



---

# GENERAL GUIDANCE FOR RETURNING TO WORK

---

As our local economy prepares to reopen, businesses large and small have many considerations and concerns on how to do so safely and effectively. Supporting local businesses will be critical to the economic recovery of our community and state.

Reopening your doors likely won't look like returning to business as usual. We know there are questions for businesses of all sizes in all industries as you move forward - and, in many cases, alter your business operations.

Based on best practices and expert recommendations, the Springfield Area Chamber of Commerce is providing the following guidelines and suggestions to assist members in efforts to open your doors and support and protect employees and customers as you navigate this changing landscape.

As plans for your business come together, they will be strengthened by what you learn from other industry members, community businesses and neighbors. Communicate and collaborate with your employees, vendors, customers, supply chain and the larger community so that, together, we are sharing best practices during this unique time. Please share your plan with the Chamber as well!

Additionally, as businesses reopen, we also recommend utilizing the following resources:

- [CDC Link to “Resources for Businesses and Employers”](#)
- [State of Missouri “Show Me Strong Recovery”](#)
- [Springfield Greene County Health Department](#)
- [OSHA Guide](#)
- [US Chamber](#)

As always, we encourage you to reach out to professionals with questions regarding your specific business situation and concerns. Additionally, the Springfield-Greene County Health Department provides guidance for businesses and specific groups such as food establishments and personal care services that can be found [here](#).

We are here to support you during this unprecedented time, and we appreciate your membership. Thank you for being a part of the Springfield Area Chamber of Commerce. Please send us your questions or concerns to **Covid19info@springfieldchamber.com**.

## [TABLE OF CONTENTS](#)

<a href="#">COMMUNICATION AND SIGNAGE</a>	<a href="#">2</a>
<a href="#">PROTECTION AND PREVENTION</a>	<a href="#">3</a>
<a href="#">ENCOURAGE AND FACILITATE</a>	<a href="#">4</a>
<a href="#">ENGAGING WITH VENDORS AND CUSTOMERS</a>	<a href="#">5</a>
<a href="#">TRAVEL POLICIES</a>	<a href="#">6</a>
<a href="#">MONITORING EMPLOYEE HEALTH</a>	<a href="#">7</a>
<a href="#">CDC GUIDELINES</a>	<a href="#">8</a>



## COMMUNICATION AND SIGNAGE

---

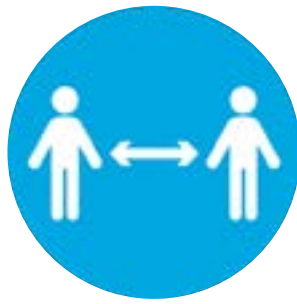
- Transparent and consistent communication with your employees at each stage of reopening will help alleviate anxiety and encourage adherence to new procedures.
- Reinforce to your employees and customers that their health and safety are top priorities and the basis for new protocols being implemented.
- Actively seek employee and customer feedback about returning to your workplace. This insight will help you understand attitudes within your organization.
- Post internal signage that can be used to alert or remind employees about guidelines, expectations and responsibilities.
- Post external signs on doors alerting visitors to restrictions on entry and movement in and around the facility as well as any applicable guidelines and expectations.
- Communicate with and educate employees and management on carrying out the plan and protocols and provide clear direction on roles and responsibilities.
- Consider assigning a single point of contact to field employee questions.
- Provide internal signage to encourage co-workers alternate means to communicate rather than face-to face, like phone, email or text.
- Post signs on door to instruct customers/visitors on business's safety protocols.
- Provide remote workers with a list of free resources to stay healthy and active at home (i.e., ergonomic tips, stress-relief tools, fitness resources).
- Provide pre-recorded safety training videos for customer-facing activities.
- Maintain an up-to-date repository on the company's shared network that allows employees to access all COVID-19 documents, resources, and company protocol.



## PROTECTION AND PREVENTION

---

- Communicate revised organizational practices and policies to all employees in advance of their implementation.
- Create training to review new safe-at-work requirements and guidelines for all employees.
- Make information clearly available to employees about Personal Protective Equipment, disinfection measures, social distancing protocol, on-site health screening, signs and symptoms of COVID-19, self-quarantining and return-to-work policies, visitors and contractors screening, signage, time-off options and all other COVID-19-related safe workplace changes.
- Train employees on frequent hand washing; properly covering coughs and sneezes; refraining from touching the face.
- Clean and sanitize surfaces frequently.
  - Make wipes, sanitizer and cleaning products widely accessible throughout workplaces.
  - Clean the break rooms and common touch areas (doorknobs, etc.) after each shift.
  - Thoroughly clean ALL shared surfaces throughout the facility at least once every 24 hours. This includes common spaces like bathrooms, conference rooms, lunchrooms, etc.
  - Shut down production in the area where a COVID-19 affected employee worked (i.e., department, line, station) to conduct cleaning, as well as shut down and clean common spaces like bathrooms, conference rooms and lunchrooms once notification of potential COVID-19 spread is suspected.
  - Provide masks, shields, gloves, shoe coverings, coveralls, etc. if appropriate and available.
  - Schedule appointments or reservations with additional time between customers/clients to allow for cleaning and disinfecting of high-touch spaces.



## ENCOURAGE AND FACILITATE SOCIAL DISTANCING

---

- Offer work-from-home options for all employees who can perform duties remotely.
- Shift changes:
  - Stagger shifts and start times to maximize distancing.
  - Allow 30-minute buffers between shifts if possible so that employees don't come into contact during transition.
  - Cross-train teams, so that teams can better stagger shifts.
- Provide visual markers on floors for six-foot distancing, per CDC guidance.
- Stagger breaks and lunch schedules.
- Offer lunch breaks in vehicles instead of shared cafeterias or break rooms.
- Restrict movement between departments and/or functions (e.g., don't allow traffic between production and office workspaces).
- Conduct phone/email/virtual meetings instead of in-person meetings, even when at office.
- Limit meetings to no more than 10 individuals, provided appropriate spacing is possible.
- Hold meetings in large spaces where people can spread out at six-foot intervals.
- Space out desks and workstations; construct temporary walls between workstations.
- Encourage employees, especially those who will be in close contact with customers/clients, to continue practicing social distancing guidelines when they are not at work as well to limit the potential for spread.



## ENGAGING WITH VENDORS AND CUSTOMERS

---

- Request health and travel assessments for vendors/contractors coming on-site.
- Separate contractors and vendors from the workforce.
- Prohibit nonessential vendors and deliveries from entering facility.
- Require deliveries to be dropped outside facility door, eliminating vendors from entering facility.
- Offer curbside delivery instead of in-store pickup.
- Provide on-site services to customer's facility once their business is closed (after hours).
- Offer drive-through service only.
- Add plastic barriers/shields at registers.
- Ask customers to stay in their vehicles in parking lot while they wait.
- Offer call-ahead services for parts and service and lock door to walk-in customers.
- Conduct virtual sales calls.
- Limit the number of customers in the facility to ensure appropriate distancing, along with visual markers on floors for six-foot distancing, per CDC guidance.
- Share new customer and vendor protocols in advance through social media or email to prepare them for new policies and procedures
- Encourage employees who will be in contact with customers or clients (servers, hairdressers, etc.) to wash their hands or use hand sanitizer with 60% alcohol after every interaction, or wear gloves when possible.
- When physical distancing is not feasible, both employee and customer should utilize a cloth face covering per local guidance.
- Increase time between appointments to allow for sufficient cleaning and disinfecting of all surfaces and equipment



## TRAVEL POLICIES

---

- Require a two-week quarantine for employees who return from outside of the country or a domestic COVID-19 hotspot.
- Require a two-week quarantine for employees traveling more than 100 miles from facility.
- Eliminate or significantly reduce business travel for the first 60-90 days and then re-evaluate.
- Consider using videoconferencing or teleconferencing when possible for work-related meetings and gatherings.
- When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces.
- When using rental vehicles or shared work vehicles, make sure to sanitize the car interior and high-touch surfaces including but not limited to keys, steering wheel, gear shifts, seat belts, etc.
- When traveling in high traffic areas such as airports, train stations and bus terminals adhere to physical distancing, hand sanitizing guidelines and use facial coverings.
- When travel is required, [clean and disinfect](#) all high-touch surfaces when arriving at room or rental property. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, remote controls, toilets, and sink faucets.
- If a travel area has high incidence rates of COVID-19, refer to CDC for further travel guidance.
- The Springfield-Greene County Health Department also provides additional guidance on business travel [here](#).



## MONITORING EMPLOYEE HEALTH

---

- The CDC has issued guidance concerning those who are at higher risk for severe illness from COVID-19. Consider implementing a questionnaire allowing individuals to indicate if they are a vulnerable individual as defined by the CDC, but do not request that the employee identify the reason they are vulnerable.
- The information gathered should not be used as criteria to eliminate workforce or maintained in employee personnel files, and all reasonable steps should be taken to assure employees that their responses will remain confidential.
- Ensure all decision-making regarding which employees to return to work, when to return them to work, on what schedules, etc., is based on legitimate, non-discriminatory considerations.
- Offer employees additional information and resources, including contact information for your EAP, if applicable.
- Conduct temperature or employee wellness checks at the start of shifts to ensure employee does not exhibit COVID-19 symptoms (fever >100.4 F, cough, shortness of breath/difficulty breathing).
- Create a master schedule for all employees that shows when people may come in contact with others; use this for contact tracing in the event of a confirmed or suspected COVID-19 exposure.
- Create a response plan for employees who report or demonstrate symptoms at work; have recently been at work and tested positive or have been in contact with confirmed COVID-19 case; or have not recently been at work but have tested positive or have been in contact with confirmed COVID-19 case.
- Ask employees about their health status before they return to work from a sick leave (even if they were out with a headache), require certification by a health care professional of ability to safely return to work (particularly for those noted above).
- Offer a variety of leave options for employees who may have to miss work for a COVID-19-related reason.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.





## CDC GUIDELINES

---

### Top 10 Tips to Protect Employees' Health from the CDC:

- 1. Actively encourage sick employees to stay home.** Develop policies that encourage sick employees to stay at home without fear of reprisals, and ensure employees are aware of these policies.
- 2. Have conversations with employees about their concerns.** Some employees may be at higher risk for severe illness, such as [older adults](#) and those with chronic medical conditions.
- 3. Develop other flexible policies for scheduling and telework (if feasible) and create leave policies** to allow employees to stay home to care for sick family members or care for children if schools and childcare close.
- 4. Talk with companies that provide your business with contract or temporary employees about their plans.** Discuss the importance of sick employees staying home and encourage them to develop non-punitive “emergency sick leave” policies.
- 5. Promote etiquette for [coughing and sneezing](#) and [handwashing](#).** Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.
- 6. Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department.** Actively encourage flexible work arrangements such as teleworking or staggered shifts.
- 7. Perform routine environmental cleaning.** Routinely clean and disinfect all frequently touched surfaces, such as workstations, countertops, handrails, and doorknobs. Discourage sharing of tools and equipment, if feasible.
- 8. Consider the need for travel and explore alternatives.** Check CDC’s [Travelers’ Health](#) for the latest guidance and recommendations. Consider using teleconferencing and video conferencing for meetings, when possible.
- 9. Provide education and training materials** in an easy to understand format and in the appropriate language and literacy level for all employees, like [fact sheets and posters](#).
- 10. If an employee becomes sick while at work,** they should be separated from other employees, customers, and visitors and sent home immediately. Follow CDC guidelines for [cleaning and disinfecting](#) areas the sick employee visited.