close contact with in the previous 14 days, which includes anyone with whom they may have been within 6 feet of during that time. Identify the location of the employee's workspace and document the individuals whose workspaces are within 6 feet of the affected employee.

Notification of Exposure

Consider having a member of the human resources department notify all individuals identified as part of the contact tracing that they may have had contact with an individual who has tested positive/has experienced symptoms consistent with COVID-19.

Unless required by law, do not disclose the affected employee's name to other employees, in order to protect the privacy of the affected employee.

Workspace Sanitation

Follow deep cleaning and disinfection procedures established for positive or presumptive positive diagnosis of COVID-19.

Local and state laws/orders may dictate specific protocol for positive diagnosis and presumptive positive diagnosis protocols.

SELF-QUARANTINE & BACK-TO-WORKPLACE PROTOCOLS

- ✓ Implement and train employees on self-quarantine protocols
- ✓ Adhere to CDC, federal, state and/or local guidelines when developing back-to-workplace protocols

Protocols should be implemented to outline self-quarantine requirements for those employees who have tested positive for COVID-19, are determined as presumptive positive and/or who show symptoms consistent with COVID-19.

Additionally, strict guidelines should be in place for when it is safe for those employees to come back to the workplace.

Self-Quarantine Protocols

Employees who test positive for COVID-19, and any other employees identified based on your guidelines, should immediately be sent home and should self-quarantine for a period of 14 days.

Employees should avoid leaving their home if possible, but if necessary, should practice exceedingly good hygiene and social distancing.

Advise employees if they are expected to work from home when appropriate or take sick/leave time.

Further information can be found on the CDC website, as follows:

- [CDC Guidelines – Quarantine & Isolation](#)
- [CDC Guidelines – Social Distancing](#)
- [CDC Guidelines – What to Do if You Are Sick](#)

Back-to-Workplace Protocols

Identify protocols in collaboration with your human resources, health & safety and/or legal teams to identify when affected employees will be allowed to come back to the workplace. It is recommended that you follow CDC, federal, state and/or local guidelines when identifying this criterion.

Example Back-to-Workplace Guidance

If you will not have a test to determine if you are still contagious, you may return to the office after these three things have happened:	If you will be tested to determine if you are still contagious, you can return to the office after these three things have happened:
<i>You have had no fever for at least 72 hours (3 days) without the use of fever-reducing medications; AND</i>	<i>You no longer have a fever without the use of fever-reducing medication; AND</i>
<i>you have had 72 hours without respiratory symptoms (i.e. cough, shortness of breath, etc.); AND</i>	<i>respiratory symptoms have improved (i.e. cough, shortness of breath, etc.); AND</i>
<i>at least 14 days have passed since your symptoms first appeared.</i>	<i>you received two consecutive negative tests at least 24 hours apart (your doctor must follow local health authority or CDC guidelines)</i>

If possible, human resources should work with the employee prior to returning to the workplace to ensure the back-to-workplace criteria are met and that any necessary paperwork is received.

VISITOR & VENDOR SCREENING

- ✓ Develop plan for admitting and/or restricting visitor and vendor access
- ✓ Consider a screening checkpoint for all visitors/vendors
- ✓ Consider local and state laws/orders when developing any screening protocols

Establish a policy for visitors and vendors. Consider the following:

- ▶ Prohibit or restrict non-business-critical visitors and vendors from entering the premises
- ▶ Limit visitor and contractor access to single building entrance
- ▶ Require deliveries to be received at one location and placed outside of facility to encourage no contact
- ▶ Prior to entry, require all business-critical visitors and vendors to perform the self-screening questionnaire. The self-screening questionnaire could restrict visits from persons who have:
 - Travelled internationally or domestically in the last 14 days
 - Been diagnosed with, or had close contact with, or cared for someone diagnosed with COVID-19 within the last 14 days
 - Experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing)
 - Been exposed to COVID-19 in any other way not outlined above
- ▶ Require all business-critical visitors and vendors to have touchless temperature checks performed by building security personnel or a designated employee. Individuals with a temperature reading above 100.4°F will not be allowed entry into the facilities
- ▶ Require all business-critical visitors and vendors to wear face masks and gloves while in the facility and/or when interfacing with employees. Provide disposable face masks and/or gloves if the visitor or vendor does not have the required PPE
- ▶ Require business-critical visitors and vendors to comply with company's social distancing guidelines
- ▶ Require business-critical visitors and vendors to comply with company's pandemic response plan once inside the building premises

Local and state laws/orders may dictate specific protocol or questions for building and/or worksite entry.

LABOR RELATIONS ALIGNMENT

- ✓ Consider involving local union leadership in the pandemic response team's activities

In workplaces where a collective bargaining agreement is in place, it is recommended that the company includes the labor union in the creation and execution of the pandemic response plan and related protocols.

When it is not possible to involve them in creation of protocols, ensure communication of and alignment with the drafted protocols.

Seek the advice of your human resources, labor relations and or/legal team, as appropriate.

EMPLOYEE COMMUNICATION

- ✓ Communicate early and often
- ✓ Incorporate multiple channels for communication with employees
- ✓ Involve employees in the solution/feedback process

A good communication plan is key to ensuring that changes are being communicated effectively and on a timely basis. New safety measures should be clearly communicated to all employees, so they are able to comply in returning to work. Furthermore, communication of the safety measures and protocols will help ease employees' anxiety or fear in returning to work.

Methods of Communication

Multiple forms of communication may be necessary to ensure that information is communicated appropriately.

This may include:

- ▶ Virtual meetings
- ▶ Virtual trainings
- ▶ Email communication
- ▶ Signage (posted throughout facility)

If employees are dispersed geographically, consider tailoring your communication by location. Signs within the workplace, particularly in communal areas (eating areas, bathrooms, etc.) help remind employees of protocol and safety measures.

Pandemic Response Plan and Team

Advise employees of the pandemic response plan and team members. The pandemic response team can ensure employees that they are monitoring regulatory changes or protocols for their peers. Ensure feedback is solicited from various aspects of the business to address concerns and issues in returning to work. Consider the protocol for employees who are unable or unwilling to come back to the workplace because they are considered "high-risk", need to care for minor children or other reasons.

Employee Assistance Programs (EAP)

If there is an EAP, remind employees how to access it. Remind employees of the benefits of these types of services and what specific types of services they include.

Ask for Feedback

Utilize a survey tool to poll employees on their concerns in returning to work. This allows for anonymous feedback and may bring considerations that were not previously discussed.

TRAINING

- ✓ Provide back-to-workplace orientation on employees' first day back to the workplace
- ✓ Cover all protection protocols being implemented to alleviate concerns and fears

Returning workers will have questions and concerns about the processes and protocols in place to provide a safe and healthy workplace (OSHA General Duty Clause, Section 5 (a)(1) of the 1970 OSH Act). Provide back-to-workplace orientation training that discusses new operating procedures, and any/all safety and health processes put in place to protect employees and educate them on methods to protect themselves.

All employees should go through the orientation prior to their first day back to the workplace. This will help protect all workers and alleviate concerns and fears.

Back-to-Workplace Orientation – All Employees

New/Changed Procedures

POSSIBLE NEW / CHANGED PROCEDURES TO CONSIDER	
Self-Screening ▶ Questionnaires	Facility Cleaning and Disinfecting ▶ Workstation care ▶ Hand washing facilities
HR Policies/Procedures ▶ Reporting Illness ▶ Reporting Exposure ▶ Quarantine Requirements ▶ Time off policies	Secure Entrance Screening ▶ Processes associated with building entry ▶ Positive symptom results ▶ HR procedures
PPE Requirements ▶ Masks ▶ Face shields ▶ Gloves	Operations ▶ Changes in operations <ul style="list-style-type: none"> ○ On-site ○ Off-site ○ Visitors

Personal Prevention Activities

WHAT TO CONSIDER FOR PERSONAL PREVENTION	
How Coronavirus Spreads (more information) ▶ Person-to-person <ul style="list-style-type: none"> ○ Close contact (6 feet and closer) ○ Respiratory droplets <ul style="list-style-type: none"> ▪ Mouths, noses into lungs ▶ Asymptomatic carriers ▶ Contact with contaminated surfaces <ul style="list-style-type: none"> ○ Touching contaminated surfaces and transfer to mouth, nose and eyes ▶ How easily the virus spreads <ul style="list-style-type: none"> ○ Easily transferable and sustainable between people ▶ Handshaking alternatives	How to Protect Yourself (more information) ▶ Best prevention is to avoid being exposed ▶ Spread mainly from person-to-person <ul style="list-style-type: none"> ○ Social distancing 6 feet or greater ○ Avoid respiratory droplets of others (sneezes, coughs and/or close talking) ○ Wash hands often <ul style="list-style-type: none"> ▪ At least 20 seconds with soap and water ▪ Hand sanitizer with at least 60 percent alcohol, rub until dry ○ Avoid touching eyes, nose or mouth with unwashed hands ○ Avoid close contact

<p>Symptoms (more information)</p> <ul style="list-style-type: none"> ▶ Generally, occur 2 to 14 days following exposure <ul style="list-style-type: none"> ○ Cough or shortness of breath ▶ Two or more of the following symptoms ▶ Fever, chills, repeated shaking, muscle pain, headache, sore throat, loss of taste or smell 	<p>Cloth Face Covers</p> <ul style="list-style-type: none"> ▶ Everyone should wear a mask when out in public (or around other people) ▶ Face covers are to protect others in case you are infected ▶ Do not use masks designed for healthcare workers ▶ Face covers are not a substitute for social distancing
<p>Cleaning and Disinfecting your home</p> <ul style="list-style-type: none"> ▶ Clean and disinfect frequently touched surfaces daily <ul style="list-style-type: none"> ○ Tablets, phones, counter tops, handles, sinks, toilets, printers, etc. ▶ Dirty surfaces need to be cleaned, then disinfected 	

Access Point Training (Employees Performing Facility Entry Screening)

Personal Protection Equipment

WHAT TO CONSIDER FOR PPE	
<p>Required PPE</p> <ul style="list-style-type: none"> ▶ Level one mask <ul style="list-style-type: none"> ○ Proper use, care and disposal 	<p>Eye Protection</p> <ul style="list-style-type: none"> ▶ Goggles, face shield, eye shield <ul style="list-style-type: none"> ○ Proper use, care and cleaning
<p>(if) Taking Temperatures</p> <ul style="list-style-type: none"> ▶ Non-sterile gloves <ul style="list-style-type: none"> ○ Proper use, care and disposal ▶ No-Contact-Thermometer <ul style="list-style-type: none"> ○ Proper use, care and cleaning/disposal of equipment 	

Screening Process

- ▶ All employees/visitors must be screened upon entry into the building
 - Screeners must understand
 - Screening activities
 - Logging requirements
 - PPE requirements
 - Disinfecting requirements
 - Scripted communications
 - Elevation protocols
 - Social distancing protocols

Screening Protocols

- ▶ Pass/fail questionnaire procedure
- ▶ Pass/fail temperature procedure

Facility Sanitation/Disinfection Team Training (Employees on the Facility Cleaning and/or Sanitation Team)

Cleaning & Disinfecting

ELEMENTS TO CONSIDER FOR CLEANING & DISINFECTING	
Differences between cleaning “dirty” and disinfecting “killing germs”	Cleaning and disinfecting areas with known COVID-19 exposure
How to clean and disinfect	Hazards of chemicals ▶ Hazard communication ▶ Bloodborne pathogens
Hand washing	Trash disposal
PPE ▶ Properly don, use, remove and dispose of PPE <ul style="list-style-type: none"> ○ Disposable gloves ○ Disposable gowns ○ Eye protection 	

Emergency Response Team (Employees)

Extra Precautions when Treating Potential COVID-19 Incidents

- ▶ Identifying Potential COVID-19 Patients
 - Information concerning COVID-19 is still evolving and maturing. As a result of the continuously changing information concerning exposure rates, asymptomatic carriers and symptoms, all emergency response activities should consider the patient as a potential COVID-19 risk. As a result, extra precautions must be taken to protect responders. The extra precautions include additional PPE and thorough understanding of the applicable OSHA standards.
- ▶ Additional PPE
 - N95 face mask
 - Eye protection
 - Patient exam gloves
 - Fluid-resistant isolation gown
- ▶ [Properly donning and doffing additional PPE](#)
 - Posters illustrating proper donning and doffing
 - https://www.cdc.gov/coronavirus/2019-ncov/downloads/A_FS_HCP_COVID19_PPE.pdf
 - https://www.cdc.gov/coronavirus/2019-ncov/downloads/A_FS_HCP_COVID19_PPE_11x17.pdf
 - https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19_PPE_illustrations-p.pdf
- ▶ Primary OSHA standards that provide guidance
 - [Eye and face protection](#)
 - [Respiratory protection](#)
 - [Hand protection](#)
 - [Bloodborne pathogens](#)
 - [Hazard communication](#)

NONVERBAL COMMUNICATION

Signage Map

Additional non-verbal communications are recommended in the form of signage, which helps remind employees and visitors about necessary protocols & procedures. The following table has been built as a map to help determine what signs to use and where to post them.

	Outside bathroom doors	Exit and entrance doors	Entrance of café / lunch room	Café: food tray area	Inside bathrooms	After employee entrance area	Exit and entrance doors	Exit of dedicated area	Indoors at entrance doors	Exit of first aid room	Multiples in areas of choice*
Bathroom Disinfected	X										
Facility Disinfected		X									
Lunchroom Disinfected			X								
Trays Disinfected				X							
Hand Washing Instructions					X						
Temperature Check Point						X					
Visitors							X				
Quarantine Area								X			
Thank You for Working Safe									X		
First Aid Room										X	
Personal Hygiene Tips											X
Please Practice Social Distancing											X
Social Distancing Tips											X

*Areas of choice can include conference rooms, common work areas and other spaces where people congregate.

For signage already available for downloading and printing, follow these links:

- [Amerisure.com](https://www.amerisure.com)
- [Ten Steps to Reduce Risk of Exposure](#)

COVID-19 RESOURCES BY STATE

The following map includes links to other COVID-19 resources. Click a state to go to their specific resource website.

