# Preparing Your Business for Pandemic

**An Idaho common sense
survival guide
for an uncommon event**

Idaho Office of
Emergency Management

# Preparing Your Business for Pandemic
## An Idaho common sense survival guide
## for an uncommon event

IDAHO

PREPARE

ENVIRONMENT

OPERATIONS

CLEANING

PLANNING

# PANDEMIC AND IDAHO

Prior to 2020, the question some business owners may have asked themselves when it came to their own business preparedness for a pandemic was "why should I worry because it's never happened to me?". Or "It's been over a century since the last time a pandemic struck, why worry about that now?" The COVID-19 Pandemic erased those long-held, dismissive notions in two short months.

During those brutal first weeks, COVID-19 did more to underscore the fact that no one is immune from the impacts. If you, as a business owner, fail to take steps to prepare now for the next wave or the next pandemic, you may be putting your business and economic livelihood at serious risk.

While compiling information for this preparedness publication and discussing what types of events to include, the threat posed by pandemics was largely glossed over because one had not happened in Idaho in over 100 years. The evidence as to why businesses must take the possibility of pandemic seriously and strengthen their business operations against it, were proven over and over again. Unfortunately, most businesses were not ready as evidenced by the damage the pandemic wrought on Idaho businesses in every sector of our economy. No one business is immune, but every business in Idaho can take steps to become more resilient in the event of another pandemic.

Before we discuss those steps, let's get a better understanding of the impacts the 2020 pandemic had on Idaho businesses and the state's economy.

The irrefutable evidence turned up in the first few months of the COVID-19 pandemic, when the state wanted to get an idea of just how seriously the pandemic was impacting Idaho businesses. The Idaho Department of Commerce commissioned a survey to gain insight into the economic and employment impact the COVID-19 pandemic was having on Idaho businesses and to identify potential opportunities of assistance.

The survey was distributed by department newsletters, social media outlets, and to economic development partners throughout the state.

The survey collected 1255 valid responses. The results were startling. **More than two-thirds of businesses reported suspending some or all of their operations due to early effects of the pandemic.**

**Key Findings**

**Jobs Impacted**

- **69%** of businesses reported having to suspend some or all operations due to COVID-19.
- **51%** of businesses reported a decrease in employment. Many reported having to decrease employment by more than **75%**. Prior to COVID-19, most of the respondent's employment size was between 1-20 employees.

**Revenue Impacted**

- **83%** of businesses reported a decrease in revenue due to COVID-19.

**International Business Impacted**

- **67%** of businesses reported their international business had been impacted by COVID-19. Of the **67%** reporting international business impact, **78%** reported an impact to exports and **22%** to their imports.

**Other Areas of Impact**

- **76%** of businesses reported negative impacts to their supply chains, **68%** saw negative impacts to their logistics, and **50%** experienced negative impact regarding manufacturing.

**Change in Product Offering**

- **9%** of businesses reported selling or manufacturing new products or services because of COVID-19. PPE's (Personal Protective Equipment), Remote Services and Curbside Pickup/Delivery Alternatives topped the list.

**Recovery Forecast**

- At the time of the survey, **30%** of businesses expected to recover and be back to normal operations within 6-12 months. **21%** expected the recovery would take longer than 12 months.

**Other Areas of Assistance**

- **43%** of businesses reported Grants were the leading area of assistance needed.

It was clear that the pandemic's reach in Idaho was deep and broad, and touched just about every sector and every geographic region of Idaho's economy. **Almost 25% suspended ALL operations. About half suspended some operations. Less than a third reported being unaffected.**

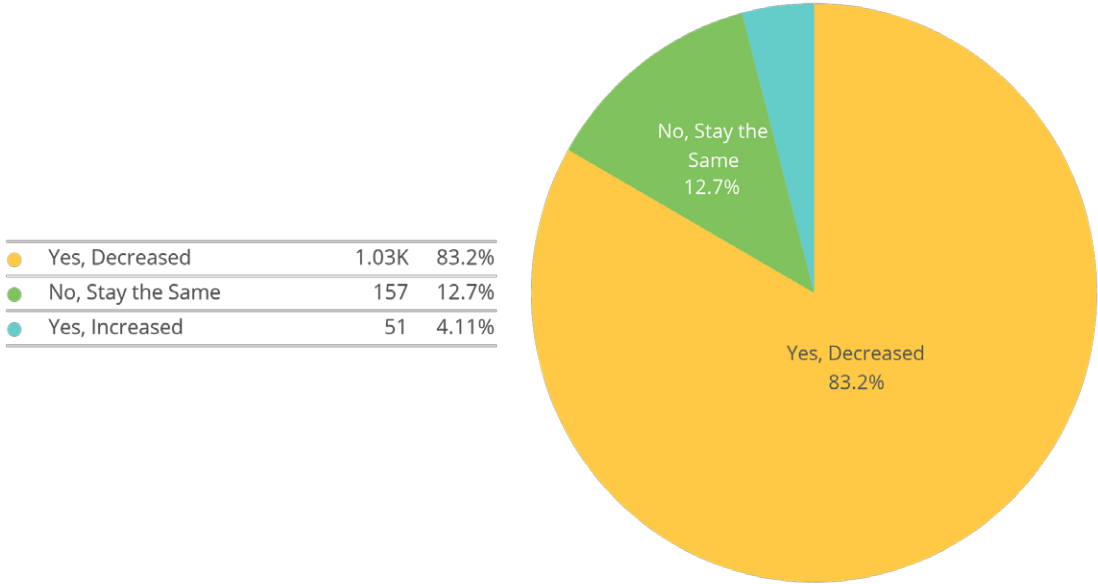**Have you had to suspended your business operations?**
**1,125 responses \***

| | | |
|---|---|---|
| ● Suspended some operations | 525 | 46.5% |
| ● Running in the same capacity | 347 | 30.8% |
| ● Suspended all operations | 256 | 22.7% |

Suspended all operations 22.7%

Suspended some operations 46.5%

Running in the same capacity 30.8%

Because it drastically impacted operations, it forced owners to curtail and in some instances halt what most had come to assume would always be considered normal day-to-day activities. Businesses all over the state began laying off employees. About half of responding businesses said they were forced to lay off more than 75% of their work force.

But perhaps the single most telling statistic is how much the pandemic of 2020 cost businesses in our state. The survey indicated that revenue decreased dramatically across every sector of the state's economy. **83% of all respondents indicated that the Pandemic resulted in decreased revenues.**

**Has your revenue been impacted due to COVID-19?**
**1,083 responses \***

| | | |
|---|---|---|
| ● Yes, Decreased | 1.03K | 83.2% |
| ● No, Stay the Same | 157 | 12.7% |
| ● Yes, Increased | 51 | 4.11% |

No, Stay the Same 12.7%

Yes, Decreased 83.2%

\*Source: Idaho Department of Commerce COVID-19 Business Impact Survey

# WHY THIS PANDEMIC PLAN IS IMPORTANT FOR YOUR BUSINESS

The threat posed to the economic well-being of our communities from the spread of any virus should be something all business owners in Idaho take seriously. The data shared on the preceding pages underscores the mission-critical urgency of identifying your businesses vulnerabilities and taking steps to mitigate them.

As we witnessed during the COVID-19 Pandemic, the economic impact was felt all across our country and the world. Closer to home, Idaho events were cancelled, travel curtailed and normal day-to-day activities were impacted. One of the central questions business owners had to ask themselves is 'what should I be doing to ensure my business, customers and employees are safe?'

There are plenty of things an Idaho business owner can do to not only limit the spread of any virus, but to get themselves back in business, protect their customers and employees, and harden their supply chain while making their business more resilient. Pro-active measures taken now is like taking a vaccine for your business.

## PANDEMIC PREPAREDNESS

Prior to 2020, most people in Idaho never thought about the possibility of how a pandemic could impact their daily lives. So now that we know pandemics can be a serious threat to business, what should individual business owners do about it?

First, develop a team that will coordinate the necessary planning to get your business ready to deal with a pandemic. You should consider including as many employees as practical. That's important because it empowers you and your employees to take back some of the control that events like the COVID-19 pandemic take from us.

Assembled on the following pages is a check list of steps you can use to safeguard your business before, during and after a pandemic strikes. Following this guidance is no guarantee your business will survive, but it will increase the odds of a more manageable outcome.

| ☑ | **Before the Pandemic** |
|---|---|
| | Identify a pandemic coordinator and/or team with defined roles and responsibilities for preparedness and response planning. The planning process should include input from employees. |
| | Identify the kinds of disinfectants and cleaners you will need in sufficient quantities and identify a place to store them and the means you will use to apply and resupply them. |
| | Make sure that consideration is given into properly training employees how to safely and effectively use these chemicals. |
| | Stockpile enough Personal Protective Equipment (PPE) that will last through a long-term event. (Masks, sterile gloves, face shields, partitions, gowns, etc.) |
| | Determine needed PPE for workers' job duties based on hazards and existing protections. |
| | Develop a plan to that takes into consideration the safety of your custodial staff carrying out the cleaning and disinfecting. |
| | Determine how your business will accommodate social distancing requirements. |
| | Prepare for employee absenteeism spikes. |
| | Cross-train employees to preform essential functions to ensure and build resiliency. |
| | Consider development and implementation of a telecommuting policy and whether that would work within your business. |
| | Develop a telecommuting/working plan for quarantined and high-risk employees. |
| | Develop a plan to maximize the use of technology to promote social distancing (e.g., virtual meetings). |
| | Develop protocols for dealing with employees who become sick on the job that ensures all employees' safety and confidentiality. |
| | Develop plans for screening employees with considerations for employee privacy (e.g., symptom and/or temperature screening) before employees are allowed entry. |
| | Develop your employee quarantine policy, and if warranted, testing policy. |
| | Establish and test new technology and/or communication systems that will facilitate virtual meetings and allow employees to self-report illness and that management can also use to notify employees of exposures and/or closures. |
| | Set aside sufficient time to conduct a focused discussion or exercise using your plan, to find out ahead of time whether the plan has gaps or problems that need to be corrected. |
| | Develop and plan for scenarios likely to result in an increase or decrease in demand for your products and/or services during a pandemic (e.g. effect of restriction on mass gatherings, need for hygiene supplies). |

| ☑ | **During the Pandemic** |
|---|---|
| | Implement your Pandemic Response Plan |
| | Alter the workspace to maintain social distancing both for customers and employees. |
| | Ensure the plan is flexible and involve your employees in developing and reviewing your plan implementation. |
| | Immediately investigate what government backed financial assistance may be available. |
| | Ensure that sick employees immediately report symptoms and are not reporting to work. Post signs asking them not to enter if they are sick, but stay home and follow CDC guidelines. |
| | Consider conducting daily in-person or virtual health checks (e.g., symptom and/or temperature screening) before employees enter the facility. |
| | Make sure your human resources policies and processes are consistent with public health recommendations and federal/state statutes. |
| | Evaluate all pending contracts with the legal department or outside counsel to determine if the pandemic will impact any of the terms. |
| | Consider delaying, indefinitely suspending or cancelling contracts that might be impacted. |
| | Ask sick customers to stay home |
| | Install signage encouraging customers to wear face masks. |
| | Implement the use of virtual staff meetings to limit staff exposure. |
| | Minimize or eliminate all non-essential travel. |
| | Cancel, adjust, or postpone large work-related meetings or gatherings. |
| | Implement a plan to clean and disinfect frequently touched objects and surfaces per EPA's criteria for use against pandemic spread. |
| | Clean all frequently touched surfaces at the beginning and end of each shift, at minimum. |
| | Provide tissues, no-touch trash cans, and hand sanitizing stations. |
| | Place signage that encourage cough/sneeze etiquette, social distancing and hand hygiene at the entrance to and throughout your workplace (e.g., bathrooms and kitchens). Include signs for non-English speakers, as needed and for both customers and employees. |
| | Ensure you have a reliable and cost-effective supplier of PPE. |
| | Routinely monitor your PPE and cleaning materials "burn rate" and ensure that your resupply plan can keep up with demand. |
| | Implement Social distancing (specifically, staying 6 feet away from others when you must go into a shared space) |
| | If you offer public seating, ensure you take into consideration local social distancing requirements for the utilization of that space. |

| | Frequently wash hands or use alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available. |
| --- | --- |
| | Ensure that employees wear face coverings and put up signage encouraging its use. |
| | Avoid touching eyes, nose, and mouth. |
| | Remember to keep detailed notes to improve upon your plan once the pandemic is over. |
| | Be prepared to be flexible, nimble and adaptive to changing demands and challenges that a pandemic brings. |
| | *Consider the mental health of your employees and if they need crisis counseling |

| ☑ | **After the Pandemic** |
| --- | --- |
| | When resuming onsite business operations, prioritize job functions for continuous operations. Resume business operations in phases. |
| | Conduct after action meeting with critical staff to determine what worked and what didn't |
| | Determine the need for continued social distancing, PPE and infection control protocols. |
| | Inventory your cleaning supplies and PPE and replenish as warranted. |
| | Determine whether or not your supply chain is able to support your logistical requirements necessary for reopening. |
| | If you have closed during the pandemic, establish a priority order of return for employees. |
| | Establish clear messaging to employees about what they can expect when they return to work. |
| | Re evaluate and revise your Pandemic Response Plan to incorporate lessons learned. |
| | Don't put it off! Do this while your ideas for improvement are fresh. |
| | Take steps to adjust your business to new patterns in consumer demand interest. (e.g., off peak shopping hours, home delivery services, etc.) |
| | Take steps to adjust your supply chain dependence away from geographic areas that may experience pandemic related supply disruptions. |

| ☑ | **Your People** |
| --- | --- |
| | Ensure you have an emergency communication plan in place prior to the event, evacuation, or threat. |
| | Determine the means by which you will communicate with your employees and ensure that communications are consistent and routine. |
| | Keep all employees frequently posted on status and next steps. |
| | Select and provide appropriate PPE for ALL employees. |
| | Ensure that you have accounted for a possible resurgence or "2nd wave" of the pandemic within your workforce. |

| | |
|---|---|
| | Determine how you will interview and hire new employees during the pandemic. |
| | Consider policies that encourage flexible sick leave and alternative work schedules |
| | Provide training on: policies to reduce the spread of the virus, general hygiene, cleaning and disinfecting, PPE, confidentiality, social distancing and safe work practices. |
| | Identify ways training can be conducted virtually, including new hire and new health and safety requirements. |
| | *Consider the mental health of your employees and if they need crisis counseling |
| | Make sure they have implemented OR considered plans to keep their families safe and supplied |

*Crisis counseling may be available Nationwide to all residents of the United States through the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services' (SAMHSA) Disaster Distress Helpline by calling 1-800-985-5990 or text TalkWithUs to 66746. Spanish speakers may call 1-800-985-5990 and press "2" or text Hablanos to 66746 from all 50 states.

- If you are deaf or hard of hearing, use your preferred relay service to call the Disaster Distress Helpline at 1-800-985-5990 or TTY 1-800-846-8517.

# THE WORK ENVIRONMENT

It's incumbent on every business owner to prepare his/her employees as to what they should expect when they arrive and return to work to help alleviate anxiety. This can be an anxious time for most people. But addressing, anticipating and clearly communicating how your business will address their concerns will give your employees the satisfaction of knowing that you have already considered their concerns and taken measures to mitigate them. This builds trust and confidence in your work force and most importantly gives you the ability to manage through a very challenging crisis.

Things you should take into consideration and address are details like:
- Will building access be different?
- Will there be increased security?
- Should they expect delays at the entrance?
- Should they expect queues?
- Will they see directional signage or other posted information to guide them?

Every circumstance will be unique and organizations should consider the critical information their particular audience needs to prepare for arrival.

## Commuting, transportation and vehicles

Promote safe and healthy ways to commute to and from the workplace.
1. Suggestions for public transport might include:
   - Avoiding overcrowded public transportation
   - Wearing face masks and other PPE
   - Maintaining safe distance from other passengers
   - Using hand sanitizer when entering and exiting
   - Wiping surfaces with disinfecting wipes prior to touching them

2. Other transit methods might include:
   - Ride-sharing: wear PPE
   - Solo transit modes such as bikes, scooters, cars: sanitize touch points especially if shared modes like public bicycles.

3.    For employees with long commutes, consider advocating that they temporarily continue working from home.

4.    Consider new protocols for vehicles arriving on site – both personal and commercial parking garages.

5.    Consider protocols for emergency vehicles and teams arriving to transport infected passengers.

## Building entry/reception

Consider guidelines and recommendations to control building ingress and egress. Implement changes that promote ongoing safety and precautionary measures at those points. These might include:

1. **Entrances:**
   • Reduce the number of entrances (but maintaining code compliance) to direct occupants to use monitored and protected routes.
   • Hand sanitizer provided at doorways both inside and outside.
   • Temperature screening
   • Floor markings for safe distancing for any queues or waiting areas
   • Keep floor mats sanitized.

2. **Reception:**
   • Training reception personnel on safe interactions with guests.
   • Test front-line reception personnel.
   • Reconfiguration of visitor registration systems to avoid guests leaning over receptionists.
   • Glass screens between guests and reception personnel.
   • Virtual concierges
   • Disable/decommission/remove registration kiosks/touchscreens.
   • Touchless registration via personal mobile phone.
   • Disposable sticker security tags rather than recycled clips or lanyards.
   • Remove reception furniture to reduce public touch points.
   • Provide PPE to building guests.

3. **Signage:**
   • Install signage at multiple, relevant locations in the entry sequence
   • Explain building access rules and other protocols that impact how occupants use and move throughout the building

4. **PPE and Cleaning:**
   - Provide receptacles for used/discarded PPE.
   - Provide distribution of basic PPE for customers who don't have it. (At your discretion).
   - Monitor and review existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch areas.
   - Develop new protocols for collecting and disposing of large quantities of potentially contaminated waste (especially if single-use PPE becomes common in the workplace).

## Shipping and receiving areas

Before reopening, operators and building managers should review current processes for inbound and outbound deliveries (parcels, mail, food deliveries, couriers, etc.). Develop a revised plan to align to CDC or pandemic approved safety precautions. These might include:
   - Routing instructions and plans to avoid deliveries through employee or main entrance and instead route through areas that will minimize contact with the larger building population.
   - Separating shipping and receiving areas from the general population.
   - Require personnel handling mail and parcels to wear PPE to receive parcels, mail and other deliveries, and train them in the proper use and disposal of PPE.
   - Sanitizing the exterior of packing.
   - If appropriate, removing items from boxes and appropriately discarding packaging.

# Lobbies/common areas/amenities

Consider guidelines and recommendations that promote safety and guide building occupants through common and amenities areas beyond the entry. These might include:
   - Hand sanitizer in stairs, elevator lobbies and all other building common areas.
   - **Signage**
     - Wayfinding signage or floor markings to direct foot traffic and ensure safe social distancing.
     - Explain new rules or protocols for common areas.
   - **Casual gathering spaces**
     - Re-arrange furniture to promote social distancing.

- **Food service amenities**
  - Consider acrylic dividers between service provider and users.
  - Offer pre-packaged foods only.
  - Reduce self-service access to foods.
  - Clearly signpost queuing areas.
  - Remove or re-arrange furniture to promote social distancing.
- **Fitness facilities and bicycle storage units**
  - Clearly signpost queuing areas.
  - Temporarily close fitness facilities.
  - Re-arrange equipment to achieve social distancing.
  - Reduce classroom capacities to allow for social distancing.
  - Require use of face masks in fitness facilities
- **Cleaning**
  - Monitor and review existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch areas

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## Elevators and escalators

Elevators represent a particularly challenging area to establish social distancing. Methods for managing the use of elevators might include the following:

- Social distancing queue management for waiting passengers.
- Instructional signage displaying healthy elevator use protocols including passenger limits and safe distances in the carriage.
- Elevator attendants to manage flow and discourage over-crowding of elevator carriages.
- Signage inside elevator cars displaying healthy elevator use protocols – this may include floor stickers to establish distancing zones and describe where and how to stand.
- Review of elevator cleaning processes, and updates to ensure on-going cleaning of high touch surfaces like elevator panels/buttons.

Escalators pose fewer challenges which may be managed with signage directing passengers where to stand and not to pass.

### Arrival experience

Utilize the workplace arrival area to reinforce messages, new policies and protocols, which may include:

- Digital signage or posters:

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- o Remind staff how to stay safe and keep others safe in the workplace by maintaining social distancing, following new meeting guidelines, hand washing reminders, the use of virtual collaboration tools rather than meeting rooms, etc.

- Cultural reminders, such as:
  - o The vision and priorities of the organization at this time of change and stress.
  - o Taking care of the employee is a high priority.
  - o Shared responsibility for the health of all employees.
  - o Hand sanitizer to encourage hand hygiene.

## Emergency Response

Provide reminders of how to manage an emergency in the workplace with relevant details defining who to notify, where to go, how to get help, and how to respond afterwards.

## Workplace hygiene

Encourage good personal hygiene and infection control practices when employees are in the workplace, including:

- Respiratory etiquette
  - o Encourage covering coughs and sneezes.
  - o Turn away from others when coughing or sneezing.

- Hand hygiene
  - o Promote frequent and thorough hand washing.
  - o Make hand sanitizer available in multiple locations adjacent to common touch points.

- Avoid touch points
  - o Provide disposable wipes so that common touch points (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) can be disinfected by employees before each use.
  - o Discourage the use or borrowing of other people's phones, desks, offices or equipment.

Maintaining a clean workplace will assist in minimizing risk to employees.

This involves:

**Regular housekeeping**
- In open work environments, increase the frequency of cleaning and disinfecting frequently touched surfaces, equipment, and other surfaces in the workplace:
  - Kitchen areas
  - Vending machines
  - Bathrooms
  - Meeting rooms
  - Phone rooms

When choosing cleaning chemicals, organizations should consult products from approved lists from governing authorities, and reference disinfectant labels, data and specifications with claims against emerging viral pathogens.

**For shared/agile/flexible workplaces, consider:**
- Creating and posting guidelines for desk and equipment sharing, disinfecting and use.
- Removing shared keyboards and mice and distribute personal peripherals to mobile workers.
- Providing storage units (lockers) for storing personal items in the workplace.

Develop new practices on kitchen and meal preparation areas, which may include some temporary measures such as:
  - Encouraging occupants to bring food and beverage items from home and manage them individually.
  - Minimizing touch points by removing coffee pots and the like.
  - Eliminating open food items.
  - Providing prepackaged items in containers.
  - Increasing frequency of cleaning appliances such as refrigerators and microwaves.
  - Consider installing physical barriers, such as clear plastic sneeze guards.

*NOTE: These approaches will impact sustainability initiatives as additional waste is produced from individually packaged food and beverages.*

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# NEW WORKPLACE OPERATIONS

To maintain social distancing, minimize touch points and manage potential contamination of the workplace, consider the following practices:

**Space use / density monitoring**
- Conduct regular counts of occupants per floor.
- Add sensors to quantify utilization of spaces.
- Provide real-time meters/dashboards at entries to display how many people are present.
- Implement a reservation system for desks so that employees can check attendance before arriving in the workplace.
- Allow non-essential employees to work from home to reduce the density of personnel.

**Individual desks**
- Implement a strict clean-desk policy so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers.
- Supply disposable daily paper placemats for use at each desk.
- If desks or work areas are shared, advise individuals to sanitize all surfaces upon arrival to that seat.
- Supply disinfectants in the immediate proximity (or on each desk).
- Unless stringent cleaning protocols are enforced, and if possible, avoid sharing of desks.

**In-person meetings**
- Coach employees to critically evaluate the requirement for in-person meetings.
- Limit the number of attendees at in-person meetings and limit to spaces that accommodate safe distances.
- Host large team/staff meetings via video conference rather than in-person.
- Eliminate in-person meetings with external guests or customers.

**Ongoing Support**

Employees will need ongoing communication and training, especially during onboarding of new staff or orientation for visitors to the space.

**Considerations**
- A regular cadence of employee training on emergency procedures, good workplace hygiene, effective work practices for distributed teams.

- Training materials on company intranet.
- Posters, signage and displays related to employee learnings about new practices.

**Actively encourage sick employees to stay home**
- Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours.
- Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
- Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies.
- Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
- Employers should maintain flexible policies that permit employees to stay home to care for a sick family member.
- Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than normal.

**Separate sick employees**
CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

**Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:**
- Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your

workplace and in other workplace areas where they are likely to be seen.

- Provide tissues and no-touch disposal receptacles for use by employees.
- Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
- Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- Visit the coughing and sneezing etiquette and clean hands webpage for more information.

*NOTE: More about how to handle a situation where an employee has tested positive can be found on page 25 in the <u>Infected Employee in the Workplace Protocol</u> section of this guide.*

**Perform routine environmental cleaning**
- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
- No additional disinfection beyond routine cleaning is recommended at this time.
- Provide disposable disinfecting wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.

**PPE SUPPLIES**
Finding the right quantity of PPE will vary depending on numerous factors such as the type of business, the number of employees, existing governing regulations, as well as those that may be added depending upon the seriousness of the pandemic. However, the following is a good rule of thumb for most small to medium sized businesses.

| # | Item | Spec. | Quantity |
|---|------|-------|----------|
| 1 | **Mask (surgical)** | Disposable surgical masks (1-day) | Min. 30-day supply |
| 2 | **Mask (N95)** | N95 respirators as required per the company's directives. (The priority is for medical and isolation team). Others may utilize surgical or other similar mask types | Min. 30-day supply |
| 3 | **Nitrile gloves** | Touchflex/Surgical Nitrile Gloves | Min. 30-day supply |
| 4 | **Infrared thermometer** | Medical infrared thermometer/measures ranges 32 degrees C to 42.5 degrees C and meets ASTM E965-98 (2016) | 1 per 100 employees/ shift |
| 5 | **Disinfectant spray/wipes** | 0.1 to 0.05% sodium hypochlorite solution attained by mixing 1-part household laundry bleach (an ~ 5 to 10% sodium hypochlorite solution) with 99 parts water. | Min. 30-day supply |
| 6 | **Spray bottles** | 1-liter plastic spray containers | Min. 5 bottles |
| 7 | **Sanitization floor stand or large capacity pump bottle** | Hand sanitizer dispenser floor stand | 1 available in work area per 50 employees |
| 8 | **Hand Sanitizer (refills)** | Sanitizer with Alcohol 70% local Brand Sanitizer | Min. 30-day supply |
| 9 | **Hand Soap** | Hand Soap | Min. 30-day supply |
| 10 | **Paper Towels** | Paper Towel "Tork" | Min. 30-day supply |
| 11 | **Glasses/Face shields** | Safety glasses/Polycarbonate | Min. 30-day supply |
| 12 | **Bio-hazard Container** | Bags that can be sealed and tagged as contaminated material. | Min. 30-day supply |
| 13 | **Clorox Total 360 (optional)** | https://www.cloroxpro.com/products/clorox/total-360/ | |

## GENERAL DISINFECTION MEASURES

Each business has different needs and requirements when it comes to ensuring a clean, pathogen free environment for its employees as well as customers.

- This checklist should be implemented in facilities to reduce the risk of spread of infection
- The cleaning steps outlined below should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect employees.

- Along with these workplace disinfection activities, proper personal sanitary practice including washing hands after bathroom use are also necessary.

## DISINFECTION FREQUENCY IN BUSINESS AND OFFICES

| # | Area/Place | Disinfection Content | Disinfectant | Disinfection Measures | Frequency |
|---|---|---|---|---|---|
| 1 | **Work Cell common surfaces** | Control buttons, tools and other Common surfaces | Hospital grade disinfectant or Fresh 10% chlorine bleach solution (sodium hypochlorite solution) as appropriate | Spray with hand Held sprayer or wipe | Minimum at the end of each shift |
| 2 | **Offices, desks, tables and conference rooms** | Table and chair surfaces | | Min. 30-day supply | At the end of each meeting and end of day |
| 3 | **Conveyor belts** | Wipe touch points | | Spray with Sprayer | At least once in the morning and afternoon |
| 4 | **Movable trays or containers** | Handles and other touch points | | Spray with Sprayer | Based on use: once per shift if contacted by 1 person otherwise between users |
| 5 | **General objects that are used or touched often** | Doors and windows, handles, faucets, sinks and bathrooms | | Spray with hand held sprayer or Wipe | At least 4 times per day or between customers |

| | | | | | |
|---|---|---|---|---|---|
| 6 | **Cafeteria/ Canteen** | Table and chair surfaces, dispensers, vending machines, etc. | Hospital grade Disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite solution) as appropriate | Spray with sprayer | 3 or more times per shift and after all breaks and meals |
| 7 | **Tableware** | Forks, knives and spoons | | Place in high-temp. disinfection cabinet, with temp. higher than 60 degrees C, and for longer than half an hour | After use |
| 8 | **Vending machines** | Interface surfaces (Pay section and vending surfaces) | | Spray with sprayer | Based on use: Generally, 3 or more times per shift to include after all breaks and meals |
| 9 | **Forklifts** | Wipe areas of common interaction | | Spray with sprayer | After use |
| 10 | **PPE** | Only single user NON-Disposable PPE Allowed | | Spray with sprayer | 3 or more times per shift including breaks and meals |
| 11 | **Transport Vehicles** | Common surfaces (e.g. seat surfaces, rails, belts, door, controls.) | | Spray with sprayer | Before and after use |
| 12 | **All floors and walls** | All general floors and walls at site | | Mop | Periodically where frequently touched; mop hard surfaces daily |

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## INFECTED EMPLOYEE IN THE WORKPLACE PROTOCOL

If a person feels ill or if someone observes that another person is exhibiting symptoms of an emerging virus at work, contact an Isolation Coordinator as determined by each site (see below):

- Review and understand protocol.
- Identify and train volunteer Isolation Coordinator.
- Establish protocol to isolate employees if they are symptomatic on-site
- Must include: room to isolate the employee, PPE, communication with local health authorities, transportation based on their instructions, and disinfection of the room.
- Print out forms and protocol to be available as needed.

Isolation Coordinators, determined by each site, should be selected from the following employees, as appropriate:

- Doctors and/or Nurses
- Health and Safety Leader
- Human Resources Manager
- Supervisor
- Emergency team and/or First Aid team leaders

If the Isolation Coordinator is directly contacted by an employee with a suspected infection, they must ask the employee to go directly to the designated Isolation Room by the most direct route.

## PROCEDURE

1. Once the suspected infected employee arrives in the Isolation Room, immediately provide them with a mask and nitrile (surgical) gloves. Explain to them that it is to help protect other employees and prevent the spread of a potential virus.

2. The Isolation Coordinator must call the local health authority or medical office to seek advice regarding transportation and location.

3. The Isolation Coordinator, and any others attending the suspected infected person, should also wear a protective mask and nitrile gloves while working with the suspected infected person.

4. The Isolation Coordinator should direct the ill employee to leave work and go home or to the nearest health center as advised by the local health authority.

Public transportation should not be used.
- If the infected person is well enough to drive their own vehicle, ask them to use it.
- If the PRT team is to transport the person in another vehicle, ensure that the infected person always keeps the mask on their face and wears a pair of nitrile gloves.
- The driver must wear a mask and gloves during the entire trip, removing and properly disposing of them after returning to the site.
- Once the vehicle has returned to the site, ensure that it is cleaned and all surfaces, seats, dashboards, door handles seat belts, etc. have been washed down with a disinfectant solution.
- All persons cleaning the vehicle must wear a mask and gloves while performing the task.

5. The Isolation Coordinator, in coordination with Human Resources (HR) and Environmental Health & Safety (EH&S), must:
- Identify persons who may have been in contact with the suspected infected employee. Unless required by the local health authority, the name of the infected employee should not be provided.
- Advise employees that they may have been in contact with a suspected infected employee to carry out a self-screening check every morning, and based on the results, contact the HR department.
- Advise employees to contact a physician to obtain medical permission to return to work.

6. Ensure that both the isolation area and suspected employee's work station or office is thoroughly cleaned and disinfected, in addition to all other common surfaces recently touched by the infected employee. All persons carrying out this cleaning must wear disposable nitrile (surgical) gloves, and all support persons' PPE should be appropriately discarded prior to resuming normal work functions.

**Location**
Where possible, the isolation room should be an exterior room (building or tent structure). If unavailable, an enclosed area away from the general population can be used.

**PPE**

Although isolation workers are not expected to touch the virus, nitrile gloves are recommended if a non-touchless scenario occurs.

## DEEP CLEANING AND DISINFECTION PROTOCOL

Review, understand and prepare for the triggering of the deep cleaning and disinfection protocol.

**About**

The **General Disinfection Measures Protocol** (see pages 22-24) should be followed regularly whereas the deep cleaning and disinfection protocol is triggered when an active employee is identified as positive for COVID-19 or any other pathogen based on testing.

**Pandemic - deep cleaning and disinfection**

Pandemic "deep cleaning" is triggered when an active employee is identified as being COVID-19 or any other infectious pathogen positive, based on testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Deep cleaning should be performed as soon after the confirmation of a positive test as practical. If a delay is expected past the end of a shift, the site should gain consensus from both their regional operations and EHS leaders and take steps to perform an additional disinfection of potentially impacted common surfaces during the interim period.

While the scope of deep cleaning is presumed to be the full site, sites may reduce the footprint to be deep cleaned if there is sufficient rationale to do so and they gain consensus of their regional operations and EHS leaders.

If an active employee is confirmed to have a COVID-19 or other pandemic like positive test, in lieu of performing deep cleaning, sites may shut down the site for a period of at least 72 hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.

**Steps for deep cleaning**

1. Identify an approved external company to carry out the deep cleaning activity. At a minimum, this company must have:
- Trained personnel to clean, disinfect and dispose of hazardous waste.
- Proper equipment and PPE to perform the task.
- All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated.
- Use of approved COVID-19 or other pandemic, emerging virus disinfectant chemicals to perform this activity (see Company Disinfectant protocol)

2. The pandemic crisis management team must coordinate and supervise the cleaning and disinfection process. They must ensure that:
- There is a specific plan and strategy to clean all site, machinery/equipment, common areas, offices and any typical areas where employees interact.
- Only authorized people can access the site during the cleaning operation.
- All third-party team members are using any required PPE and that it is also properly disposed of at the end of the process.
- Assure that employees are made aware that the work areas have been disinfected.

*Note: For the company's purpose, deep cleaning is defined as a more comprehensive cleaning using advanced technologies, more aggressive than standard cleaning solutions and performed by an external third party.*

3. Personal Protective Equipment (PPE) requirements for the deep cleaning team:
- The use of PPE is to be determined by the cleaning contractor based on the chemicals used to conduct the disinfecting process including proper wearing, storage, cleaning, decontamination and disposal of PPE as bio-hazard waste.

4. Disposal
- At the end of the process, the Cleaning company must follow the local regulations to dispose all the PPE and cleaning material used in the proper manner.

Put tight controls in place on who enters and exits the site during the cleaning shutdown:
- Security
- Sanitization vendors
- PRT team members, as needed

**Social Distancing Protocol**
Social distancing is a simple, yet very effective mechanism to prevent potential infection, that relies on simple distance between people to avoid infection.
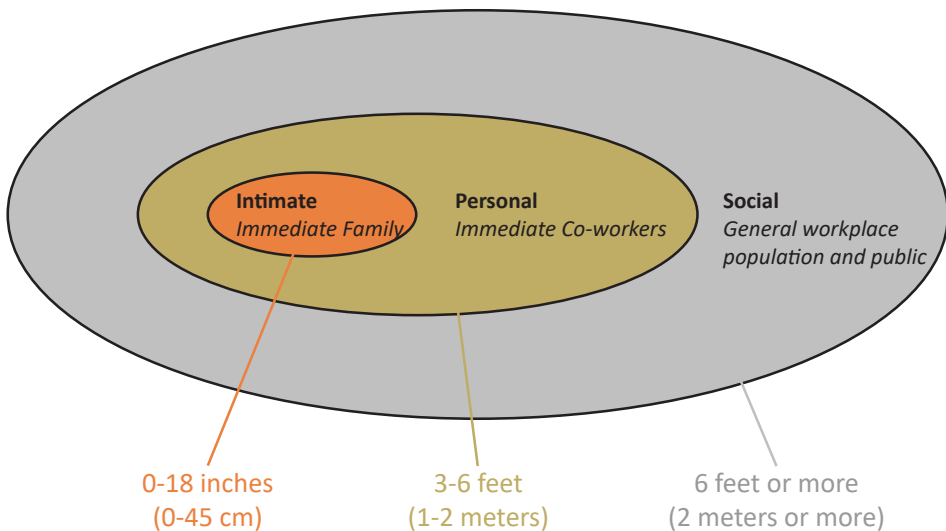
In practice this means:
- Staying 3 to 6 feet away from others as a normal practice.
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors or friends.
- Avoiding touching surfaces touched by others, to the extent feasible.
- Avoiding anyone who is coughing, sneezing or appears to be sick.

*Note: The company should not allow any meeting of greater than 10 persons to occur until further notice, even when the meeting area is large enough to accommodate appropriate social distancing.*

This practice of social distancing includes but is not limited to production lines, cafeterias, common areas, entrance/exit areas of work locations and offices. These examples illustrate the principles of social distancing.

## SAFE SOCIAL DISTANCING STANDARD



**Intimate**
*Immediate Family*

**Personal**
*Immediate Co-workers*

**Social**
*General workplace population and public*

0-18 inches
(0-45 cm)

3-6 feet
(1-2 meters)

6 feet or more
(2 meters or more)

**Advise employees planning to travel to take certain steps:**

- Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which you plan to travel. Specific travel information for travelers going to and returning from Pandemic compromised areas can be found at on the CDC website at www.cdc.gov.
- Advise employees to check themselves for symptoms before they travel and to notify their supervisor and stay home if they are sick.
- Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and should promptly call a healthcare provider for advice if needed.
- If outside the United States, sick employees should follow your company's policy for obtaining medical care or contact a healthcare provider or overseas medical assistance company to assist them with finding an appropriate healthcare provider in that country. A U.S. consular officer can help locate healthcare services. However, U.S. embassies, consulates, and military facilities do not have the legal authority, capability, and resources to evacuate or give medicines, vaccines, or medical care to private U.S. citizens while overseas.
- Additional measures in response to currently occurring sporadic importations of pandemic related pathogen:
  - Employees who are well but who have a sick family member at home with COVID-19 or any other potential pathogen should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
  - If an employee is confirmed to have a highly infectious virus, employers should inform fellow employees of their possible exposure in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed virus should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

## Planning Considerations

All employers who are considering reopening their business in the aftermath of a pandemic need to seriously consider how best to decrease the spread and lower the impact in their workplace. They should identify and communicate their objectives, which may include one or more of the following: (a) reducing transmission among staff, (b) protecting people who

are at higher risk for adverse health complications, (c) maintaining business operations, and (d) minimizing adverse effects on other entities in their supply chains.

Some of the key considerations when making decisions on appropriate responses are:

- Disease severity (i.e., number of people who are sick, hospitalization and death rates) in the community where the business is located.

- Impact of disease on employees that are vulnerable and may be at higher risk for adverse health complications. Inform employees that some people may be at higher risk for severe illness, such as older adults and those with chronic medical conditions.

- Prepare for possible increased numbers of employee absences due to illness in employees and their family members, dismissals of early childhood programs and K-12 schools due to high levels of absenteeism or illness:

  - Employers should plan to monitor and respond to absenteeism at the workplace. Implement plans to continue your essential business functions in case you experience higher than usual absenteeism.

  - Cross-train personnel to perform essential functions so that the workplace is able to operate in the event that key staff members are absent.

  - Assess your essential functions and the reliance that others and the community have on your services or products. Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, or temporarily suspend some of your operations if needed).

- Employers with more than one business location are encouraged to provide local managers with the authority to take appropriate actions outlined in their business infectious disease outbreak response plan based on the condition in each locality.

- Coordination with state and local health officials is strongly encouraged for all businesses so that timely and accurate information can guide appropriate responses in each location where their operations reside. Since the intensity of an outbreak may differ according to geographic location, local health officials will be issuing guidance specific to their communities.

**Important Considerations for Creating an Infectious Disease Outbreak Response Plan**

All employers should be ready to implement strategies to protect their workforce while ensuring continuity of operations. During a pandemic outbreak, all sick employees should stay home and away from the workplace, respiratory etiquette and hand hygiene should be encouraged, and routine cleaning of commonly touched surfaces should be performed regularly.

**Employers should:**

- Ensure the plan is flexible and involve your employees in developing and reviewing your plan.

- Conduct a focused discussion or exercise using your plan to find out ahead of time whether the plan has gaps or problems that need to be corrected.

- Share your plan with employees and explain what human resources policies exist, workplace and leave flexibility, and pay and benefits that will be available to them should they become ill.

- Share best practices with other businesses in your communities (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.

**Recommendations for an Infectious Disease Outbreak Response Plan:**

- Identify possible work-related exposure and health risks to your employees. OSHA has more information on how to protect workers from potential exposure to COVID-19 at www.osha.gov/COVID-19.

- Review human resources policies to make sure that policies and practices are consistent with public health recommendations

and are consistent with existing state and federal workplace laws (for more information on employer responsibilities, visit the Department of Labor and the Equal Employment Opportunity Commission's websites).

- Explore whether you can establish policies and practices, such as flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts) to increase the physical distance between employees and others if state and local health authorities recommend the use of social distancing strategies. For employees who are able to telecommute, supervisors should encourage employees to telecommute instead of coming into the workplace until symptoms are completely resolved. Ensure that you have the information technology and infrastructure needed to support multiple employees who may be able to work from home.

- Identify essential business functions, essential jobs or roles, and critical elements within your supply chains (e.g., raw materials, suppliers, subcontractor services/products, and logistics) required to maintain business operations. Plan for how your business will operate if there is increasing absenteeism or these supply chains are interrupted.

- Set up authorities, triggers, and procedures for activating and terminating the company's infectious disease outbreak response plan, altering business operations (e.g., possibly changing or closing operations in affected areas), and transferring business knowledge to key employees. Work closely with your local health officials to identify these triggers.

- Plan to minimize exposure between employees and also between employees and the public, if public health officials call for social distancing.

- Establish a process to communicate information to employees and business partners on your infectious disease outbreak response plans and latest pandemic information. Anticipate employee fear, anxiety, rumors, and misinformation, and plan communications accordingly.

- In some communities, early childhood programs and K-12 schools may be dismissed, particularly if the pandemic worsens. 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 school. Businesses and other employers should prepare to institute flexible workplace and leave policies for these employees.

- Local conditions will influence the decisions that public health officials make regarding community-level strategies; employers should take the time now to learn about plans in place in each community where they have a business.

- If there is evidence of a pandemic outbreak, consider canceling non-essential business travel to other countries per travel guidance on the CDC website.

  - Travel restrictions may be enacted by other countries which may limit the ability of employees to return home if they become sick while on travel status.

  - Consider canceling large work-related meetings or events.

- Engage state and local health departments to confirm channels of communication and methods for dissemination of local outbreak information. When working with your local health department check their available hours.

**What to do if you feel your business has suffered economic losses due to COVID-19:**

The Small Business Administration (SBA) has worked directly with the state of Idaho to provide targeted, low interest loans to small businesses and non-profits that have been severely impacted by the Coronavirus. The Economic Injury Disaster Loan program provides small businesses with working capital loans of up to 2 million dollars. SBA provides vital economic support to small businesses to help overcome the temporary loss of revenue they are experiencing. For more information on the SBA's Economic Injury Disaster Loans:  www.sba.gov/funding-programs/disaster-assistance. The US Chamber of Commerce has also helped in the recent past with their Save Small Business Fund. They award one time grants of up to $5,000 to small businesses with 3-20 employees that were impacted by COVID-19. Please check this site to see if you may be eligible for assistance.

It is up to each business owner to do the necessary research to see if your business may be eligible to receive government backed, financial assistance that is often made available during and after a pandemic.

# NOTES

# NOTES

# NOTES

# Disclaimer

THIS DOCUMENT IS NOT INTENDED TO BE NOR SHOULD IT BE CONSTRUED AS LEGAL ADVICE.  PLEASE CONSULT WITH AN ATTORNEY AS APPROPRIATE.

THIS IS A "LIVING" DOCUMENT THAT MAY BE UPDATED AT ANY TIME.

This guidance is offered for general informational purposes only and is intended for business planning purposes. The information contained in this document may not be applicable to all businesses or places of work. Employers and workers may want to use this document to help identify risk levels in workplace settings and to determine appropriate control measures. Additional guidance may be needed as pandemic conditions change, including new information about the virus and its transmission/impact.

Updated information on COVID-19 and other dangerous pathogens is available at the CDC website: www.cdc.gov/coronavirus/2019-ncov.  The OSHA COVID-19 webpage offers information specifically for workers and employers at: www.osha.gov/covid-19.

This document is not a standard or a regulation, and it neither creates new legal obligations nor alters existing obligations created by the State of Idaho, OSHA standards or the Occupational Safety and Health Act (OSH Act).

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