

## **COVID-19 PROTOCOL: RECOMMENDATIONS FOR OPENING WAREHOUSES AND OFFICES TO VISITORS, CLIENTS, AND STAFF RETURNING TO WORK (as of July 1, 2020)**

Reopening businesses to employees and visitors is beginning across the country with precautions. The following recommendations should be considered, along with any local or state orders, to help keep employees and the community safe. After you have formulated your new policies, it is critical that these are well documented for employees to access and review.

### **Employees**

- Receptionist and other named employees monitor lobby traffic to maintain social distancing. Identify an employee(s) within your company who staff should report to if someone (internal or visitor) is purposely ignoring social distancing. They will have a defined process and deal with the issues.
- Review the density of work areas and consider bringing office employees back in phases or with alternating days working remotely.
- Instruct employees, customers, and guests to refrain from shaking hands/physical contact.
- Encourage employees to keep open communication with supervisors and HR regarding possible symptoms, exposure, and travel.
- Any employee who feels ill with possible COVID-19 symptoms should stay home and contact their doctor. Any employee who appears to be ill with COVID-19 symptoms or who is running a temperature should go home and contact their doctor.
- Have employees disinfect their own work areas regularly.
- Make disposable masks available for use, and communicate whether or not they are required based on your business.
- Will the company be providing cloth masks to employees as an alternative to disposable masks? If so, determine whether or not the company will wash them or if each individual is responsible for washing and maintaining their own cloth mask.
- Encourage internal meetings be held virtually (Zoom, Skype, GoToMeeting, WebEx, etc.).
- If in-person meetings are necessary, it is recommended to create a reservation system for meeting space and time to avoid overlaps and maintain social distancing. Ask employees to sanitize the table after each use. Limit in-person meetings to no more than 10 people (less if the room does not allow social distancing with 10 people).
- Encourage “no item sharing” when possible (pens, staplers, notebooks, dry erase markers, file folders, computers, etc.).
- Frequent hand washing is encouraged. Ask employees to wash their hands before and after meeting with each customer/visitor. Rubber gloves may be made available, but frequent hand washing is considered best practice and encouraged.

### **Office/Warehouse**

- Follow CDC guidelines on cleaning and disinfecting.
- Install shields at open area desks as necessary and/or rearrange desks to allow for social distancing.
- Limit elevator rides to four people, with the floor marked for one person in each corner. Also mark the floor for those waiting for the elevator.

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- Consider a wellness station at your main entrance for a wellness check with hand sanitizer (and request they use it). Request visitors do not shake hands, touch, etc. while visiting.
- Post clear messaging: place posters around your business that encourage customers and employees to take extra precautions to avoid transmitting COVID-19. The CDC recommends that people avoid touching their eyes, nose, and mouth and stay six feet away from others whenever possible, so remind your employees to follow those guidelines by posting notices in high-traffic areas. Choose information that is easy to read and include graphics and diagrams when possible. Share reminders to cover a cough with your elbow, wash your hands thoroughly, and other best practices for reducing the spread of disease.
- In areas that may have lines or people congregating, add floor decals to keep people six feet apart.
- Make hand sanitizer dispensers available for use at all desks and near shared surfaces, with signage encouraging use. Make disinfectant wipes available for use, and encourage a culture where everyone takes responsibility for wiping down public spaces.
- Clean main entrance door handles regularly with disinfectant spray.
- Sanitize restrooms, break areas, and public surfaces regularly throughout the day. Install no-touch arm handles or foot pedals on high-use doors.
- Limit use of break rooms to ensure social distancing. Encourage employees who can eat lunch in alternative locations (in their office, outside, etc.) to do so. Employees using the break room should sanitize their space after use or have a designated employee clean the break room between uses.
- Rearrange waiting areas for social distancing, marking off chairs that people should not sit in or removing them.
- Remove shared coffee pots and drinking stations.
- Consider new technology to help monitor safe social distancing practicing in your warehouse (one example is Proximity Trace by Triax, a solution for social distancing and contact tracing).

### **Customers/Visitors**

- Face-to-face meetings should occur only when necessary and only by appointment.
- Designate a main door for visitors to use (where they receive instructions for their visit and a wellness screening).
- All customers and visitors should be asked questions for wellness screening when making appointments as well as upon arriving for said appointment.
- Customers/visitors should reschedule appointments if they feel ill with possible COVID-19 symptoms or have knowledge of being exposed to the virus within the last two weeks.
- Unless a health reason prevents them, all customers/visitors should wear a face mask.

### **Wellness Screening**

- A 'yes' answer to any of these questions should require the appointment to be rescheduled once the individual is symptom free for two weeks (unless the individual has a long-standing medical condition that explains their symptoms):
  - Have you experienced any cold or flu-like symptoms in the last 14 days – to include fever, cough, sore throat, respiratory illness, difficulty breathing?
  - Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?

*Note: if someone plans to be onsite for consecutive days, please ask them to immediately advise you if any of their responses change.*
- Temperature screening can be added to the wellness screening.

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