

Your PATH Back to Work



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Ensure Post-COVID-19 Success

Overview

There are still many unknowns regarding COVID-19, but there are also many strategies we can put in place to ensure safety when returning to the physical workspace. Based on the medical expertise from Baptist Health and guidance from Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control (CDC), PATH has prepared this guide as a reference for employers to utilize when developing their return to work strategy. We are here to support a safe, efficient transition back to work, assuring your employees and customers that proper safety measures have been implemented. Begin your PATH back to work with these 5 steps.

For the purposes of this information, we do not represent to be a lawyer and this guide is for informational purposes only, and should not be construed as legal advice. Businesses should not act or refrain from acting on the basis of any of the content of this presentation without first seeking advice from their legal and human resources leaders.

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STEP 1 ASSESS RISK



OSHA has prepared an excellent guide to assess each organization's unique worksite exposure risk for COVID-19.

In summary, there are 4 exposure risk levels: Lower, Medium, High, Very High. According to OSHA, most American workers will fall into the Lower and Medium exposure risk levels.

LOWER

Workers in this category have minimal occupational contact with the public and other coworkers.

Consider:

"Do our employees have minimal contact with the public? Can employees maintain 6 feet of physical distancing while at work?"



TO DO:

- Assess your organization's risk level.
- Consult with your HR, legal and management representatives to get their feedback.
- After you have determined your risk level, move

MEDIUM

Jobs that require frequent/close contact with people who may be infected, but who are not known or suspected patients. Workers in this category include: Those who may have contact with the general public (i.e. schools, high-population-density work environments, some high-volume retail settings), including individuals returning from locations with widespread COVID-19 transmission.

Consider:

"Do our employees have frequent or close contact with the public where 6 feet of physical distancing cannot be maintained? Are some employees required to travel to locations with greater COVID-19 risk/known cases?"

HIGH

Jobs with a high potential for exposure to known or suspected sources of COVID-19. Workers in this category include: Healthcare delivery, healthcare support, medical transport, and mortuary workers exposed to known or suspected COVID-19 patients or bodies of people known to have, or suspected of having, COVID-19 at the time of death.

Consider:

"Do our employees have frequent contact with the public that have known or suspected exposure to COVID-19?"

VERY HIGH

Jobs with a high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures. Workers include: Healthcare and morgue workers performing aerosol-generating procedures on or collecting/handling specimens from potentially infectious patients or bodies of people known to have, or suspected of having, COVID-19 at the time of death.

Consider:

"Do our employees have contact with known cases of COVID-19?" i.e. Healthcare workers performing aerosol generating procedures, collecting or handling lab specimens, etc...

STEP 2 PREPARE A PLAN

Now that you have determined your risk level, you can begin to prepare a plan for a safe return to work for your employees and customers. Developing a plan helps to reassure your employees and customers that you have their safety in mind and supports employee retention, increased productivity and other related benefits. It's important to take the time to plan rather than reacting without a plan. Take the time to thoughtfully consider your employee needs when developing your policies and plan.

1 Develop an infection control guidance plan for your worksite – one plan does NOT fit all! Some considerations may include:

- Implement a phased approach of returning to the work place - How many team members can safely return and perform their job duties? What is the maximum number of employees who can safely perform their job duties while ensuring 6 feet of physical distancing? What does that look like for your worksite?
- Stagger shift start and end times to support physical distancing - Can you gradually begin and end shifts so there are fewer employees entering/exiting at one time? This will also ensure fewer employees on-site at the same time.
- Evaluate your worksite(s) – where and how could your employees potentially be exposed? Pay special attention to common areas such as break rooms, cafeterias, restrooms, common entry and exit areas, etc.
- Acknowledge that risks may differ by job function – It may be helpful to categorize risks by job function (i.e. front desk personnel, loading dock, customer service areas, etc.)
- Continue to offer remote work options - What roles on your team can continue to work remotely while maintaining efficiency and business operations as usual? Do they have the equipment and accountability tools they need to be successful?



STEP 2 PREPARE A PLAN

2 Establish Infection Prevention Controls as recommended by OSHA – Administrative, Engineering, Safe Work Practices and Personal Protection Equipment (PPE)

□ Administrative Controls

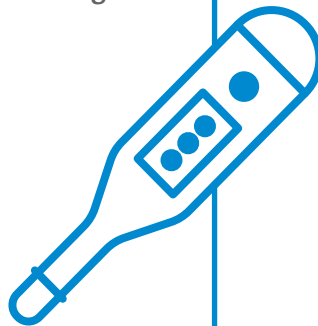
- Encourage sick employees to stay home
- Develop a plan for employees to be screened daily when arriving to work

Consider screening for these COVID-19 symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Fever

Or at least two of these symptoms:

- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell



- Minimize or restrict face to face interactions – meetings, group lunches, conferences, etc.
- Increase physical distancing among employees and customers utilizing methods such as staggered shift start/end times, remote work, phased approach when returning to the physical worksite, etc.
- Provide training on how to safely conduct work using infection control measures



STEP 2 PREPARE A PLAN

- Partner with a local healthcare provider to connect employees who are sick, experiencing COVID-19 related symptoms or who believe they have been exposed to receive prompt medical attention
- Set up a hotline for employees to call if they feel sick or report to work with symptoms to be triaged for next steps – PATH has an employer hotline that is customized for your employee population to take some of the administrative burden off of you as you answer your employees' questions and identify next steps for those who are symptomatic or may have been exposed.
- If an employee has recently been sick, ask for a doctor's note before they return to work. Encourage telehealth options when available.

□ Engineering Controls

- Install physical barriers where it makes sense (i.e. plexiglass shields or dividers) Reduce entry and exit points – eliminate opportunities for unwarranted and excess visits that can't be screened
- Implement a daily screening process upon arrival to the worksite – It is advised to use a third party administrator of medical professionals or those with proper training. When developing process, consider employee privacy – temperature data should not be recorded or shared.
- Screening measures



Good

Ask CDC pre-screening questions



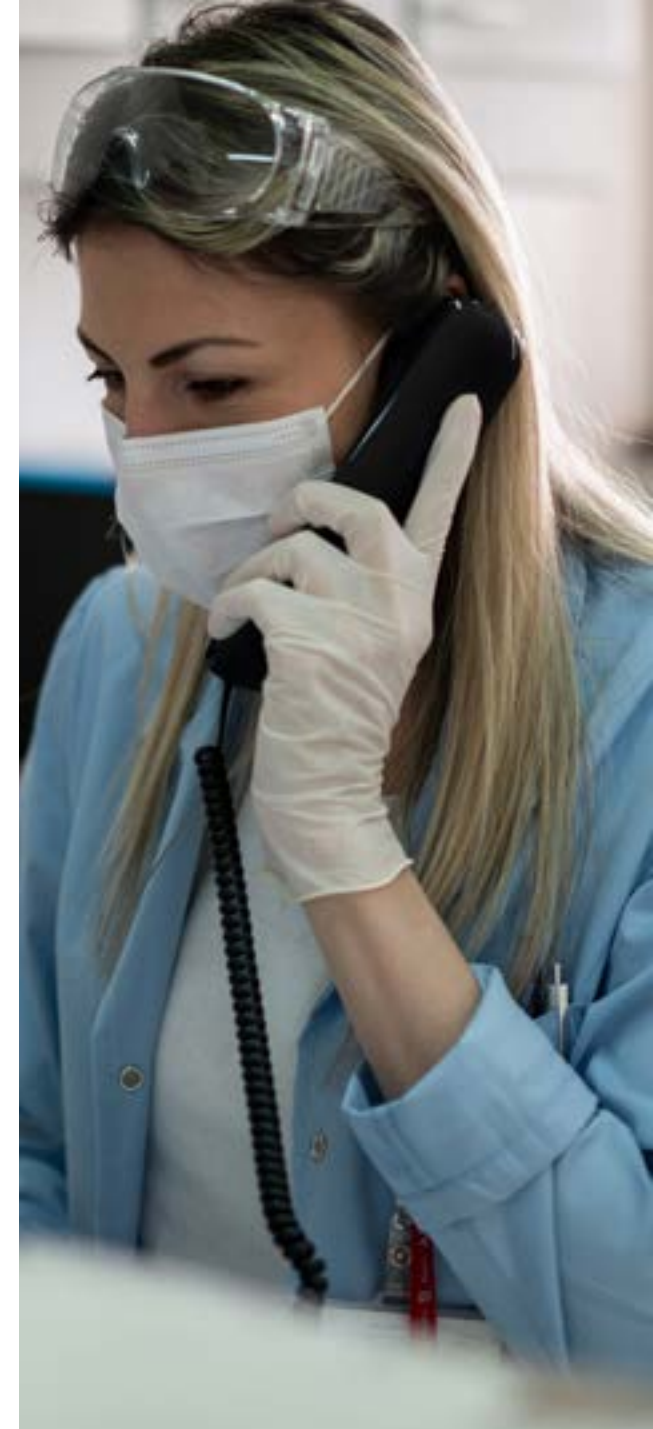
Better

In-person temperature screening



Best

Autonomous thermal imaging scanners - contactless



STEP 2 PREPARE A PLAN

□ Safe Work Practices



Promote frequent handwashing – make sure there are handwashing facilities available and if not, plan for them



Have trash receptacles readily available for use



Wipe down high contact surfaces with disinfectant on a set schedule, for example, hourly – assign the task and complete a log to ensure completion.



Don't share work stations, phones or equipment if possible. If not possible, ensure measures to disinfect after each use.



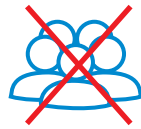
Restrict deliveries and unnecessary visitors that come inside your workplace if possible – *limiting exposure is the name of the game!*



Food delivery – meet them outside, make sure your employees wash their hands after accepting the delivery, etc.



Ask that other deliveries be left at the door or establish one location that is managed by one person



Visitors – during this time not allowing any extra visitors is essential



Invite employees to eat lunch outside, rather than in a common area



Restrict use of breakrooms or any areas where employees and customers will congregate – put up signage indicating the restrictions



STEP 2 PREPARE A PLAN

□ Personal Protection Equipment (PPE)



Require or high encourage the use of face masks or coverings – if your organization is Medium risk or higher, it's recommended to require face masks. It is also advised to provide appropriate masks if possible and teach employees how to use properly*

Provide hand sanitizer at each desk location, front desk, common areas and other areas where needed



TO DO:

- Develop your organization's plan – this doesn't have to be complicated keep it simple. The most important thing is to have a plan and update as needed.
- Share the plan with leadership, HR and legal representative – have you captured the elements related to basic infection prevention controls?
- After you have developed your plan and have achieved consensus among your leadership team, move to step 3



STEP 3 EDUCATE & COMMUNICATE

After you have your approved plan, communicate the safety measures you're taking to your employees and customers. Communicate this plan multiple times utilizing multiple delivery methods (i.e. email, text, flyers, meeting announcements, etc.) Employees and customers need to know your expectations as an employer and will be reassured by the safety measures you're putting in place.

What should we communicate?

- When employees are returning back to the physical workspace
- Which employees are returning back to the physical workspace and who can continue remote work
- How you have prepared the workspace for COVID-19 prevention. By using this guide, you can share that you are using the most recent guidelines prepared by the Centers for Disease Control, OSHA and your local health provider.
- Protocol for what do to do if an employee is sick or experiencing any of the COVID-19 related symptoms
- How employees will enter the workplace daily- Will there be a pre-screening? What are the components of the screening? How are you ensuring proper compliance? What happens if an employee or customer fails the screening?
- Who can the employee contact if they feel ill or are experiencing symptoms of COVID-19? What are local resources for employees to ask questions related to symptoms, testing, risk factors, etc.?

How should we communicate?

- Early and often- Recommendation is at least 2 weeks prior to asking employees to return to the workplace and at least 2-3 times per week
- Utilize multiple communication vehicles to reach your employees- email, text, phone, virtual meetings, intranet announcements, signage on-site, video announcements, etc.
- Consider hosting an online all-staff meeting to review the re-entry process and answer questions
- Communicate the plan to your employees first, then to your customers as appropriate



TO DO:

- Draft a communication schedule
- Ensure you address both employees and customers
- Consider doing a special meeting just for leadership and management to make sure they understand their role
- After you have you communication plan, it's time to move to step 4 - IMPLEMENT

STEP 4 IMPLEMENT

This step is essential to be able to successfully return to work. This step is your “dress rehearsal” for returning to work safely. Using your infection prevention plan and communication guide, prepare to implement the actions your team has developed.

How do you implement?

- Clearly assign responsibility – What individuals or work groups will get the worksite ready? Who will be in charge of the communication plan? Make sure these two groups align and communicate on a regular basis.
- Develop an implementation timeline – Establish a “go-live” date of when this will take place and work your way back to see how much time you need to prepare
- Identify the supplies you need to order for your workplace to implement your infection control plan. Order supplies and set up prior to your “go live date”
- Evaluate the space for anything you may be missing - Consider asking a trusted employee that hasn’t been involved in the planning process to review the space. They may see something you have missed.
- Send a “welcome back” communication from leadership the day before returning to work.– Re-iterate how you are returning to the workplace and what employees should expect.
- Give employees a way to confidentially share any concerns they may have about returning to work designate and provide a contact in HR. Employees may have health conditions or family situations they do not feel comfortable sharing with their manager, but need to be considered for their safe return to the workplace.



TO DO:

- After you have implemented your plan, it’s time to move to step 5, MONITOR & FLEX



Your PATH Back to Work

STEP 5 MONITOR & FLEX

While implementing your plan, it's important to continuously monitor and adapt when needed based on data, employee and customer feedback.

What should an employer monitor?

- Monitor and stay in tune with federal, state and local guidelines. Be ready to adapt and change policies/procedures if needed based on new findings.
- Monitor employee absences. Is there an increase since returning to work?
- Monitor employee wellbeing. Physical and mental wellbeing are essential to a productive work force. Identify and promote Employee Assistance Programs (EAP) and other wellness initiatives. PATH has several virtual wellness initiatives that can support your employees during this time.
- Monitor employee concerns and feedback. Address each concern and seek guidance from your HR and Legal representatives as appropriate.



NEXT STEPS

- After you have successfully followed these steps outlined in this guide, we recommend partnering with a local health care partner to be a trusted advisor and resource. PATH (Personalized Approach to Health) at Baptist Health is located in Northeast Florida and provides health and wellness programs to employers with locations nationwide. While it is ultimately your decision on how you conduct business, rely on your local experts to support you along the way. PATH can help you access the latest health offerings available from Baptist Health. We have a variety of services available for employers as you begin your transition back to work.



Your PATH Back to Work

Your **PATH** to Safely Return to Work

We've combined our medical expertise, top clinicians and the latest AI technology to ensure your employees are returning to work safely and have the resources they need.



Digital Temperature Screening with Nurse Triage

Utilize our facial temperature scanners for an autonomous, efficient way to screen your employees. Employees will stand in front of the electronic scanner, the temperature will be read, and the screen will flash green if the temperature is under 100F or red if it is over.

Employees who have a temperature over 100F will have a virtual consult with a registered nurse to identify next steps. Employees will also have access to a 12 hour nurse triage line to discuss symptoms, testing, policies and more.

Cost: Most cost-efficient option for long-term screening use. Please contact us for pricing 904.202.5341 or path@bmcjax.com



On-site Screening with Nurse Triage

Our staff of medical professionals and registered nurses will come on-site to screen your employees for risk factors, including temperatures. The 12 hour telephonic nurse triage is also available with this option.

Cost: Starting at \$55 per hour



Nurse Triage Line

Let our registered nurses answer all of your employees' questions relating to COVID symptoms, testing, what to do if you test positive and more. Your dedicated telephonic nurse line will be active from 6am – 6pm (extended hours and weekends are available). Our team will also share any company-specific policies you've outlined in relation to returning to work.

Cost: Starting at \$59 per month



Face Masks, Hand Sanitizer & Signage

We've partnered with [Rethreaded](#), a non-profit dedicated to helping survivors of human trafficking, to provide reusable cloth face masks for \$5 each. Hand sanitizer, other PPE supplies and infection control signage may be available for your employees depending on product type and current stock. Supply availability changes daily.



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REFERENCES

[Guidance on Preparing Workplaces for COVID-19](#)

[Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#)

[Florida's COVID-19 Data and Surveillance Dashboard](#)

[Resources for Businesses and Employers, Plan, prepare, and respond to coronavirus disease 2019](#)



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