Uniting for Recovery:

RETURN TO WORK

Guide

MISSOURI2030

An Agenda to Lead

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MISSOURI CHAMBER

FOUNDATION

Introduction

Missouri businesses have played a critical role in the effort to stop the spread of COVID-19. As local and statewide restrictions were put into place, many employers drastically altered their operations with some closing their doors completely. As the response continues, many employers across the state are working to develop strategies to enable them to reopen when the threat subsides.

Based on the best practices, the Missouri Chamber of Commerce and Industry is providing the following guidelines and suggestions to assist businesses in their efforts to create safe workplaces for their employees and customers.

We also strongly encourage employers to closely follow the recommendations published by Gov. Mike Parson, the State of Missouri and local health officials as they seek to reopen.

As businesses establish their procedures for re-opening, we strongly recommend employers start by reviewing the comprehensive guidance available from the Department of Labor's Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC).

https://www.osha.gov/Publications/OSHA3990.pdf

https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Reduce the risk of transmission

- Create training to review new safe-at-work requirements and guidelines for all employees.

  - If returning to work, training and orientations should be done on day one.

  - Make information 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 handwashing, properly covering coughs and sneezes and refraining from touching the face.

- Promote personal hygiene.

  - If workers do not have access to soap and water for handwashing, provide alcohol-based hand rubs containing at least 60% alcohol.

  - Provide disinfectants and disposable towels workers can use to clean work surfaces.

- Clean and sanitize surfaces frequently.

  - Make wipes, sanitizer and cleaning products widely accessible throughout workplaces. Alcohol-based cleaning products should have 70% alcohol content or higher for effectiveness.

  - Clean break rooms and common touch areas (doorknobs, light switches, phones, fridge handles, etc.) after each shift.

continued

- Thorough cleaning of 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.

- **Provide touch-free solutions.**

  - Touch-free time clocks.

  - Individual water containers for workers instead of large water coolers.
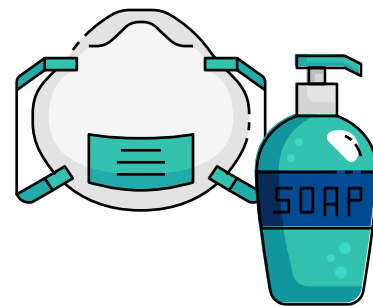
Social distancing at work
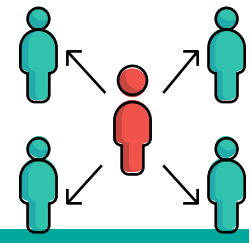
- Offer work-from-home options for all employees who can perform duties remotely.

- Change shifts.
  - 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 team, so that teams can better stagger shifts.

- Provide visual markers on floors for six-foot distancing, per CDC guidance.

- Restrict movement between departments and/or functions (e.g. don't allow traffic between production and office workspaces).

- Stagger breaks and lunch schedules.

- Offer lunch breaks in vehicles instead of shared cafeterias or break rooms.
  - Employees need to bring their own meals and be able to eat them without use of a microwave.

- 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 work stations; construct temporary walls between workstations.

Working with vendors
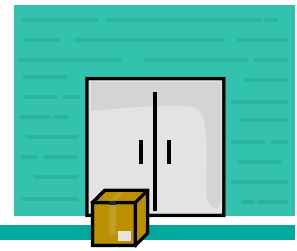
- Request health and travel assessments for vendors/contractors coming on-site.

- Separate contractors and vendors from the workforce (have them use separate bathrooms and entrances if possible).

- Prohibit nonessential vendors and deliveries from entering facility.

- Require deliveries to be dropped outside facility door, eliminating vendors from entering facility.

- Maintain a contact log for all persons coming into an office or manufacturing plant registering their date, time, name, contact information, person they are meeting with, and if they have had COVID-19 or been in contact with anyone in the past 14 days that has.

NOW SERVING

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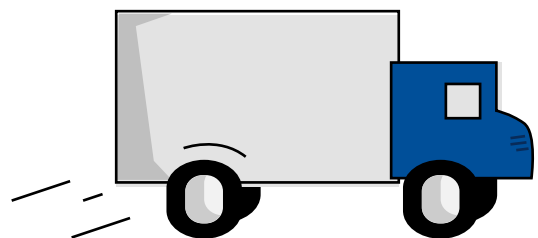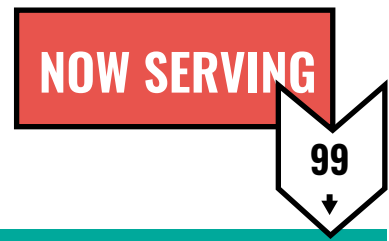
Customer service

- Offer curbside delivery instead of in-store pick-up.

- 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.

- 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.
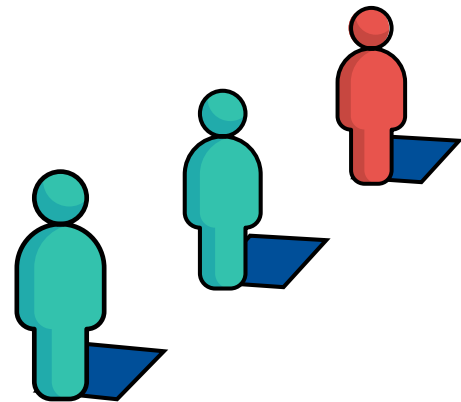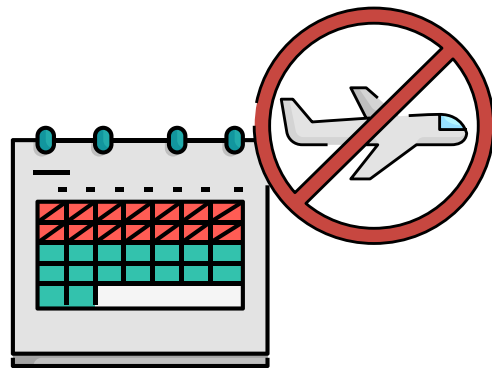
Travel considerations

- 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.

Workplace signage

- Post internal signage that can be used to alert or remind employees about guidelines and expectations and responsibilities.

- Post external signs on doors alerting visitors to restrictions on entry and movement in and around facility as well as any applicable guidelines and expectations.

NOTICE

EMPLOYEES MUST WASH HANDS AFTER USING THE BATHROOM

Employee Health

- Conduct temperature or employee wellness checks at the start of shifts to ensure employees do 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 because of a COVID-19-related reason.

Ongoing Communication
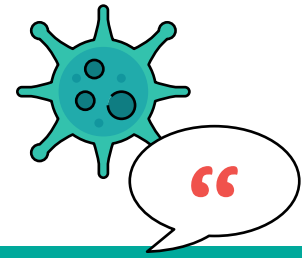
- Communicate and educate employees and management to carry out the plan and protocols, as well as clear direction on roles and responsibilities.

  - 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.

- Ensure employees are informed about potential benefit lapses and help them access any available assistance programs.

How to stay fit and active...

mochamber.com/recovery

Support local business

mochamber.com/buymo

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