

PATH FORWARD

Reopen • Reimagine • Recover

A webinar series by the Rochester Area Chamber

5 Steps to Reopening Your Business Safely

Tuesday, April 28

Five Steps To Reopening Your Business SAFELY

After the Stay At Home Order

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April 28, 2020

Today's Goal:

To develop a strategy for safely reopening your business during the COVID-19 pandemic!

Time for a Change!

"What was reasonable a month ago, is no longer adequate." – Richard Fain, CEO Royal Caribbean Cruises Ltd

From Governor Walz...

EXECUTIVE ORDER 20-40

Prior to loosening restrictions for a given setting, businesses must:

- Create, share, and implement a COVID-19 Preparedness Plan that sets out the actions they are taking to ensure social distancing, worker hygiene, and facility cleaning and disinfection necessary to keep workers safe
- Engage in health screening of employees and ensure that sick employees stay home
- Continue to work from home whenever possible

Source: <https://mn.gov/deed/newscenter/covid/safework/>

Questions to Ask...

- ✓ What is the difference between today and how you were operating pre-COVID-19?
- ✓ How will you need to operate going forward?
- ✓ How will you get there?
- ✓ What assumptions was I making prior to COVID-19? Now?

Before and After Analysis Sample...

Before COVID-19	After COVID-19
Lobby waiting area held 20-22 people during peak times	Lobby waiting area will now have a 12-person maximum due to social distancing
Employees enter the building through three entrances	All employees enter the building through one entrance and are health checked
Cleaning only occurred at night after business close	Cleaning now occurs every 4 hours of operation

Five Steps To Reopening Your Business

1. Identify A Workplace Coordinator
2. Create a Plan
3. Educate Your Staff
4. Update Housekeeping
5. Communicate to Customers

1: Identify A Workplace Coordinator

- This person owns everything COVID-19 for your business
- Has the latest information from government agencies
 - State of Minnesota
 - OSHA
 - Health Department
 - CDC
 - Department of Labor and Industry
- Assembles documentation and communication

2: Have A Written Plan

- Must be in writing
- Covers key points related to COVID-19 for your business
- Example provided from the Minnesota DLI, “COVID-19 Business Plan”

COVID-19 Preparedness Plan template and instructions

Executive Order 20-40, issued by Gov. Tim Walz on April 23, 2020, requires each business in operation during the peacetime emergency establish a "COVID-19 Preparedness Plan."

A business's COVID-19 Preparedness Plan shall establish and explain the necessary policies, practices and conditions to meet the Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for COVID-19 and federal Occupational Safety and Health Administration (OSHA) standards related to worker exposure to COVID-19. The plan should have the strong commitment of management and be developed and implemented with the participation of workers. The Minnesota Department of Labor and Industry, in consultation with MDH, has the authority to determine whether a plan is adequate.

Your COVID-19 Preparedness Plan must include and describe how your business will implement at a minimum the following:

1. infection prevention measures;
2. prompt identification and isolation of sick persons;
3. engineering and administrative controls for social distancing;
4. housekeeping, including cleaning, disinfecting and decontamination;
5. communications and training for managers and workers necessary to implement the plan; and
6. provision of management and supervision necessary to ensure effective ongoing implementation of the plan.

This document includes a sample COVID-19 Preparedness Plan that meets the criteria listed above. No business is required to use this model. If you choose to use this model, you must adapt it to fit the specific needs of your business.

****DRAFT TEMPLATE****

COVID-19 Business Plan for [Company Name]

[Company name] is committed to providing a safe and healthy workplace for all our workers. To ensure that, we have developed the following Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this Plan. Our goal is to mitigate the potential for transmission of the COVID-19 virus in our workplaces, and that requires full cooperation among workers and management. Only through this cooperative effort can we establish and maintain the safety and health of our workers and workplaces.

Management and workers are responsible for implementing and complying with all aspects of this Plan.

[Company name] managers and supervisors have our full support in enforcing the provisions of this policy.

Our workers are our most important assets. We are serious about safety and health and keeping our workers working at [company name]. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by [Describe how worker concerns have been addressed, how worker suggestions and feedback have been requested and integrated into developing the Plan.] Our Plan follows CDC and Minnesota Department of Health Guidelines and federal OSHA standards related to COVID-19 and addresses:

- Hygiene and respiratory etiquette
- Engineering and administrative controls for social distancing
- Housekeeping – cleaning, disinfecting and decontamination
- Prompt identification and isolation of sick persons
- Communications and training that will be provided to managers and workers
- Management and supervision necessary to ensure effective implementation of the Plan

SCREENING AND POLICIES FOR EMPLOYEES EXHIBITING SIGNS AND SYMPTOMS OF COVID-19

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms. [Describe how you will address topics such as health screening, how workers will communicate with the business if they are sick or experiencing symptoms while at home, how workers report they are sick or experiencing symptoms while at work and how workers will be isolated in the workplace until they can be sent home.]

https://www.dli.mn.gov/sites/default/files/pdf/COVID_19_business_plan_template.pdf

3: Educate Your Employees – At Work

- New Procedures
- Work Hygiene – WASH HANDS
- Symptoms that require employees to go or stay home
- What screening to expect arriving at work
- How will social distancing be used in all building areas
- How will travel affect the employee's ability to return to work
- What is the emergency communication plan

3: Educate Your Employees – At Home

- Home Personal Hygiene – WASH HANDS
- Home High Touch Cleaning Frequency
- What to do if employees have a sick family member
- Explain how activities in their personal life can affect people at work

How Long COVID-19 Is Present on Surfaces?

- Aerosolized form – 3 to 6 hours
- Copper – 4 hours
- Aluminum – 2 to 8 hours
- Cardboard – 20 to 24 hours
- Plastic and Stainless – 2 to 3 days
- Wood and Metal – 4 to 5 days
- Glass and Ceramics – 4 to 5 days

Correct answer, it depends... even doctors, researchers, universities and other experts cannot agree on specific time for types of materials – best to proceed with caution.

Source: <https://hub.jhu.edu/2020/03/20/sars-cov-2-survive-on-surfaces/>

4: Housekeeping – A Cleaner Environment

- Hand Washing and Hand Sanitizers Strategically Located
- Increased ventilation and air filtration
- Steps to receiving inventory or packages
- Regular cleaning of high touch areas
- OSHA training for employees doing additional cleaning

High Touch Cleaning

- Have a list of items to clean
- Decide the frequency of cleaning
- Train your employees on the correct way to clean
- Find a product on EPA List N or create your own by CDC guidelines

Source: CDC <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>

High Touch Cleaning Products

- Find a product on EPA List N
 - Go to: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
 - Locate the first seven of the EPA Reg. No. 12345-67-8900
 - Place the number with the dash in the search
 - If a product comes up your product is listed (may be private labeled)
- CDC Diluted Bleach Solution
 - Follow Manufacturers label for mixing and safety instructions
 - Leave solution on surface for at least 1 minute
 - 5 Tablespoon (1/3 cup) bleach per gallon of water OR
 - 4 teaspoons bleach per quart of water OR
 - Alcohol solutions with at least 70% alcohol

Source: CDC <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>

High Touch Cleaning - Resources

Cleaning And Disinfecting Your Facility

Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

How to clean and disinfect
Wear disposable gloves to clean and disinfect.

Clean

- **Clean surfaces using soap and water.** Practice routine cleaning of frequently touched surfaces.

High touch surfaces include:
Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- **Recommend use of EPA-registered household disinfectant.** Follow the instructions on the label to ensure safe and effective use of the product.




Many products recommend:


- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- **Diluted household bleach solutions may also be used** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- **Follow manufacturer's instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- **Leave solution on the surface for at least 1 minute**
- **To make a bleach solution, mix:**
 - 5 tablespoons (1/3rd cup) bleach per gallon of water
 - OR
 - 4 teaspoons bleach per quart of water
- **Alcohol solutions with at least 70% alcohol.**


Soft surfaces
For soft surfaces such as **carpeted floor, rugs, and drapes**

- **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.





[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)



High Touch Cleaning Checklist

High touch items are among the most pathogen heavy surfaces in your facility. Routine cleaning and disinfecting of these items along with frequent hand washing are critical to breaking the chain of infection and creating clean, safe, and healthy environments.

- ☐ CHAIR HANDLES & BACKS
- ☐ COFFEE MACHINES & POTS
- ☐ COUNTER TOPS
- ☐ DESKTOPS
- ☐ DOOR GLASS
- ☐ DOOR HANDLES & EDGES
- ☐ ELEVATOR BUTTONS & DOORS
- ☐ EMPLOYEE CELL PHONES
- ☐ KIOSK BUTTONS
- ☐ KEYBOARDS & MICE
- ☐ LIGHT SWITCHES
- ☐ MAILBOXES
- ☐ MICROWAVES
- ☐ PAPER TOWEL DISPENSERS

- ☐ PHONES
- ☐ PODIUMS
- ☐ PRINTER/FAX MACHINES
- ☐ REFRIGERATOR HANDLES & DOORS
- ☐ SINK FAUCETS & HANDLES
- ☐ STAIR RAILS
- ☐ STAPLERS & STAPLE REMOVERS
- ☐ TABLETOPS
- ☐ TAPE DISPENSERS
- ☐ TIME CLOCKS
- ☐ TOASTER OVENS
- ☐ TRASH RECEPTACLES
- ☐ VENDING MACHINES
- ☐ WATER FOUNTAINS


DON'T OVERLOOK THESE COMMON GATHERING PLACES.

- ☐ BREAK ROOM AREAS (APPLIANCES, SINKS, CHAIRS & TABLES)
- ☐ RESTROOMS (RESTROOM FLUSH HANDLES, TOILET PAPER DISPENSERS)

- ☐ CONFERENCE ROOM TABLES & CHAIRS
- ☐ OPEN SHARED WORKSPACES

While we hope it will never be necessary, ServiceMaster Restore is qualified and equipped with the required protocols and processes should any pathogen outbreak occur within your facility.

Provided on behalf of the
Rochester Area Chamber of Commerce
by ServiceMaster of Rochester



Sources: CDC <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>
ServiceMaster Restore: High Touch Cleaning Checklist

High Touch Cleaning - Resources



HAND WASHING PREVENT THE SPREAD OF INFECTION

Proper hand hygiene is the #1 way to reduce the risk of infection. It is important to wash hands frequently and properly with soap and water for at least 20 seconds.



Recommendations from the
**Centers for
Disease Control
& Prevention**

✓ Soap and water is the best & preferred method of performing hand hygiene.

✓ Hands should be washed for at least 20 seconds. An easy way to remember this is to sing Happy Birthday twice.

✓ If soap and water are not available, an alcohol-based hand sanitizer containing at least 60% alcohol is an acceptable alternative. Enough product should be used to thoroughly wet hands.

✓ If using hand sanitizer, hands should be rubbed together until the product has fully dried.



01. Wet hands under running water.



02. Apply soap and rub palms together to ensure complete coverage.



03. Spread the lather over the back of the hands.



04. Make sure the soap gets in between the fingers.



05. Grip the fingers on each hand.



06. Pay particular attention to the thumbs.



07. Press fingertips into the palm of each hand.



08. Dry thoroughly with a clean towel.

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CHAMBER OF COMMERCE



HOME

High Touch Cleaning Checklist

High touch items are among the most pathogen heavy surfaces in your home. Routine cleaning and disinfecting of these items along with frequent hand washing are critical to breaking the chain of infection and creating clean, safe, and healthy environments.



- | | |
|--|--|
| <input type="checkbox"/> CHAIR HANDLES/ARMS/BACKS | <input type="checkbox"/> PHONES AND CELL PHONES |
| <input type="checkbox"/> APPLIANCE EXTERIORS/HANDLES/KNOBS | <input type="checkbox"/> SINKS/FAUCETS/HANDLES |
| <input type="checkbox"/> COUNTER TOPS/DESK TOPS | <input type="checkbox"/> TUBS/SHOWERS/FAUCETS/HANDLES |
| <input type="checkbox"/> CABINET EXTERIORS & KNOBS/PULLS | <input type="checkbox"/> TOWEL BARS/RINGS/HOOKS |
| <input type="checkbox"/> DOOR GLASS | <input type="checkbox"/> MEDICINE CABINET EXTERIORS |
| <input type="checkbox"/> DOOR HANDLES, EDGES & JAMB/TRIM | <input type="checkbox"/> MIRRORS |
| <input type="checkbox"/> WINDOW BLIND WANDS & PULLS | <input type="checkbox"/> TOILETS/SEATS/HANDLES |
| <input type="checkbox"/> WINDOW OPENINGS/TRIM/CRANKS | <input type="checkbox"/> TABLE TOPS |
| <input type="checkbox"/> LIGHT & OTHER SWITCHES | <input type="checkbox"/> CHAIR ARMS AND BACKS |
| <input type="checkbox"/> OUTLET COVERS FREQUENTLY USED | <input type="checkbox"/> ALARM CLOCKS |
| <input type="checkbox"/> THERMOSTATS | <input type="checkbox"/> ELECTRONICS/KNOBS/BUTTONS |
| <input type="checkbox"/> STAIR HAND RAILS | <input type="checkbox"/> TRASH CANS/RECEPTACLES |
| <input type="checkbox"/> WALLS IF VISIBLE HANDPRINTS | <input type="checkbox"/> EXTERIOR DOOR HANDLES & LOCKS |
| <input type="checkbox"/> TOWEL/TOILET PAPER DISPENSERS | <input type="checkbox"/> EXTERIOR DOOR BELL |

DON'T OVERLOOK THESE COMMON PLACES.

- | | |
|--|---|
| <input type="checkbox"/> UTILITY ROOMS (APPLIANCES, SINKS, CHAIRS & TABLES) | <input type="checkbox"/> PATIO/DECK TABLES & CHAIRS |
| <input type="checkbox"/> BATHROOMS (RESTROOM FLUSH HANDLES, TOILET PAPER DISPENSERS) | <input type="checkbox"/> SPAS/HOT TUBS/POOLS |

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Sources: ServiceMaster Restore: [Hand Washing](#), [Home High Touch Cleaning Checklist](#)

5. Communicate to Customers

- Show You Have Taken Extra Steps – Posted High Touch Schedule Signed
- Social Distancing Guidelines
- Cover the Cough
- Employees Reaffirm Customer Understanding

Prevent the Spread of COVID-19 While You Shop

HAND WASHING PREVENT THE SPREAD OF INFECTION

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Recommendations from the Centers for Disease Control & Prevention

Soap and water is the best & preferred method of performing hand hygiene.

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If using hand sanitizer, hands should be rubbed together until the product has fully dried.

- Wet hands under running water.
- Apply soap and rub, palm to palm, to ensure complete coverage.
- Spread the lather over the back of the hands.
- Make sure the soap gets in between the fingers.
- Grip the fingers on each hand.
- Pay particular attention to the thumbs.
- Press fingertips into the palm of each hand.
- Dry thoroughly with a clean towel.

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ROCHESTER AREA
CHAMBER OF COMMERCE

Plan ahead

Go alone

Be quick

Wash or sanitize hands

Clean cart handle

Stay 6 feet from others

Stay 6 feet from others.

m DEPARTMENT OF HEALTH

ServiceMaster Clean/Restore

Online Resources for Businesses

- OSHA: <https://www.osha.gov/SLTC/covid-19/controlprevention.html>
- Minnesota OSHA: <https://www.dli.mn.gov/business/workplace-safety-and-health/mnosha-compliance-novel-coronavirus-covid-19>
- Minnesota Department of Health: <https://www.health.state.mn.us/diseases/coronavirus/index.html>
- MN DEED: <https://mn.gov/deed/newscenter/covid/safework/business/>
- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- EPA: <https://www.epa.gov/coronavirus>

Questions???



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PATH FORWARD

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5 Steps to Reopening your Business SAFELY

Tuesday, April 28

Liability Concerns for Reopening Your Business

Thursday, April 30

Workforce: Return & Re-organize

Tuesday, May 5

Small Business Continuity: Your Operational Checklist

Thursday, May 7

Marketing Innovations: Optimize Your Digital Presence

Tuesday, May 12

Marketing Innovations: New Tools & Techniques

Thursday, May 14

PPP: Ensuring Compliance and Maximizing Forgiveness

Tuesday, May 19

Modify your Business Plan for the New Environment

Thursday, May 21

Leadership Challenge: Comfort and Confidence

Tuesday, May 26

Innovating at the Speed of Light

Thursday, May 28

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