

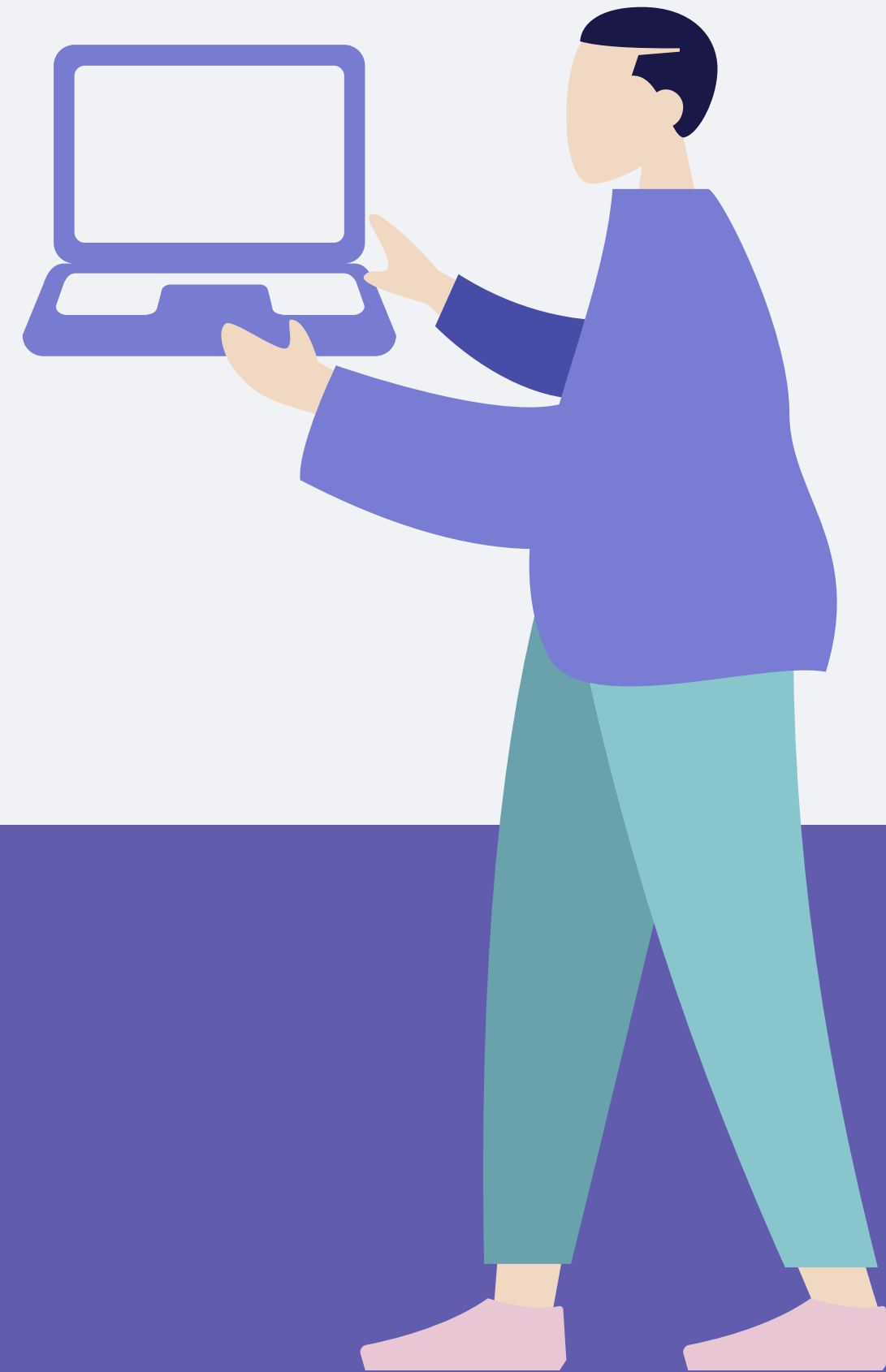


# Return To Work

COVID-19 Employer  
Guide to Reopening



# Step 1: Keep COVID-19 Out



The first step of your Return to Work plan should focus on how you plan to protect employees and keep COVID-19 out of your workplace. Here, we'll ask questions to address screening and company guidelines for daily pre-work health checks and procedures for customers and employees to minimize the risk of bringing COVID-19 into your workplace.

# Daily Pre-Work Screening



## Questions to Consider

- Where will you conduct the screening? Who will conduct it? And how will you minimize risks in this process?
- What will be your policy for employees who do not pass screening?
- How will you create confidential employee, customer, and guest logs so that you can take containment steps if a case is discovered later on?
- How will you check each worker's temperature?
- How will you query positive case contact history and current symptoms?
- How will you communicate for staff to stay home if they begin showing symptoms, or if they have been in contact with someone with symptoms or a positive diagnosis?



# Pre-Work Screening Plan

Plan for Current Phase:

Plan for Future Phase:

# Specific Considerations

- What will be your communication to prevent sick individuals from entering?
- Should you expand your drop-off/delivery/receiving time windows to prevent overcrowding?
- For scheduled services and events, are you able to pre-screen individuals? (i.e. "Stay home if you are experiencing symptoms or have been exposed to someone with COVID-19.")
- Are you able to suspend any unnecessary visitors and/or non-mandatory worker travel?
- Can you use digital meeting technology as an alternative to in-person meetings?
- Are workers able to work from home?
- Can non-employee deliveries take place outside to minimize foot traffic on the premises?
- Should you require vendors on premises to follow guidance on masks, hand sanitizer, hand washing, and other PPE?

# Guidelines To Prevent Introduction



# My Specific Considerations & How I Will Address Them

Current Consideration #1

Current Consideration #2

Future Consideration #1

Future Consideration #2

Current Consideration #3

Future Consideration #3

Current Consideration #4

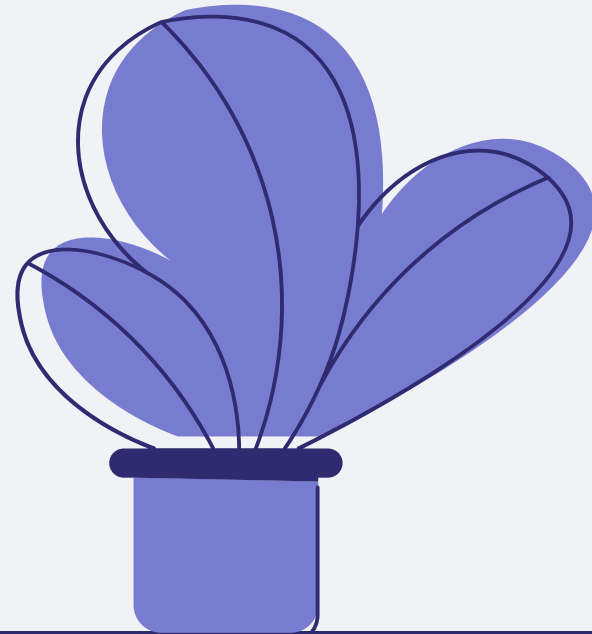
Future Consideration #4

# Step 2: Let's Not Pass It Along



Now that Step 1 is out of the way, we'll focus on educating employees and visitors and creating company policies such as physical distancing, enhanced cleaning, adjusted operations, and food safety to prevent the spread of COVID-19.

# Educating Employees & Visitors



## Content

What do you need employees to understand? (i.e. the importance of hand washing, avoiding touching the face, avoiding contact with anyone sick, following social distancing, using masks, etc.)

## Method

How will you communicate this information? (i.e. signage, talking points for workers or managers, audio messages, leading by example, etc.)

## Policies

Do you need to create any formal policies to underlie the content? (i.e. formalizing the frequency of handwashing, sanitation, etc.)





**Content that needs to be created:**

**Method(s) of communication:**

**Policies that need to be created:**



# Enhanced Cleaning For COVID-19

COVID-19 can remain on surfaces for extended periods. As a result, thorough and frequent cleaning is an absolute must for your return to work plan, whether you do so internally or engage third party providers.

Step 2: Let's Not Pass It Along

## Policies & Procedures

What will be your daily sanitation procedures, periodic deep cleaning, checklists, guidelines, etc.?

## Adequate Supplies

Does your plan ensure adequate cleaning supplies and PPE for the workers doing the cleaning? What about for customers?

## Off-Site Procedures

If your business occurs offsite, what will be your procedures for disinfecting and sanitation before/during/after working?

## Accommodating Cleaning

How will you frequently disinfect and reduce or eliminate areas with multiple visitors? Should you alter your business hours?

## **Policies & Procedures:**

## **Planning for Adequate Supplies:**

## **Off-Site Procedures:**

## **Cleaning Accommodations:**



# Adjusted Operations

Suggestions around modified operations likely focus on technology and procedures to increase social distancing and reduce transmission.



## 1. Typical Customer Flow

Focus on where workers and customers contact, or where multiple customers contact equipment or products. Consider moving to a contactless payment system and sanitizing high-contact items (pens, condiments, terminals).

## 2. Reducing Peak Traffic

Consider implementing staggered shifts, appointments instead of walk-ins, special hours for seniors or immunocompromised, or delivery/pick-up with physical distancing protocols.

## 3. Protect Workers

Describe procedures to protect workers from items that have been touched by customers. Should repairs or returns be allowed? If so, how will items be sanitized?



**Adjustments for Customer Flow:**

**Plans to Reduce Peak Traffic:**

**Procedures to Protect Workers:**

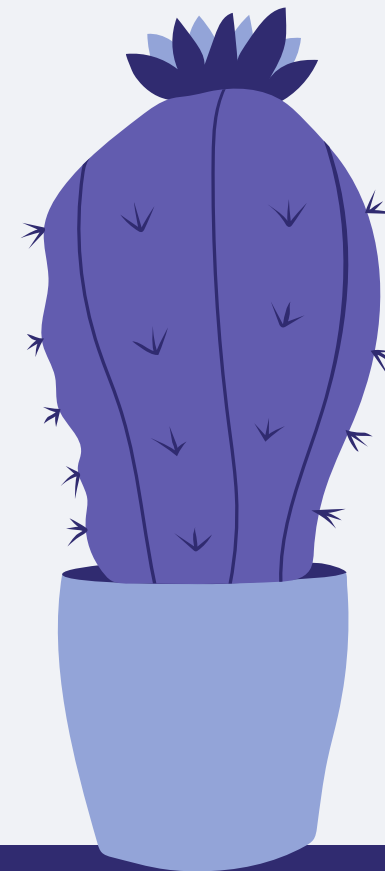
# Specific Considerations

For industries that provide food or food services, refer and adhere to CDC recommendations and guidelines on disinfection of all frequently touched surfaces as well as the EPA's criteria for cleaning and disinfecting solutions.

Then conduct a hazard analysis and risk-based preventive controls assessment, and make sure to include procedures for maintaining clean and sanitized facilities and food contact surfaces. Finally, create a decision tree that enables quick assessment and response to risks.

Describe considerations such as worker PPE (masks and gloves), elimination of shared serving utensils, and operational changes such as the elimination of family-style or self-service in favor of tended buffet or plated service.

# Information On Food Safety




**Potential Risk Exposure:**

**Risk Mitigation Strategy & Procedures:**

**Decision Tree:**

**Considerations & Operational Changes:**





# Step 3: Plan For When It Does Happen

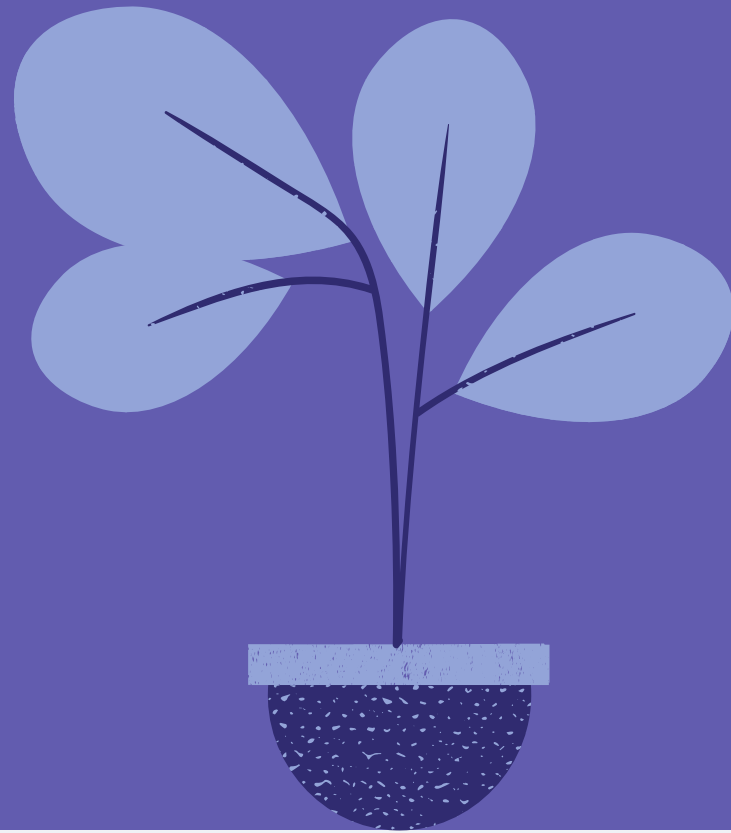


## Clear Guidance & Tracking

One of the often-overlooked components of a plan to reopen is a methodical procedure to track affected workers and/or customers. However, an effective plan for containment and tracking can significantly reduce additional transmission once a case is identified.



# Provide Clear Guidance



## Devise Communications for At-Risk Workers

- With confirmed diagnosis
- With symptoms not yet tested
- Requested to quarantine by healthcare providers
- At high-risk due to medical conditions
- Immunocompromised

## Establish Guidelines

- Sick pay policies
- When workers will be allowed to return
- What documentation is required
- How to keep employees informed about free testing as well as the Emergency Paid Sick Leave and Emergency FMLA that is available to them



# To-Do List: Providing Clear Guidance

**Communications to create:**

**Guidelines needed:**

**Top Tip:** You can find pre-made letters and handbook policies in SDP's COVID-19 Resource Hub at [solutions.sdppayroll.com/coronavirus/](https://solutions.sdppayroll.com/coronavirus/)!

## Clear Definition

Best practices for tracking affected workers and/or customers begin with a clear definition of which workers must be immediately quarantined.

- Confirmed diagnosis
- Symptoms but not yet tested
- Requested to quarantine by healthcare providers

## Confidential Reporting Procedure

When a worker reports they fall into one of these categories, a pre-established confidential reporting procedure should be triggered in which a supervisor or manager collects certain information.

- When symptoms began
- When they were last at work
- Who they were in close contact with
- Their testing status

## Take Action to Protect Workers

Next, the business should take actions to safeguard other workers and customers and provide support for the affected worker, while providing the affected worker confidentiality.

- Notify workers and customers who had contact with the affected worker and encourage self-quarantine or testing
- Follow-up after testing and offer support
- Monitor and check in with the worker until they are able to return to work

**Define which workers need to be quarantined:**

**What will be your reporting procedure?**

**How will you safeguard other workers and customers?**

# Step 4: Let's Care For Our People

Industry plans to support the health and safety of workers are paramount and vary by the type of work. Businesses are asking much from their workers during reopening, and it's critical to develop a plan to acknowledge workers for a job well done. Plans may also include methods to increase worker engagement in your overall COVID-19 response effort.



# Providing Support to Workers



## Physical Support

What are your plans to physically protect workers from transmission? (i.e. PPE, reduced seating for social distancing, discontinued self-service eating, safety protocols, etc.)

## Financial Support

What are your plans to collect and disseminate financial support information to workers? (i.e. FMLA and sick leave information, local and community health resources, etc.)

## Emotional Support

How will you support the emotional health of your workforce? (i.e. training on how to deal with customer situations, mental health resources available, manager training to support workers)



**Physical Support:**

**Financial Support:**

**Emotional Support:**

# Recognize Workers & Increase Employee Engagement



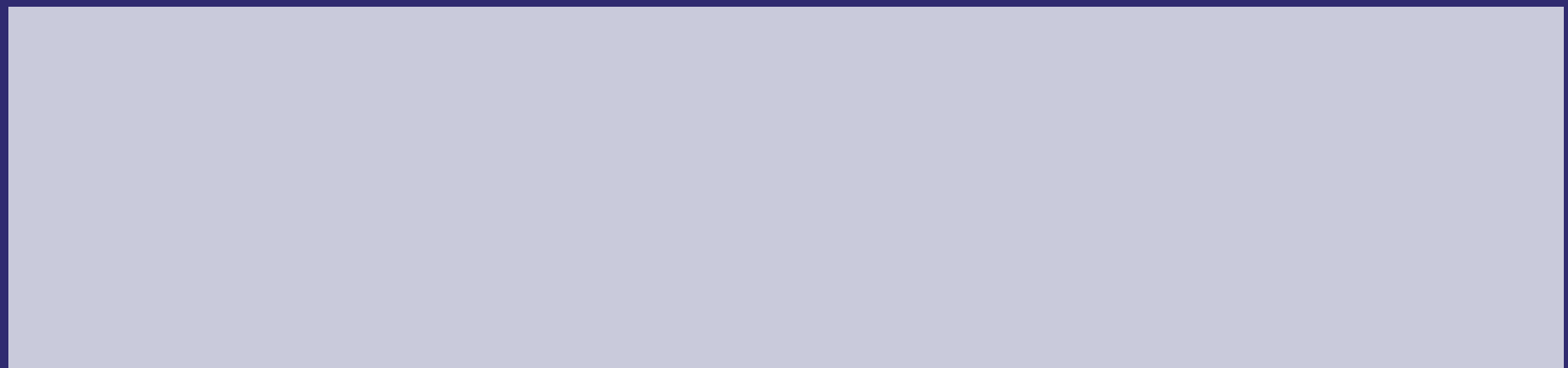
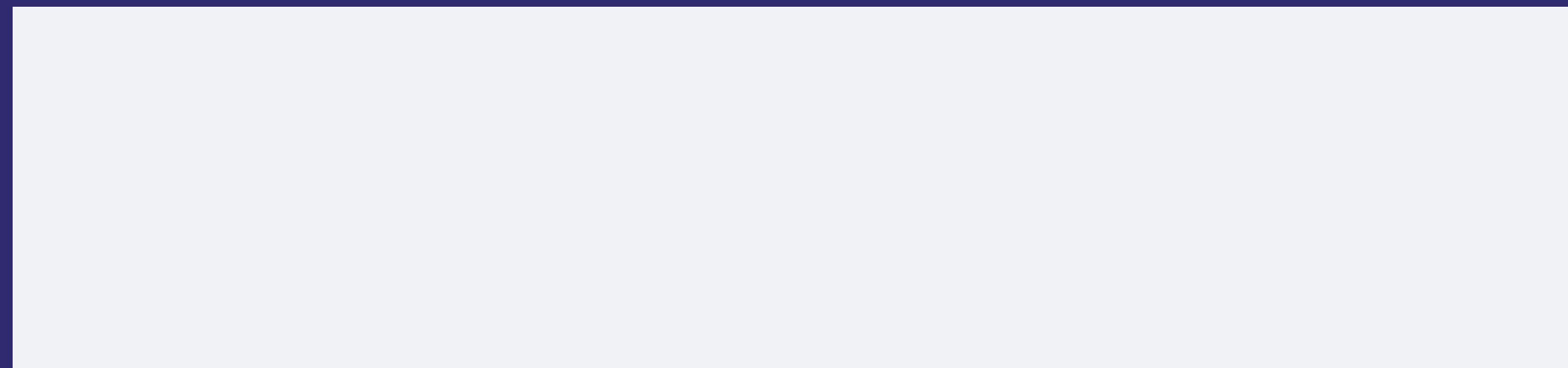
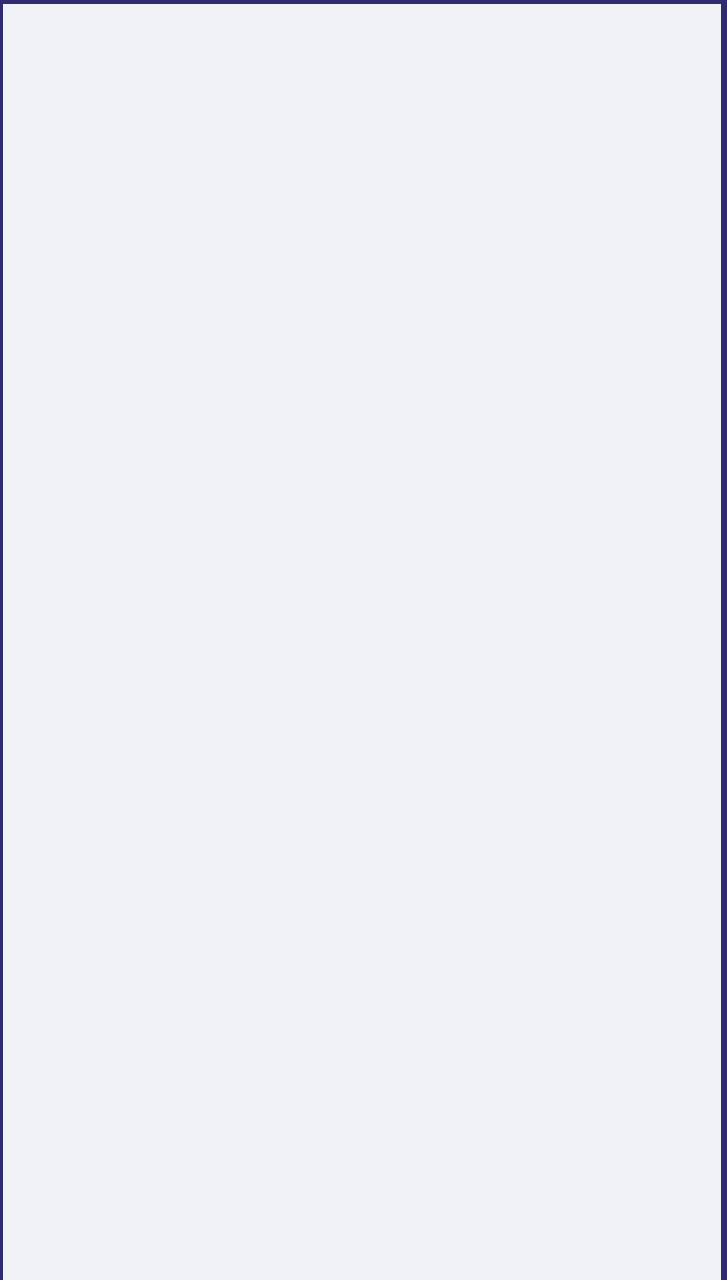
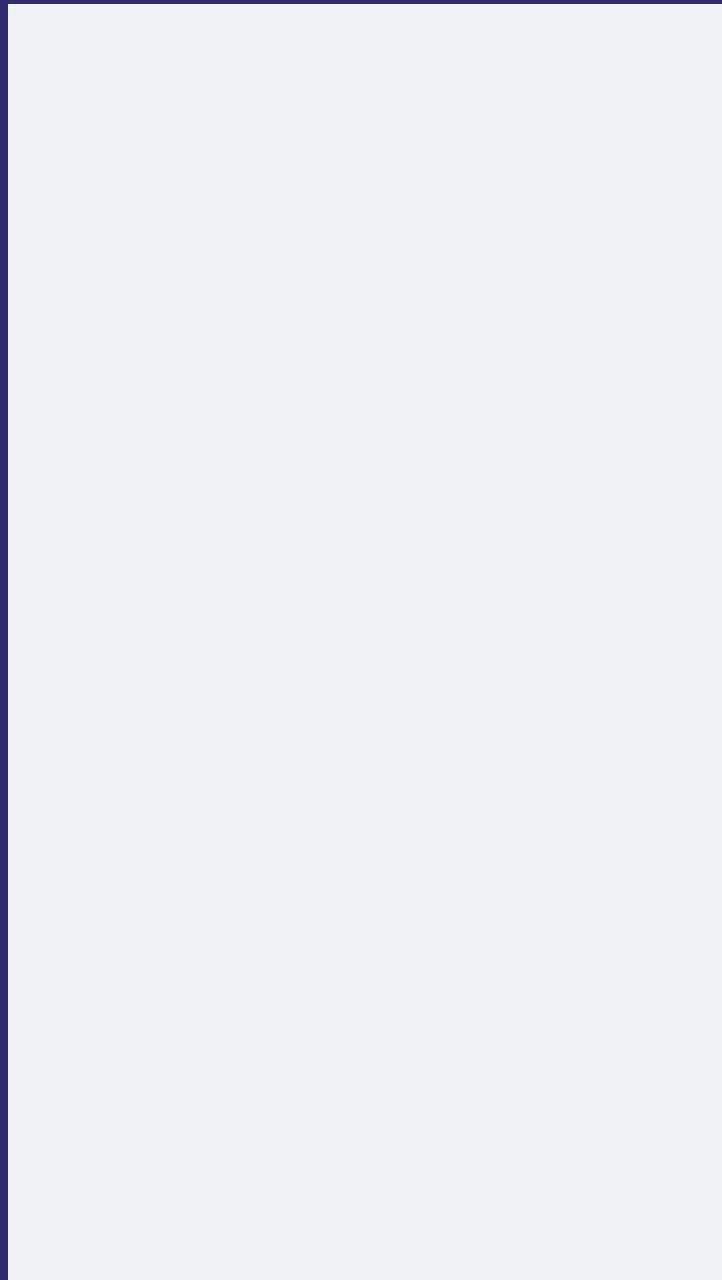
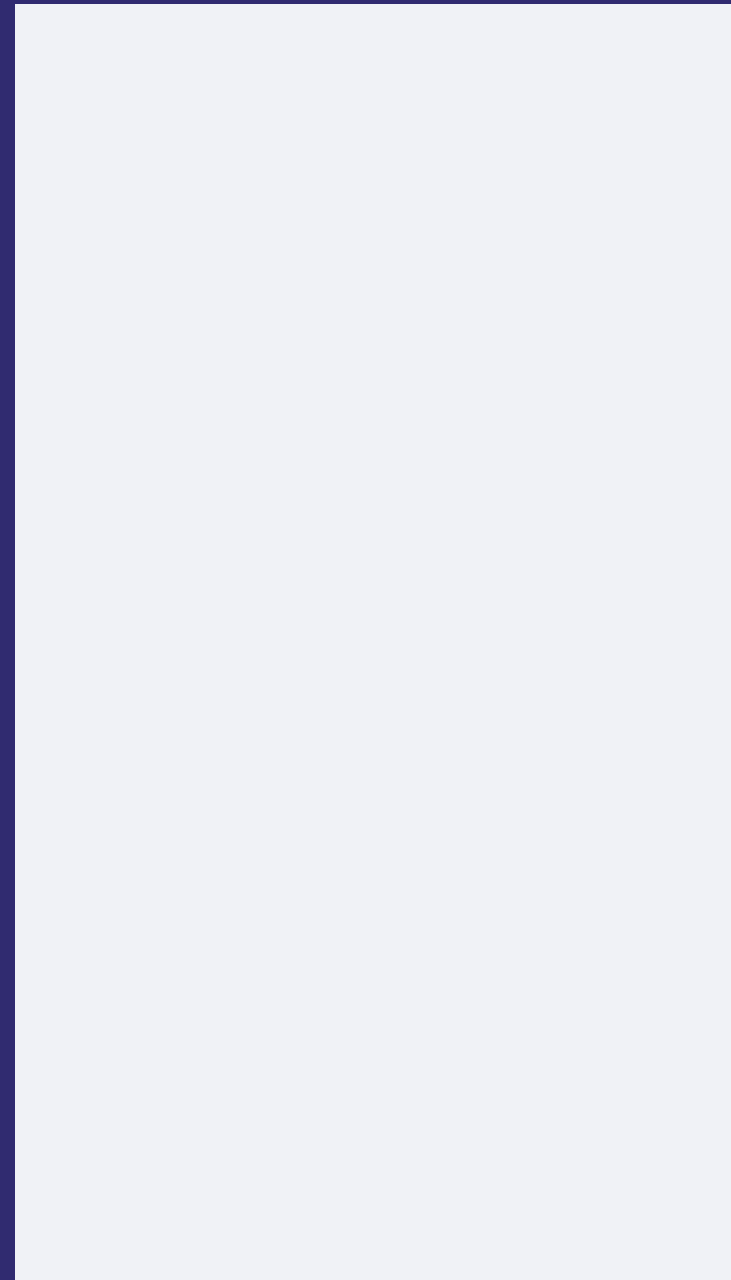
Your recognition plan can include anything from a simple "thank you" from a manager, to establishing a method for customers to provide workers with kudos, or even offering small perks or gift cards.

Plans may also include methods to increase worker engagement in the overall COVID-19 response effort. For example, through worker surveys, creation of worker committees for specific issues, deputizing workplace coordinators charged with addressing COVID-19 issues, devising methods for ongoing feedback collection, or conducting frequent manager check-ins with workers.

Just be sure to create mechanisms to address any feedback that is received from these actions!



# Ideas to Recognize Employees & Increase Engagement:



# We wish you all the best as your business plans to return to work!

Each industry and business is different, but there are common themes that need to be considered by all in order to get back to business. We hope this template will help you think through some of the key concerns that need to be addressed as you plan to reopen.

If you need any additional support during this time, please let us know by calling (866) 946-2032 or emailing [SeeMore@sdppayroll.com](mailto:SeeMore@sdppayroll.com).





# Free Resources

Find even more of the  
information you need in  
SDP's COVID-19 Business  
Resources Hub at:

[solutions.sdppayroll.com/  
coronavirus](https://solutions.sdppayroll.com/coronavirus)

