

Questions to Consider in the Planning Phase of Your COVID-19 Recovery Plan

- Who/what are key positions that are critical to operations of our business? How will we ensure there is duplication in the event of illness of key positions?
- Who/what positions if any can continue to work remotely during moderate risk (orange) time periods?
- Does your business employ high risk employees (age 60 and above or underlying health conditions such as diabetes, high blood pressure, cardiovascular disease, kidney disease, immunocompromised)? How will you protect these employees?
- Training for all employees will be necessary. How will it be done?
 - Social distancing
 - Cleaning, disinfection, hand washing and hygiene
 - Personal Protective Equipment (PPE) use (all employees should wear masks or face coverings to help stop spread of COVID-19)
 - Procedures
- What screening measures do we need or want?
 - Questionnaire
 - Temperature checks (See CDC Guidelines <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>)
 - o How will this be done?
 - o Who will administer?
 - Training
 - COVID-19 testing (Anti-body? Nasal swab?)
 - Phone app?
- Special concerns for field employees? Note there is a dual risk: 1) they are exposed, and 2) they can expose clients:
 - Should we screen/test field employees on a more frequent/regularly scheduled basis since we have less control over the environments they will enter when visiting with clients?
 - What protective measures should be required when on field calls? Should they wear an n95 mask when making field calls?
- Provision of hand sanitizer and wipes to use between field calls?
- How will reception and lobby operations change to ensure physical distancing. (Customer service area of the lobby has been closed.)
 - Will we screen vendors, contractors, consultants, food deliveries, etc.?
 - What PPE will we require for those who will be interacting with outside persons in the lobby (i.e. Security, Customer Service)?
 - Physical barriers (plexiglass)
 - Floor markings for where to stand for those waiting to be helped
 - Move chairs to give 6 ft physical distancing
 - Disinfection (hand sanitizer and sanitizing wipes) of commonly touched items
- Meetings, events and food service
 - Do we screen people coming into the building and if so how (temperature, other)?
 - Limit the number of attendees and space seating to ensure 6-foot physical distancing.
 - Disinfection of tables, chairs and commonly touched surfaces before and after the meeting
 - Require attendees to wear masks? If so do we provide them or is the attendee responsible for that?
 - Continue to prohibit buffet style lunches and order only box lunches.
 - Wipe down delivered lunch containers.
 - Sanitize food areas.
- How do we increase sanitization of common areas and maintain physical distancing of at least 6 feet? Or it may be better to close common areas until lower risk is achieved.
- When do we allow an employee to return to the workplace in the following scenarios? See CDC guidelines for returning to work: <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>
 - An employee's family member tests positive?
 - Contact tracing indicates an employee may have been exposed?
 - An employee tests positive?
 - o Do we require a negative test to return?
 - o Do we require two consecutive negative tests as required by the CDC for health care personnel (HCP)?
 - An employee experiences Covid-19 symptoms of a respiratory infection (e.g., cough, sore throat, shortness of breath, fever)?
- How do we ensure physical distancing occurs in the workplace?
 - Do we physically position chairs in meeting rooms and mark their location?
 - Provide temporary physical plexiglass barriers between cubicles?
 - Limit how many people can be on an elevator to one at a time?
 - Control number of people entering the restroom at the same time and block access to adjacent urinals and stalls?
 - Stagger or alternate work shifts or rotate days of telecommuting and office work to ensure physical distancing? (This is especially of concern in cubicle areas more closely stacked.)