



BEST PRACTICES AND GUIDELINES

Best Practices, Guidelines and Recommendations
for General Industry

A post COVID-19 Resource

As of June 3, 2020



**Lancaster
Chamber**



LANCASTER COUNTY, PA
Economic Development Company



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SESSION OVERVIEW

Materials You Will Need

- Personal Protective Equipment (PPE)
- Cleaning Supplies

Plans and Procedures to Establish

- Name a Pandemic Safety Officer
- Clean & Disinfect
- Entry Screening
- Reducing Employee Contact
- Best Practices to Encourage

Exposure to COVID-19

- Employee Falls Ill at Work
- Employee Tests Positive for COVID-19
- Someone in Employee's Home is Ill
- Child Care is Unavailable for Employee

Keeping Employees Informed

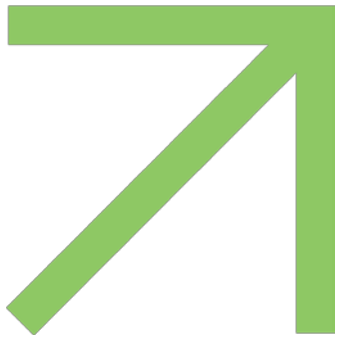
- Regular Training
- Consistent Communication
- Signs

Resources



MATERIALS YOU WILL NEED

- Personal Protective Equipment (PPE)
- Equipment & Cleaning Supplies



3 PRIMARY TYPES OF PPE

MASKS

- Wash hands before putting on, adjusting or removing
- Cover nose AND mouth
- Use ear loops or ties to remove
- Do not set on commonly used surfaces
- If re-usable, wash often and store in dry bag

FACE SHIELDS & PHYSICAL BARRIERS

- Don't share face shields
- Clean on a regular basis

GLOVES

- Wear when cleaning or disinfecting
- Turn inside out as you pull off to remove
- Immediately dispose of used gloves
- Wash your hands after removing
- Do not reuse



EQUIPMENT & CLEANING SUPPLIES

CONTACTLESS THERMOMETER(S)

- Read manufacturer's guidelines
- Follow proper cleaning procedures between uses
- Should be in testing environment 5 – 30 minutes before use
- Store in a dry, temperature-controlled area

CLEANING/DISINFECTING SUPPLIES

- Approved by EPA for use against COVID-19
- Find distributors with capacity to keep you supplied with what you need long term

HERE'S A TIP...

Have you signed up for your COVID-19 Supply Kit from RECOVERYLANCASTER.COM?

Some of these supplies are provided in the kit.



EQUIPMENT & CLEANING SUPPLIES, CONT'D

HAND SANITIZER

- Recommended if hand-washing is not available
- Provide dispensers for employees and visitors

HERE'S A TIP...

PPE and cleaning supplies are in high demand and difficult to find right now. Figure out what you need and be sure you do not run out once you become operational. **Order now, even if you need them later.**

PLANS & PROCEDURES TO ESTABLISH

- Name a Pandemic Safety Officer
- Clean & Disinfect
- Entry Screening
- Reducing Employee Contact
- Best Practices to Encourage



NAME A PANDEMIC SAFETY OFFICER

Your Pandemic Safety Officer (PSO) is responsible for creating a plan to respond to a case of COVID-19 in your business. The response plan should include:

- Detailed plan to deal with a person who becomes ill at work.
- Communication plan that plans notifying exposed employee(s).
- Cleaning plan to address cleaning/disinfecting after exposure.
- If the PSO is not your Human resources (HR) person, how to notify and work with HR or management for return to work timeline.
- Method to stay current with CDC and PA Department of Health recommendations.
- Sample PSO response plan can be found [here](#).

CLEAN & DISINFECT

Create a cleaning plan that answers:

- How often will you clean areas?
- What product(s) will you use?
- Do you need special PPE for the cleaning supplies?
- Who will do the cleaning?
- How will you make sure it's done properly?

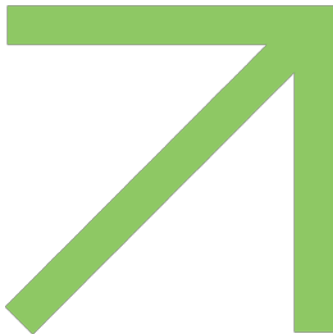
HERE'S A TIP...

Encourage an environment where everyone helps out with cleaning. This provides a visual assurance that you are complying with recommendations.



SAMPLE CLEANING CHART

Area/Place	Disinfection Content	Disinfectant	Disinfection Method	Disinfection Frequency
Offices, desk, conference rooms	Table and chair surface	EPA Approved Cleaner	Hand-held sprayer or wipes	end of day
General objects often touched	doors, windows, handles, faucets, sinks, railings, light switches, cabinet handles, trash touch points	EPA Approved Cleaner	Hand-held sprayer or wipes	4x a day
Equipment, Tools, Vehicles	Tabletops	EPA Approved Cleaner	Clean with soap & water then disinfect	2x a day
Vending Machines	Interface surfaces	EPA Approved Cleaner	Sprayer	Daily



HERE'S A TIP:

To create a complete plan, walk through the facility and note surfaces, furniture and other items that should be placed on your chart. Do not assume employees will know what to clean.

COVID-19 CLEANING

- Close off areas used by the ill person, if you can
- Improve air circulation to the area(s)
- Wait 24 hours to clean area if possible
- Ensure cleaning staff has proper PPE
- Use EPA-approved cleaning products
- If 7 days have passed since the person was there, no additional cleaning or disinfecting is required

HERE'S A TIP...

Be sure your cleaning company is comfortable cleaning after a COVID-19 case. If not, source another vendor now.

ENTRY SCREENING: EQUIPMENT

- Contactless thermometer and cleaning wipes
- Gloves
- Face shield or physical barrier for those taking temperatures



RECOVERY ↗
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↘

ENTRY SCREENING: LOCATION

- Area should have enough room to allow employees to socially distance while waiting
- Place markers or other visual cues to help employees socially distance
- Set aside private area for anyone who may be ill
- Area should be free of drafts, direct sun and any forced air returns

HERE'S A TIP...

With small teams or limited space, self-checks may be a better option. Google doc is a great way to allow employees to check-in virtually.

ENTRY SCREENING: QUESTIONS

Send employee home if the answer is “Yes” to any of these screening questions:

- Is temperature ABOVE 100.4 F degrees?
- Cough, shortness of breath OR new loss of taste or smell?
- Two or more of these symptoms: chills, muscle pain/aches, headache, sore throat, nausea, diarrhea?
- Does anyone at home have a fever?
- Is anyone at home experiencing symptoms?
- Have you knowingly been exposed to COVID-19 in the past 14 days?

If someone is sent home, HR or management must follow-up to get more information.

HERE'S A TIP...

Some symptoms are indicative of COVID-19 than others. Keep current on the [CDC WEBSITE](#).



ENTRY SCREENING: DOCUMENTATION & VISITORS

- Vendors, visitors and clients should complete screening process
- Record basic details – name, date, time and “Clear/Sent Home”
- Do not record temp or symptoms
- Treat as confidential information
- Create a plan for storage and disposal of records
- Use an app for easy self-check screens
- Paper documents work too See a sample [here](#).



REDUCING EMPLOYEE CONTACT

- Set standards for meeting sizes/locations
- Stagger office coverage if possible
- Reduce number of employees in the space
- Keep doors closed to discourage pop-in visits
- Practice social distancing at breaks and mealtimes
- Avoid contact with drivers; use YOUR pen to sign for packages
- Eliminate contact with others such as handshakes
- It's okay to **NOT** share

HERE'S A TIP...

Much of this is common sense, but good reminders for employees as they develop new habits.

ENCOURAGE BEST PRACTICES

- Provide opportunity for employees to wash hands often, following CDC guidelines
- Wipe down common use areas frequently
- Cough or sneeze into your inner elbow, moving away from others
- Limit cell phone use and sanitize cell phone frequently



ENCOURAGE BEST PRACTICES, CONT'D

- Use hip, foot or elbow when opening doors
- When using gloves, be sure to remove properly
- When arriving home, change into other clothes; put work clothes in laundry
- Limit the number of personal items you bring to work

HERE'S A TIP...

Everyone will have different opinions and attitudes about the virus and new procedures.

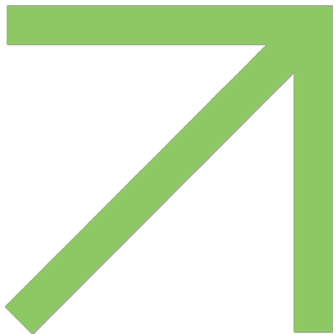
Give people a chance to ask questions.

Understand some people will need to be encouraged to use these practices more than others.



COVID-19 EXPOSURE

- Employee Feels Ill at Work
- Employee Tests Positive for COVID-19
- Someone in Employee's Home is Ill
- Childcare is Unavailable for Employee



EMPLOYEE FEELS ILL AT WORK

- Move person to a private enclosed isolation area
- If person does not have a mask, provide one
- Reduce contact with the individual; if necessary, communicate by phone
- If employee is too ill to drive, arrange for transportation home with family or friend; do not allow mass transit
- Once gone, Pandemic Safety Officer should establish communication and cleaning plan.

HERE'S A TIP...

COVID-19 is a recordable OSHA incident.
Consult [OSHA](#) website for details.



EMPLOYEE TESTS POSITIVE FOR COVID-19

- Be sure employee stays home.
- Determine which employees or customers they may have been in close contact (within 6 ft, for more than 10 minutes) with during the 2 days prior to symptoms. Inform those close contacts of possible exposure, protecting the identity of the infected employee. Use this sample [questionnaire](#) to help determine close contacts.
- Cleaning plan should be developed and deployed.
- Contact HR and document appropriately. HR will work with employee on a return to work date.
- Pandemic Safety Officer (or HR) should document details; see sample [form](#).
- Determine when to re-open based on [CDC recommendations](#).



SOMEONE IN EMPLOYEE'S HOME IS ILL

- Employee should stay home
- Establish whether exposure is COVID-19 or another illness
- If COVID-19, create a timeline for time away from work; TIMELINE WILL VARY DEPENDING ON FAMILY MEMBER'S LENGTH OF ILLNESS
- Quarantine for 14 days after last exposure to infected individual; see [CDC recommendations](#) regarding isolation and quarantine based on exposure



CHILDCARE IS UNAVAILABLE FOR EMPLOYEE

- If childcare centers are closed due to COVID-19, employees may run into issues
- CARES Act makes provisions for employees with attendance issues related to COVID-19
- Small businesses do not fall under this protection, but should consider creating a plan to support employees

HERE'S A TIP...

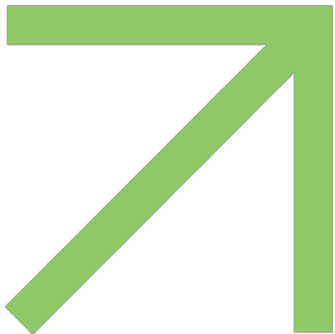
HR department should work with employee on a return to work timeline based on

CDC RECOMMENDATIONS.



KEEPING EMPLOYEES INFORMED

- Regular Training
- Achieving Compliance
- Signs
- Resources



REGULAR TRAINING

- Clearly communicate plans; provide follow-up material
- Reinforce or repeat training frequently
- Update training as policies and procedures shift
- Conduct regular check-ins to confirm employees are adapting to new policies
- Stay calm and be patient



ACHIEVING COMPLIANCE

- Share policies, then share again
- Share logic behind policies
- If you see non-compliance, calmly speak with them about why policy exists
- Set-up support systems; there is strength in numbers!
- Use plenty of signage as constant reminder

SAMPLE SIGNS: Available at the [CDC WEBSITE](https://www.cdc.gov)



STOP **Feeling Sick?**
Stay home when you are sick!

If you feel unwell or have the following symptoms
please leave the building and contact your health care provider.
Then follow-up with your supervisor.

DO NOT ENTER if you have:

-  **FEVER**
-  **COUGH**
-  **SHORTNESS OF BREATH**

 [cdc.gov/CORONAVIRUS](https://www.cdc.gov/CORONAVIRUS)

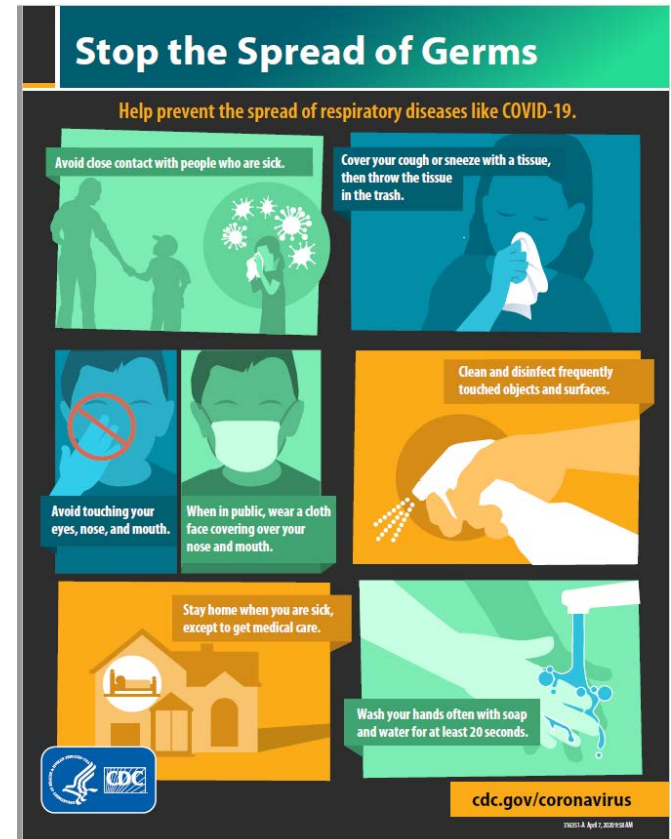
CDC/MS/2020/0118




KEEP CALM AND WASH YOUR HANDS





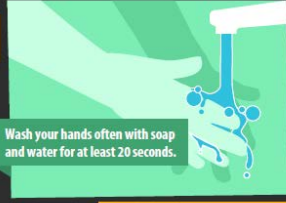
 U.S. Department of Health and Human Services
Centers for Disease Control and Prevention


CDC/MS/20



Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

-  **Avoid close contact with people who are sick.**
-  **Cover your cough or sneeze with a tissue, then throw the tissue in the trash.**
-  **Avoid touching your eyes, nose, and mouth.**
-  **When in public, wear a cloth face covering over your nose and mouth.**
-  **Clean and disinfect frequently touched objects and surfaces.**
-  **Stay home when you are sick, except to get medical care.**
-  **Wash your hands often with soap and water for at least 20 seconds.**

 [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

2020.1A April 2, 2020 10 AM

MANDATORY POSTING: Available on pa.gov

COVID-19 Safety Procedures for Businesses

PROTECTING CUSTOMERS AND EMPLOYEES WORKING IN THE COMMONWEALTH

Requirements for Businesses Authorized to Continue In-Person Operations:

Health and Cleaning

- Provide masks for employees to wear at all times.
- Clean and disinfect the building frequently, especially high-touch areas.
- Make sure employees have access to soap and water, hand sanitizer, and disinfectant wipes.
- Tell employees they should notify their supervisor if they are sick and stay home.

Social Distancing

- Prevent large groups from entering or leaving the building at the same time.
- Limit the number of employees in common areas.
- Conduct meetings virtually. For in-person meetings, limit the number of employees to 10 and maintain a distance of six feet.
- Don't allow non-essential visitors.

If there is a COVID-19 exposure in your building

- Establish a plan for employee COVID-19 exposure, that includes building cleaning and notifying affected employees. See COVID-19 Safety Guidance at pa.gov for more details.
 - Secure and clean the exposed areas.
 - Take each employee's temperature before they enter the building and send home those who have a temperature of 100.4°F or higher.
 - Employees should notify their supervisor if they have symptoms and go or stay home.
- Advise sick employees to follow CDC recommended guidance on home isolation.

Additional Safety Guidance for Any Retail Operations at Your Location

- Conduct business with the public by appointment only, when possible.
- Limit the number of people inside the building to no more than 50% of the total maximum occupancy.
- Modify business hours so there is enough time to clean and restock.
- Install shields at check-out areas to separate cashiers and customers.
- Provide delivery or pick-up options and encourage online ordering.
- Designate a specific time for people at high risk to use the business at least once a week.
- Require customers to wear masks or face coverings.
- Limit check-out lanes to every other register and rotate every hour to allow for disinfection.
- Schedule handwashing breaks for employees at least every hour.
- Assign an employee to wipe down carts and handbaskets before the customer uses it.

Questions or Concerns?

Businesses

Contact the Department of Health at 1-877-PA-HEALTH (1-877-724-3258).



Employees or Customers

If you feel unsafe at your workplace relative to COVID-19 concerns, file a complaint with:

- A local health department or law enforcement agency.
- The Occupational Safety and Health Administration at OSHA.gov.
- The PA Department of Health at health.pa.gov.

Remember These Important Steps to Stop the Spread of COVID-19

- Maintain a distance of at least 6 feet from other individuals.
- Wash hands with soap and water for at least 20 seconds as frequently as possible, or use hand sanitizer if soap and water are not available.
- Cover coughs or sneezes with a sleeve or elbow.
- Do not shake hands.
- Regularly clean high-contact surface areas.
- When sick, stay at home.
- Do not gather in groups larger than 10 people.



COVID-19 Safety Procedures for Businesses NOTICE

All businesses in the Commonwealth that elect to maintain in-person operations, if permitted to operate under the Orders of the Governor and Secretary of Health, must strictly adhere to the guidance published by the Pennsylvania Department of Health, and must prominently display this notice and the foregoing COVID-19 SAFETY PROCEDURES FOR BUSINESSES at each work location (building or worksite).

In addition, each business must, for each work location (building or worksite), identify a Pandemic Safety Officer to respond to employee and subcontractor questions regarding these requirements. This business's or work site's Pandemic Safety Officer is:

Name Number Email

As business owner/operator/site foreperson/manager, I acknowledge and understand the foregoing, and confirm that my business/worksite will adhere to these requirements, as may be amended by orders of the Governor or Secretary of Health.

Signature Date



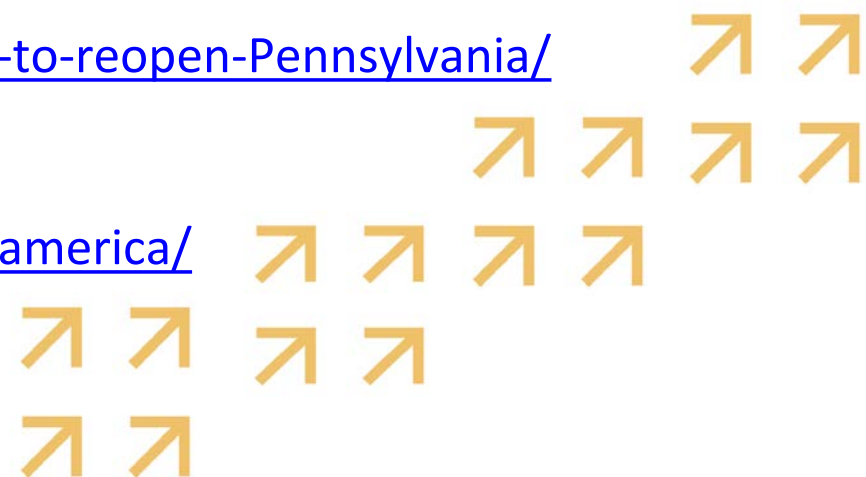
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RESOURCES

- Recovery Lancaster – www.recoverylancaster.com
- Center for Disease Control (CDC) – <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- CDC Workplace Decision Tool – <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/workplace-decision-tool.html>
- Pennsylvania Re-Opening Process – <https://www.governor.pa.gov/process-to-reopen-Pennsylvania/>
- White House Re-Opening Guidelines – <https://www.whitehouse.gov/openingamerica/>



Recovery Assistance

Grant Program

- Grants for working capital and physical retrofit costs
- \$10m available early-mid June for first round targeting companies with <20 employees
- Not a first-come first-served basis. Application window will open for 1 week with notice and instructions in advance
- *Visit www.recoverylancaster.com for more information and applications

FREE COVID-19 Supply Kits

- PPE /Sanitizing Package for Lancaster companies with <100 employees
- Package includes some combination of re-usable and/or disposable masks, face shields (for some), thermometer, hand sanitizer and cleaning wipes (based on supply at time of order)

THANK YOU!



Thank you for joining us today!

We wish you and your business the best and encourage you to check out the other resources available.

We are all in this together and will come out stronger... together!