

New Guidelines for [Company Name]

As of 4/20/2020

We want to do all we can to keep you and others safe and prevent and slow the spread of COVID-19. We are striving to be as flexible as possible so as to minimize disease transmission in our work community. We will be prepared to refine our plans as needed.

We are paying attention to CDC as well as San Antonio and Texas health guidelines so that, as they may be updated, we can make appropriate responses.

Our goals will be to:

- a. minimize transmission among employees,
- b. maintain a healthy work environment, and
- c. maintain healthy business operations.

Therefore, the following represent guidelines we will adopt:

We will actively encourage sick employees to stay home:

- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
- Employees who appear to have symptoms (i.e., fever, cough, or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- If an employee is confirmed to have COVID-19 infection, we will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). We will instruct fellow employees about how to proceed.
- Be aware that some employees may be at higher risk for serious illness, such as older adults and those with chronic medical conditions. Consider minimizing face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of six feet from other workers, customers and visitors, or to telework if possible.

Guidelines for employees to reduce the spread of COVID-19:

- Employees can take steps to protect themselves at work and at home. Older people and people with serious chronic medical conditions are at higher risk for complications.
- Follow the policies and procedures that we have laid out related to illness, cleaning and disinfecting, and work meetings and travel.
- Stay home if you are sick, except to get medical care. Learn what to do if you are sick.
- Inform your supervisor if you have a sick family member at home with COVID-19. Learn what to do if someone in your house is sick.
- Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.
- Until further notice, we will require that all employees wear cloth or disposable masks while in the workplace.
- Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use products that meet EPA's criteria for use against SARS-CoV-2 (external icon), the cause of COVID-19, and are appropriate for the surface.
- Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Practice social distancing by avoiding face to face gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

Practices for social distancing.

- Employees should maintain distance (approximately 6 feet) from others when possible (e.g., breakrooms and cafeterias). Implementing flexible worksites (e.g., telework)
- We will avoid face to face gatherings, where possible, and any large gatherings.
- As needed, we may implement flexible work hours (e.g., staggered shifts)
- Increasing physical space between employees at the worksite
- Increasing physical space between employees and customers (e.g., drive through, partitions)
- Implementing flexible meeting and travel options (e.g., postpone non-essential meetings or events)

- If necessary and as our capacity needs change, we may downsize operations
- Deliver services remotely (e.g. phone, video, or web) where possible
- Deliver products through curbside pick-up or delivery
- We expect employees to carefully consider whether travel is necessary.
- We will seek videoconferencing or teleconferencing when possible for work-related meetings and gatherings.
- We will consider canceling, adjusting, or postponing large work-related meetings or gatherings that can only occur in-person.
- When videoconferencing or teleconferencing is not possible, we will hold meetings in open, well-ventilated spaces.

We will identify a workplace coordinator who will be responsible for COVID-19 issues and their impact at the workplace.

Outside traffic in our workplace(s)

- We will communicate with any companies whose employees or representatives have need to be in our offices, we will notify them of our guidelines and ask that they follow them as well.
- To the fullest extent possible, we will minimize outside traffic in our workplace(s).
- When customers come into our workplace(s), we will notify them of our guidelines and ask that they follow them as well.
- We will communicate with any companies that provide our business with contract or temporary employees about the importance of sick employees staying home and encourage them to develop non-punitive leave policies. We will notify them of guidelines and ask that all of their employees follow them as well.

Flexible sick leave and supportive policies and practices.

- We want to ensure that our sick leave policies are flexible and consistent with providing you the opportunities where needed for you to take care of yourself and your loved ones. We are reviewing those and will communicate any changes to you upon completion.
- We will not require a positive COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. We recognize that healthcare provider offices and medical facilities are extremely busy and not able to provide such documentation in a timely manner.
- We will connect employees to employee assistance program (EAP) resources (when available) and community resources as needed. Employees may need additional social, behavioral, and other services, for example, to cope with the death of a loved one.

Work schedules

- We will monitor and respond to our staffing needs.
- Where necessary, we may need to alter normal work schedules and/or assignments to accommodate the needs of the business when we have employees absent and depending on capacity needs so that we can continue to manage our essential business functions.
- We will be prepared as necessary to institute flexible workplace and leave policies.
- In some cases, we may need to cross-train employees to perform essential functions so the workplace can operate even if key employees are absent.

Multiple locations

- Our local managers will follow our guidelines and will have the authority to take appropriate actions outlined based on local conditions.

Respiratory etiquette and hand hygiene for employees, customers, and worksite visitors – we will provide the following:

- Tissues and no-touch disposal receptacles.
- Soap and water in the workplace.
- Alcohol-based hand sanitizer that is at least 60% alcohol. (If hands are visibly dirty, soap and water should be chosen over hand sanitizer.)
- Hand sanitizers in multiple locations to encourage hand hygiene.
- Posters that encourage hand hygiene to help stop the spread at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- We will discourage handshaking and instead encourage the use of other noncontact methods of greeting.

Routine environmental cleaning and disinfection:

- We will routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
 - If surfaces are dirty, they will be cleaned using a detergent or soap and water prior to disinfection.

- We will provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by employees before each use.
- If a sick employee is suspected or confirmed to have COVID-19, we will follow the CDC cleaning and disinfection recommendations.

Additional preparations when travel is necessary:

- Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which you will travel. Specific travel information for travelers going to and returning from countries with travel advisories, and information for aircrew, can be found on the CDC website.
- Employees are expected to check themselves for symptoms of COVID-19 (i.e., fever, cough, or shortness of breath) before starting travel and notify their supervisor and stay home if they are sick.
- Employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and promptly call a healthcare provider for advice if needed.
- If outside the United States, sick employees should follow company 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.