

# Not So Fast: A Webinar to Help You Plan for Reopening

## Tuesday, April 28th @ 2:00 PM

### Partners for webinar:

- Henry County Health Department
- New Castle-Henry County Economic Development Corporation
- New Castle-Henry County Chamber of Commerce
- New Castle Downtown Main Street
- Henry County Community Foundation
- East Central Indiana Small Business Development Center (SBDC)

### Panelists:

- Brooke Cowan, RN-BSN (Henry Community Health)
- Angela Cox, MS, RN (Henry County Health Department)
- Cindi Kiner, HR Consultant (The HR Connection LLC)
- Karl Dick, HR Manager (Draper, Inc.)

### Overview

Webinar Purpose: How to re-open safely (**not** when)

This will be determined by our elected officials, primarily our Governor. Then we will look to our County Commissioners, Mayor and Henry County Health Board.

For additional information, please watch the Governor's daily press briefing at 2:30 PM in the coming days.

### Introduction – Corey Murphy, President (NC-HC EDC)

- These are tough and challenging times and we appreciate you and all the businesses for your patience and all you do for the community!
- Suggestion: Health & Safety is no longer about regulation
  - Health & Safety now can be a competitive market advantage
  - Health & Safety has the potential to bring more sales
  - Health & Safety has the potential to retain and attract workforce
  - Want to encourage the business owners to think in that framework
    - How can I be as safe as possible and how can I communicate that to the market place?
  - Where it is appropriate in your business, please consider strengthening web & social media presence, communication channels and e-commerce.
- 2 Tools Available to Businesses:
  - No Cost – Confidential – Business Advising through the East Central Indiana Small Business Development Center (SBDC)
    - <https://isbdc.org/locations/east-central-isbdc/>
  - Revolving Loan Fund through the NC-HC EDC
    - For more information on these programs, please visit:  
[www.growinhenry.com](http://www.growinhenry.com)

## Brooke Cowan (Henry Community Health)

- How can we slowly and steadily reopen our businesses safely?
  - This is ultimately up to our Governor. Stay at home order is in effect at this time until May 1, 2020.
- Make sure to stay home if you are sick
- Try to keep distance
- When we do reopen, we ask businesses to not require employees to have a negative test to come back to work
  - The availability of tests is starting to become more open, but tests are still limited
- The proper Personal Protective Equipment (PPE):
  - Masks: The CDC has said that if you go out in public, then you need to have on a mask (Children 2 years and under – DO NOT put a face mask on)
  - Cloth face masks:
    - Make sure they fit snugly, but comfortably beside the face
    - Secured with ear loops or tied
    - Multiple layers of fabric to keep germs from getting through
    - Make sure you can breathe without any restriction
    - Laundry masks afterwards
      - As soon as they become soiled or damaged, get rid of them
- WASH HANDS
  - #1 way to prevent the spread of infection
- Glove use:
  - Wearing gloves inappropriately is just as bad as not wearing gloves at all
  - If you choose to wear gloves, treat them as you would your hands
    - Do not touch your face
    - Throw gloves away after use
    - You can put the hand sanitizer on the gloves
  - If you are washing hands and using hand sanitizer like you should, then gloves are not necessary
- Big ways to protect your employees:
  - Encourage sick employees to stay home or go home if they get sick at work
    - We don't want to penalize them for staying home & it will protect others
  - Need to be flexible with schedules
  - Promote proper etiquette on coughing, sneezing, washing hands, etc. (Cough or sneeze in elbows, not hands and washing hands)
  - Performing routine environmental cleaning (High touch areas)
  - Implement to minimize as much face-to-face contact as possible
- Additional Info @ Centers for Disease Control (CDC) & Prevention: <https://www.cdc.gov/>

## Angela Cox (Henry County Health Department)

- Questions for Small Businesses:
  - Do you have a cleaning process in your business currently?
  - Do you have a cleaning service that comes in and provides the cleaning or do you do it yourself?
  - What cleaners are you using?
  - How often are you or a cleaning service cleaning your business?
- Regarding (Ex.: Retail Stores, Stores that sell homemade items, Antique Stores, Etc.), it is impossible to go around and clean every piece of merchandise that you have that someone could have touched.
  - You will want to think about the areas that people touch frequently (Ex.: Door handles, door frame, countertops, cash registers, back room items that staff touch often, etc.)
  - Have a plan in place. Write it down so employees can follow it. Post steps.
- Cleaning Materials:
  - The CDC gives us guidelines for appropriate chemicals that will kill COVID-19.
  - Step 1: Wash surface that is soiled or dirty with soap or water, then sanitize afterwards.
    - Sanitizing a surface: Read directions on the bottle/chemical. Most times, it says that the chemical needs to stay on the surface damp or saturated for approximately 10 minutes.
- Social Distancing / Physical Distancing:
  - Example of a Small Retail Business comment of the 10 or less rule in an area:
    - Think about how long are they in there?
      - It doesn't always have to determine the number of people, but the longer someone stays in a store/space, the more germs are able to be in that space.

## Cindi Kiner (The HR Connection LLC)

- #1 Concern – Employee safety – OSHA's General Duty Clause

### Questions:

- What kind of additional cleaning and sanitizing of common areas and shared spaces will I do?
- Will I provide cleaning products for my employees to use (disinfectant sprays, wipes, sanitizers)?
- Personal Protective Equipment (PPE)
  - Require masks/respirators?
    - What is appropriate for my workplace? (Ranked in 4 categories: Very High, High, Medium, Lower Risk)
    - Written plan per OSHA (Guidance on Preparing Workplaces for COVID-19) <https://www.osha.gov/Publications/OSHA3990.pdf>
      - What kind of mask/respirator?
      - Storage
      - Cleaning/disinfecting

- Employer must pay
  - Voluntary masks
    - Allow if employees feel safer
    - Provide a copy of the standard to your employees
      - OSHA - Addendum D: <https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.134AppD>
    - Employee pays for own masks
- Can I re-arrange my workspace?
  - Placement of employees – farther from one another and customers
  - Facing opposite directions
  - Install barriers/sneeze guards
- Can I stagger my employee's schedules so that there are fewer people in the building? Reduce the density of people/square footage?
- What policies do I need to change, modify, implement?
  - Keep in mind that employers with fewer than 500 employees must comply with the Families First Coronavirus Response Act (Expanded FMLA and Emergency Paid Sick Leave) through December 31, 2020.
    - FMLA – up to 12 weeks because of school closure or unavailability of child care; weeks 3-12 paid at 2/3
    - EPLS – two weeks because of sickness, quarantine under doctor's order, or caring for someone; 100% of pay
    - Make sure you have posted the notice
  - Business travel policies
  - Big question!! – How will you “convince” your employees to want to come back to work vs. staying safe at home while receiving unemployment.
    - If you have work for them and they are not under doctor's order to quarantine, they should not be able to receive unemployment.
    - If you provide health insurance, you can use that as leverage; if they aren't working, they are probably not eligible for insurance.
    - Be careful before you make a decision to terminate. This is a time to be compassionate and flexible; however, you still have a business to run.
    - Start now to engage! Use your culture to your advantage! Teamwork! Let them know you are excited to have everyone return.
    - Communicate how you will be keeping them safe. Then communicate it again. Encourage them to come to you with concerns. When they do – address them.
- What kind of employer do you want to be known as – the one that cared about employees through this crisis or the one who put them at risk?
- When this is over and things begin to “normalize” employees will remember. People want to work for an employer that cares, and this is a great way for you to show that YOU are that employer.

## Karl Dick (Human Resources, Draper, Inc.)

List of week by week what Draper has experienced:

- In the beginning- week #1
  - Annual all employee meeting of approx. 700 still scheduled for 3/14/20
  - Governor's order cancelled that and completely upended out communication strategies
- Got our first "direct exposure" to a positive 3/11/20
  - Told to stay at home and begin working from home- left person out for 14 days
  - Also sent anyone suspected of exposure home- we did not have a definitive guide so we sent everyone close to that person home (paid leave)
  - Started policy decisions with an over-abundance of caution
  - Began a daily leadership conference call to keep on top of information, develop action plans, and consistent communications
- Began loosening attendance policy requirements to include lack of childcare due to school/day care closings
  - Very liberal on excusing absences
  - Began aggressive push to have any job that could work from home, work from home- 80% of the office- working from home was not an option prior
- I started walking the plant with my arms spread apart to emphasize social distancing- it took about 2 days and everyone had it down
- Week #2
  - Began weekly management video conference to communicate status, changes, rumors, provide info, answer questions
  - Posted all information on monitor system throughout the facility
  - Developed and implemented procedures for handling employees who are tested waiting results and who live with someone tested and waiting results
    - Also updated "potential exposure" definition, tracing potential exposures, and potential exposure procedures
- Week #3
  - Reacted to numerous "potential" exposures
  - Our approach was to act decisively and with abundance of caution (generally meant sending people home with pay) and let the facts come back to us. Error on the side of sending people home rather than keep them here or do nothing
  - Communicated we were an essential business and would remain open
  - Opened excused unpaid to anyone not comfortable being at work due to COVID- no reason necessary- started in daily increments, went hourly, then back to daily- got a lot of abuse but it took care of the people it was intended to take care of
  - Added \$2 per hour for hours worked inside the facility- adjusted payroll
- Week #4
  - March 20, 2020 at 4:15pm received first employee positive
    - Developed the response plan over the weekend
    - Met with management Monday morning and communicated the plan
    - Met with employees less than 10 per group and communicated

- Week #5
  - Started sewing masks and making plastic face shields for our employees who wanted one for themselves, then those they live with and donation to Henry County hospital
  - Began sourcing N-95 masks and 3 ply masks placing purchase orders for donations
  - Changed Good Friday from ½ holiday to full holiday for good will, give people a rest, and keep people out of here
- Week #6
  - Quiet week
  - Received and donated several thousand N-95 masks, 3 ply medical grade masks to the hospital, local emergency response, and nursing homes – thanks Angela for the contact list
  - Continue plan to unwind
  - Maintaining policies
  - More positive news
  - Governor began to talk plans for reopening
  - Announced temporary changes to attendance policy would end April 27, 2020 – all employees expected to be here or working from home if possible
  - Announced end of extra \$2
  - Had some employee fallout- a few quit, a few just stopped coming in or calling off
  - Had our first outside of Draper confirmed positive, direct exposure
    - Developed procedures for sending home paid with timeline, requirements for returning to work, and precautions- must take temp, must wear mask, etc.
- Week #7
  - Announced slow phase out of work from home
  - Announced update procedures for COVID tests and direct exposures
  - Announced beginning to bring in limited visitors and requirements for them- must wear mask

### Lessons learned

- Communicate everything- right, wrong, successes, mistakes, direction headed, where we were, state of the business, reasons behind the decisions and policies, honestly, straightforward, direct answers when you have them, I don't know but I'll find out and get back to you
  - No one has all the answers
- Post everything so everyone can see
- Plan and be prepared not to execute as planned
- Be flexible and responsive to individual needs- error on the side of the employee
- Things will change about every hour
- Some both inside and outside will not like your actions or answers but the VAST majority will appreciate the efforts, communications and what you've done for them- pay attention to the appreciation, not the complaints
- Take the time to talk in person
- Your normal job will not get done
- Your policies will change several times as new information comes out- they can always be undone
  - Even FMLA can likely be adjusted to fit the situation