12-STEP GUIDE TO REOPENING YOUR BUSINESS

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July 13, 2020

There is no doubt that the last several months have put a strain on our businesses, families, friends, and colleagues. Our communities have suffered, and our employees have felt the strain, and in many cases, are balancing the education of their children with work responsibilities from home.

The **12-STEP GUIDE TO REOPENING YOUR BUSINESS** intends to provide a consolidated reference manual with the best practices and recommendations from many state and local government entities, the Centers for Disease Control (CDC), Occupational Safety & Health Administration (OSHA), the American Industrial Hygiene Association (AIHA) and well-respected business leaders across America.

Rest assured that as circumstances continue to develop, our mission remains the same: To provide the highest quality claims and risk management services to our clients.

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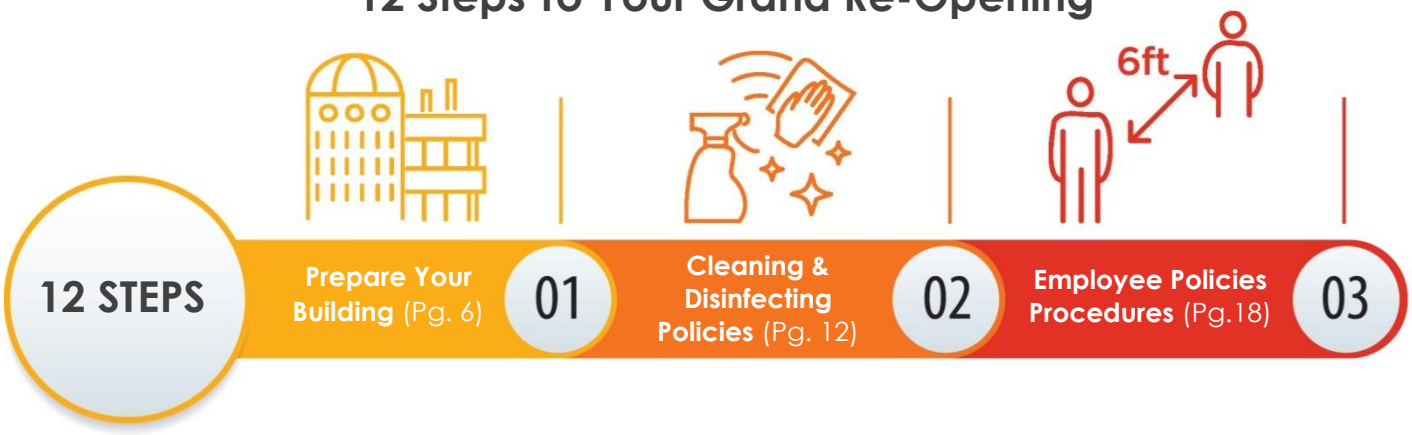
12 Steps To Your Grand Re-Opening



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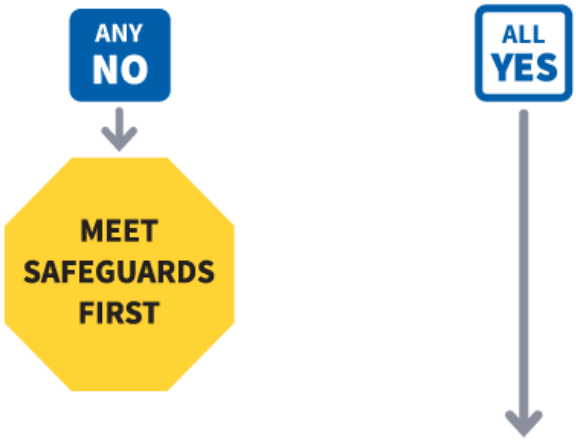
Introduction – Should you Re-Open

The purpose of this tool provided by the CDC is to assist employers in making re-opening decisions during the COVID-19 pandemic, especially to protect vulnerable workers. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

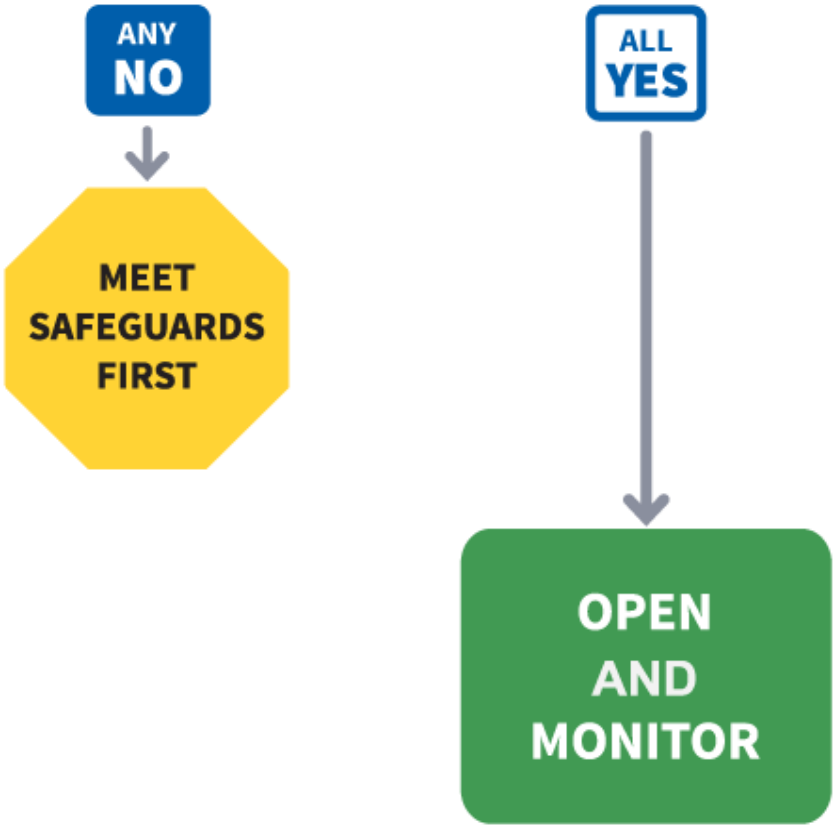
Are recommended health and safety actions in place?

- Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible.
- Intensify cleaning, disinfection, and ventilation.
- Encourage social distancing and enhance spacing between employees, including through physical barriers, changing the layout of workspaces, encouraging telework, closing or limiting access to communal spaces, staggering shifts and breaks, and limiting large events, when and where feasible.
- Consider modifying travel and commuting practices. Promote telework for employees who do not live in the local area, if feasible.
- Train all employees on health and safety protocols.



Is ongoing monitoring in place?

- Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible.
- Encourage anyone who is sick to stay home.
- Plan for if an employee gets sick.
- Regularly communicate and monitor developments with local authorities and employees.
- Monitor employee absences and have flexible leave policies and practices.
- Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area



Prepare Your Building 01

1) Its time. You and your employees have been looking forward to this day for months. Telecommuting and zoom meetings have become second nature, and you have done all you can to protect your employees' safety and health from home and your customers by closing or limiting access.

   Now you can re-open. The grand-reopening process has begun. There are many things to take into consideration, such as:

   Has your building or office been totally or partially shut down?

2) Have the Heating Ventilation, Air Conditioning (HVAC) systems been functioning at minimum standards?

3) Have you used this opportunity to upgrade your systems, or have they been dormant?

4) Have you inspected and tested life safety equipment such as fire alarms, security systems, and fire extinguishers?

   These are all considerations that must be taken into account BEFORE you open your doors for employees and customers. This information is not designed to be all-encompassing as every building, and building function is different, but you may want to consider the following BEFORE you open for business:

   Building Systems:

   Whether your building or tenant space is leased, rented, or owned, you must assess the maintenance and upkeep that has taken place (or not taken place) during the "stay at home" order. The safety & health of you, your employees, and customers rely on it.

   It is important to work with a professional engineering firm or work directly with the building's property management group to determine the types of maintenance that had taken place during the shutdown.

   Buildings that have been closed or partially closed must be ready to re-open. It is more than just turning the key in the door.

Buildings that were shuttered without thought or with limited investment in the maintenance of the HVAC system may pose a health hazard to those who enter. This is the first step, recognizing that there may be a problem and dealing with it now.

Relative Humidity:

The relative humidity is the amount of water vapor present in air expressed as a percentage of the amount needed for saturation at the same temperature. Typically, relative humidity of 40 to 60% is appropriate in many buildings. Humidity also affects the performance of buildings, causing condensation, mold growth, mildew, staining, slip hazards, damage to equipment, and the corrosion and decay of the building fabric as well as poor performance of insulation.

Visual clues that the humidity levels are too high include:

- Condensation
- Unexplained wet patches on ceilings or walls
- Mold and mildew
- An increase in allergies, asthma attacks or generally feeling unwell

Visual clues that the humidity levels are too low include:

- Dry, cracked lips and skin
- Dry, itchy throat
- A large amount of static electricity
- Increased problems with electrical equipment

As stated in the AIHA publication dated May 2020, "Building heating, ventilation, and air-conditioning (HVAC) systems are designed to operate under a heat load produced by people, computers, lights, and other activities. People working from home and other altered occupancy patterns reduce a building's heat load, which can affect an HVAC system's ability to control relative humidity levels, creating conditions for possible Mold and moisture damage to occur."

Cooling Towers and HVAC Maintenance:

The temporary shutdown or reduced operation of a building and reductions in normal water use can create hazards for returning occupants. Two potential microbial hazards that should be considered prior to re-opening after a period of building inactivity are ***Mold*** and ***Legionella*** (the cause of Legionnaires' disease).

For Mold, a "prolonged period" may be days, weeks, or months depending upon building-specific factors, season, and weather variables. For *Legionella*, a "prolonged period" may be weeks, or months depending on plumbing-specific factors, disinfectant residuals, water heater temperature set points, water usage patterns, and pre-existing *Legionella* colonization.

Waterborne pathogens, particularly **Legionella** bacteria, have become a real threat to

the general population. *Legionella* was discovered after an outbreak in 1976 among people who went to a Philadelphia convention of the American Legion. Those who were affected suffered from a type of pneumonia (lung infection) that eventually became known as Legionnaires' disease.

The bacteria that cause Legionnaire disease have been found in water delivery systems. This bacteria can survive in the warm, moist air conditioning systems of large buildings, including hospitals. Most cases are caused by the bacteria *Legionella pneumophila*. The rest of the cases are caused by other Legionella species. The spread of the bacteria from person to person has not been proven. Most infections occur in middle-aged or older people. In rare cases, children can get an infection.

Legionella and Legionnaires' disease:

Stagnant or standing water in a plumbing system can increase the risk for growth and spread of Legionella and other biofilm-associated bacteria. When water is stagnant, hot water temperatures can decrease to the Legionella growth range (77–108°F, 25–42°C). Stagnant water can also lead to low or undetectable levels of disinfectant, such as chlorine. Ensure that your water system is safe to use after a prolonged shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.

The CDC provides these eight steps to minimize Legionella risk before your business or building re-opens: https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html

1. Develop a comprehensive water management program (WMP) for your water system and all devices that use water. Guidance to help with this process is available from the CDC and others.

    - https://www.cdc.gov/legionella/wmp/toolkit/index.html
    - https://www.cdc.gov/nceh/ehs/elearn/prevent-LD-training.html
    - https://www.cdc.gov/legionella/wmp/hotel-owners-managers.html
    - https://www.cdc.gov/healthywater/swimming/aquatics- professionals/operating-public-hot-tubs.html
    - https://www.cdc.gov/hai/prevent/environment/water.html
    - https://www.cdc.gov/niosh/docs/wp-solutions/2019-131/default.html

2. Ensure your water heater is properly maintained, and the temperature is correctly set. Determine if your manufacturer recommends draining the water heater after a prolonged period of disuse. Ensure that all maintenance activities are carried out according to the manufacturer's instructions or by professionals.
   Make sure that your water heater is set to at least 140°F. Higher temperatures can further reduce the risk of *Legionella* growth but ensure that you take measures to prevent scalding.

3. Flush your water system. Flush hot and cold water through all points of use (e.g., showers, sink faucets). Flushing may need to occur in segments (e.g., floors, individual rooms) due to facility size and water pressure. The purpose of building flushing is to

replace all water inside building piping with fresh water. Flush until the hot water reaches its maximum temperature. Care should be taken to minimize splashing and aerosol generation during flushing. Other water-using devices, such as ice machines, may require additional cleaning steps in addition to flushing, such as discarding old ice. Follow water-using device manufacturers' instructions.

4. Clean all decorative water features, such as fountains. Be sure to follow any recommended manufacturer guidelines for cleaning. Ensure that decorative water features are free of visible slime or biofilm. After the water feature has been re-filled, measure disinfectant levels to ensure that the water is safe for use.

5. Ensure that hot tubs/spas are safe for use. Check for existing guidelines from your local or state regulatory agency before use. Ensure that hot tubs/spas are free of visible slime or biofilm before filling with water. Perform a hot tub/spa disinfection procedure before use: https://www.cdc.gov/legionella/downloads/hot-tub-disinfection.pdf. Facilities may decide to test the hot tub/spa for *Legionella* before returning to service if previous device maintenance logs, bacterial testing results, or associated cases of Legionnaires' disease indicate an elevated level of risk to occupants.
   All *Legionella* testing decisions should be made in consultation with facility water management program staff along with relevant public health authorities.

6. Ensure cooling towers are clean and well-maintained. Ensure that cooling towers are maintained (including start-up and shutdown procedures) per manufacturer's guidelines and industry best practices. Guidance on start-up and shutdown procedures from the Cooling Technology Institute: https://cti.org/pub/cticode.php.

7. Ensure that the tower and basin are free of visible slime, debris, and biofilm before use. If the tower appears well-maintained, perform an online disinfection procedure. Guidance on disinfection procedures from the Cooling Technology Institute: http://www.cti.org/downloads/WTP-148.pdf.

8. Ensure safety equipment, including fire sprinkler systems, eyewash stations, and safety showers, are clean and well-maintained. Regularly flush, clean, and disinfect these systems according to manufacturers' specifications.

9. Maintain your water system. Consider contacting your local water utility to learn about any recent disruptions in the water supply. This could include working with the local water utility to ensure that standard checkpoints near the building or at the meter to the building have recently been checked or request that disinfectant residual entering the building meets expected standards.

   After your water system has returned to normal, ensure that the risk of Legionella growth is minimized by regularly checking water quality parameters such as temperature, pH, and disinfectant levels. Follow your water management program, document activities, and promptly intervene when unplanned program deviations arise.

For example, a building that is damp and has poor ventilation in a humid region might develop mold growth in a few days that will proliferate unless these conditions change. In contrast, a building that is dry and well-ventilated in an arid climate might not develop significant mold growth for weeks, months, or at all.

For example, a building potable water system with extensive dead-legs, low disinfectant residuals, tepid hot water temperatures, minimal water flow, and an established *Legionella* biofilm might promote substantial *Legionella* growth and dissemination in weeks or months. In contrast, a building with an efficiently designed potable water system that maintains high disinfectant residuals, elevated hot water temperatures, regular water flow, and has no pre-existing *Legionella* population may not support *Legionella* colonization at all.

Mold:

Mold will grow on building materials where there is moisture, produced from leaks or condensation from roofs, windows, or pipes, or from a flood. Mold can grow on a variety of surfaces, such as ceiling tiles, wallpaper, insulation, drywall, carpet, and fabric.

People with asthma and other respiratory conditions and those with mold allergy or weakened immune systems should avoid buildings suspected or confirmed to have mold contamination. Ensure that your building does not have Mold after a prolonged shutdown to maintain a safe working environment for returning occupants.

The CDC has a five-step guide to minimizing Mold after a prolonged shutdown: https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html. Maintain indoor humidity as low as possible, not exceeding 50%, as measured with a humidity meter. Building managers may consider continuous monitoring of indoor humidity using a digital hygrometer, ideally more than once daily, to minimize the need to access the building.

1. After a prolonged shutdown and before occupants return, buildings should be assessed for Mold and excess moisture. Building inspections by trained industrial hygienists can recognize dampness or Mold by sight or odor, without the need for sampling and laboratory analysis.

   NIOSH offers tools and instructions to assess dampness and Mold in schools and general buildings. These tools can be used by building maintenance staff as well as industrial hygienists. If dampness or Mold is detected, address the source of water entry first. Clean-up and remediation should then be conducted before the building is reoccupied.

   Plan the remediation before beginning work. Resources for remediation of buildings and homes with Mold are provided by NIOSH, the New York City Department of Health and Mental Hygiene, the Environmental Protection Agency (EPA), and CDC.

2. After an assessment has confirmed that Mold and moisture are not detected (Step 2a), OR after remediation has been completed (Step 2b), a building HVAC system

that has not been active during a prolonged shutdown should be operated for at least 48 to 72 hours (known as a "flush out" period) before occupants return.

During this period, open outdoor air dampers to the maximum setting that still allows desired indoor air temperatures.

If an odor is detected that suggests mold growth (such as a musty smell) after the "flush out" period, look for Mold that may not have been identified earlier. If Mold is found, conduct remediation as described in Step 2b.

Continue the "flush out" process until no odors are apparent. The condition of HVAC filters used during the "flush out" period should be carefully assessed prior to building occupancy and replaced with new or clean filters, as necessary.

3. After a building is re-opened and occupied, routine (e.g., weekly) checks of the HVAC system are recommended to ensure operating efficiency. During HVAC checks, inspect and replace filters as indicated or needed. The frequency of HVAC system checks can be gradually reduced (e.g., monthly, quarterly), depending on the operational and maintenance specifications for the HVAC system. Maintain indoor temperature and relative humidity within ranges recommended in ASHRAE Standard 55-2017, Thermal Environmental Conditions for Human Occupancy.

   If no routine HVAC operation and maintenance program are in place for the building, one should be developed and implemented. At a minimum, consider including the following:

   - Inspection and maintenance of HVAC components
   - Calibration of HVAC system controls
   - HVAC testing and balancing

Cleaning & Disinfecting Policies 02

Different workplaces will require a specific methodology to clean and disinfect the environment based on State, Local, and CDC guidelines. Whether you greet the public, serve the public, are a faith-based organization or place of learning and education, there are guidelines that are expected of you by the public and your employees.

The CDC provides a vast amount of information by the industry on how to re-open safely. The American Industrial Hygiene Association also has provided good information also by industry https://www.backtoworksafely.org.

There are, however, several commonalities that all businesses, regardless of the services they provide, have in common; employees; and the expectation of disinfecting policies and procedures. https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html.

On May 20, 2020, the CDC stated, "the novel virus "does not spread easily" from "touching surfaces or objects" — but experts warn that it doesn't mean it's no longer necessary to take "practical and realistic" precautions in stopping the spread of COVID-19.

Thus before grand re-opening, employers should implement the following procedures according to the CDC.

A Few Important Reminders about Coronaviruses and Reducing the Risk of Exposure:

Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.

Disinfecting Products:

The virus that causes COVID-19 can be killed if you use the right products. EPA has compiled a list of disinfectant products that can be used against COVID-19, including ready-to-use sprays, concentrates, and wipes. Each product has been shown to be effective against viruses that are harder to kill than viruses like the one that causes COVID-19.

The CDC recommends:

1. Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure.

2. Disinfection using https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2 can also help reduce the risk. Frequent disinfection of surfaces and objects touched by multiple people is important.

3. When EPA-approved disinfectants are not available, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions). Do not mix bleach or other cleaning and disinfection products together. This can cause fumes that may be dangerous to breathe in. Bleach solutions will be effective for disinfection for up to 24 hours. Keep all disinfectants out of the reach of children.

   Explain to staff:

   - Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading COVID-19 infection.

   - Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. EPA-approved disinfectants are an important part of reducing the risk of exposure to COVID-19. If disinfectants on this list are in short supply, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions). Bleach solutions will be effective for disinfection for up to 24 hours.

   - Store and use disinfectants in a responsible and appropriate manner according to the label. Do not mix bleach or other cleaning and disinfection products together–this can cause fumes that may be dangerous to breathe in. Keep all disinfectants out of the reach of children.

   - Do not overuse or stockpile disinfectants or other supplies. This can result in shortages of appropriate products for others to use in critical situations.

   - Always wear gloves appropriate for the chemicals being used when you are cleaning and disinfecting. Additional personal protective equipment (PPE) may be needed based on setting and product. For more information, see CDC's website on Cleaning and Disinfection for Community Facilities.

   - Practice social distancing, wear facial coverings, and follow proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.

Determine what should be cleaned. There are many surfaces that employees, vendors, and the public expect to be clean when they come into your business. Some surfaces may be easier to clean than others. The following is what is recommended to be considered by the CDC as your plan is implemented.

Determine what needs to be cleaned:

Some surfaces only need to be cleaned with soap and water. For example, surfaces and objects that are not frequently touched should be cleaned and do not require additional disinfection.

Additionally, disinfectants should typically not be applied to items used by children, especially any items that children might put in their mouths. Many disinfectants are toxic when swallowed.

In a household setting, cleaning toys and other items used by children with soap and water is usually sufficient. Find more information on cleaning and disinfection toys and other surfaces in the childcare program setting at CDC's Guidance for Childcare Programs that Remain Open.

These questions will help you decide which surfaces and objects will need normal routine cleaning.

Is the area outdoors? Outdoor areas generally require normal routine cleaning and do not require disinfection. Spraying disinfectant on sidewalks and in parks is not an efficient use of disinfectant supplies and has not been proven to reduce the risk of COVID-19 to the public. You should maintain existing cleaning and hygiene practices for outdoor areas.

The targeted use of disinfectants can be done effectively, efficiently, and safely on outdoor hard surfaces and objects frequently touched by multiple people. Certain outdoor areas and facilities, such as bars and restaurants, may have additional requirements. More information can be found on the FDA's website on https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19.

There is no evidence that the virus that causes COVID-19 can spread directly to humans from water in pools, hot tubs or spas, or water play areas. Proper operation, maintenance, and disinfection (for example, with chlorine or bromine) of pools, hot tubs or spas, and water playgrounds should kill the virus that causes COVID-19. However, there are additional concerns with outdoor areas that may be maintained less frequently, including playgrounds, or other facilities located within local, state, or national parks. For more information, visit the CDC's website on Visiting Parks & Recreational Facilities.

Has the area been unoccupied for the last seven days?

If your workplace, school, or business has been unoccupied for seven days or more, it will only need your normal routine cleaning to re-open the area. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time. There are many public health considerations, not just COVID-19 related when re-opening public buildings and spaces that have been closed for extended periods. For example, take measures to ensure the safety of your building water system.

It is not necessary to clean ventilation systems, other than routine maintenance, as part of reducing the risk of coronaviruses. For healthcare facilities, additional guidance is provided on CDC's Guidelines for Environmental Infection Control in Health-Care Facilities.

Determine what needs to be disinfected:

Following your normal routine cleaning, you can disinfect frequently touched surfaces and objects using a product from EPA's list of approved products that are effective against COVID-19.

These questions will help you choose appropriate disinfectants.

Are you cleaning or disinfecting a hard and non-porous material or items like glass, metal, or plastic?

Consult EPA's list of approved products for use against COVID-19. This list will help you determine the most appropriate disinfectant for the surface or object. You can use diluted household bleach solutions if appropriate for the surface. Pay special attention to the personal protective equipment (PPE) that may be needed to safely apply the disinfectant and the manufacturer's recommendations concerning any additional hazards. Keep all disinfectants out of the reach of children. Please visit CDC's website on How to Clean and Disinfect for additional details and warnings.

Examples of frequently touched surfaces and objects that will need routine disinfection following re-opening are:

- tables,
- doorknobs,
- light switches,
- countertops,
- handles,
- desks,
- phones,
- keyboards,
- toilets,
- faucets and sinks,
- gas pump handles,
- touch screens, and
- ATM machines

Disinfecting Plan of Action:

Each business or facility will have different surfaces and objects that are frequently touched by multiple people. Appropriately disinfect these surfaces and objects. For example, transit stations have specific guidelines for the application of cleaning and disinfection.

It is also important when you use these products that you set up an expectation as to when and how often the cleaning will occur. Create a checklist so whoever is assigned cleaning whether it is the reception area, breakroom, common equipment, or public space; they have initialed and indicated that the cleaning was completed. In addition:

- Clean visibly dirty surfaces with soap and water. Clean surfaces and objects using soap and water prior to disinfection. Always wear gloves appropriate for the chemicals being used for routine cleaning and disinfecting. Follow the directions on the disinfectant label for additional PPE needs. When you finish cleaning, remember to wash your hands thoroughly with soap and water.

- Clean or launder soft and porous materials like seating in an office or coffee shop, area rugs, and carpets. Launder items according to the manufacturer's instructions, using the warmest temperature setting possible and dry items completely.

- Use the appropriate cleaning or disinfectant product EPA approved disinfectants when applied according to the manufacturer's label, which is effective for use against COVID-19. Follow the instructions on the label for all cleaning and disinfection products for concentration, dilution, application method, contact time, and any other special considerations when applying.

- Always follow the directions on the label. Follow the instructions on the label to ensure the safe and effective use of the product. Many product labels recommend keeping the surface wet for a specific amount of time. The label will also list precautions such as wearing gloves and making sure you have good ventilation during the use of the product. Keep all disinfectants out of the reach of children.

Continue routine cleaning and disinfecting:

Routine cleaning and disinfecting are an important part of reducing the risk of exposure to COVID-19. Normal routine cleaning with soap and water alone can reduce the risk of exposure and is a necessary step before you disinfect dirty surfaces.

Surfaces frequently touched by multiple people, such as door handles, desks, phones, light switches, and faucets, should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on the level of use. For example, certain surfaces and objects in public spaces, such as shopping carts and point of sale keypads, should be cleaned and disinfected before each use.

Consider choosing a different disinfectant if your first choice is in short supply. Make sure there is enough supply of gloves and appropriate personal protective equipment (PPE) based on the label, the amount of product you will need to apply, and the size of the surface you are treating.

Maintain safe behavioral practices:

The CDC recommends these best practices as you prepare and beyond the re-opening of your business:

- Social distancing (specifically, staying 6 feet away from others when you must go into a shared space)
- Frequently washing hands or use alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available
- Wearing cloth face coverings
- Avoiding touching eyes, nose, and mouth
- Staying home when sick
- Cleaning and disinfecting frequently touched objects and surfaces

Employee Policies & Procedures 03

Once employees return, there are policies and procedures that must be followed to create and maintain a safe work environment. Re-opening guidelines you are required to follow will depend on your business. There may be State, Local, and OSHA (Occupational Safety & Health Administration) protocols and regulations that apply to your industry.

Regardless of the overriding governing body, all business should begin with an assessment:

Workplace Assessment:

Cal-OSHA has provided a general Checklist for Office Workspaces on July 2, 2020.
https://covid19.ca.gov/pdf/checklist-office-workspaces.pdf

This checklist is intended to help employers implement their plan to prevent the spread of COVID 19 in the workplace and is supplemental to the Guidance for Office Workspaces.
https://files.covid19.ca.gov/pdf/guidance-office-workspaces.pdf

Contents of Written Worksite Specific Plan

- Identify the person(s) responsible for implementing the plan.
- Conduct a risk assessment and the measures that will be taken to prevent the spread of the virus.
- Conduct training and communication with employees and employee representatives on the plan.
- Is there a process to check for compliance and to document and correct deficiencies?
- Is there a process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested?

Topics for Employee Training

- Provide information on COVID-19, preventing spread, and who is especially vulnerable.
- Require self-screening at home, including temperature or symptom checks using CDC guidelines.
- Discuss the importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, loss of taste or smell, or if they or someone they live with has been diagnosed with COVID-19.
- Advise when to seek medical attention.
- Discuss the importance of handwashing.
- Outline the importance of physical distancing, both at work and off work time.

Individual Control Measures & Screening

- Conduct symptom screenings or temperature checks.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide disposable gloves to workers using cleaners and disinfectants if required. Consider gloves a supplement to frequent handwashing for other cleaning, tasks such as handling commonly touched items, or conducting symptom screening.
- Strongly recommend cloth face covers when in public spaces outside their workspace.
- Increase the distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- Communicate frequently to customers that they should use face masks/covers.

Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces and personal work areas.
- Clean and sanitize shared equipment between each use.

- Clean touchable surfaces between shifts or between users, whichever is more frequent.

- Equip shared spaces with proper sanitation products, including hand sanitizer and sanitizing wipes, and ensure availability.

- Ensure that sanitary facilities stay operational and stocked at all times.

- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.

- Provide time for workers to implement cleaning practices before and after shifts and consider third-party cleaning companies.

- Install hands-free devices, if possible.

- Consider upgrades to improve air filtration and ventilation.

Physical Distancing Guidelines

- Implement measures to physically separate workers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers should stand).

- Reconfigure office spaces, cubicles, etc. and decrease the maximum capacity for conference and meeting areas.

- Adjust in-person meetings, if they are necessary, to ensure physical distancing.

- Stagger employee breaks, in compliance with wage and hour regulations, if needed.

- Reconfigure, restrict, or close common areas and provide an alternative where physical distancing can be practiced.

- Limit the number of individuals riding in an elevator and ensure the use of face covers.

- Utilize work practices, when feasible and necessary, to limit the number of employees at the office at one time, such as telework and modified work schedules.

San Diego County has a sample Safe Re-Opening Plan:

www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/phs/Epidemiology/covid19/Community_Sector_Support/BusinessesandEmployers/SafeReopeningPlanTemplate.pdf

Employee Training & Education 04

OSHA (Occupational Safety & Health Administration) requires all employers to train employees on the "hazard of their jobs." In this time of COVID-19 that may include:

1. the signs and symptoms of COVID -19
2. How to properly wear a face covering
3. How to wash their hands for 20 seconds (singing "Happy birthday – twice)
4. and evaluating their own health before they come to work.

Specifically, OSHA requires all workers with reasonably anticipated occupational exposure to SARS-CoV-2 about the:

1. Sources of exposure to the virus
2. The hazards associated with that exposure
3. Appropriate workplace protocols in place to prevent or reduce the likelihood of exposure.

In addition: Training should include:

1. Information about how to isolate individuals with suspected or confirmed COVID-19 or other infectious diseases, and
2. How to report possible cases.

Training must be offered during scheduled work times and at no cost to the employee.

Workers who use any types of Personal Protective Equipment (PPE) must be trained:

1. When to use PPE;
2. What PPE is necessary;
3. How to properly don (put on), use, and doff (take off) PPE;
4. How to properly dispose of or disinfect, inspect for damage, and maintain PPE;
5. The limitations of PPE.

The OSHA website offers a variety of training videos about respiratory protection. Additionally, OSHA requires that when the potential exists for exposure to human blood, certain body fluids, or other potentially infectious materials, workers must receive the training required by the Bloodborne Pathogens (BBP) standard, including:

1. Information about how to recognize tasks that may involve exposure and
2. The methods, such as engineering controls, work practices, and PPE, to reduce exposure.

Further information on OSHA's BBP training regulations and policies is available for employers and workers on the OSHA Bloodborne Pathogens and Needlestick Prevention Safety and Health Topics page.

Immediate references for training materials:

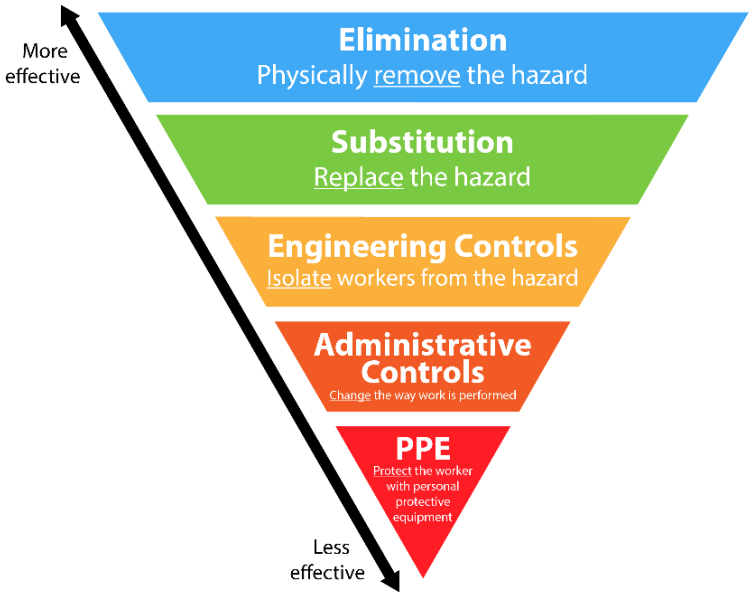
- https://www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html
- https://www.dir.ca.gov/dosh/puborder.asp
- https://www.osha.gov/SLTC/

General Workplace Safety Controls 05

Safety and health professionals use a framework called the "hierarchy of controls" to select ways of controlling workplace hazards. This applies to any workplace hazard from environmental to physical exposures.

In other words, the best way to control a hazard is to systematically remove it from the workplace, rather than relying on workers to reduce their exposure.

The hierarchy is listed from the most effective way (elimination) to the least effective (PPE; Personal Protective Equipment).



As an example of elimination:

A manufacturer uses an older model machine in its manufacturing process that does not meet current safety standards. It does not have guards on moving parts, or interlocks to stop the process if an employee gets too close.

The manufacturer of the equipment is no longer in business, and a professional engineer is unable to recommend effective safety devices as a retrofit.

The best solution would be to eliminate this machine and replace it with one that meets current regulatory safety requirements. This action would meet the highest level of

controls elimination.

In the COVID -19 arena, the closing of businesses is one way to eliminate the hazard.

Substitution is the second-highest level of control, such as substituting a hazardous chemical with one that is less hazardous.

The three remaining levels of controls, engineering controls, administrative controls, and PPE, can be easily used in the case of COVID-19 transmission controls. In most cases, a combination of control measures will be necessary to protect workers from exposure to SARS-CoV-2.

CDC guidance for businesses provides employers and workers with recommended SARS-CoV-2 infection prevention strategies to implement in workplaces: www.cdc.gov/coronavirus/2019- ncov/specific-groups/guidance-business-response.html

Engineering Controls:

Engineering controls involve isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement.

Engineering controls for SARS-CoV-2 include:

- Installing high-efficiency air filters.
- Increasing ventilation rates in the work environment.
- Installing physical barriers, such as clear plastic sneeze guards.
- Installing a drive-through window for customer service.
- Specialized negative pressure ventilation in some settings, such as for aerosol-generating procedures (e.g., airborne infection isolation rooms in healthcare settings and specialized autopsy suites in mortuary settings).

Administrative Controls:

Administrative controls require action by the worker or employer. Typically, administrative controls are changes in work policy or procedures to reduce or minimize exposure to a hazard.

Examples of administrative controls for SARS-CoV-2 include:

- Encouraging sick workers to stay at home.
- Minimizing contact among workers, clients, and customers by replacing face-to-face meetings with virtual communications and implementing telework if feasible.

- Establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while maintaining a full onsite work week.

- Discontinuing nonessential travel to locations with ongoing COVID-19 outbreaks. Regularly check CDC travel warning levels at www.cdc.gov/coronavirus/2019-ncov/travelers.

- Developing emergency communications plans, including a forum for answering workers' concerns and internet-based communications, if feasible.

- Providing workers with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE).

- Training workers who need to use protecting clothing and equipment how to put it on, use/wear it, and take it off correctly, including in the context of their current and potential duties.

- Training material should be easy to understand and available in the appropriate language and literacy level for all workers.

Safe Work Practices:

Safe work practices are types of administrative controls that include procedures for safe and proper work used to reduce the duration, frequency, or intensity of exposure to a hazard.

Examples of safe work practices for SARS-CoV-2 include:

- Providing resources and a work environment that promotes personal hygiene. For example, provide tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.

- Requiring regular hand washing or using alcohol-based hand rubs. Workers should always wash hands when they are visibly soiled and after removing any PPE.

- Post handwashing signs in restrooms.

Personal Protective Equipment (PPE):

While engineering and administrative controls are considered more effective in minimizing exposure to SARS-CoV-2, PPE may also be needed to prevent certain exposures.

While correctly using PPE can help prevent some exposures, it should not take the place

of other prevention strategies.

Examples of PPE may include gloves, goggles, face shields, face masks, and respiratory protection when appropriate. During an outbreak of infectious diseases, such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of COVID-19.

Employers should check the OSHA (www.osha.gov) and CDC websites (www.cdc.gov) regularly for updates about recommended PPE.

All types of PPE must be:

- Selected based upon the hazard to the worker.
- Properly fitted and periodically refitted, as applicable (e.g., respirators).
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.
- Employers are obligated to provide their workers with PPE needed to keep them safe while performing their jobs.
- The types of PPE required during a COVID-19 outbreak will be based on the risk of being infected with SARS-CoV-2 while working and job tasks that may lead to exposure.

Talk to Your Employees About Returning To Work 06

Including Mental Health Support

There is so much information on the news that is overwhelming for everyone. Every day, multiple times a day, we are subjected to information on COVID-19. With that being said, you may find that some employees will not want to return to work or be hesitant to return.

The information provided in Steps 1 - 5 above should help in alleviating employees' fears about coming back to work.

Communicating these general workplace controls and actions taken to protect employees goes a long way. Sometimes it is important to listen and allow for your team members to express how they feel.

However, even with all the best intentions, you may find that some employees remain reluctant. These may be signs where you need to have further conversations or advise your employees to speak to a professional such as within your employee assistance plan.

You may recognize some symptoms of distress in yourself of your employees, such as:

- Feeling irritation, anger, or in denial
- Feeling uncertain, nervous, or anxious
- Lacking motivation
- Feeling tired, overwhelmed, or burned out
- Feeling sad or depressed
- Having trouble sleeping
- Having trouble concentrating

In addition, common work-related factors that can add to distress during a pandemic:

- Concern about the risk of being exposed to the virus at work
- Taking care of personal and family needs while working
- Managing a different workload
- Lack of access to the tools and equipment needed to perform your job
- Feelings that you are not contributing enough to work
- Feeling guilty about not being on the frontline
- Uncertainty about the future of your workplace and/or employment

- Learning new communication tools and dealing with technical difficulties
- Adapting to a different workspace and/or work schedule

To further build resilience and manage job distress, the CDC recommends these tips:

- Communicate with your coworkers, supervisors, and employees about job distress while maintaining social distancing (at least 6 feet).
- Identify things that cause distress and work together to identify solutions.
- Talk openly with employers, employees, and unions about how the pandemic is affecting work. Expectations should be communicated clearly by everyone.
- Ask about how to access mental health resources in your workplace.
- Identify those things which you do not have control over and do the best you can with the resources available to you.
- Increase your sense of control by developing a consistent daily routine when possible — ideally, one that is similar to your schedule before the pandemic.
- Keep a regular sleep schedule.
- Take breaks from work to stretch, exercise, or check in with your supportive colleagues, coworkers, family, and friends.
- Spend time outdoors, either being physically active or relaxing.
- If you work from home, set a regular time to end your work for the day, if possible.
- Practice mindfulness techniques.
- Do things you enjoy during non-work hours.
- Know the facts about COVID-19. Be informed about how to protect yourself and others. Understanding the risk and sharing accurate information with people you care about can reduce stress and help you make a connection with others.
- Remind yourself that each of us has a crucial role in fighting this pandemic.
- Remind yourself that everyone is in an unusual situation with limited resources.
- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting.
- Connect with others. Talk with people you trust about your concerns, how you are feeling, or how the COVID-19 pandemic is affecting you.

- Connect with others through phone calls, email, text messages, mailing letters or cards, video chat, and social media.

- Check on others. Helping others improves your sense of control, belonging, and self-esteem. Look for safe ways to offer social support to others, especially if they are showing signs of stress, such as depression and anxiety.

- If you feel you may be misusing alcohol or other drugs (including prescription drugs) as a means of coping, reach out for help.

- If you are being treated for a mental health condition, continue with your treatment, and be aware of any new or worsening symptoms.

- Know where to go if you need help or more information.

Mental Health Resources

If you feel you or someone in your household may harm themselves or someone else:

- National Suicide Prevention Lifeline: Toll-free number 1-800-273-TALK (1-800-273-8255). The Online Lifeline Crisis Chat is free and confidential. You will be connected to a skilled, trained counselor in your area.

- National Domestic Violence Hotline - Call 1-800-799-7233 and TTY 1-800-787-3224

If you are feeling overwhelmed with emotions like sadness, depression, or anxiety:

- Disaster Distress Helpline - Call 1-800-985-5990 or text TalkWithUs to 66746

MYTH

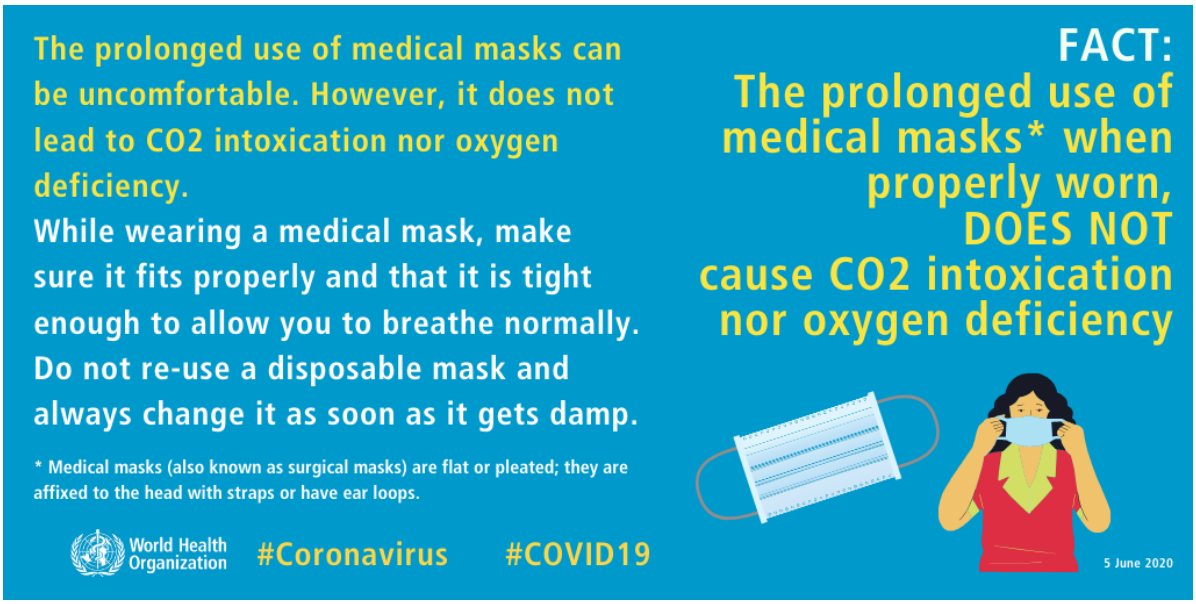
Myth Busters About COVID-19 07

Coronavirus disease (COVID-19) advice for the public

Myth #1: Does the prolonged use of medical masks* when properly worn, cause CO2 intoxication or oxygen deficiency?

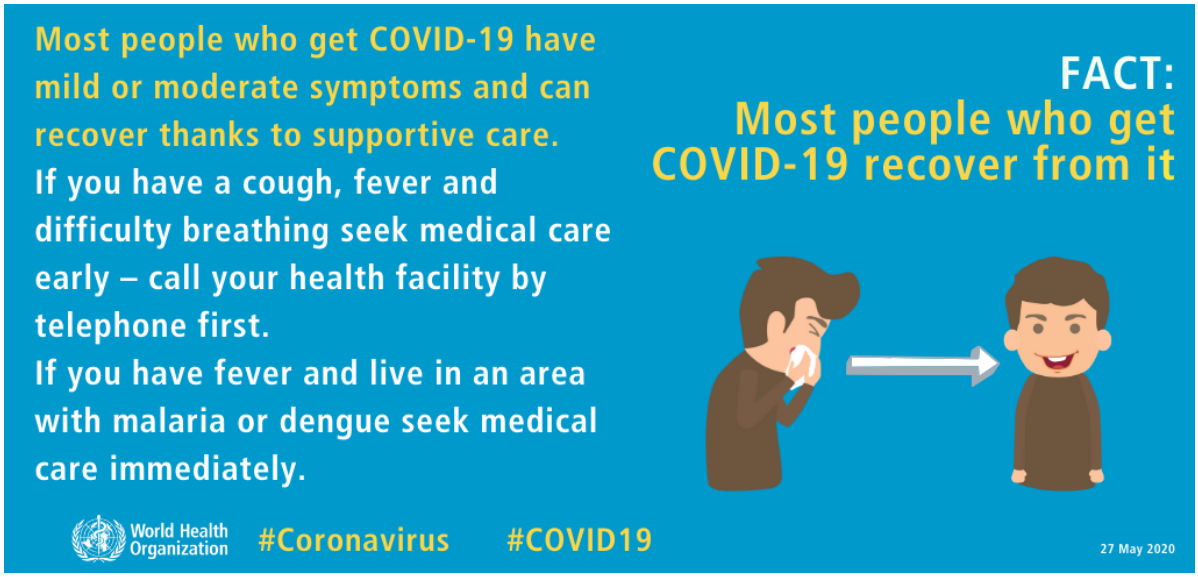
The prolonged use of medical masks can be uncomfortable. However, it does not lead to CO2 intoxication nor oxygen deficiency. While wearing a medical mask, make sure it fits properly and that it is tight enough to allow you to breathe normally. Do not re-use a disposable mask and always change it as soon as it gets damp.

* Medical masks (also known as surgical masks) are flat or pleated; they are affixed to the head with straps or have ear loops.



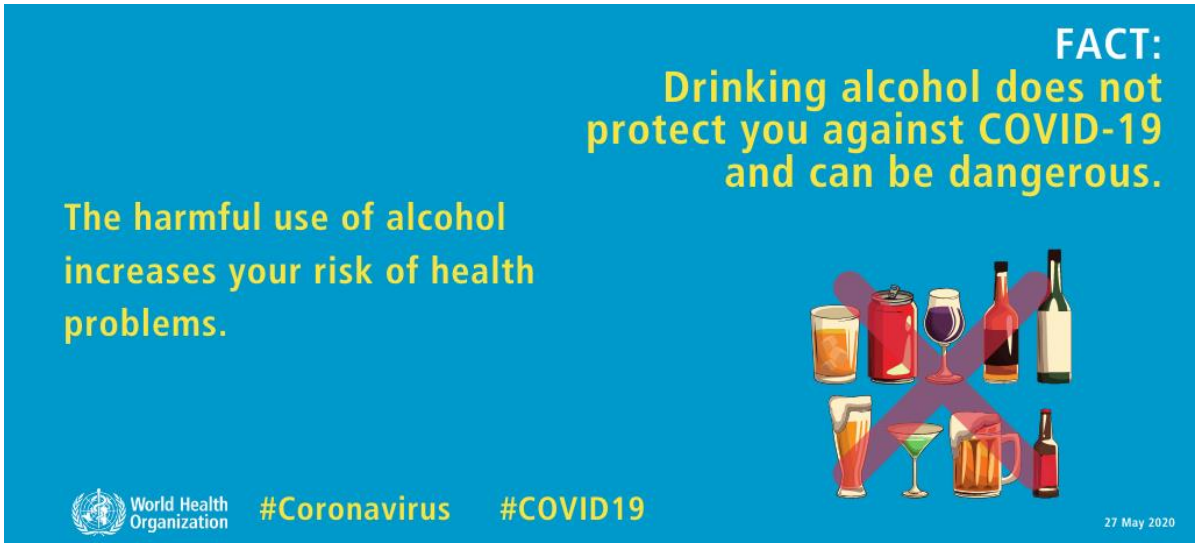
Myth #2: Most people who get COVID-19 do not recover from it

Most people who get COVID-19 have mild or moderate symptoms and can recover thanks to supportive care. If you have a cough, fever, and difficulty breathing, seek medical care early - call your health facility by telephone first. If you have a fever and live in an area with malaria or dengue, seek medical care immediately.



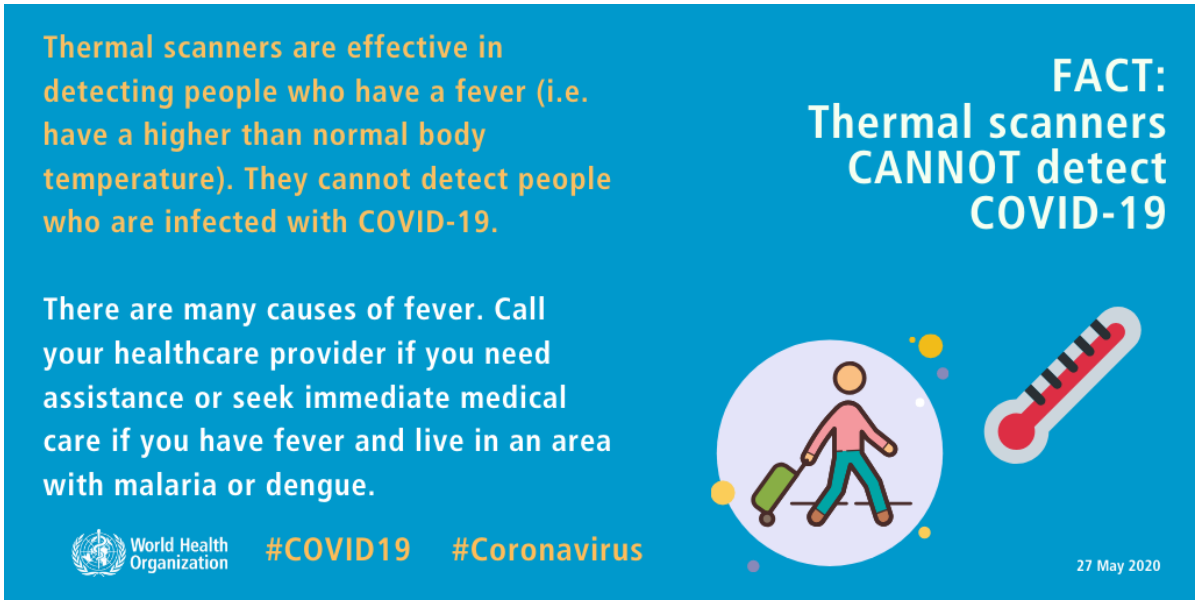
Myth #3: Drinking alcohol protects you against COVID-19

The harmful use of alcohol increases your risk of health problems.



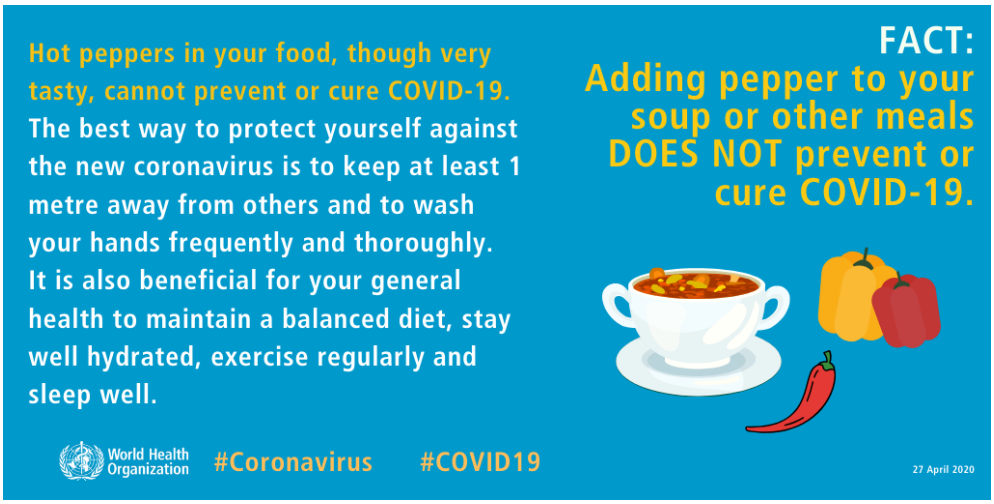
Myth #4: Thermal scanners can detect COVID-19

Thermal scanners are effective in detecting people who have a fever (i.e., have a higher than normal body temperature). ***They cannot detect people who are infected with COVID-19.*** There are many causes of fever. Call your healthcare provider if you need assistance or seek immediate medical care if you have a fever and live in an area with malaria or dengue.



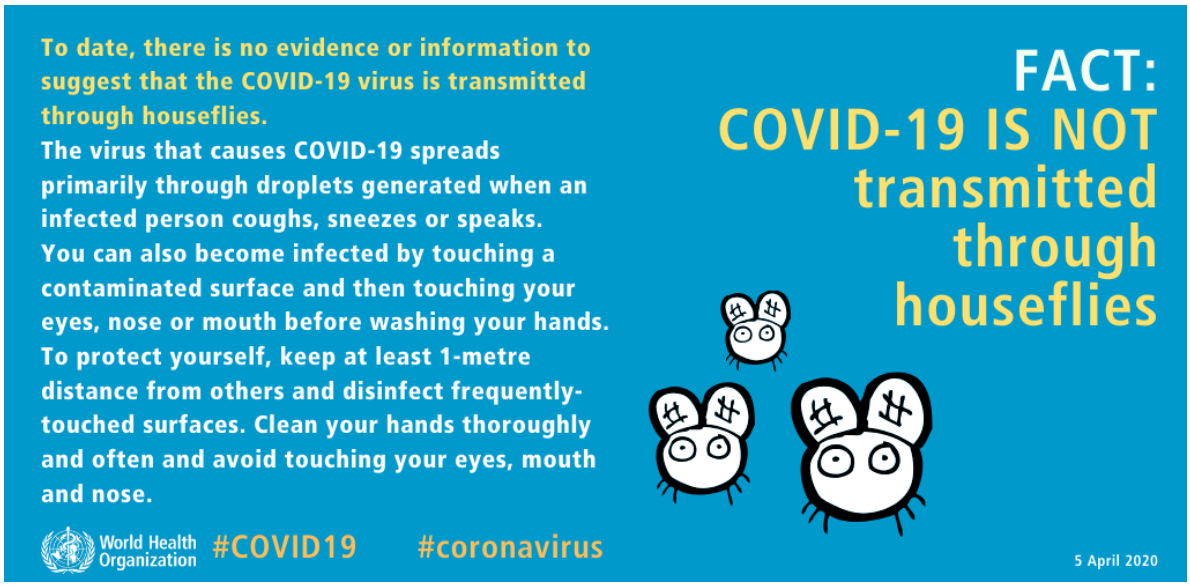
Myth #5: Adding pepper to your soup or other meals prevents or cures COVID-19

Hot peppers in your food, though very tasty, cannot prevent or cure COVID-19. The best way to protect yourself against the new coronavirus is to keep at least 6 feet away from others and to wash your hands frequently and thoroughly. It is also beneficial for your general health to maintain a balanced diet, stay well hydrated, exercise regularly, and sleep well.



Myth #6: COVID-19 is transmitted through houseflies

To date, there is no evidence or information to suggest that the COVID-19 virus transmitted through houseflies. The virus that causes COVID-19 spreads primarily through droplets generated when an infected person coughs, sneezes, or speaks. You can also become infected by touching a contaminated surface and then touching your eyes, nose, or mouth before washing your hands. To protect yourself, keep at least 6 feet distance from others and disinfect frequently-touched surfaces. Clean your hands thoroughly and often, and avoid touching your eyes, mouth, and nose.

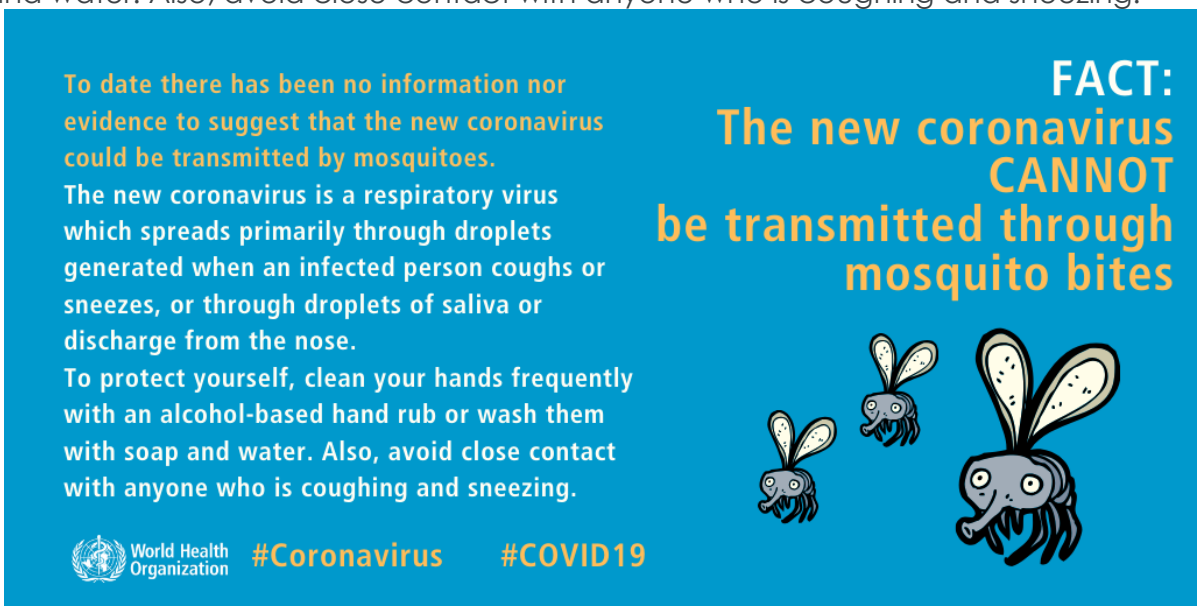


Myth #7: Cold weather and snow kill the new coronavirus.

There is no reason to believe that cold weather can kill new coronavirus or other diseases. The normal human body temperature remains around 97.7 degrees to 98 degrees., regardless of the external temperature or weather. The most effective way to protect yourself against the new coronavirus is by frequently cleaning your hands with alcohol-based hand rub or washing them with soap and water

Myth #8: The coronavirus can be transmitted through mosquito bites.

To date, there has been no information nor evidence to suggest that the coronavirus could be transmitted by mosquitoes. The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. To protect yourself, clean your hands frequently with an alcohol-based hand rub or wash them with soap and water. Also, avoid close contact with anyone who is coughing and sneezing.



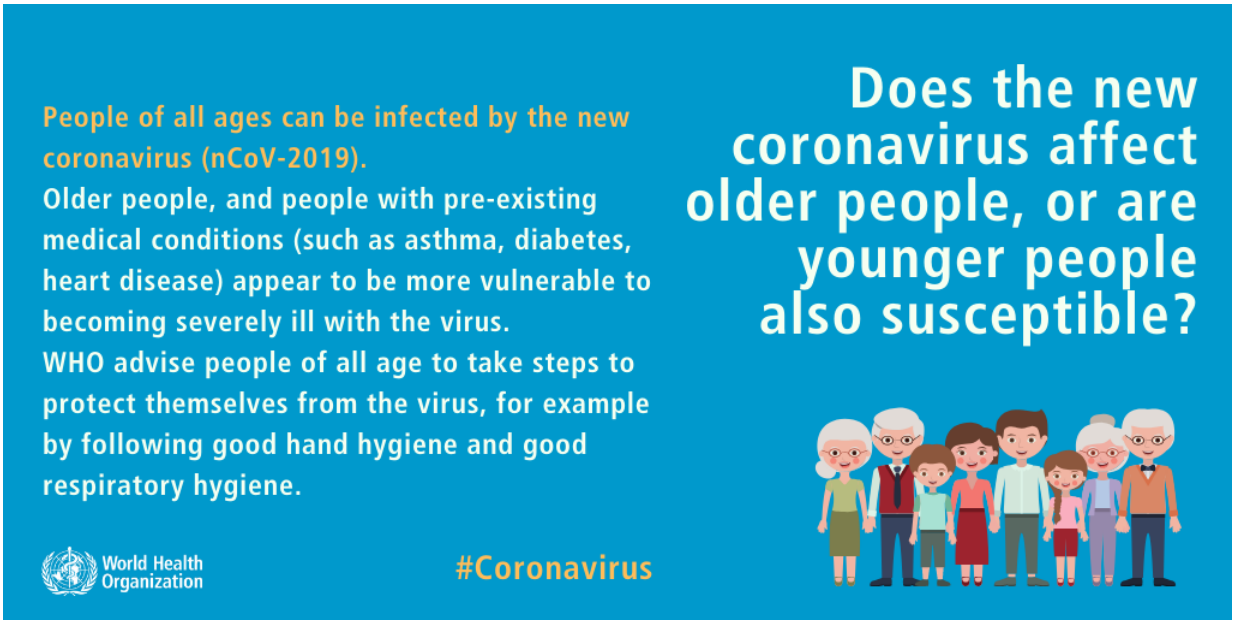
Myth #9: Regularly rinsing your nose with saline helps prevent infection with the new coronavirus.

No. There is no evidence that regularly rinsing the nose with saline has protected people from infection with the new coronavirus.

There is some limited evidence that regularly rinsing nose with saline can help people recover more quickly from the common cold. However, regularly rinsing the nose has not been shown to prevent respiratory infections.

Myth #10: **The new coronavirus affects older people only.**

People of all ages can be infected by the new coronavirus (2019-nCoV). Older people and people with pre-existing medical conditions (such as asthma, diabetes, heart disease) appear to be more vulnerable to becoming severely ill with the virus.
WHO advises people of all ages to take steps to protect themselves from the virus, for example, by following good hand hygiene and good respiratory hygiene.



How to Wear a "Face Covering?" 08

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's

Wash your hands before touching the mask

Inspect the mask for tears or holes

Find the top side, where the metal piece or stiff edge is

Ensure the colored-side faces outwards

Place the metal piece or stiff edge over your nose

Cover your mouth, nose, and chin

Adjust the mask to your face without leaving gaps on the sides

Avoid touching the mask

Remove the mask from behind the ears or head

Keep the mask away from you and surfaces while removing it

Discard the mask immediately after use preferably into a closed bin

Wash your hands after discarding the mask

Don'ts

Do not Use a ripped or damp mask

Do not wear the mask only over mouth or nose

Do not wear a loose mask

Do not touch the front of the mask

Do not remove the mask to talk to someone or do other things that would require touching the mask

Do not leave your used mask within the reach of others

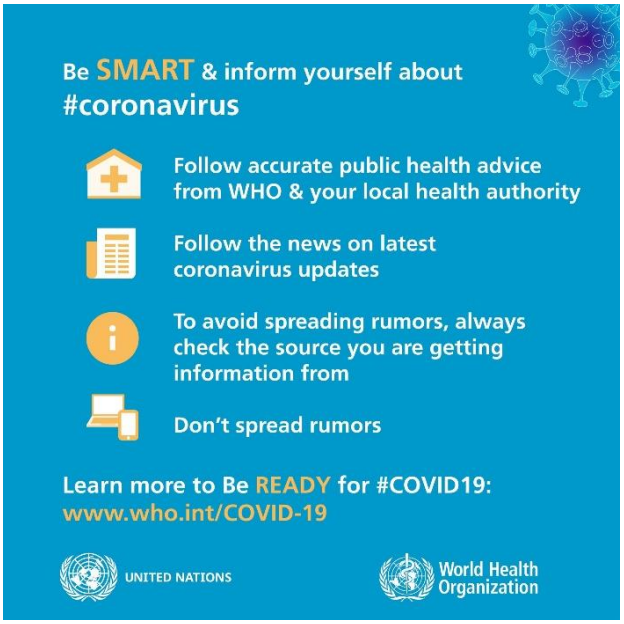
Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

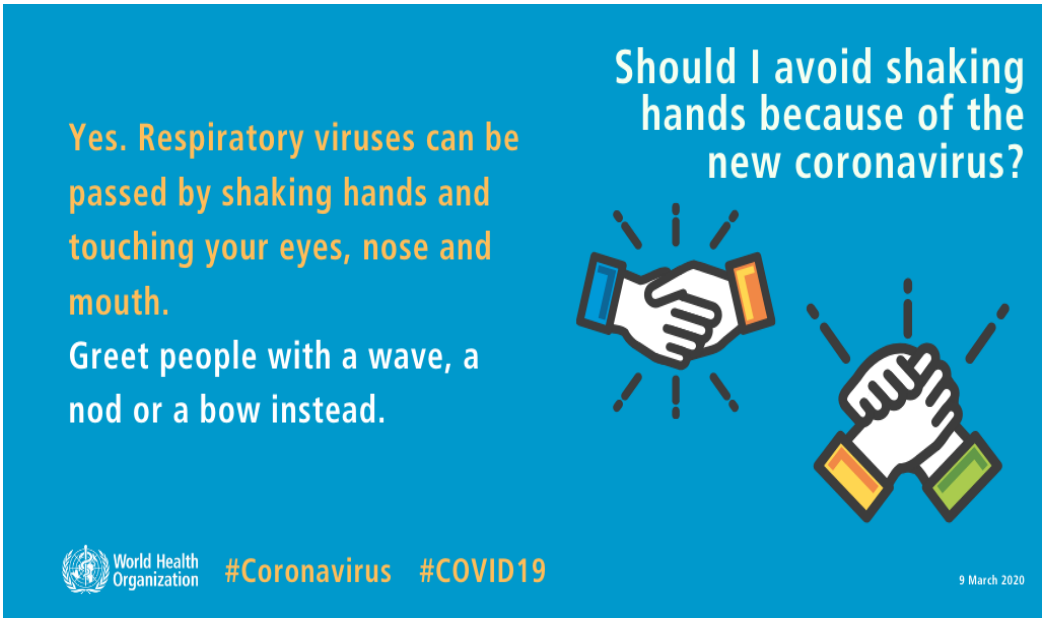
EPI·WiN World Health Organization

Sample WHO / CDC Workplace Posters - 09

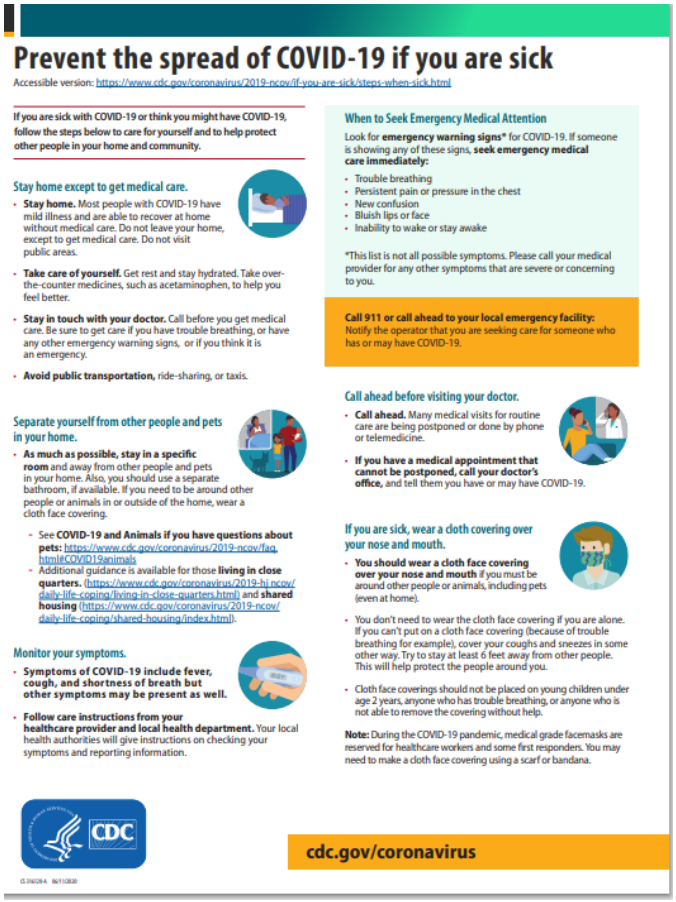
https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public


Be SMART & inform yourself about #coronavirus
Follow accurate public health advice from WHO & your local health authority
Follow the news on latest coronavirus updates
To avoid spreading rumors, always check the source you are getting information from
Don't spread rumors
Learn more to Be READY for #COVID19:
www.who.int/COVID-19
UNITED NATIONS
World Health Organization

Be SUPPORTIVE
Be CAREFUL
Be ALERT
Be KIND
Be READY to fight #COVID19
For the latest health advice, go to:
www.who.int/COVID-19
UNITED NATIONS
World Health Organization


Should I avoid shaking hands because of the new coronavirus?
Yes. Respiratory viruses can be passed by shaking hands and touching your eyes, nose and mouth.
Greet people with a wave, a nod or a bow instead.
World Health Organization
#Coronavirus
#COVID19
9 March 2020

https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs-11x17-en.pdf



Restart Readiness Checklist - Resources 10

https://www.cdc.gov/coronavirus/2019-ncov/community/resuming-business-toolkit.html#restart-readiness-checklist

The CDC has provided this checklist for you to use as you begin the final preparations for your re-opening plan:

1.0 Prevent and reduce transmission among employees

Item	Completed	Ongoing	Not Started	Not Applicable
Monitor federal, state, and local public health communications about COVID-19.				
• Ensure that workers have access to current information.				
• Check local public health information and the CDC COVID-19 website] daily, or as needed depending on local conditions.				
Reinforce how employees can protect themselves and others from COVID-19 by communicating the following:				
• If you have symptoms [6], notify your supervisor, and stay home.				
• If you are sick, follow CDC-recommended steps and do not return to work until you meet the criteria to discontinue home isolation.				
• If you are well but have someone in your household who has COVID-19, notify your supervisor and follow CDC recommended precautions.				
• Wash hands [10] often with soap and water for at least 20 seconds or use hand sanitizer				

1.0 Prevent and reduce transmission among employees

Item	Completed	Ongoing	Not Started	Not Applicable
with at least 60% alcohol if soap and water are not available.				
• Avoid touching eyes, nose, and mouth.				
• Cover mouth and nose with a tissue or inside of the elbow when coughing or sneezing, immediately throw the tissue in the trash, then wash hands.				
• Develop a cleaning and disinfecting plan [11].				
• Clean and disinfect frequently touched objects and surfaces at the beginning and end of each shift.				
• Avoid using other employees' phones, desks, offices, or other work tools and equipment. Clean and disinfect between employees if sharing occurs.				
• Avoid large gatherings and stay at least 6 feet from others when possible.				
• Use cloth face coverings (if appropriate) [14] when social distancing is not possible, and especially in areas with high levels of cases.				
Plan for conducting daily in-person or virtual health checks [15] (e.g., symptom and/or temperature screening) before employees enter the facility:				
• Use social distancing (about 6 feet distance), barriers or partitions, and/or personal protective equipment (PPE) to protect screeners.				
• If taking temperatures, use touchless thermometers.				
• Consider providing multiple screening entries.				
• Consider designating doorways as "entry only" or "exit only."				
• Make employee health screenings as private as possible.				
• Do not determine risk based on race or				

1.0 Prevent and reduce transmission among employees

Item	Completed	Ongoing	Not Started	Not Applicable
country of origin; be sure to maintain the confidentiality of each individual's medical status and history				
Conduct a hazard assessment of the workplace.				
• Identify potential hazards that might expose workers to COVID-19.				
• Use the Worker Protection Tool to identify appropriate engineering, administrative, and personal protective equipment (PPE) options for your workplace.				
Plan for what to do if an employee is sick at work.				
• Immediately separate employees who appear to have symptoms] from others in the workplace.				
• Have a procedure for the safe transport of a sick employee back to their home or a healthcare facility.				
Develop an action plan for suspected/confirmed cases.				
• **If it has been fewer than seven days** since the sick employee has been in the facility:				
○ Close off areas that have been used by the sick person for long periods of time (e.g., their desk or workstation).				
○ Wait 24 hours (or as long as possible), then clean and disinfect] the area.				
○ Open outside doors and windows to increase air circulation during the waiting period.				
• **If it has been seven days or more** since the sick employee used the facility, additional cleaning and disinfection beyond routine efforts are not necessary.				
• Determine which employees may have been exposed to the virus and may need to take additional precautions:				
○ Inform employees of their possible exposure to COVID-19 in the workplace,				

1.0 Prevent and reduce transmission among employees

Item	Completed	Ongoing	Not Started	Not Applicable
but maintain confidentiality				
○ Most workplaces can follow the public health recommendations for community-related exposure				
○ Critical infrastructure ○ workplaces can follow appropriate safety practices				

2.0 Maintain healthy business operations

Item	Completed	Ongoing	Not Started	Not Applicable
Identify a coordinator who will be responsible for COVID-19 issues and their impact at the workplace.				
• Inform employees who this person is and how to communicate with that person.				
Implement sick leave policies and practices that are flexible and supportive.				
• Ensure sick leave policies and practices are consistent with public health guidance, follow state and federal workplace laws and policies, and are shared with employees.				
• Allow employees to stay home, without penalty, to care for a sick family member or take care of children due to closures.				
• If you do not offer sick leave, consider implementing non-punishing "emergency sick leave" policies.				
• Do not require a COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work.				
Protect higher risk employees [21].				
• Support and encourage telework, if available.				
• Consider offering vulnerable workers [22] duties that minimize their contact with customers and other employees (e.g., restocking shelves).				
Communicate supportive workplace policies. You				

2.0 Maintain healthy business operations

Item	Completed	Ongoing	Not Started	Not Applicable
may need to communicate with non-English speakers in their preferred languages.				
• Train workers on how new policies to reduce the spread of COVID-19 may affect existing health and safety practices.				
• Communicate to contractors or onsite visitors about changes to help control the spread of COVID-19.				
• Create and test communication systems that employees can use to self-report if they are sick that you can also use to notify employees of exposures and closures.				
Assess essential functions and the reliance that others have on your services or products.				
• Prepare to change your business practices, if needed, to maintain critical operations.				
• Identify alternate supply chains for critical goods/services.				
• When resuming onsite business operations, prioritize job functions for continuous operations. Resume business operations in phases.				
Plan for employee absenteeism spikes.				
• Monitor absenteeism at work.				
• Implement plans to continue essential business functions.				
• Cross-train employees to perform essential functions.				
Establish social distancing policies and practices.				
• Implement flexible worksites, work hours, and meetings and travel options.				
• Modify the workplace to increase physical space between employees, and between employees and customers, to 6 feet or more, where feasible.				
• Use signs, tape marks, or other visual cues to indicate where to stand when physical barriers are not possible.				

2.0 Maintain healthy business operations

Item	Completed	Ongoing	Not Started	Not Applicable
• Have employees and customers wear cloth face coverings (if appropriate) when physical barriers or social distancing is not possible.				
• Discourage handshaking or other close contacts.				
• Deliver services remotely.				
• Move the electronic payment terminal/credit card reader farther away from the cashier, if possible.				
• Shift primary stocking activities to off-peak or after hours, when possible.				
Delegate authority to local managers of your business locations to take appropriate actions outlined in their COVID-19 response plans based on their local conditions.				

3.0 Maintain a healthy work environment

Item	Completed	Ongoing	Not Started	Not Applicable
Implement controls according to the hierarchy of controls [24] to protect employees and the public.				
• Use the Worker Protection Tool to identify appropriate engineering, administrative, and personal protective equipment (PPE) options for your workplace.				
Modify ventilation systems				
• Work with building maintenance staff to determine if the ventilation system can be modified to increase ventilation rates or the percentage of outdoor air that circulates into the system.				
• Ensure ventilation systems operate properly and provide acceptable indoor air quality.				
• Disable demand-controlled ventilation (DCV).				
• Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation.				

3.0 Maintain a healthy work environment

Item	Completed	Ongoing	Not Started	Not Applicable
• Improve central air filtration to MERV-13, or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.				
Ensure the safety of the water system of your building after a prolonged shutdown.				
• Follow the CDC Guidance for Building Water Systems.				
Supply employees, customers, and visitors with what they need to clean hands and cover coughs and sneezes.				
• Provide tissues, no-touch trash cans, and touchless hand sanitizer stations.				
• Provide soap and water. If soap and water are not readily available, provide alcohol-based hand sanitizer that is at least 60% alcohol.				
• Direct employees to visit CDC's coughing and sneezing etiquette and clean hands webpage.				
• Place posters that encourage cough/sneeze etiquette and hand hygiene at the entrance throughout your workplace (e.g., bathrooms and kitchens). Include signs for non-English speakers, as needed.				
Perform routine cleaning and disinfecting.				
• Follow CDC's Guidance for Cleaning and Disinfecting to develop, implement, and maintain a plan.				
• Clean all frequently touched surfaces at the beginning and end of each shift, at minimum.				
• Clean dirty surfaces using a detergent or soap and water before you disinfect them.				
• Disinfect using EPA-registered disinfectant that is effective against SARS-CoV-2				
• Provide disposable disinfecting wipes so employees can wipe down commonly used surfaces before each use.				
• Store and use disinfectants in a responsible and appropriate manner according to the				

3.0 Maintain a healthy work environment

Item	Completed	Ongoing	Not Started	Not Applicable
label.				
• Do not mix cleaning and disinfection products together.				
• Advise employees to always wear gloves and other PPE appropriate for the chemicals being used.				
Limit travel and advise employees who must travel to take additional precautions and preparations.				
• Minimize nonessential travel.				
• Check the CDC's Traveler's Health Notices				
• Advise employees to check for symptoms of COVID-19 before travel.				
• Ensure employees who become sick while traveling or on temporary assignment know what to do, including:				
○ Call a healthcare provider for advice, if needed.				
• Notify their supervisor.				
○ Follow company policy for obtaining medical care when traveling outside the United States				
Plan meetings and gatherings] to lower risk.				
• Use videoconferencing or teleconferencing, when possible.				
• Cancel, adjust, or postpone large work-related meetings or gatherings.				
• When videoconferencing or teleconferencing is not possible:				
○ Hold meetings in open, well-ventilated spaces.				
○ Continue to maintain 6 feet between people.				
• Wear cloth face coverings (if appropriate)				

Worker Protection Tool - Resources 11

Consider the exposure that your workers will have to potential sources of COVID-19 when you resume business operations. Use this tool to identify protective measures for interactions between workers and/or the public; revisit the tool on an ongoing basis while COVID-19 cases exist. Complete only items that apply to your business. See appendix for web resources.

Worker Protections

Engineering	Administrative	Personal Protective Equipment (PPE)

Facilities and Equipment
• Assess job hazards for the potential benefit of engineering protections.
• Ensure ventilation and water systems operate properly.
• Alter the workspace to maintain social distancing [23]. Examples include:
  ○ Arrange partitions as a barrier shield.
  ○ Move electronic payment reader away from the cashier.
  ○ Use verbal announcements, signs, and visual cues to promote social
	Management and Communications
	• Monitor state and local public health communications about COVID-19.
	• Encourage sick workers to report symptoms, stay home, and follow CDC guidelines.
	• Consider conducting daily in-person or virtual health checks [15] (e.g., symptom and/or temperature screening) before employees enter the facility:
	• Develop strategies to communicate with workers and manage
		PPE
		• Conduct a workplace hazard assessment.
		• Determine needed PPE for workers' job duties based on hazards and existing protections.
		• Select and provide appropriate PPE t

Engineering	Administrative	Personal Protective Equipment (PPE)
distancing. ○ Remove/rearrange furniture. ○ Provide remote shopping alternatives (e.g., delivery, pick-up).	concerns. • Remind workers of available support services. • Communicate to partners, suppliers, and contractors on policies and practices. • Encourage social distancing and the use of cloth face coverings (if appropriate) [14] for both employees and customers. • Use technology to promote social distancing (e.g., telework, virtual meetings). • Cancel group events. • Close/limit the use of shared spaces. • Ask sick customers to stay home; post signs asking them not to enter if they are sick. • Consider policies that encourage flexible sick leave and alternative work schedules. • Schedule stocking during off-peak hours. **Cleaning and Disinfection** • Develop a plan for cleaning and disinfecting [11]. • Clean and disinfect	

Engineering	Administrative	Personal Protective Equipment (PPE)

	frequently touched surfaces (e.g., counters, shelving, displays).
	
	• Provide employees with disposable disinfectant wipes, cleaner, or sprays that are effective against the virus that causes COVID-19.
	
	Training
	
	• Provide training on:
	  ○ Policies to reduce the spread of COVID-19
	  ○ General hygiene
	  ○ Symptoms, what to do if sick
	  ○ Cleaning and disinfection
	  ○ Cloth face covers
	  ○ Social distancing
	  ○ Use of PPE
	  ○ Safe work practices
	  ○ Stress management	

Managing Your Business Insurance - Resources 12

The COVID pandemic is uncharted territory for the insurance industry. From workers' compensation coverage, general liability, and business interruption, only time may tell of the impact the quarantine will have on the American businesses.

As you navigate through bringing your business and employees back to work, engage your insurance broker and additional resources to the roundtable, and discuss probable insurance coverage, controls, and outcomes.

Information addressing these issues are many. Your broker, insurer, and third party administrators such as TRISTAR Risk Management are staying on top of these issues.

A good synopsis was provided by Forbes online on May 29, 2020, headlined: ***How Business Insurance Responds To COVID-19 Issues.***
https://www.forbes.com/sites/forbesbusinesscouncil/2020/05/29/how-business-insurance-responds-to-covid-19-issues/#46f5ac2d510d.

Each state may be addressing insurance coverages, especially workers' compensation coverage during the pandemic differently. Your broker/carrier / TPA will be able to coach and counsel you as to how to report and manage suspected and confirmed COVID cases.

This applies to your employees (Workers Compensation) and the public (General Liability). If you have had building loss from lack of use or business interruption due to loss of revenue, start now to determine your best course of action.

Resources:

- https://www.gov.ca.gov/wp-content/uploads/2020/04/Update-on-California-Pandemic-Roadmap.pdf
- https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html
- https://www.backtoworksafely.org/
- NIOSH Workplace Solutions: Preventing Occupational Exposure to Legionella
- CDC Model Aquatic Health Code
- CDC Healthcare Water System Repair and Recovery Following a Boil Water Advisory or Disruption of Water Supply
- ASHRAE Standard 188: Legionellosis Risk Management For Building Water Systems
- ASHRAE Guideline 12: Minimizing the Risk of Legionellosis Associated with Building Water Systems
- Cooling Technology Institute Legionellosis Guideline 2008 (WTP148)pdf
- Cooling Technology Institute Legionellosis Guideline 2020 (GLD159)
- EPA Maintaining or Restoring Water Quality in Buildings with Low or No Use
- https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
- https://www.sandiegocounty.gov/content/dam/sdc/deh/fhd/food/pdf/publications_covid19en.pdf
- https://www.dir.ca.gov/dosh/coronavirus/General-Industry.html
- https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf
- https://www.osha.gov/SLTC/covid-19/controlprevention.html
- https://www.osha.gov/Publications/OSHA3990.pdf
- www.cdc.gov/coronavirus/2019- ncov/specific-groups/guidance-business-response.htm
- www.cdc.gov/coronavirus/2019-ncov/travelers

- https://www.cdc.gov/coronavirus/2019-ncov/community/mental-health-non-healthcare.html
- https://www.who.int/news-room/detail/01-06-2020-basic-psychosocial-skills-a-guide-for-covid-19-responders
- https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters
- https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks
- https://tools.niehs.nih.gov/wetp/covid19worker/index.cfm
- https://www.cdc.gov/coronavirus/2019-ncov/downloads/community/Resuming-Business-Toolkit.pdf