

SIH Work Care

Reopening Your Business In the Age of COVID-19

Updated 5.29.2020

**In Collaboration
with the Chambers
of Commerce of:**

Carbondale
Carterville
Herrin
Jefferson Co.
Marion
Murphysboro
Salem
Saline Co.
West Frankfort





Disclaimer

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety and other work place requirements in place prior to the age of COVID 19. As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with public health and your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

Each business should make its own decisions based on its review of the applicable laws and in consultation with its advisors. SIH Work Care is not responsible for a business's decisions arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

General Recommendations to Protect Employees as They Return to Work

This toolkit provides specific measures for business categories to aid in a safe, thoughtful reopening. The specific recommendations in each category support the overall goal of opening businesses in a way that protects employees and customers from exposure to COVID-19 and helps prevent the virus's spread. It is also important that businesses take responsibility to ensure they have adequate supplies for their employees and customers such as soap, disinfectant, hand sanitizer, paper towels, tissue, face masks, etc. Companies should keep a minimum of a 15 day supply at all times.

State & Local COVID-19 Resources

[Illinois Department of Public Health Guidance to the COVID-19 Outbreak](#)

[Restore Illinois Phase 3 Guidelines for Reopening Business & Returning People to Work Safely](#)

Returning to Work

Some options to screen employees prior to entering facility could include:

- » Verbal screening of employee to determine if employee has felt feverish in past 24 hours, coughing, had chills, difficulty breathing or experienced other COVID-19 symptoms.
- » Temperature check of employee prior to start of shift.
 - Ensure screeners are trained to use temperature monitors.
 - Wear appropriate Personal Protection Equipment (PPE).
- » Signs should be posted that individuals who have a fever, cough or any sign of sickness should not enter.

If a worker is suspected of having COVID-19:

- » Encourage workers to self-isolate and contact a healthcare provider.
- » Provide information to the employee on return-to-work policy.
- » Inform HR and employee's supervisor.

If a worker is confirmed to have COVID-19:

- » Employer should instruct employees to follow [CDC Guidelines](#).
- » Employers should inform anyone they have come into contact with of their possible exposure in the workplace but should maintain confidentiality as required by the [Americans with Disabilities Act \(ADA\)](#).

Reintegration (bringing back) of exposed, asymptomatic employees to onsite operations should follow [CDC Guidelines](#).

Reintegration of workers with COVID-19 (positive) to onsite operations should follow [CDC Guidelines](#).

[Resources for protecting employee's mental health from the CDC](#)

General Recommendations to Protect Employees & Consumers



- » Employees should wear PPE or face coverings when possible.
- » Customers should wear face coverings. See [State of Illinois Department of Human Rights - FAQ for information concerning use of face coverings during COVID-19](#)



- » Practice sensible social distancing, maintaining six feet between co-workers.
- » All persons in the store should maintain a social distance of at least six feet between each other.
- » Sales registers should be at least six feet apart.
- » Consider downsizing operations or limiting store capacity.
- » When possible, open all doors to reduce the need for direct contact.
- » Stores with higher traffic could mark spaces 6 feet apart at the sales registers and outside the entrance to the store.



- » Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from others and sent home.
- » A sign may be posted on the store that individuals who have a fever, cough or any sign of sickness should not enter.
- » Employees should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- » Employees will be required to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Illinois Department of Public Health.
- » Encourage workers to report any safety and health concerns to the employer.



- » Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- » Train workers in proper hygiene practices.
- » Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- » Customers could be asked to use hand sanitizer upon entering the store.



- » Limit cash handling.
- » Encourage customers to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contact-less payment.
- » Sanitize point of sale equipment after each use, including pens.
- » Provide hand sanitizer and disinfectant wipes at register locations.

Sources

[CDC Guidelines](#)

[Illinois Department of Public Health](#)

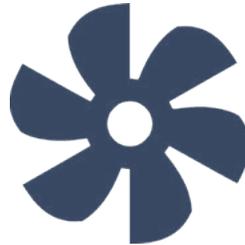
Keeping the Workplace Safe



PRACTICE GOOD HYGIENE



STOP HANDSHAKING & AVOID TOUCHING FACE



INCREASE VENTILATION



USE VIDEOCONFERENCING



ADJUST/POSTPONE LARGE GATHERINGS



LIMIT BUSINESS TRAVEL



LIMIT FOOD SHARING



STAY HOME IF YOU OR A FAMILY MEMBER IS SICK



USE BOOKING SYSTEM TO STAGGER CUSTOMERS



LIMIT CASH HANDLING



USE ONLINE TRANSACTIONS



PRACTICE SOCIAL DISTANCING



HOLD MEETINGS IN OPEN SPACES



REMIND STAFF OF HAND WASHING



SANITIZE HIGH TRAFFIC AREAS



COMMUNICATE COVID-19 PLAN WITH STAFF

Communicating with Your Team

Communication during this time is incredibly important. Remain available to and transparent with your employees. Have conversations with employees about their concerns. Some employees may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop employees in on your COVID-19 strategy for reopening.



Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, like fact sheets and posters.



Develop other flexible policies for scheduling and telework (if feasible) and create leave policies to allow employees to stay home to care for sick family members or care for children if schools and childcare remain closed.



Actively encourage sick employees to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.



Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.



Talk with companies that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.



Plan to implement practices to minimize face-to-face contact between employees through social distancing. Actively encourage flexible work arrangements such as teleworking or staggered shifts.



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Encourage employees to take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting. Make sure employees are aware of mental health services your company provides. Encourage mindfulness, meditation and other healthy activities for your team. If an employee asks for help regarding their mental health, ask them to reach out to a healthcare provider and/or call the Disaster Distress Helpline: 1-800-985-5990, National Suicide Prevention Lifeline 1-800-273-TALK (8255) or Call 4 Call Free Text Line text "TALK" to 552020 or "HABLAR" to 552020.

Helpful Resources

[CDC Print Resources](#)

[IDECOE Resources](#)

[MRA Guides, Sample Letters, and Policies](#)

Cleaning Your Space

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.



Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.



Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.



Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

Deep Cleaning

Cleaning and disinfecting your building or facility if someone is sick

- » Close off areas used by the person who is sick.
 - » Companies do not necessarily need to close operations, if they can close off affected areas.
- » Open outside doors and windows to increase air circulation in the area.
- » Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- » Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- » Vacuum the space if needed. Use vacuum equipped with high-efficiency particular air (HEPA) filter, if available.
 - » Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
 - » Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- » Once area has been appropriately disinfected, it can be opened for use.
 - » Workers without close contact with the person who is sick can return to work immediately after disinfection.
- » If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
 - » Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

Your business should be 100% disinfected prior to anyone returning to work (other than those assisting with the disinfection process).

Source

[CDC Cleaning & Disinfecting Your Facility](#)

Cleaning & Disinfecting After Opening



Clean

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces. High touch surfaces include: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:

- » Keeping surface wet for a period of time (see product label)
- » Precautions such as wearing gloves and making sure you have good ventilation during use

Water-diluted household bleach solutions may also be used if appropriate for the surface.

- » Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- » Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- » Leave solution on the surface for at least 1 minute.

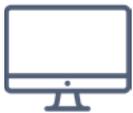
Alcohol solutions with at least 70% alcohol may also be used.



Soft Surfaces

For soft surfaces such as carpeted floors, rugs, upholstery and drapes:

- » Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- » Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- » Disinfect with an EPA-registered household disinfectant if laundry isn't possible.



Electronics

For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:

- » Consider putting a wipeable cover on electronics.
- » Follow manufacturer's instruction for cleaning and disinfecting.
 - If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol.
- » Dry surface thoroughly.



Laundry

For clothing, towels, linens and other items:

- » Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- » Wear disposable gloves when handling dirty laundry from a person who is sick.
- » Dirty laundry from a person who is sick can be washed with other people's items.
- » Do not shake dirty laundry.
- » Clean and disinfect clothes hampers according to guidance above for surfaces.
- » Remove gloves, and wash hands right away.

Personal Protection Equipment (PPE)

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. PPE can include masks, face shields and gloves.

Who should wear masks?

- » Universal masking by all employees and customers is recommended.
- » Medical and isolation team members
- » Health screeners (i.e. a supervisor who takes employees' temperature)
- » Disinfection team members
- » Those with broad exposure to customers or employees

Who should wear face shields?

Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within six feet of another person due to their job requirements. They are not necessary unless you work in healthcare/manufacturing, but they can help.

Who should wear gloves?

- » Employees in isolation
- » Those performing disinfection of common surfaces
- » Employees handling trash
- » Employees handling food

Note

Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- » The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- » Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- » When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- » Proper removal of gloves takes training; if contaminated gloves are not removed properly, employees are exposed to greater risk.

Train Your Employees In Correct PPE Usage. Remember: PPE Is Only Effective If It Is Worn and Removed Correctly.

Applying PPE

1. Gown

Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back.

2. Mask

Secure ties or elastic bands at middle of head and neck. Fit snug to face and below chin.

3. Goggles

Place over face and eyes and adjust to fit.

4. Gloves

Extend to cover wrist of isolation gown

Removing PPE

1. Gloves

Grasp outside of glove with opposite gloved hand and remove. Hold removed glove in gloved hand. Slide fingers under remaining glove and peel off.

2. Goggles

Handle by head band or ear pieces. Do not touch outside of goggles or face shield.

3. Gown

Unfasten ties and pull away from neck and shoulders, touching only the inside of the gown. Turn inside out and roll into a bundle.

4. Mask

Do not touch front of mask. Grasp bottom, then top ties or bands and remove.

Source

[Using Personal Protective Equipment PPE](#)

Stay Prepared

- » Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues.
- » Confirm stock of PPE.
- » Have touchless thermometers on-site for employee screening.
- » Businesses should keep a minimum quantity of 15-day supply of disinfectant supplies.

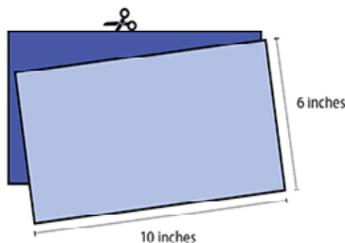
Make Your Own Mask

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

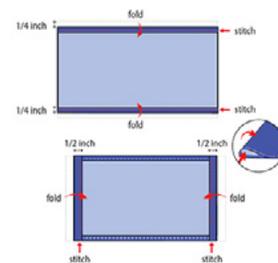
Sewn Cloth Face Covering

MATERIALS:

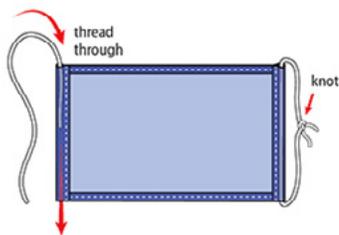
- Two 10"x6" rectangles of cotton fabric
- Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
- Needle and thread (or bobby pin)
- Scissors
- Sewing machine



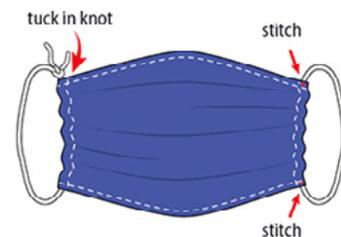
- 1 Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.



- 2 Fold over the long sides 1/4 inch and hem. Then fold the double layer of fabric over 1/2 inch along the short sides and stitch down.



- 3 Run a 6-inch length of 1/8-inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight. Don't have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the mask behind your head.

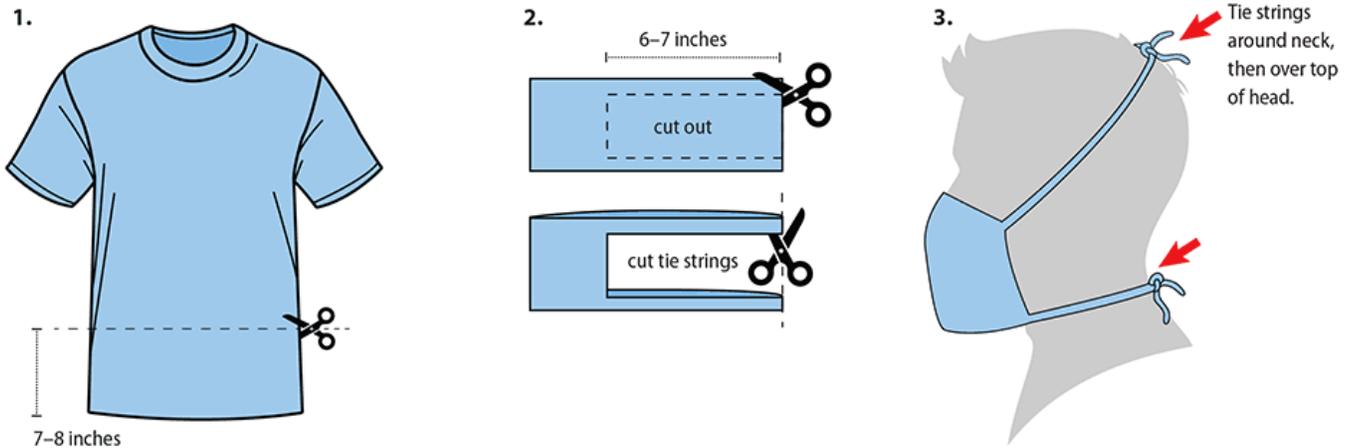


- 4 Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

Quick Cut T-Shirt Face Covering (No Sew Method)

MATERIALS:

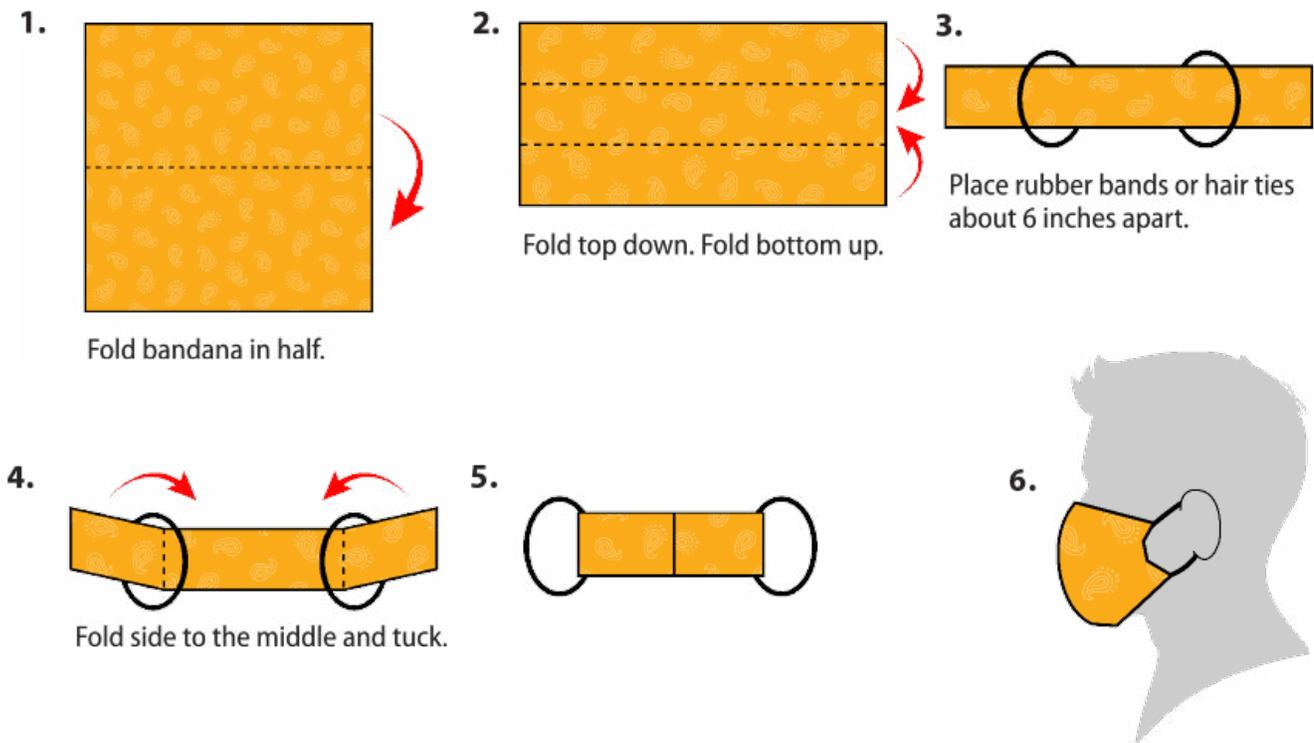
T-shirt
Scissors



Bandana Face Covering (No Sew Method)

MATERIALS:

Bandana (or square cotton cloth approximately 20"x20")
Rubber bands (or hair ties)
Scissors (if you are cutting your own cloth)



Tutorial courtesy of CDC

www.cdc.gov/coronavirus/

Thank you.

We know this situation is difficult. Many of us are going through circumstances we never thought we would experience. We will rise above this and we will emerge from this better than we were.

Remember the SIH Work Care team is here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns or ideas. We will continue to update our resources to serve you as this fluid situation develops.

618.993.3817

[SIH Work Care](#)

Sources

[Centers for Disease Control and Prevention \(CDC\)](#)

[Food and Drug Administration \(FDA\)](#)

[Illinois Department of Public Health](#)

[U.S. Chamber of Commerce](#)

