



RETURN TO WORK BEST PRACTICES

The Oshkosh Chamber of Commerce conducted a membership survey to identify and compile which Return to Work Best Practices are currently being employed by area business. As Wisconsin begins to allow businesses to reopen, we thought these practices would be a good initial starting point to provide guidance to area businesses with their own reopening processes. This document is only intended to be a primer and to provide examples of practices used by various businesses. We believe the State of Wisconsin will develop and advance further guidance in the near future and each business will need to evaluate what is effective and legally appropriate for them.

As you begin to formulate your reopening plan, the six steps outlined in the guide are a great place to start:

1. Prepare the Building—implement cleaning plans, pre-return inspections, and HVAC and mechanicals checks.
2. Prepare the Workforce—create policies for deciding who returns, shift/schedule management, and employee communications.
3. Control Access—enforce protocols for safety and health checks, building reception, shipping/receiving, elevators, and visitor policies.
4. Create a Social Distancing Plan—follow guidelines for decreasing density, schedule management and office traffic patterns.
5. Reduce Touch Points & Increase Cleaning—implement open doors, a clean-desk policy, food plans and regular cleaning of common areas.
6. Communicate for Confidence—recognize the fear employees may feel in returning, communicate transparently and listen/survey regularly.

The Centers for Disease Control and Prevention (CDC) provides guidance for business. Below is a good outline which you should consider to ensure the safety of your employees and your customers.

Please be advised that some or all the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. Due to unique industry operational factors and associated sub-industries, other trade associations and professional groups may have additional input. As COVID-19 circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations beyond the prepared date. We strongly advise that before implementing any of the practices and procedures contained herein, companies carefully evaluate and consult with their own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in their place of business and determine if any other recommendations or requirements may apply to their business.

CDC/STATE GUIDANCE FOR BUSINESSES AND EMPLOYERS

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

Reduce Transmission Among Employees

1. Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
 - Temperature checks and symptom screening at shift start.
 - Protective equipment utilized if possible.
2. Sick employees should follow CDC-recommended steps for home isolation. Employees should not return to work until the criteria to discontinue home isolation are met.
 - At least 3 days (72 hours) since resolution of fever without fever reducing medication.
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath).
 - At least 7 days have passed since symptoms first appeared.
3. Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
4. Employees who arrive to work ill or become ill during work should be sent home.
5. Employees exposed to a confirmed COVID employee should be notified by employer (while maintaining confidentiality) and instructed to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.
6. Make sure employees are properly educated on risk, cleaning, disinfection, hand washing, cough etiquette, avoid touching your face, social distancing and all other CDC recommendations.

Maintain Healthy Business Operations

1. Identify a workplace coordinator who will be responsible for COVID-19 issues and their impact at the workplace.
2. Implement flexible sick leave and supportive policies and practices.
3. Assess your essential functions and the reliance that others and the community have on your services or products.
4. Determine how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from childcare programs and K-12 schools.
5. Establish policies and practices for social distancing.
 - Flexible worksites, hours, meetings and travel options.

- Increase physical space between employees, and employees and customers.
 - Downsize operations, utilize remote services and products through curbside pick-up or delivery.
6. Employers with more than one business location are encouraged to provide local managers with the authority to take appropriate actions outlined in their COVID-19 response plan based on local conditions.

Maintain a Healthy Work Environment

1. Consider improving the engineering controls using the building ventilation system (increase vent rates and percentage of outdoor air in circulation system).
2. Support respiratory etiquette and hand hygiene for employees, customers, and worksite visitors.
 - Provide tissues and no-touch disposal receptacles.
 - Place hand sanitizers in multiple locations to encourage hand hygiene.
 - Encourage hand hygiene, Discourage handshaking.
 - Provide soap and water in the workplace. If soap and water are not readily available, use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer. Ensure that adequate supplies are maintained.
3. Perform routine environmental cleaning and disinfection.
 - Routinely clean/disinfect high touch areas with approved disinfectants.
 - Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
 - Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by employees before each use.
4. Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility.
5. Advise employees before traveling to take additional preparations.
6. Take care when attending meetings.
 - Use video or teleconferencing when possible.
 - Consider canceling, adjusting, or postponing large work-related meetings or gatherings that can only occur in-person.
 - When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces.

WORK PLACE BEST PRACTICES

Companies are encouraged to enact procedures and protocols that mitigate the introduction, exposure or spread of COVID-19 in the workplace. Each company's written plan should be regularly updated based on evolving guidance from the CDC and state/local public health agencies. The following is a sampling of best practices for companies to consider in developing their own COVID-19 response plan. This sampling is only intended to be a primer and to provide examples of practices used by various businesses. We believe the State of Wisconsin will develop and advance further guidance in the near future and each business will need to evaluate what is effective and legally appropriate for them.

Employee Screening

- Health screen to clear employees before returning to work.
- Employee must immediately report symptoms associated with COVID-19 exposure.
- Employee must report contact with any person who tests positive for COVID-19 (via household contact or proximity within 6 feet of an individual with confirmed or suspected COVID-19 case).
- Employee testing positive for COVID-19 quarantined for 14 days prior to health screen and return to work.
- Regular body temperature scans performed for on-site employees (contingent on availability of scanning devices) or self-administered and reported by employees.
 - Third-party COVID-19 testing

On-Site Practices

- Practicing good hygiene and establishing policies:
 - Disinfect surfaces and door knobs
 - Provide hand sanitizers
 - Stop handshaking
 - Clean hands at the door
 - Mandatory hand washing time
 - Increase ventilation
- Develop a cleaning checklist for each department
- Deep cleanse of the office and workstations at least once per week.
- Perform routine office and workstation cleaning
- Employees to work remotely when practical (at least until June 1st), except the minimum required for baseline on-site functions.
 - Alternating weeks for employees to work on site.
- Limit in-person meetings of any size (internal or external) and employee convening (formal or informal) to those deemed essential. Communicate virtually wherever possible.
 - Continue to implement social distancing of 6 feet in office and manufacturing environments.
- Workflow audit that removes instances of employees being within 6 feet of each other wherever possible.
 - Provide Personal Protective Equipment (PPE). Protective facemasks and plastic gloves are the most common. Consider face shields/goggles or respirators.
 - Create physical barriers between workstations.
 - Consider placing Plexiglas between employees and customers.
 - Remove seats from your office waiting areas and lobby.
 - Place directional tape to direct and contain foot-traffic flow.
 - Remove shared amenities from break rooms:
 - Eliminate group lunches
 - Limit food sharing
 - Utensils, plates, cups
 - Coffee makers
 - Watercoolers

- Transition from touch screen devices
- On-site employees wear face coverings (contingent on availability), except those with respiratory conditions.
- Staggered use of all shared spaces, including bathrooms, breakrooms and lunchrooms, and frequent, safe cleaning of those facilities.
 - Staggered facility entry and exit procedures maintaining at least 6 feet physical distancing.
- Ban on non-essential deliveries.
- Ban on non-essential visitors (including suppliers and customers) except those approved by senior management.

Other Practices

- Reduction of on-site work hours to minimum needed to sustain operations.
- Staggered shifts and work hours to minimize on-site human presence at a given time. Add a work shift if feasible.
 - Work sharing programs.
 - Posting health and safety procedures and announcements.
 - Updating crisis management plan.
 - Appointing a crisis management team.
 - Create a work environment that fosters online communications and collaboration.
- Establish office meeting policies:
 - Increase use of videoconferencing
 - Restricting group size
 - Limiting meeting frequency
 - Virtual meetings only
 - Eliminating meetings
 - Adjusting or postponing large meetings/gatherings
 - Cancelling attendance at tradeshows
- Providing Employee Assistance Programs:
 - Mental Health
 - Financial Wellness
 - Drug/Alcohol Awareness
 - Discounts of essential items, gifts cards
- Updated policies to deal with Families First Coronavirus Response Act (FFCRA), with the new extended FMLA and Federal Paid Leave.
 - Post the appropriate FFCRA poster.

Facility Cleaning

- Sanitary processes implemented throughout facility (soap, hand sanitizer, single-use gloves, doors propped open, hands-free capabilities, no shared food).
- Blue tape marking of surfaces that receive frequent human contact, disinfection of these surfaces multiple times daily

Travel

- Restricting Travel to other company facilities
 - If you restrict travel:
 - Suggest to employees not to travel outside of the State.
 - Implement a 10-day stay-at-home quarantine for employees that do travel out of the State.
 - Policy that minimizes domestic and international travel—business and personal. Business travel requires senior management approval.
- Any employee returning from a Level 2 or 3 CDC travel country must self-quarantine for 14 days and be symptom-free before returning to work.