



# COVID-19 Recovery Toolkit for Employers

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**Saint Alphonse**

A Member of Trinity Health

Bringing your employees back to work and restarting your business may be overwhelming. Saint Alphonsus Health System is here to help. As you and your team transition back to work, we have developed a Workplace Readiness guide to help you take a measured approach to ensure your workplace is safe for your employees and customers.

We know that protecting your employees, customers and vendors from exposure to COVID-19 is a priority for the business community. A successful reopening is essential to keeping employees at their healthiest and most productive. This Workplace Readiness guide is backed up by a complete COVID-19 Toolkit which you can find at **[employer.saintalphonsus.org/covid-toolkit](https://employer.saintalphonsus.org/covid-toolkit)** along with more information about our Occupational Medicine, Mental Health, and Corporate and Executive Health services.

No two businesses are the same. How you resume operations will depend on the nature of your business, the number and type of customers you serve, the location and structure of your facility, and your ability to maintain social distancing and cleaning guidelines. You may decide to bring your entire team back or continue to have some staff work from home. You may decide to open your business in stages or all at once. This guide will help prepare your team, facility, and operations to ensure a safe and productive return to work.

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### **In this toolkit:**




- [Workplace Readiness Guide](#)
- [Screening Questionnaire](#)
- [Environment of Care Checklist](#)
- [Work from Home Program](#)
- [Handwashing](#)



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# Workplace Readiness Guide

The transition of furloughed and Work from Home (WFH) personnel back to a place of business will look different for every organization. Employers must ensure that they are prepared to receive their workforce – and make sure their employees are also prepared. These operational guiding principles will help employers navigate the return to the workplace.

|   |  |
|---|--|
| <p><b>Prepare the Building</b></p>  <p>AIR FILTER</p>        | <ul style="list-style-type: none"> <li><input type="checkbox"/> Limit entrances to maintain dedicated screening locations</li> <li><input type="checkbox"/> Engage vendors in plan for deliveries</li> <li><input type="checkbox"/> Restore building infrastructure systems (HVAC, alarms)</li> <li><input type="checkbox"/> Increase ventilation rates</li> <li><input type="checkbox"/> Increase the percentage of outdoor air in circulation</li> <li><input type="checkbox"/> Install/replace high-efficiency air filters</li> <li><input type="checkbox"/> Install plexiglass or other physical barriers at transaction counters</li> <li><input type="checkbox"/> Add panels between desks</li> <li><input type="checkbox"/> Designate an enclosed room to isolate employees who become symptomatic</li> </ul> |
| <p><b>Prepare the Workforce</b></p>                        | <ul style="list-style-type: none"> <li><input type="checkbox"/> Train personnel on screening protocol and publish daily schedule</li> <li><input type="checkbox"/> Consider temperature screening</li> <li><input type="checkbox"/> Provide access to sanitizer, wipes, and PPE, as appropriate</li> <li><input type="checkbox"/> Publish protocol for symptomatic or COVID-19 positive employees</li> <li><input type="checkbox"/> Provide forum for employees to discuss concerns and anxieties</li> <li><input type="checkbox"/> Provide clear guidance on expectations for use of masks, clean desk policy, etc.</li> </ul>  |
| <p><b>Create a Social Distancing Plan</b></p>              | <ul style="list-style-type: none"> <li><input type="checkbox"/> Consider phased return or alternating schedules to decrease density</li> <li><input type="checkbox"/> Consider staggered arrival/departure times</li> <li><input type="checkbox"/> Reconfigure lobby and gathering areas to support social distance</li> <li><input type="checkbox"/> Post signage and floor markings</li> <li><input type="checkbox"/> Limit in-person meetings; publish guidance on maximum number of attendees</li> </ul>   |
| <p><b>Reduce Touch Points &amp; Increase Cleaning</b></p>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Enforce stringent cleaning schedule for all shared spaces</li> <li><input type="checkbox"/> Assign staff to disinfect high touch surfaces regularly</li> <li><input type="checkbox"/> Develop list of approved cleaning products</li> <li><input type="checkbox"/> Disable touchscreens</li> <li><input type="checkbox"/> Remove shared food/beverage items; restock with single serve items</li> <li><input type="checkbox"/> Remove high-touch shared tools like whiteboard markers, remote controls</li> </ul>  |
| <p><b>Communication Plan</b></p>                           | <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure leadership alignment on return to work policies and protocols</li> <li><input type="checkbox"/> Prepare and post reminders of social distancing and hand hygiene</li> <li><input type="checkbox"/> Establish a two-way communication and reporting platform</li> <li><input type="checkbox"/> Communicate a mandatory “stay-at-home” policy for symptomatic employees</li> </ul>  |

Have a non-emergent COVID-19 question? Call the COVID-19 Employer Hotline at **(208) 302-7600**.

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# COVID-19 SCREENING QUESTIONNAIRE



The following questionnaire is a guide for you to use as you re-open your business to employees, customers, and visitors. Each business is unique and may require modifications to appropriately reduce risk of exposure.

- Screeners should wear masks and gloves and maintain a 6-foot social distancing
- Use floor markers (stickers or tape) as visual cues for distancing to avoid crowding
- Use infrared thermometers for temperature checks as needed

The following script will help you assess whether an Employee or Visitor should be given access to your business.

**1. Do you have any of the following symptoms today:**

- Cough (*unrelated to known asthma or allergies*)
- Shortness of Breath
- Sore Throat
- Diarrhea
- Vomiting
- Loss of smell or taste

**2. Have you had a fever of >100.4 in the last 2 days?**

**3. Are you waiting for the results of a personal covid-19 test?**

**4. Do you have coronavirus, or have you tested positive for covid-19 in the past 4 weeks?**

**IF AN EMPLOYEE OR VISITOR ANSWERS "YES" TO ANY OF THE QUESTIONS ABOVE,**

- Employee/visitor must leave the building immediately and go home to self-isolate
- If unable to leave immediately, escort the employee/visitor to a designated area of isolation
- Call the employee's supervisor/manager and tell them they will not be working the shift
- Direct employee to follow appropriate process for notifying Human Resources
- Document the following:
  - Date
  - Time
  - Name
  - Employee ID
  - Department
  - CELL Phone #
  - Date of potential COVID-19 exposure and send to Human Resources

**IF AN EMPLOYEE OR VISITOR ANSWERS "NO" TO THE QUESTIONS ABOVE,** you may grant access to your business.

Consider the need for masks and other personal protective equipment (PPE) based on the type of business and social distancing guidelines.

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# AN EMPLOYERS GUIDE

## To Safely Resuming Services | Environment of Care Checklist



- ☐ Evaluate the organization's need for screening employees, patrons, and visitors.
- ☐ Train employees on the proper way of wearing a mask.
- ☐ When possible, contact patrons and visitors in advance and remind them to bring a mask.
- ☐ Keep a supply of masks on hand for employees and visitors who arrive without one.
- ☐ Ensure employees wash hands immediately upon arrival and frequently throughout the day.
- ☐ Provide EPA-approved hand sanitizer, soap, and surface wipes.
- ☐ Educate employees on the 'dwell time' for the disinfectants used in the office. See product label.

Assign staff to disinfect high touch surfaces regularly:

- |   |   |
|---|---|
| <input type="checkbox"/> Counter tops   | <input type="checkbox"/> Phones   |
| <input type="checkbox"/> Door knobs     | <input type="checkbox"/> Keyboards  |
| <input type="checkbox"/> Light switches | <input type="checkbox"/> Clipboards   |
| <input type="checkbox"/> Handles        | <input type="checkbox"/> Restroom surfaces (door knobs, toilet handle, faucets, sink) |
| <input type="checkbox"/> Desk tops      |   |
- ☐ Train employees to provide hand hygiene before and after cleaning high touch surfaces.
  - ☐ Install plexiglass at all transaction counters.
  - ☐ Add panels in between desks
  - ☐ When appropriate, limit the number of non-essential people in the office.
  - ☐ Remove furniture and post signs to maintain six feet of social distance in common areas.
  - ☐ Remove all shared items (books, magazines, pens) from reception and shared areas.
  - ☐ Post signs alerting visitors to your cleaning and disinfecting process.
    - ☐ Use stanchions and floor stickers to avoid crowding
  - ☐ Designate an area for symptomatic individuals to wait until arrangements can be made for them to leave the facility. Disinfect area after departure.
  - ☐ Increase air flow by opening windows and doors, as appropriate.

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# AN EMPLOYERS GUIDE

## For Deploying A Work From Home Program



With some preparation and effort, employers can overcome the challenges of remote work and create a healthy, happy, and productive work environment for the entire team. Here are some tips and best practices to consider.

- 1. Internet Connectivity** – before sending your employees home, ensure access to a high-speed internet connection and publish a policy on whether the business will cover any portion of the expense.
- 2. Video Conferencing** – connecting face to face is important, especially when your workforce is at home. Choose a platform that is easy to use and allows multiple team members to connect. Practice good video etiquette. In person, it's easy to see if someone is checked out but it's much more difficult to see signs of disinterest when employees are participating in meetings remotely. Set clear expectations for appropriate attire and the use of video and chat functions to keep your team engaged.
- 3. Prioritize Documentation & Communication** – Communication for remote workers is totally different than it is for employees who are together in an office. Remote work requires purposeful communication – both written and verbal – to avoid misunderstandings or missed deadlines. Develop an organized way to communicate priorities amongst your team. Do recaps on projects for feedback on ways to improve and do even better on what's next.
- 4. Dedicated Work/Office Space** – successful home offices typically include a dedicated and private space for your employee to work. It creates a sense of "going to work" which will help get your team in the proper mindset to focus and prevent distractions. Dedicated space also protects the confidentiality of your business information. Consider a written policy that communicates the importance of treating your business assets as if they were housed in the office setting.
- 5. Dedicated Working Hours** – working from home naturally fosters a more flexible schedule. Set clear expectations by establishing core business hours, set times of the day where your employees will check in, or pre-determined days where they will work from the office.
- 6. Social Activities** – to avoid the risk of employees feeling disconnected, consider periodically bringing your team together for social or team-building events.
- 7. Attitude** – stay positive. Humans crave interaction so working from home can be challenging. Don't discount this important trait when transitioning employees to the home-based work setting.

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## How to handrub with alcohol-based formulation.

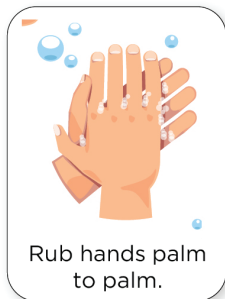


Apply a palm full of the sanitizer into hand and cover all surfaces.

## How to hand wash with soap and water.



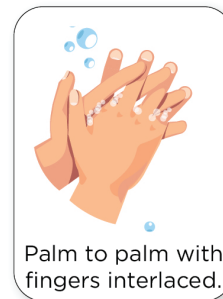
Wet hands with water then apply soap to cover all hand surfaces.



Rub hands palm to palm.



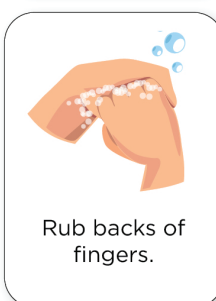
Wash back of both hands with fingers interlaced.



Palm to palm with fingers interlaced.



Rotational rubbing of thumbs clasped in hands.



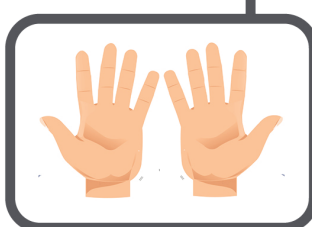
Rub backs of fingers.



Rotational rubbing of fingertips with clasped fingers.



Rinse hands with water using a paper towel to thoroughly dry. Use the towel to turn off the water.



**20-30 seconds**  
Once dry, your hands are safe.



**45-60 seconds**  
Your hands are safe.

