**Safety Program, Temperature/Questionnaire Tools, Incident Response Template**

Toolkit

**Important Notice:** Catapult offers this document as a template; however, Catapult’s area of expertise is solely North Carolina and Federal employment law. If you employ workers in other states, you will need to review for compliance in those states. If aspects of this document are unrelated to employment law, seek counsel on that particular topic. We recommend working with a safety professional, for example on many health and safety specific areas.

Policies/programs/procedures should be carefully reviewed by your organization. Each organization should customize this policy - often significantly - based on their company’s facilities, staff and industry. Most of the policies are NOT required by any law or regulation, and by putting these policies into place you are asserting that you are choosing, as a company, to comply with the policy. If you do not comply with your company policy, there could be legal risk. For example, this document states that the COVID-19 committee will meet weekly, maintain meeting notes and cover a listed set of topics at each meeting. Failure to do so could open you up to liability. If you feel that any of these policies is not appropriate to your workplace, you should eliminate or alter it as needed, with review from Catapult or an attorney. Certain required programs may not required for every business. If you have questions, contact Catapult or your attorney.

The information provided in this document does not, and is not intended to, constitute legal advice. Instead, all information, content and materials provided are for general informational purposes only and may not constitute the most up-to-date legal or other guidance. Readers should contact their attorney to obtain advice with respect to any particular legal matter. No reader should act or refrain from action on the basis of any information, content or materials provided herein without first seeking legal advice. Only your individual attorney can provide assurances that the information contained herein – and your interpretation of it – is applicable or appropriate to your particular situation.

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# COVID-19 Safety Program/Policy: Overview and Information on the COVID-19 virus

This policy is in place to formally outline the Company’s response to the ongoing COVID-19 pandemic.  The organization has established a Committee of multiple departments since the prevention of COVID-19 spread within the organization requires a multi-discipline approach.  It is important that the Company addresses facility set-up, human resources policies and multiple other areas, as well as keeping up with the latest information on the virus.  The purpose of the program is to identify and put in place safety practices, educate employees, encourage good employee practices, ensure appropriate distancing and disinfecting, screen employees and isolate those who have come into contact with the virus.

All members of the Committee, as well as all employees should bear in mind the following general information about COVID-19:

* **COVID-19 symptoms:**
  + Contagious carriers of the virus often have NO or mild symptoms.
  + People are most contagious for 1-3 days before symptoms (or never develop symptoms).
  + [**Symptoms**](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) vary, and are updated by the CDC, but the most common are:
    - Fever or chills
    - Cough
    - Shortness of breath or difficulty breathing
    - Fatigue
    - Muscle or body aches
    - Headache
    - New loss of taste or smell
    - Sore throat
    - Congestion or runny nose
    - Nausea or vomiting
    - Diarrhea
* **Coronavirus may spread by:**
  + Breathing/respiration:
    - The virus lives in the lungs of people who carry the virus (no active symptoms) or those who have an active COVID case.
    - Breathing transmits the virus through the air.  Laughing, coughing, yelling or breathing heavily may create a wider spread and larger number of viruses to be spread.
    - Contact is cumulative over time, even if exposure is intermittent.
  + Surfaces:
    - People may touch their mouth or nose, then a surface.  Airborne viruses may settle on surfaces.
    - Others may then touch the surface and then their own nose, eyes or mouth.
* **Covid-19 can result in no symptoms OR serious respiratory conditions which can result in additional medical conditions affecting other vital organs.**
  + Older adults and those with compromised immune symptoms or certain chronic conditions are more at risk for serious health effects.
  + The public health goal is to limit contact in order to reduce the number of cases and protect at-risk populations.

# Infectious Disease Committee and Meeting Times

The Infectious Disease Committee will remain in place indefinitely to support any efforts related to COVID-19 or future infectious disease response.  A separate Infections Disease Plan will be put in place to respond to future pandemics.

This Committee will be made up of the following members: (Include titles senior staff from Human Resources, Safety, Facility Services/Housekeeping/Maintenance, Marketing/Communications and Directors over business segments).

During an active pandemic (to be determined by the Committee in alignment with state, local and federal guidance), the Committee will meet weekly, or less frequently if deemed appropriate, based on changes in circumstances.

The Infectious Disease Plan will outline regular meeting dates beyond the time of this active pandemic.

Meetings will primarily address the following topics and meeting notes will be maintained.  The best practice is to assign tasks to a specific individual and review for completion at the next meeting.

Meetings will cover, as appropriate:

* Any updates on CDC/DHHS guidance (one member of committee may be assigned to stay up to date)
* Updates on Governor’s or other shelter-in-place orders (one member of committee may be assigned to stay up to date)
* Changes in unemployment, benefit/leave options or policy requirements (Human Resources committee member)
* Communication needs
* Concerns or changes needed for safety programs
* Other specific employee / safety issues

# Communication Plan

The Committee will review the opportunities for communication and education, and will identify the best opportunities for broadcasting such information, to include:

* Signage in restrooms, break areas, lunch areas, and at all entrances.
  + Signage will be coordinated by:
  + Signs may be downloaded ([**https://www.signs.com/coronavirus-signage/**](https://www.signs.com/coronavirus-signage/)) or created, but should address the following areas:
    - Handwashing
    - PPE and Face Masks
    - Social Distancing (6-feet)
    - Symptoms - when to report
* Letters, handouts and emails to employees, communicated by the Human Resources Department to include the following information:
  + Symptoms
  + How the disease is communicated
  + How to protect self (handwashing, masks, social distancing, extra disinfecting, etc.)
  + Training on mask use and any personal protective equipment
  + Contact with a case and when to report
  + Information about company safety practices
  + Information about leave options
  + Invitation for communication from employees regarding concerns
  + Updated information
  + Information from Human Resources on work-from-home suggestions, benefits adjustments, etc.
* Similar information may be provided to vendors, partners, customers, etc.  Creating a visitor policy should be a consideration for all employers; however, as this does not fall into employment law, we would recommend reviewing such plan with the appropriate legal counsel for the states in which you operate.

# Determining Re-opening Options

Company will review state and local orders when determining any changes in safety practices, changes in remote work options, etc.  These resources should be reviewed periodically for the state of NC:

* [**https://covid19.ncdhhs.gov/information#businesses**](https://covid19.ncdhhs.gov/information#businesses) **(NCDHHS)**
* <https://www.labor.nc.gov/safety-and-health/training/construction-forum> (OSHA Healthcare ETS for NC)
* <https://scdhec.gov/covid19/resources-community-covid-19/businesses-employers-covid-19> (SC DHEC)
* [**https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html**](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html)
* Other industry specific recommendations from the NC DHHS and the CDC.
* Orders for the following business sites/travel areas will be reviewed: (list based on your territory).  These must be reviewed individually for each state/city/county; however, the majority of orders in place are surrounding larger metropolitan areas and more populous counties.

# Supporting High Risk Employees

Company will support efforts to identify and support high risk employees and those with special concerns.  These supports may be made through the following processes:

* ADA Reasonable Accommodation Process - This process involves a verification of the disabling condition and suggestions for accommodations to assist the employee in performing the essential functions of their job, to include leave or telework.
* Families First Coronavirus Response Act (FFCRA) Emergency Sick Paid Leave and Emergency Family Medical Leave – This leave requirement is available to employees at most companies with under 500 employees. This leave is available for the following reasons – for details on length and percentage of pay, see the FFCRA policy:
  + Employee subject to a Federal, State, or local quarantine or isolation order related to COVID-19;
  + Employee advised by a health care provider to self-quarantine related to COVID-19;
  + Employee experiencing COVID-19 symptoms and am seeking a medical diagnosis;
  + Employee caring for an individual subject to an order described in (1) or self-quarantine as described in (2);
  + Employee unable to work or telework due to caring for a child whose school or place of care is closed (or childcare provider is unavailable) for reasons related to COVID-19; or
  + Employee experiencing another substantially similar condition specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Labor and Treasury.
* FMLA (Family Medical Leave) – This leave is available for companies with 50 or more employees.  If an employee has another FMLA qualifying condition, and a doctor deems that the employee should be out of work related to that condition in combination with COVID-19 concerns, or if the employee is out of work due to COVID-19 complications which may rise to the level of FMLA’s definition of a serious health condition, this leave may apply.
* Other – Company may use this section to describe their other leave options (for example, if personal leave is available or if they are formally permitting a month of unpaid leave for employees who are frightened to return to work without specific reason but are not able to work from home).  While there is no reason to accommodate fearful individuals unless their fear rises to an ADA or FMLA situation, it is best practice to offer some period of time where an employee can consider whether at some point they will re-evaluate their decision to return to work or if other safety accommodations could help.  This supports the employee who is refusing to work due to safety concerns (OSHA, NLRA).
* Company will reach out to ALL employees (via letters, emails, etc.) in order to invite high risk employees to request alternative accommodations, to include leave and telework, in an effort to prevent serious effects from at risk contagion, making it clear that the company welcomes the opportunity to have discussions on this topic.  This is important as employees will otherwise be less likely to pursue assistance.  This is a list (not all inclusive) of those who are at [**higher risk**](%20https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html), updated by the CDC:
  + [**People aged 65 years and older**](https://www.cdc.gov/aging/covid19/covid19-older-adults.html) **(Older AdultsO**
  + People who live in a nursing home or long-term care facility
  + People of all ages with underlying medical conditions, particularly if not well controlled, including:
    - People with chronic lung disease or moderate to severe asthma
    - People who have serious heart conditions
  + People who are immunocompromised
    - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
  + People with severe obesity (body mass index [BMI] of 40 or higher)
  + People with diabetes
  + People with chronic kidney disease undergoing dialysis
  + People with liver disease
  + People who are pregnant tend to be more prone to respiratory illnesses
* Company will invite employees to open discussions about other safety concerns unrelated to the employee’s own medical condition or age, such as: family members or household members who are high risk, childcare issues, stress and anxiety related to work.
* Company will invite overall comment on safety practices.
* Company will not require an employee to go on leave or telework due to their condition, except as specifically authorized by law, or due to childcare concerns but will make such accommodations available whenever possible at the employee’s request.

# General Safety Practices to be Communicated to Employees

Employees should be made aware of the following health and hygiene information.  The company’s COVID-19 communication review should encompass new and repeated communications on this topic.

* Wash hands for 20 seconds with soap (warm or cool water) or hand-sanitize anytime you leave your office space and before touching common surfaces.  Then hand-wash again before returning to your office space.
* Handwashing is the best way to destroy the virus.
* Hand sanitizing stations are set up throughout the facility.
* Avoid touching face during day.
* Sneeze/cough into sleeve or a tissue– then dispose of the tissue in the trash and wash your hands.
* Put on a face covering before you enter the building and if you may come within 6 feet of another individual outside the building. (Follow current Executive Order which may vary)
* Face coverings should only be removed when eating or drinking.   (Add information here, for example: Employees with a private office may remove the face mask when they are alone in their office, etc. Follow current Executive Order,)
* Communicate all PPE/Face Cloth Covering guidance in the area below.  Note – if required, masks should be provided for employees. Face coverings, when required by Executive Order are likely fine to provide or not. If you do provide, provide enough to serve for a week and provide information on [**washing face coverings**](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wash-cloth-face-coverings.html).
* Temperature checks and medical questionnaires are mandatory for all employees daily.  Employees who choose not to comply will be sent home and may contact Human Resources to discuss further.
* Employees should ensure they communicate certain interactions (see travel/gatherings) as well as close contact (6 feet for fifteen minutes or more over a 24-hour period, or exposure to someone coughing, etc.) with a positive or presumed positive (symptoms plus no other specific diagnosis) COVID-19 case to the Human Resources Department and not report to work until they have discussed the situation.

# Personal Protective Equipment and Cloth Face Coverings

* Educate employees on how and when to use face masks/cloth face coverings:
  + Use face coverings at all times when inside unless eating or drinking; outside if you may be within 6 feet of another person.
  + How to put on a face mask:
    - Clean your hands with soap and water or hand sanitizer before touching the mask.
    - Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
    1. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
    2. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
    3. Follow the instructions below for the type of mask you are using.
       - *Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.
       - *Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
       - *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands.  Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head.  Pull the bottom strap over your head so that it rests at the nape of your neck.
       - Mold or pinch the stiff edge to the shape of your nose.
       - If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
       - Pull the bottom of the mask over your mouth and chin.
* How to remove a face mask:
  + - Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
      * *Face Mask with Ear loops:* Hold both of the ear loops and gently lift and remove the mask.
      * *Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
      * *Face Mask with Bands:* Lift the bottom strap over your head first then pull the top strap over your head.
    - Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

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# Hazard Review and Establishment of Engineering/Administrative Safety Practices

Review this with a safety professional carefully, and as a party to an overall company evaluation of options and practices.  Committee Members will review the following areas, utilizing the tools and information provided by the CDC, including the Cleaning and Disinfecting section of this page [**https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html**](https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html) to accomplish the following:

* Reviewing hazards related to re-opening (HVAC/water systems)
* Assessing workplace hazards/exposure risk – Identifying usual number of employees within a room; current distances between desks, limits of ventilation within areas, tight hallways or limited bathroom spaces, shared breaktimes, etc.
* Discussing Engineering Controls (physical methods of separating employees from hazards) – Moving desks, reducing occupancy of certain areas, taping six-foot increments on the floor for waiting areas (rest rooms), changing ventilation operations or adding fans; reducing chairs at group tables, using plexiglass or flexible plastic as barriers, etc.
* Discussing Administrative Controls (social/administrative methods of reducing hazards) – Alternating shifts, increased rotating break/lunch schedule, telework, etc.
* Discussing Education Tools and Posters

The team will establish a Cleaning Routine: In general, an assessment of cleaning routines will include a review of the frequency of use, number of people/different people present in the space, and the level of “touching” for surfaces.

* Spaces which may be used only once per week – May not require additional cleaning other than on a standard cleaning regimen since viruses will continue to die on surfaces during the time the rooms are empty.
* Spaces which are used fairly regularly but which do not include high-touch surfaces– A routine cleaning schedule should be set up more frequently (daily, for example) which would include disinfecting surfaces.
* Frequently touched surfaces or restroom/kitchen/breakroom surfaces (examples: doorknobs, copier keypads, shared tables, sink handles, dryer buttons, microwave buttons, etc.) should have a routine cleaning after each use if possible, or be set up on a frequently disinfecting schedule.  Any obvious dirt, fingerprints, etc. should be cleaned with soap and water, then disinfecting should take place.  Soft surfaces may require laundering, or spray disinfecting.

The Facility Committee Members should ensure that the facility is well-stocked with the following cleaning products and resources:

* Spray cleaner designated to kill SARS CoV-2 (EPA lists approved chemicals but may also refer to the information listed on the cleaner or talk to the retailer/supplier).
* Liquid/floor cleaner with same characteristics as above.
* Face masks or coverings (N-95 masks are generally not necessary, but require special fitting and training if used), and non-latex gloves.
* Other products as needed based on the establishment of the cleaning and hazard abatement guidelines.

All Facilities staff should be trained on proper use and safe use of products, to include how long the product must be on the surface to be effective, as well as the PPE that should be worn during cleaning.

# On-site COVID-19 positive/presumed positive case or close contact with such case

(Close contact with a case can be determined on a case-by-case basis depending on proximity and type of contact – 6 feet or less for 15 minutes or more over the course of 24 hours is the general rule of thumb from the CDC).

The Company will detail a plan for contact tracing, employee quarantine and cleaning/disinfecting in the case of a COVID case or contact.  This plan will detail:

1. When an employee should quarantine and for how long.
2. When and for how long fellow employees should also be quarantined.
3. When and how other employees will be notified.
4. Whether the facility needs to be closed or partially closed for deep cleaning.
5. The general method of cleaning and disinfecting.

Recommendations for disinfecting are on the Cleaning and Disinfecting section of this page [**https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html**](https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html)

A plan should be in place for contact tracing, sending employees home and more detailed cleaning requirements (or an outsourced cleaning company should be contacted) in the case of a COVID-19 case onsite.  This procedure can be referenced here and kept separate.   Catapult sample plan is below.

# COVID-19 Incident Plan – Catapult TEMPLATE

1. **Remove employee from site**

Presumed positive or positive COVID-19 cases and those who come into contact should be immediately asked to leave the facility, bearing in mind that communication should be at a distance and individual requesting them to leave should carefully wash hands following contact.

* **Employees with symptoms of COVID-19** who have not had another diagnosis or who have tested positive for COVID-19 should be removed from the site until either they have been diagnosed with an alternative condition OR until 10 days have passed from the start of symptoms and they have had 24 hours without a fever (and no fever reducing medications) PLUS a reduction in symptoms.  They may also provide a release from a doctor that they have tested negatively twice within a 24-hour period; however, a test may not be required to return a positive or presumed positive to the workplace.
* **Employees who have been in close contact with a COVID-19 case** (6 feet or less for 15 minutes or more over a 24 hour period; however, assess individual cases – coughing, talking loudly and laughing may spread the virus at a higher rate even in less time) but who do not have symptoms should be sent home for the 14-day potential incubation period following their last contact, to assess themselves and report symptoms.  See advice for those with presumed positives if symptoms develop.

1. **Contact review/removal**

If the employee can communicate at a distance (or later by phone), uncover which employees, customers, etc. the employee has had close contact with for the required time period.  Close contact is defined as 6 feet or less for 15 minutes or more over a 24-hour period.  It is best since contact levels vary (if an employee is coughing or otherwise talking loudly/laughing, the virus is more easily spread) that you look at each case individually.  Ask about contacts of 6 feet for 10-15 minutes or more, which may help you capture all potential contagion circumstances.

* **Presumed positive employees** should be asked which employees, customers or other contacts (suppliers), etc. that they have had close contact (6 feet or less and 15 minutes or more over a 24-hour period) during the 48 hours before the start of symptoms up to the last point of contact (or the employee has been cleared to return to work based on return-to-work guidelines for positive cases).  Also, review any sites or vehicles the employee visited/used during that time.  Assess individually based on circumstances.

           If possible, immediately communicate with those “close contact” staff and request that they

           leave the facility, maintaining confidentiality.

* **Employees who have been in close contact with a presumed positive or positive case** (6 feet or less for 15 minutes or more over a 24-hr. period) should have a contact review as well, in case they later identify as having symptoms.  If they do have symptoms, review the guidelines in step 1 for those employees. Close contact employees should be quarantined for 14 days; however local or state public health officials may choose to reduce that period.

1. **Alert other staff onsite or who have been in contact (not “close”) with employee:**

Any group area worked in, conference rooms, areas used for break/lunch or any restrooms that the employee used should be closed down and staff in those areas should be asked to go home during the deep clean period (or potentially work in another area after handwashing) and reminded to self-monitor.

It is important to maintain confidentiality of the employee(s) affected.  You do not in most cases have to shut down and deep clean the whole building, unless that is needed in your particular case (small office or “roaming” employee).  CDC guidance advises that waiting for 24 hours for the virus to settle on surfaces is advised prior to commencing cleaning.

It is appropriate to send a letter (Catapult Template) or email out to your employees to make them aware of the situation.  You should also communicate with suppliers, etc. as appropriate.

1. **OSHA Reporting Requirements**

The Company will review any reporting or recording responsibilities under OSHA.  (Some companies, particularly with under 10 employees are exempt from recording requirements, however all companies are responsible for [**reporting**](https://www.osha.gov/report.html#:~:text=All%20employers%20are%20required%20to,be%20reported%20within%2024%20hours.) hospitalizations, amputations, loss of eye and deaths due to a workplace related illness.)

COVID-19 is a recordable illness that ERs must indicate in their OSHA logs if: (1) EE has confirmed case of COVID-19, (2) EE was exposed to COVID-19 at work (The company has to make reasonable determination of [**work-relatedness**](https://www.osha.gov/memos/2020-05-19/revised-enforcement-guidance-recording-cases-coronavirus-disease-2019-covid-19)); and (3) the case is [**recordable**](https://www.osha.gov/laws-regs/regulations/standardnumber/1904/1904.7#:~:text=Basic%20requirement.,aid%2C%20or%20loss%20of%20consciousness.) under general OSHA standards (if it results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, or loss of consciousness or it involves a significant injury or illness diagnosed by a physician or other licensed health care professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness.)

**NOTE:**OSHA FAQ guideline is to report any work-related Covid-19 hospitalization of an employee within 24 hours of knowing the employee is hospitalized and/or knowing the incident is work-related; this guidance sems at odds with current regulations, but it would be best to try to follow this guidance.

1. **Deep clean affected sites**

* If an employee has been absent from the workplace for 7 days or more when you identify the case, additional deep cleaning is unnecessary.
* Additional cleaning recommendations may apply to your industry, particularly if you care for groups of patients or have groups of clients such as students, disabled or elderly. See [**https://www.cdc.gov/coronavirus/2019-ncov/community/**](%20https://www.cdc.gov/coronavirus/2019-ncov/community/index.html) for additional details per industry.
* Close off the area visited by the person.
* Using PPE if entering the area, open outside doors and windows and use fans to increase air circulation.
* Wait for as long as possible before beginning the cleaning – 24 hours is best. This will allow viruses to settle, and some may die on their own, reducing the overall safety concern.
* Train your staff who will be cleaning or ensure contracted cleaning staff have been trained.  At minimum they should be trained on:
  + Safety Data Sheets/Chemicals that they will be working with and what to do if they come into physical contact with them or splash them in their eyes.
  + How to put on and take off their PPE and how to use the staging area.
  + The importance of disposing of PPE appropriately.
  + The importance of reporting any tears in PPE so that they can wash the area and replace the PPE.
  + The importance of handwashing for 20 seconds after removing PPE.
  + The importance of NOT touching their face during the cleaning process or before they thoroughly wash their hands and shower at home.
  + How to monitor for [**symptoms**](https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf) and when to report to Human Resources.
* Clean all areas the staff stated they had been in contact with, to include vehicles, over the past period of tracked contact time.  This cleaning should include walls, windowsills, window glass and floors as well as desktops, chairs and soft surfaces.  If the employee may have touched it or coughed on it – clean it.  This job may be outsourced but be clear about the reason and expectations for the cleaners.  If the surface is dirty, it should be cleaned with soap and water first; for disinfecting the cleaning solution should indicate that it kills the virus.
* Remember that other staff should not be present when cleaning.  Read all chemical cleaning bottles/safety data sheets carefully [**https://www.epa.gov/sites/production/files/2020-04/documents/disinfectants-onepager.pdf**](https://www.epa.gov/sites/production/files/2020-04/documents/disinfectants-onepager.pdf) and ensure adequate ventilation (doors and windows open if possible; potentially use respirators in confined spaces – in this case you may want to get outside assistance).
* Shut down all electronics to protect equipment and to prevent unauthorized access.
* PPE should be donned outside of the affected area in a staging area and should be removed on a clean plastic floor covering placed in that area that can be rolled up with the dirty PPE inside it and disposed of immediately.  The trash bag containing it should be immediately tied up and taken to dumpster.

**Personal Protective Equipment/Other Supplies (this may be supplied by company or an outsourced cleaner.  If supplied by the company, this material should be ordered and kept on hand prior to an incident):**

* Plastic sheet for floor/staging area
* Disposable cleaning gowns or other disposable coveralls.
* Non-latex gloves
* N95 mask (not a requirement by CDC – may or may not be used based on your company’s access – normally if you wait before beginning cleaning, there should be few airborne viruses.)
* Adjustable Protective Anti-Splash Goggles (if using hazardous chemicals)
* Disposable Elastic Shoe Covers
* Set up designated bags/liners to discard all material after cleaning is done
* Materials to hold as stock:
  + Disposable Gowns (amount: )
  + Non-latex gloves (amount/sizes)
  + N-95 Masks (amount: )
  + Goggles (amount: )
  + Disposable Shoe Covers (amount/sizes)
  + Disinfectant Spray (amount/size) – This product should be reviewed to ensure that it kills germs such as the Coronavirus.
  + Disinfectant Cleaner (amount/size) – This product should be reviewed to ensure that it kills germs such as the Coronavirus.
  + Cleaning Mop (amount: )
  + Cleaning Bucket (amount: )
  + Waste Bin (amount: )
  + Waste Bin Liners (amount: )

**Cleaning Steps:**

See specific guidance for electronics, soft surfaces, etc. here: [**https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html**](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

* Outline in writing every area that requires cleaning and assign areas if necessary.
* Instruct employees to clean areas furthest away from the staging area first and work their way towards the staging area.
* Clean at least one restroom last so that employees are able to use it as they do the deep cleaning.
* Read over the various chemical warnings and requirements with the employees and make sure they know where the safety data sheets are and when to report PPE tears or to wash and reapply PPE.  Also read over the instructions – some products must be left wet for a period of time in order to work.
* Employees should begin with the highest portion of the walls and work their way down, then around the room, reapplying the disinfecting solution as they go.
* Soft areas such as carpeting, chairs, etc. should be sprayed with disinfectant.  Keyboards should be wiped and sprayed with a quick drying disinfectant.
* After cleaning the walls/windows and doors, the items in the room (desks, etc.) should be handled in a similar pattern so that nothing is missed.
* Make it clear to the cleaners that high touch areas should specifically be targeted (door handles, sink faucets, bathroom locks and handles, mouse and keyboard, chair armrests, microwave buttons, refrigerator door handles, light switches, etc.)
* Any consumable product should be disposed of.
* Personal items should be sprayed or wiped as appropriate.
* The carpet or hard floor should be cleaned last, using a product which kills the virus.  This could be a spray or a disinfectant placed in appropriate amount into mop water.
* Cleaning items that are non-disposable should be sanitized prior to disrobing.
* Team members who participate in the cleaning should return home to shower.

# Employee and Visitor Screening

The Committee will take into account recommendations for pre-screening employees and visitors from the CDC and other resources such as state and local orders and Health and Human Services Departments.  The Committee will put in place a plan and procedures, to include temperature checks and/or medical questionnaires as appropriate.  All such practices will be put in place consistently based on specific department and facility risk factors.  For example, work from home employees are different in terms of putting other staff at risk than employees in a group office setting.  Accommodations will be considered should an ADA (Americans with Disabilities Act) or religious concern arise.  Other options such as work from home, isolation in office, additional PPE, etc. will be reviewed.

Catapult’s sample temperature-taking procedures and medical questionnaire are here, but any screening of visitors should be in consultation with the appropriate legal guidance for that state.)

**Temperature Measurement Procedures – Catapult Template**

This procedure document can be customized for your organization based on your company’s facility set-up.  It is best to keep the procedures as simple as possible to avoid confusion.  It is also helpful to have a COVID committee which includes maintenance/housekeeping/facility services as well as Human Resources and management so that if you need special set-up or staff information in order to prepare an appropriate procedure document, you can review the program together/discuss issues.

This temperature checking document is appropriate for large facilities with appropriate resources.  As long as you protect privacy and staff, there are many other options, to include telling staff to temperature check at home and monitor symptoms before working.

Be cautious with the retention of any kind of medical document including temperature screenings.  Decide whether you will keep medical information or not.  Find balance between retaining the information in the case of an accusation that you have placed an employee out of work for some other discriminatory or retaliatory reason with the need to maintain privacy at all times.  If you choose to retain medical documentation, ensure compliance with all relevant confidentiality and privacy laws.

**Important Information:**

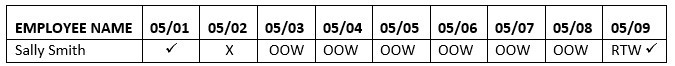
If a medical emergency is identified, all employees are empowered to call 9-1-1 before alerting the Human Resources Department.  The CDC advises immediate medical care if the employee has:

* Trouble breathing
* Persistent pain or pressure in the chest
* New confusion or inability to arouse
* Bluish lips or face

**Supplies required for testing:**

1. [If using a health questionnaire, you may add this as a required item.  Sample questionnaire included in this document.]
2. Form (attached) for HR notification
3. Printed version of Symptom Checker/Self Care for employees sent home: [**https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf**](https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf)
4. Non-latex gloves
5. Thermometer
6. Face shield
7. Alcohol wipes
8. Tape (to mark 6-foot intervals or thermometers that have incorrect readings)
9. Spreadsheet with names of all staff as first row, with separate rows for each day tested (date at top).

* A checkmark means the employee is clear (no temperature/symptoms),
* An X means a temperature or symptoms – employee sent home.
* Indicate RTW on first day permitted to return by HR, and checkmark or X next to RTW to account for their temperature/symptoms that day.



Example: In this case Sally was negative for fever on 5/1, has a fever or symptoms on 5/2, was OOW (out of work), then permitted to return to work on 5/9 (and was negative for fever or symptoms.)

**Instructions for Staff:**

1. Put on your personal protective equipment:

* Non-latex gloves (both hands).  Avoid touching anything other than the thermometer (for example your face or other items).
* Use a face shield (wipe with alcohol wipes prior to use).

1. Use the company approved thermometer:

[Company should select a forehead thermometer or non-contact thermometer.  These are reasonably priced; make sure to read reviews for accuracy. Always buy the same brand so instructions are identical.]

* All thermometers are of the same type and the same brand so that instructions are consistent.
  + Disinfect the thermometer with alcohol wipes (use only wipes on the lens to prevent damage).
  + [Company should insert here the list of testing instructions that come with the thermometer.]
  + Check temperature on your own forehead to test it.
  + If a thermometer seems faulty, place a piece of tape around it until batteries are replaced and it is rechecked.

1. Testing Instructions:

* Stagger shift start times to prevent employees gathering together.
* Mark out six feet waiting marks on ground with tape.
* Test employees one by one.  [Protecting privacy and reducing embarrassment is important, so consider the set-up of your location and how this can be best attained.]
* [If administering questionnaire, include this as a bullet point.  All non-positive questionnaires should be shredded.  Any positive questionnaires can be faxed to HR along with the form included here for HR notification.  The original should be shredded.]
* Check off employee’s name after testing/symptom check.  (X for high temperature or symptoms.)
* Keep list secure in the supervisor’s office and use list daily to determine if re-entry is authorized.
* Record positives on positive form and scan to Human Resources.  Shred original form.
* Employees may not re-enter the facility until they are approved to do so by Human Resources.  Note approvals on the spreadsheet “may return – date”.
* If you notice symptoms, send the employee home, and tell them to contact Human Resources.  Note an X as you would for a high temperature on your spreadsheet.
* Employees may enter building if they are symptom free, have a temperature below 100.4 and no other contact/diagnosis.
* Employees who test above 100.4 should be asked to leave the facility.  Continue to wear your face mask and gloves when communicating to them.  (See below.)

1. Communication

* Provide employees above the temperature range with the information sheet on how to self-assess for COVID-19 symptoms.
* Ask them to contact Human Resources and their supervisor.
* Make them aware that a fever can be a symptom of multiple illnesses and that sending them home is just a precaution.
* Human Resources can assist the employee with understanding when they will be permitted to return to work and how they will be paid.

1. Sanitize and dispose of items at the end AND after any contact with a fever of 100.4 or higher:

* Sanitize the thermometer with alcohol wipe and set aside.
* Remove your face shield and sanitize with a wipe.
* Remove gloves without touching the outside of the glove and dispose of them
* Wash hands thoroughly with soap for 20 seconds minimum.

Removal of gloves may be accomplished without touching the outside of the gloves.

Make Human Resources aware of any employees who were sent home by sending positive forms.  Secure your list and shred any original positive forms.

# SAMPLE: NOTIFICATION TO HUMAN RESOURCES OF AT HOME STATUS

(Fax/Scan to Human Resources)

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Dept/Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_ Temperature at or above 100.4

\_\_\_\_\_\_\_ Observed/Described symptoms similar to those of COVID-19 (try to get employee to complete the health questionnaire correctly in this case):

\_\_\_\_\_\_\_ Recent fever OR chills OR shaking with chills

\_\_\_\_\_\_\_ Sore throat

\_\_\_\_\_\_\_ Coughing

\_\_\_\_\_\_\_ Shortness of breath or difficulty breathing

\_\_\_\_\_\_\_ Muscle pain

\_\_\_\_\_\_\_ Headache

\_\_\_\_\_\_\_ New loss of taste or smell

\_\_\_\_\_\_\_ Positive Health Questionnaire (attached)

Additional Notes:

# SAMPLE: COVID-19 Health Questionnaire

This health questionnaire with the “YES” response procedures is a sample only.  Based on your organization, you may choose a different process.

 14 days is the CDC estimated incubation period for COVID-19, so asymptomatic employees with close contact should be kept out for that period of time.

* The CDC recommends 10 days from symptoms and 24 hours without fever or fever reducing medicines plus improvement in respiratory symptoms as a guideline for removing quarantine restrictions on COVID-19 positives. They make it clear that you only should go beyond this timeframe (ie. a more stringent symptom-based strategy) OR request a COVID-19 test in the case that you have put in place a policy *explicitly*, with *clear justification*, and *in coordination with local public health authorities*and only in specific situations where:
  + Persons who could pose a risk of transmitting infection to vulnerable individuals at high risk for morbidity or mortality from SARS-CoV-2 infection OR to persons who support critical infrastructure.
  + Persons normally residing in congregate living facilities (e.g., correctional/detention facilities, retirement communities, ships) where there might be increased risk of rapid spread and morbidity or mortality if spread were to occur.
  + Persons who because they are immunocompromised may have prolonged viral shedding and therefore a longer time period in which they could affect others.  These individuals may include those undergoing immunosuppressive medical treatment (e.g., biologics, chemotherapy, radiation prolonged corticosteroid use), as well as those with certain inherited disorders, or HIV infection (but the list is not limited to this group.)
* Remember that certain conditions which could be covered under the ADA may cause similar symptoms which is why employees who feel this is the case should contact Human Resources versus sharing details with the temperature checker.
* It is important also to remember that questions other than those on this form may elicit information that would violate ADA/HIPAA guidelines and therefore, it is important to stick to COVID-19 specific information.

“YES” questionnaires should be faxed/scanned to Human Resources at: (number) along with the HR Notification form.  This questionnaire is confidential.  “YES” responses are retained in employee HR medical file.  All other copies and negative responses are shredded immediately.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you had flu-like symptoms\* over the past 7 days (or new symptoms different from a past questionnaire)?  If so, indicate below:

\_\_\_\_ fever (over 100.4) or chills/shaking with chills

\_\_\_\_ sore throat

\_\_\_\_ cough

\_\_\_\_ headache

\_\_\_\_ muscle pain

\_\_\_\_ shortness of breath or difficulty breathing

\_\_\_\_ “new” loss of taste or smell

When did symptoms begin? \_\_\_\_\_\_\_\_\_\_\_\_

1. Can you answer “yes” to any of the below for the period of the past fourteen days:

* I or someone that I have been in close contact (6 feet or less for 15 minutes or more over a 24 hr period ) with someone who has been diagnosed with COVID-19, or are presumed to have COVID-19
* I have traveled out of the country, or to a state which has state, local or municipal emergency orders in place related to COVID-19 or been involved in activities outside of a shelter-in-place guidelines to include mass gatherings, etc.  (Align this with your travel policy.  You may choose to adjust the #2 recommendation to go home and contact HR to evaluate risk.)

**Please check the appropriate box below.  Contact Human Resources the day before you return to work to discuss symptoms, etc**.

**\_\_\_\_\_\_ YES to Question 1 ONLY:**   Stay out of work for 10 days from the start of your symptoms AND a full 24 hours from the start of your recovery.  (Recovery means no fever - without the use of fever reducing medications - starting from the time of recovery and lasting a full 24 hours, and improvement of symptoms).  Monitor your symptoms carefully\*.  We recommend talking to your doctor.

**\_\_\_\_\_\_ YES to Question 2 ONLY:**  Stay home and self-isolate for 14 days.

**\_\_\_\_\_\_ YES to Questions 1 AND 2:**   Stay home and self-isolate for 14 days. Before returning provide a medical note from a doctor stating that you are not considered to be a safety risk to others in the facility related to a COVID-19 transmission.

My signature below indicates my responses are accurate, and I will follow the instructions given to me.

Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* If you/your physician feel that these symptoms are definitely related to a separate condition, please make Human Resources aware.

# Travel and Gathering Policies

The Committee will establish and communicate travel and gathering practices.

To establish the best practices, the Committee will review the most recent travel guidance from the CDC as well as Governor’s and local orders in the various states.  The advisability of overseas travel and travel on public transport will be reviewed.  The Company may choose to require employees to report personal travel outside the state or country (based on guidance from the CDC).  The Company may also choose to have employees report gatherings which are out of alignment with federal, state or local orders advising personal or business practices.

In general, should a state or municipality recommend voluntary quarantine, or the CDC advise it for a particular area, the employee should be quarantined for 14 days upon return.  CDC country travel guidelines will be reviewed [**here**](https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notices.html).

Voluntary travel and business travel guidelines will be established and communicated, as well as education regarding appropriate travel practices.

A sample template for this from Catapult is below which can be customized and included in this document or kept separate with a brief summary of the policy here.  Customize carefully for your requirements and current guidance:

**COVID-19 Travel and Gathering Policy – Catapult Template**

**Business Travel:** Due to the current COVID-19 pandemic, the company is restricting all business travel in the following manner until further notice.  If travel is required for certain positions or otherwise authorized, detailed travel information is outlined in a separate section below.  (None of these are required – customize based on your review of your own safety requirements and business needs.)

* All business meetings (internal and external) should be held by teleconference.
* There should be no business/working lunches at restaurants.
* No travel to visit customer or vendor sites, unless pre-authorized by a member of the Executive Team in consultation with the Human Resources Director/VP.  Authorized travelers to customer or vendor sites should follow the protocols set by those organizations as well as the information in this document.
* Restaurants (when authorized) should be evaluated for their safety practices (see [**here**](https://countonmenc.org/guest-pledge/) for NCDHHS information as the requirements can change).  Call ahead to find out their safety practices.  Reject restaurants or meeting places which do not offer:
  + 6-foot distance between tables,
  + Good ventilation (outdoor dining is preferred),
  + Face masks, cloth face coverings or face shields for restaurant staff,
  + Extra hygiene practices/disinfecting practices (for example, disinfecting tables between customers with a cleaner designed to kill coronavirus),
  + Medical questionnaires for staff upon start of shift,
  + Six-foot distancing markers for waiting customers

**Personal Travel:**  Until furthernotice, employees must report the following travel/interactions to management before the fact (when vacation is requested, for example) or immediately after the fact if the event was not known in advance.  Management will evaluate the employee’s interactions and may impose a 14-day quarantine.  NOTE: You also have the option of aligning with current CDC guidance - for example, on Dec. 2nd this guidance was to get tested before 1-3 days before leaving and 3-5 after returning, limiting non-essential activity for 3-5 days after travel if tested and limiting activities for 10 days if not testing. Should FFCRA leave apply (a medical provider confirms the need to quarantine or be diagnosed), then the employee may request FFCRA leave or choose to take the time as unprotected time off under existing attendance policies.  If FFCRA leave does not apply or has already been exhausted, the company may choose to pay for all or a portion of the time off depending on the situation.  The company will follow all exempt pay regulations in this case.  (You may choose to adjust the information below as there is no specific legal guidance other than to use guidance from the CDC and stay up-to-date.  In some instances, for example where employees work from home, it would not make sense to require employees to report travel.)

**Employees should report the following to the Human Resources Director/VP immediately:**

* Travel outside the state (if the employee lives in another state, there is no need to report travel to that home state)
* Travel on any form of mass transportation (bus, train, plane, boat)
* Contact with someone under diagnoses for COVID-19, experiencing symptoms, or under quarantine due to probable COVID-19
* Attending gatherings, events or visiting facilities (to include worship services), which do not adhere to the recommendations and guidance expressed by local, state and federal officials.  These recommendations can change over time.  The most recent orders should be reviewed.  At this time, the following recommendations apply:
  + Other than for exempted businesses and churches, any kind of event should be limited to 25 people outside and 10 inside.
  + 6-foot distancing in mass gatherings (for mass gatherings that are permitted under existing orders, to include this same recommendation for places of worship).
  + Consistent use of face masks/cloth face coverings or face shields on the part of ALL participants (not necessarily presenters) in any permitted event, to include this same recommendation for places of worship).
  + Available restroom facilities with hand soap or hand sanitizing stations and disinfecting high use surfaces, such as tabletops, doorknobs, etc.
  + Methods in place to exclude individuals with symptoms of COVID-19.
* Any other gathering or travel which would be in violation of federal, state or local mass gathering or other orders.  See the [**state health department**](https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html) and local sites for additional information.
* Any notification of a COVID-19 case related to a mass gathering that the employee attended.

**Evaluation of Personal Travel/Contact:**

Travel will be evaluated related to the following circumstances and based on most recent guidance.  The CDC’s information related to current spread of the virus will be noted and documented at the time of the request for leave, as well as any relevant state or local orders.  The company will make the best effort to be consistent between employees; however, decisions may vary even when an employee travels to the same location based on the factors below and the time period at which they travel.  The CDC provides information on travel considerations and US spread of the virus [**here**](https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html).

1. Type of transportation (public transportation or private vehicle).
2. Social distancing observed.
3. Location of travel and stops along the way to the destination.
4. Other factors indicating higher level of risk, based on CDC guidance.
5. Any COVID-19 positives or presumed positives contact during the travel.
6. Attendance at mass gatherings not in alignment with
7. Any violation of state, local or federal orders in place at the time.

**Travel Requirements/Recommendations:**

Employees who travel for business must understand the below information and observe all requirements.  Employees who travel personally should review this information as well, and observe those parts of the information relevant to their situation

1. Review spread information and travel advisories from the CDC for the areas you are traveling through and your destination (see links for state health departments and CDC travel/spread information in above sections).
2. Reach out to locations/facilities you are visiting (even if it is a call to the front desk) to find out what the current working conditions may be.  Are the accepting visitors and is there a limit on number of visitors?  Are masks required?  Will medical questionnaires or temperature checks be required?
3. Plan your route: Remember that hours may have changed (or locations may have closed) in sites that you are used to using as rest stops or overnight stays.
4. Understand how and when to use face masks/cloth face coverings:

* Use masks when about to enter a public area in which you are unsure you can socially distance, or in which there is little ventilation or high numbers of people.
* How to put on a face mask:

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
5. Follow the instructions below for the type of mask you are using.

*Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.

*Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.

*Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands.  Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head.  Pull the bottom strap over your head so that it rests at the nape of your neck.

Mold or pinch the stiff edge to the shape of your nose.

If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.

Pull the bottom of the mask over your mouth and chin.

* How to remove a face mask:

1. Clean your hands with soap and water or hand sanitizer before touching the mask.  Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band.  Follow the instructions below for the type of mask you are using.

*Face Mask with Ear loops:* Hold both of the ear loops and gently lift and remove the mask.

*Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.

*Face Mask with Bands:* Lift the bottom strap over your headfirst then pull the top strap over your head.

1. Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.
2. Understand how and when to properly use gloves:

* Use gloves to pump gas, or when going into a store.
* Remove gloves properly – see [**here**](https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf)
* Discard gloves after leaving the facility by removing (in a sealed trash bag in your car or a public trash can).

1. Purchase hand sanitizer, cleaning wipes, gloves and masks and place them in your glove compartment.
2. If you are traveling on public transportation, observe all safety practices that are recommended by the transportation service.  Wear a mask or face covering and do not touch your face, hands, etc.  Immediately after exiting, observe guidelines for removing your mask and disposing of it in #3 above.
3. Charge your phone and make sure you bring your phone cables.  If you have trouble, you will be better able to socially distance if your phone is working.
4. Pack snacks and drinks so that you will not have to stop to purchase them or eat along the road.
5. If you visit a restaurant or gas station store, you should choose sites that seem less crowded.  Gas stations or fast food restaurants with lots of vehicles out front may be overly populated to socially distance safely.

* Wear a mask or cloth face covering.
* Do not touch your face or skin.
* Use gloves to pump gas, or when going into a store.
* Observe a six-foot social distance while waiting in line.
* When going to the restroom, it is best to remove gloves and dispose of them prior to using the facilities.
* Wash hands thoroughly after using the facility.
* Use a paper towel to turn off faucets or open door if necessary.  You could also choose to put on gloves again after your hands are dried.
* Use common sense – If the restroom becomes crowded, it may be best to exit and hand-sanitize thoroughly versus being overly concerned about touching faucets, door handles, etc.

1. If at any time you have symptoms of COVID-19 while traveling, immediately contact the Human Resources Director/VP to discuss options, which might include self-quarantining while traveling, accessing area medical services or returning home as safely as possible to a local self-quarantine.
2. Staff may review additional advice [**here**](https://www.aarp.org/travel/travel-tips/safety/info-2020/road-trip-safety-during-coronavirus-pandemic.html) from the AARP and [**here**](https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html) from the CDC.

# Changes to Attendance/Leave Policies

The CDC and other key officials/departments recommend not penalizing employees who need to be out of work due to exposure or symptoms.  Paying in part or full for such time off (through FFCRA or other means) prevents employees from failing to report symptoms or exposure.

The Committee will review the current attendance practices of the organization and determine whether the current policies encourage reporting of symptoms or contact through limiting the impact of such absences on an employee’s attendance record and income.

The Committee will discuss alterations to the attendance policy which are both financially responsible and supportive of practices which prevent COVID-19 spread within the workplace.

The Committee will make themselves aware of other leave options and how those options could be supportive of employees who need time away from work due to illness, quarantine, exposure or childcare issues.  In the case of situations which do not meet the requirements for current leave offerings, additional leave options will be discussed.

Finally, the Committee will ensure that the revised policies are communicated to all employees.

 A sample attendance policy which permits companies to customize for their own workplace is below.  This policy can be included here or kept separately.

# CORONAVIRUS (COVID-19) - Interim Attendance/Leave Policy – Catapult Template

**Overview**

Good attendance has always been valued at [Company Name].  Being able to rely on our employees to be productive during normal scheduled hours each day, on-time and prepared, is important to our company’s success.  Therefore, we have always ensured that employees who are not meeting those requirements are notified verbally and potentially placed in the progressive corrective action process if their absences or tardiness is excessive, unscheduled/unapproved or disruptive to business operations.

These policies were never put in place to penalize employees who are sick or have life events which require them to be absent, and our company has always ensured that we communicate regarding leave which may be required by law or offered by our company, to include ADA Leave or changes in schedule as an accommodation for those employees who have a disabling condition.  Ultimately, we want to work with employees and be flexible as an organization while maintaining productivity and high expectations for professional work behavior.

However, during this period of time, we want employees to be extra careful about their health and the potential of transmitting COVID-19 to others.  While we are aware that COVID-19 can be spread by carriers with no symptoms and are taking appropriate safety precautions to reduce the risk of transmission even if a positive case entered the workplace, we are adjusting certain policies to ensure that employees who do have symptoms or come into contact with a COVID-19 case can bring that to our attention without it overly affecting their work record or pay.

This policy is a temporary one and amends our current handbook policy.  At any time, we may discard this policy or make changes to it for any reason, to include (but not to be limited to) changes in the pandemic itself or cost/productivity concerns.  It is not a policy which will be continued indefinitely and is in direct response to the current pandemic.

**Attendance Policy Changes**

* **Timeliness:**Expectations on timeliness will not change. Employees should continue to be on-time to work, even if a work schedule change is authorized for some reason due to the pandemic. Failure to arrive on time is disruptive to the workplace and causes managers to delay work in some cases. Should a COVID-19 related reason cause you to be delayed, make your supervisor aware in as far advance as possible.
* **Absences related to symptoms of COVID-19, Diagnosis or Quarantine:**
  + Employees are required to self-quarantine for 14 days (barring additional symptoms) when they come into close contact with someone with COVID-19 (6 feet and 15 minutes or more over a 24-hour period, or direct contact with respirations, such as cough).  Employees are required to report symptoms of COVID-19 immediately and before entering the workplace if possible.  If symptoms are explainable by other causes (allergies, etc.) this should be discussed with the Human Resources Department before re-entering the workplace
    - [**Symptoms**](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) vary, and are updated by the CDC, but the most common are:
      * Fever or chills
      * Cough
      * Shortness of breath or difficulty breathing
      * Fatigue
      * Muscle or body aches
      * Headache
      * New loss of taste or smell
      * Sore throat
      * Congestion or runny nose
      * Nausea or vomiting
      * Diarrhea
  + Employees who have symptoms will generally be quarantined until ten days from the start of symptoms and three days of recovery (during or after the ten days).  This would include 24 hours that are fever-free without the use of fever-reducing medicines plus a reduction in other symptoms.
  + During this period of time, employees will have several options:
    - FFCRA leave (this will require talking to a medical provider and completing an FFCRA request form).  See the FFCRA policy.
    - FMLA leave (should symptoms meet the level of a serious health condition and the employee be otherwise eligible).
    - ADA leave (should there be no other leave available, and the employee have a disabling condition which would permit such accommodation).
    - Employees who do not choose to or are not eligible for leave during this period will be paid in the following manner (and in accordance with exempt pay/deduction requirements). Company should determine best practice here and review exempt pay requirements. Here are some options, but carefully review your company’s specific environment:
      * In offices where staff is trusted and responsible:  Any COVID-19 related absences due to symptoms or a positive test will be paid in full until further notice.  If FFCRA or FMLA is requested for reasons related to COVID-19, the leave will be supplemented to 100% by the company.  If leave is not available, the employee’s job and benefits may not be protected depending on the length of the absence.  There will be no absence related corrective action related to time off for COVID-19 purposes.
      * In offices where the employer has concerns about overuse of the “symptom excuse”, here are some options:
        + Any absences due to symptoms will be covered at 50% with the remainder coming from PTO if no paid leave is available for a period of two weeks.
        + Any absences due to symptoms will be covered for a period of two full weeks, which may be used intermittently.  Once the two weeks of additional leave has been exhausted, the employee may use other available paid time off.
        + Any absences due to COVID-19 will not be counted against our company attendance point system.
        + Above and beyond FFCRA and FMLA protections, the employee will not have absences counted against them on our attendance policy for up to 5 additional days off if related to COVID-19.
* **Employees unable to work due to childcare issues or non-ADA health concerns:**
  + FFCRA leave (which will require completing a request form) will permit up to 12 weeks of protected Emergency FMLA and/or 2 weeks of Emergency Paid Sick Leave for employees whose child is unable to attend school or daycare due to a COVID-19 closure.  See the FFCRA policy.
  + Employees unable to return to work after FFCRA leave or who are not eligible for FFCRA leave due, for example, to their inability to work being unrelated to childcare issues, will be provided with a X-month or X days leave period.  (This could be through a current leave program, or in addition to a current leave program.  If your company offers other applicable leave options, indicate those here.  It is important to be consistent and it makes sense to offer some type of leave, even unpaid, as both you and the employee assess the situation.  This also ensures that you are not causing the employee to feel retaliated against for reporting an OSHA safety concern or for collaborating with other employees to address workplace issues under the NLRA.)  This time will allow them to explore other alternatives for childcare and to review the COVID-19 situation to determine whether they still have significant health concerns and continue to be uncomfortable with returning to work.
  + Employees will not be paid during this leave period.  Benefits will be continued through this period, as long as employees continue to make payments for their portion of the benefit premiums.  Employees will be provided benefit termination paperwork, to include any notifications of COBRA options at the time that such benefits end. Talk to your broker and carriers about benefit eligibility, and keep this policy updated with future carriers.  Review options in the case of an employee not making payments.
  + At the end of this leave period, barring a reasonable return-to-work date being identified, the employee will be terminated from the organization and is encouraged to reapply at the time that they see an open position which is in line with their skills and experience.

**Job or Department Specific Policies**

* Certain departments (for example those that travel or visit customers) may need specific guidance and procedures which can be summarized here.

# Sample Templates Related to Safety

**Free COVID-19 communication tools on handwashing, social distancing, symptoms and more**

* Signs.com is current providing free online, printable posters during this crisis [**here**](%20https://www.signs.com/coronavirus-signage/%20).
* The CDC offers free printable posters on cloth face coverings, symptoms and other guidance [**here**](https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc).
* The CDC offers a COVID-19 microsite to add to your website and a social media toolkit [**here**](%20https://tools.cdc.gov/medialibrary/index.aspx#/microsite/id/404916).

# SAMPLE Facility COVID-19 Contact Letter

Dear Employees,

As you know, we have had implemented multiple cleaning and social-distancing measures during this outbreak of Coronavirus and are committed to keeping you up to date on any potential health risks.

We therefore wanted to notify you of a situation we have learned about recently at our [INSERT LOCATION] facility:

(Choose as appropriate)

1. An employee has come into contact with a confirmed case of COVID-19 (Send this in the case of prolonged, close contact.)  You do not need to send this type of letter if an employee just happened to pass someone with COVID-19 or briefly interacted with someone who came into contact with a case of COVID-19.
2. An employee has risk factors of exposure to COVID-19 and some symptoms of the illness. (presumed positive)
3. An employee has had a confirmed case of COVID-19.

Out of an abundance of caution, we have required:

* the affected individual to refrain from coming to work for a period until they have met CDC time plus symptom reduction OR testing requirement for being permitted to end their quarantine.
* all employees who had close/prolonged contact with an employee who is positive or presumed positive have been asked to remain at home for a quarantine period as instructed by the CDC (based on the identification of those people who have worked closely with the person over the past 48 hours before their symptoms started).

To ensure that all employees are protected we have taken the following steps:

* We have shut down the affected space temporarily from (date/time to date/time) to “deep clean” all areas including doorknobs, workspace and nearby workspaces, rest rooms, break areas and conference rooms. Contact your manager or the HR Department regarding whether you can work from home. (Clarify any potential pay questions)
* We are asking all of our employees to monitor their health carefully during the next 14 days.  If you experience symptoms of COVID-19, we ask that you contact the Human Resources Manager.  Other [**symptoms**](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) vary, and are updated by the CDC, but the most common are:
  + Fever or chills
  + Cough
  + Shortness of breath or difficulty breathing
  + Fatigue
  + Muscle or body aches
  + Headache
  + New loss of taste or smell
  + Sore throat
  + Congestion or runny nose
  + Nausea or vomiting
  + Diarrhea

There is additional information about COVID-19 at the CDC website: [**https://www.cdc.gov/coronavirus/2019-ncov/index.html**](https://www.cdc.gov/coronavirus/2019-ncov/index.html).  If you should have symptoms, please seek medical advice regarding whether or not you need to be tested for COVID-19.

We care about your health and look forward to answering any questions or concerns that you may have.  Please continue to practice all safety practices that we have formerly discussed.

Sincerely,

(Your name/contact information)

# SAMPLE COVID-19 Policy Communication Tool (Employees)

Remember that this document should reflect the specific practices that your own Infectious Disease Committee has instituted for your organization. This is a template to make the process quicker for you, but the template should be customized significantly.

**This COVID-19 Policy/Information Sheet contains:**

* Health information and public safety information
* Information on when to stay home from work
* Information on company leave and pay
* Information on safety practices in place until further notice

**A few facts about COVID-19:**

* This virus may cause NO symptoms or minor symptoms; however, the **common**[**symptoms**](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) vary, and are updated by the CDC, but the most common are:
  + Fever or chills
  + Cough
  + Shortness of breath or difficulty breathing
  + Fatigue
  + Muscle or body aches
  + Headache
  + New loss of taste or smell
  + Sore throat
  + Congestion or runny nose
  + Nausea or vomiting
  + Diarrhea
* This virus spreads:
  + By sneezing, coughing, or prolonged exposure (through the air).
  + By touching a surface, then your face. (The virus lives on surfaces for up to several days.)

**Public health information:**

* COVID-19 can result in serious respiratory conditions, which may lead to death in some cases.  However, many people have mild or no symptoms.
* Older adults, as well as those with compromised immune symptoms or certain chronic conditions, are more at risk for serious health effects.
* Due to limited health resources, the impact of hospitalizing large numbers of people would impact treatment significantly for anyone hospitalized for any reason.
* Coronavirus spreads exponentially, which means that a small number can turn into a large number quickly. Each contact increases the spread. Public health policy is focused on slowing the spread to limit the number of severe cases at any given time.
* Slowing the spread means limiting contact with others and ensuring that you do not go into the community when you are sick or have been in contact with someone who is sick.

**Basic steps to prevent spread of viruses and flu:**

* **Washing hands for 20 seconds with soap (and warm or cool water) is the best way to destroy the virus.**
* You can also **hand-sanitize frequently**, although it is not as effective as handwashing.
* **Avoid touching your face during the day**.
* **Sneeze/cough into a sleeve or a tissue** – then throw it out.
* The virus can live on surfaces for up to several days. **Use cleaners designed to kill viruses,** and spray surfaces that are likely places for the virus to live (keyboards, doorknobs, conference tables, etc.).  The company will ensure that cleaning is conducted regularly; if you choose to use cleaning products, carefully read the safety label and use as directed.
* **Limit travel**, and if you travel outside of the state or go to an event where people are not complying with social distancing guidelines, choose to do so with the knowledge that you will be asked to self-quarantine for 14 days after that time.
* **Limit contact with others outside of and during work:** Generally, every person you come into close contact with is sharing the viruses of all their other contacts, as you are yours. Stay six feet away and if you might come into contact with someone outside (6 feet or less), then wear a cloth face covering. Wear a face covering indoors unless with household members only (Based on current Executive Order in NC).

**If you are using face masks at work, you may want to address potential concerns BEFORE employees return to work:**

**A NOTE ON FACE MASKS -**We understand some are reluctant to wear cloth face masks or face coverings.  We want to explain why we are requiring these for certain locations/positions.

1. **Many COVID-19 positive people never have symptoms** (or may not have symptoms yet) and most people have a mild (or no) reaction to an infection.
2. **Certain high-risk people have a high incident of death and hospitalization**when they are exposed to COVID-19 (due to age, medical condition such as diabetes, heart/lung issues) .
3. A high number of North Carolinians (Including some of your fellow workers or their family members) have these risk factors.
4. **Face masks may offer some protection to you (the person wearing them) but are proven to protect others from viruses that you may spread without knowing it (if you are a carrier of COVID-19).  We require masks not to protect any one person, but to protect all staff and their families who are vulnerable to COVID-19.**
5. If applicable: The company could be fined or cited for failing to ensure staff wear face coverings.

Masks are not comfortable for many of us; however, we wear masks and use social distancing to protect others, not for our own safety or comfort.  This is a company policy based on all CDC safety information that we have reviewed.  If you have medical factors which prevent you from wearing a mask, contact X (HR Contact and phone number).  You can always contact us to discuss your concerns.

**Actions you must take to limit the spread of the virus to at-risk people:**

* **If you are diagnosed with COVID-19, have fever, chills or respiratory symptoms such as cough, sore throat, or trouble breathing**(not due to a separate disabling condition): Stay at home until 10 full days have passed since symptoms began, body temperature is under 100.4° for a full 24 hours without fever-reducing medications like Advil, Tylenol, etc.\* and symptoms are improving.
* **Contact Human Resources - You may be required to stay home for 14 days/self-quarantine if you:**
  + Are at a group event which does not practice social distancing or travel outside of the state (unless to travel to your home outside of state) OR are in close proximity with someone who meets one of those criteria.  (Review according to your travel policy.)
  + Have been in close (6-foot) proximity with someone for 15 minutes or more over a 24-hour period who has or is presumed to have COVID-19.

The CDC guidance (which may change) is that for people who have been placed in home isolation due to COVID-19, a doctor could release them after two negative tests 24 hours apart, or if symptoms started at least ten days prior and the temperature has been under 100.4° without fever-reducing medications for 72 hours. You are not permitted to require the test-based approach for a returning employee.

# TIME OFF AND PAY INFORMATION

**Our company will offer work from home if possible; however, not every employee or position may qualify.  Please note that work from home measures are temporary and may be discontinued.**

***NOTE: FFCRA LEAVE IS NOW VOLUNTARY – if you have extended it into 2021, you should continue operating in accordance with the IRS guidelines. See FFCRA packet/policy for detail. This information may change based on your FFCRA policy. Ensure they two work hand in hand and adjust as needed.***

***FOR COMPANIES WITH 50 to 500 EMPLOYEES†:***

**Childcare Time Off**

If you are an employee unable to work from home and, therefore, are out of work due to closure of childcare or daycare as a result of COVID-19:

* Employees who have worked for the company for 30 calendar days will be eligible for leave under the Families FirstAct FMLA expansion. This leave protects jobs and pay (for your return) and protects benefits throughout your time off. You may take up to 12 weeks of leave if you have not exhausted your FMLA balance due to other events.
* Employees who have NOT worked for the company for 30 calendar days or who have exhausted FMLA balance due to other events will NOT be eligible for leave under the Families First Act Paid Sick Leave.  You may take up to two weeks of leave under the Paid Sick Leave portion of this Act. Please see the FFCRA Leave Poster for details.
* **First two weeks:**  These can be unpaid, paid out of a current company time-off bank, or paid under the Families First Act’s Emergency Sick Leave Pay **at 2/3 pay** (up to 80 hours for full-time employees and a commensurate amount for part-time staff). You are not required to use the FFCRA Sick Leave Pay, and it is entirely up to you whether to use it or not. Certain maximum pay limits apply.

[Note for employers: Sick leave pay under the FFCRA must be paid “above and beyond” any current paid time off to qualify for the tax credit. However, if desired, this sick leave pay can be funded (barring further guidance) out of current employee sick pay banks, but not from PTO or vacation. Maximum sick leave is $200 per day and $2,000 in the aggregate for childcare issues due to COVID-19, or for caring for an individual subject to quarantine or put in isolation by federal, state, or local authorities (or by a healthcare provider due to concerns related to COVID-19); and $511 per day and $5,110 in the aggregate for the employee personally being quarantined or put in isolation by federal, state, or local authorities (or by a healthcare provider) due to concerns related to COVID-19.]

* **Next 10 weeks:**  The Families First Act’s Sick Leave Pay pays two-thirds of your regular pay for up to 10 weeks following the first two weeks of leave. Certain maximum pay limits apply. **(Two-thirds pay maximum is $200 per day and $2,000 in the aggregate for childcare issues due to COVID-19.)**

**Quarantine, isolation, illness, or diagnosis related to COVID-19:**If you are out of work as a result of conditions related to the Coronavirus (for medical care or testing for you or close family members, for time off due to school closures, or due to quarantine, illness, or other similar situations as specified by law), you are eligible for **up to 80 hours of emergency sick leave under this act, paid at 100% for time off for an employee personally under quarantine/isolation or seeking a diagnosis and two-thirds pay for other events.** You can take this (or not) as you would like. You may substitute company paid time off if you wish. There is no waiting period/eligibility for this benefit, but certain maximum pay limits do apply.

[*†*Certain healthcare providers and emergency service providers are not eligible for the FML expansion; in addition, certain healthcare and emergency response companies may choose not to permit employees to take sick leave pay under this Act.]

***(FOR COMPANIES WITH LESS THAN 50 EMPLOYEES† WHO HAVE DOCUMENTED EXEMPTION)***

**Childcare issues, quarantine, isolation, illness, or diagnosis related to COVID-19:**If you are out of work as a result of conditions related to the Coronavirus (for medical care or testing for you or close family members, time off due to school closures, or due to quarantine, illness, or other similar situations as specified by law), you are eligible for up to 80 hours **emergency sick leave under this Act, paid at 100% for time off for an employee personally under quarantine/isolation or seeking a diagnosis and two-thirds pay for other events.** You can take this (or not) as you would like. You may substitute company paid time off if you wish. There is no waiting period/eligibility for this benefit.

[*†*Certain healthcare providers and emergency service providers are not eligible for the FML expansion; in addition, certain healthcare and emergency response companies may choose not to permit employees to take sick leave pay under this Act. We are seeking further guidance.]

***(FOR COMPANIES WITH MORE THAN 500 EMPLOYEES)***

Your standard policies may apply; however, we strongly encourage you to consider paying for time off in many of these cases for the following reasons:

* Employees who don’t get paid, lose all their paid time off, or who get disciplined for their attendance related to taking time off for illness are unlikely to report a potential contact, symptoms, or quarantine.
* Employees who are out for long periods become financially destitute. This impacts not only the employee, but their engagement and performance at your organization.
* Seeing fellow employees out of work or PTO also impacts the morale of other workers.

We also suggest keeping an eye on Catapult communications as other legislation could be passed that affects larger companies.

**In the case of a “shelter-in-place” order, business closure, or other situations where employees are not able to work to business conditions:**

* We will offer work from home if possible; however, not every employee or position may qualify. Please note that work-from-home measures are temporary and may be discontinued.
* If unable to maintain employment for all workers, we may choose to lay off workers temporarily or adjust hours/schedules. When making determinations as to which employees may be affected, we generally select employees based on business needs and length of service. [Document your decision-making process well in the case that you need to defend it at a later point; you may use similar non-discriminatory conditions.]
* If you are still attached to the company (due to a furlough or layoff which is not a permanent reduction in force), your benefits will continue for a period of: [Review your summary plan documents related to what constitutes an active employee, and whether ACA stability periods could apply in some cases. Research further with your broker if it is unclear.]
* If employees are on a temporary layoff or furlough, and business conditions change, we will call back to work employees based on business needs and length of service. [Or use similar non-discriminatory conditions.]
* Employees should be aware that FMLA leaves continue through this period of time, unless the reduction in workforce is permanent.
* In the case that we are unable to return employees to their jobs after a period of six weeks, we may choose then, or at a later date, to reduce the workforce permanently. In that case, contact our Human Resources department if you see open opportunities in the future, so that we can give your application special consideration.
* We recommend that any employee whose hours or pay are reduced or whose position is temporarily or permanently laid off apply for unemployment. There is currently (until 12/31/2020) no waiting period for unemployment, and even reduced hours may qualify based on a recent order by the governor, which is effective until 12/31/2020.

# ADDITIONAL SAFETY PRACTICES

[Company Name] is closely following the state and federal guidance related to return to work.

We are committed to:

* Abiding by federal and state guidance on when/how to re-open businesses.
* Reviewing updates to CDC and OSHA guidance.
* Putting in place protocols to quarantine affected workers and those with exposure to COVID-19 (at their homes).
* Putting in place safety procedures at the workplace to reduce the possibility of transmission in the case of an unknown COVID-19 carrier.
* Having individual conversations with employees who are at higher risk to determine whether it makes sense for them to return to work or not.  ***If you are in this situation, please contact Human Resources to talk further.***
* Listening to all employees’ concerns and safety recommendations and being flexible to ensure our workers are protected

**Distancing:**

**6-foot social distancing is mandatory at all times within the facility.**Be aware that corrective action may occur if you are unwilling to maintain this distance.  In order to ensure this occurs, please review the following safety requirements:

1. Incoming deliveries: For packages, mail, etc.:  A sign on the front door will indicate that packages may be left inside the entry way, at a 6-foot distance from the reception desk.
2. Incoming truck deliveries (for larger shipments from vendors, etc.):  Medical questionnaire and temperature screening will be required from drivers/other personnel.  Unloading should be done at 6-foot distance.  This information should be posted where it can be pointed out to the incoming drivers and all employees.
3. Workstations will be separated so that workers at their station will at all times be 6-feet away from nearby workstations.  Workstations that are too close, are fixed in place or cannot be moved will require utilizing every OTHER workstation or will require setting up a temporary barrier between the stations.  (This could be a simple PCV Pipe/plastic sheet barrier which will prevent respiratory spread of germs.)
4. Employee shifts will be added – this will reduce the overall number of employees in the facility at any given time.
5. Employee start times, break times and lunches will be staggered.  Break rooms will have chairs removed to result in chairs being 6-feet distant from one another.  In the case that staggering breaktimes still results in breaks which overfill the break room, the business will either continue to add break times or will open up another break area.
6. Employees will review their surroundings and will refrain from having more individuals in a restroom than can be safely social distanced.  In general, this may be two employees at a time.  Other employees should wait in hallway at 6-foot intervals.
7. If additional wash stations or portable toilets must be added to ensure hygiene as well as productivity, the company will review that option.
8. Clock in and clock out lines will have tape markings at 6-feet intervals.  At no time should you cross the tape unless the person in front of you has moved up to the next six-foot marking.
9. Group meetings will not be held.  Small meetings of 5 or less people will be held at a six-foot distance.  Online meetings will be a substitute whenever possible.

**Hygiene:**

1. Temperature checking and medical questionnaires will be required before employees are permitted to work.  Employees will maintain a 6-foot distance and privacy will be protected.
2. Masks will be worn by any staff who are working with the public or who are traveling between workstations frequently.  Employees should review safety information provided on mask wearing.  [You are free to require all employees to wear masks if it makes sense for your organization.  Another option since the CDC advises that it is best to keep true surgical masks for healthcare workers: You might state that homemade cloth masks may be worn voluntarily.  These masks and surgical masks do not necessarily protect the wearer from germs but protect others from that person’s respirations.]
3. Employees should wash hands frequently, particularly after eating and using the restroom.  Handwashing with soap for 20 seconds is adequate.
4. Hand sanitizing stations will be set up throughout the facility.
5. Posters are placed around the facility to remind employees of proper practices related to handwashing, masks, etc.
6. We have added cleaning staff.  They have been instructed to clean all workstations between shifts, and to clean break rooms and rest rooms between break periods.  Cleaning staff will also disinfect door handles, light switches and other commonly touched surfaces (microwave buttons, refrigerator handles, copier buttons, coffee pots, etc.) throughout the facility.
7. Food is not to be left in the refrigerator after the last shift of the day.  All food remaining will be disposed of daily.

**Customer Notifications for Deliveries/Onsite Services:**

Ahead of a service call for home or onsite delivery, customers are contacted to inform them of your safety practices for employees and that**:**

1. **6-foot distancing is mandatory –**staff have authority to leave premises if they feel that safe distance is not being respected.  Customers should report staff who are violating the 6-foot guidelines.
2. Face Coverings are mandatory inside and if within 6 feet of others outside (follow current Executive Order).
3. **Questionnaire –**Customer is contacted ahead of the visit to be screened using a health questionnaire regarding any COVID-19 symptoms.  (Seek legal guidance on visitor questionnaires)

**COVID-19 Cases or Contact:**

The company has a separate, detailed plan in place to ensure that employees are protected in the case that someone has a confirmed or presumed case of COVID-19 or have contact with someone in this situation.

Please be aware that this may result in:

1. The employee and any employees in close contact with the employee being sent home for a CDC advised quarantine/isolation period.
2. A larger number of employees in areas with potential contact being sent home during a “deep cleaning” period.

Please understand that while we will miss the closer contact that we have had in the past, that we are taking your health (and your family and friends’ health) very seriously.  Let us know if there are other steps we can take to help you feel more comfortable in the workplace.