

PART 5:

Safe Work Plan & Procedures

OVERVIEW

This portion of your SMART Business Reopening Toolkit provides an industry-specific Safe Work Plan & Procedures template. Use this document to supplement your existing Standard Operating Procedures (SOP) or Employee Handbook. Inside you will find details on the following:

- [Workplace Safety](#)
 - [Common / Shared Areas](#)
 - [Meetings & Training](#)
 - [Receiving Deliveries, Returns, and/or Exchanges](#)
 - [Sanitation](#)
- [Employee Safety](#)
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- [Customer & Visitor Safety](#)
- [Exposure Control & Mitigation Plan](#)
- [COVID Response Protocol](#)

NOTICE

- Employers should adopt their own unique Safe Work Plans based on the industry-relevant checklists provided in Part 3.
- Safe Work Plans should be self-monitored & updated regularly based on evolving public health guidelines.
- Plans should be communicated to the workforce as well as shared publicly to build community confidence.



WORKPLACE SAFETY

Workplace Safety policies will adhere to federal, state, and local public health and worker safety guidelines. All businesses operating during Phase 2 have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee's "Stay Home, Stay Healthy" [Proclamation 20-25](#), and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.

Per Washington State guidelines, the modified total indoor capacity for this worksite is _____ persons inside the establishment as well as (if applicable) _____ persons in outdoor areas of the establishment.

Note: See "Prior to Reopening" Part 3: Reopening Action Checklist

Common / Shared Areas

All on-site employees, customers, and visitors must maintain physical distancing of 6 feet from each other, whenever possible. Where feasible, the total number of employees on the worksite at a given time will be limited, allowing them to maintain distance from one another.

Employees are to avoid gatherings of people in any meeting room or shared social space and the number of employees allowed simultaneously in break rooms will be limited. Employers and employees are not to provide communal meals to employees and should not make food available in common areas where employees may congregate.

Meetings & Training

When virtual meetings are not feasible, in-person meetings will be limited to 10 people or less and will be conducted in a quick manner. Lingering and socializing before and after meetings are discouraged.

Receiving Deliveries, Returns, and/or Exchanges

Employees are required to use PPE to process, handle and disinfect deliveries or returns, and storing them in isolation for a safe time period of 24 hours before stocking the item(s) for use or sale. These procedures will be reviewed and updated regularly as needed.



Sanitation

Following the CDC cleaning and disinfection recommendations, routine sanitization will be performed on all high-touch surfaces and shared resources (e.g., doorknobs, elevators, vending machines, points of sales, etc.).

The following steps will be performed _____ times per _____ (day, hour, shift, etc.):

- Cleaning dirty surfaces with soap and water before disinfecting them
- When disinfecting surfaces, use of products that meet EPA criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are appropriate for the surface
- If an EPA-approved disinfectant is unavailable, you can use 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions to disinfect.

Note: Remember to never mix bleach 2 or other cleaning and disinfection products together

- Always wearing gloves and gowns appropriate for the chemicals being used when cleaning and disinfecting
- Consulting and following the manufacturer's instructions for use, for each product used



EMPLOYEE SAFETY

Employers will specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educating workers in the language they understand best about coronavirus and how to prevent transmission and the employer's COVID-19 policies.
- Maintaining minimum six-foot separation between all employees (and customers) in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures will be required, such as the use of barriers, minimizing staff or customers in narrow or enclosed areas, and staggering breaks and work shift starts.
- Providing personal protective equipment (PPE) such as gloves, goggles, face shields, and face masks as appropriate or required to employees for the activity being performed.
- Ensuring frequent and adequate hand washing with adequate maintenance of supplies. Using disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establishing a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screening employees for signs/symptoms of COVID-19 at the start of each shift. Making sure sick employees stay home or immediately go home if they feel or appear sick. Cordoning off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Following the cleaning guidelines set by the CDC to deep clean and sanitize.

Before Returning to Work

Employees with roles that can be performed remotely will be encouraged to work from home. Employees are recommended to avoid non-essential travel and propose self-quarantine per local public health and worker safety guidelines after any high-risk travel as defined by the CDC (e.g., international travel).

Workers/volunteers will be trained on symptom detection, sources of high risk to COVID-19, prevention measures (including household suppression) and leave benefits/policies (e.g., UI for workers that need to self-quarantine).

All workers and volunteers that come on-site for purposes of supporting public health contact tracing will be logged.

Employees are to self-certify that they have experienced no CV-19 symptoms since last the day of work at, or visit to, the workplace. Workers/volunteers are to stay home and seek medical guidance if they are sick or experiencing any of the following [known symptoms](#):

- Temperature of >100.4
- Shortness of breath, difficulty breathing
- Cough, running nose and sneezing



- Other COVID-19 symptoms include: chills, repeated shaking with chills, muscle pain, headache, sore throat, and/or new loss of taste or smell

Employees who are potentially sick with COVID-19 symptoms are required to stay home. Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors, and sent home. Workers who have COVID-19 symptoms should not return to work until they are symptom-free for 72 hours without taking any fever-reducing medication.

On Working Days

Cloth facial coverings must be worn by every employee not working alone on-site. Refer to [Coronavirus Facial Covering and Mask Requirements](#) for additional details. Employees are encouraged to avoid non-essential person-to-person contact (e.g., handshakes) with other employees, customers, or visitors.

Employees are encouraged to do regular temperature checks at home before coming to work or their temperature will be taken when they arrive. Thermometers used at the business shall be no-touch or no-contact to the greatest extent possible. If a no-touch or no-contact thermometer is not available, the thermometer must be properly sanitized and disinfected between each use. Any employee-service provider with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

Before entering the workplace each day, employees and vendors will be screened using the Screening Questionnaire.

Note: See "Required Forms" in Part 6: Required Forms & Signage

On matters of work-related travel, employees traveling in a group of two or more persons shall travel in separate vehicles.

General Hygiene Practices

Employees are required to wash hands properly and frequently, including before and after all client interactions, before and after going to the bathroom, before and after eating and after coughing, sneezing, or blowing their nose. Always wash hands with soap and water for at least 20 seconds. If soap and water are not readily available, use a 60% alcohol-based hand sanitizer per CDC guidelines. Employees are not to touch their eyes, nose, mouth, or facemask. If they do, wash hands immediately afterward. Employees are to cover coughs and sneezes and use a disposable tissue when possible then follow immediately with washing hands for at least 20 seconds.

When interacting with customers, staff must wear face masks that properly cover their nose and mouth. Employees must wash hands before putting on and after removing face masks as well as daily washing (for reusable masks) or daily disposal (for non-reusable masks).

When working with or around food, staff are required to wear gloves to avoid direct bare hand contact with ready-to-eat foods.



EMPLOYEE SERVICES

Considerations for High-Risk Employees

High-risk staff (see [High-Risk Individuals List](#)) will be limited to duties that require minimal contact with customers. Available alternative work assignments will be found for workers/volunteers upon requests due to concerns related to workplace safety. Priority will be given for workers/volunteers who are considered high-risk/vulnerable as defined by public health officials.

COVID-19 Related Leave Policy

For companies covered under the Families First Coronavirus Response Act (FFCRA), details of eligible benefits can be found on the [U.S. Department of Labor's FFCRA site](#).

Workers can use accrued paid sick leave for any physical illnesses, injuries, or other health conditions, including experiencing symptoms that are suspected or confirmed to be COVID-19 related. They can also use accrued paid sick leave to care for family members who have physical illnesses, injuries, or other health conditions. In the case when an employee needs to stay home to care for a sick family member, the employee must notify the supervisor on duty as soon as possible.

Employers may develop and implement new policies to frontload paid sick leave to ensure that employees will have enough to cover absences related to COVID-19. L&I has model frontloading policies available online.

Other extenuating circumstances that would result in an employee taking a COVID-related leave will be addressed on a case-by-case basis. To request an accommodation to work schedules, site, or other circumstances, employees must contact the below listed staff contact(s):

Staff Name	Position	Contact Method

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. The company will provide high-risk individuals covered by [Proclamation 20-46](#) with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Any request to not return to work will be treated as a request for an accommodation under the Americans with Disabilities Act, in which case Employer will engage in the interactive process to determine if a reasonable accommodation can be made to satisfy the concerns of the employee.



Available Employee Assistance Services

The following is a list of contacts, employee assistance program resources (if available) and community resources as needed.

- Our Safe Workplace Lead is ...

Staff Name	Position	Contact Method

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.
- General questions about how to comply with agreement practices can be submitted to the state's Business Response Center at <https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries>.
- All other violations related to [Proclamation 20-25](#) can be submitted at <https://bit.ly/covidcompliance>.



CUSTOMER & VISITOR SAFETY

This establishment will take steps to limit interaction with guests, including:

- Strongly encouraging all customers and visitors to use cloth face coverings when on-site with staff and signage will be posted accordingly at the entrance to the business
- Minimizing close interactions with staff
- Limiting guests interactions to one dedicated staff member
- Guests will be asked to avoid gatherings of >10 people in any meeting room or shared social space

Required for restaurants, recommended for other industries: Each customer and visitor that comes on-premise will be logged using a Customer/Visitor Log. Though businesses are obligated to maintain a customer log of those who voluntarily provide their information, businesses should not condition service on a customer's unwillingness to do so. The purpose of the log is to notify individuals if they have been exposed to COVID-19. The information will only be shared with public health officials if customers are exposed. Public health officials will contact exposed individuals to explain the risk, answer questions, and provide resources. This information will not be used for any other purpose, including sales or marketing. If this information is not used within 30 days, the list will be destroyed.

Note: See "Required Forms" in Part 6: Required Forms & Signage



EXPOSURE CONTROL & MITIGATION PLAN

A team lead will be appointed to manage the ongoing Safe Work Plan. This person is responsible for COVID-19 issues and impacts at the workplace.

An emergency communication system or chain of communications will be put in place for conveying information about business and employee status (including to suppliers and customers).

Note: See “Emergency Notification Plans” in Part 6: Required Forms & Signage

Communication steps include:

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There will also be a system for workers, volunteers and visitors to report symptoms and/or communicate confirmation of having COVID-19. This system involves:



COVID-19 RESPONSE PROTOCOL

Workers and volunteers are to self-quarantine [per local public health guidelines](#) if confirmed to have COVID-19 or exposed to a confirmed case. If it has been less than 7 days since the sick employee has been in the facility, any areas used for prolonged periods of time by the sick person will be closed off.

- A 24-hour waiting period must pass before cleaning and disinfecting to minimize the potential of exposure to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
- During this waiting period, outside doors and windows will be opened for as long as possible to increase air circulation in these areas.

If it has been 7 days or more since the sick employee used the facility, additional cleaning and disinfection are not necessary. Routine cleaning and disinfecting will continue on all high-touch surfaces in the facility.

The company will determine which employees may have been exposed to the virus and may need to take additional precautions. Employees will be informed of their possible exposure to COVID-19 in the workplace, but confidentiality will be maintained as required by the Americans with Disabilities Act (ADA). Per the [Public Health Recommendations for Community-Related Exposure](#) guidance, potentially exposed employees will be instructed to stay home for 14 days, telework if possible, and self-monitor for symptoms.

Previously sick employees will return to work as per the CDC's [Guidance for Discontinuation of Home Isolation for Persons with COVID-19](#).

