



MINNESOTA CHAMBER OF COMMERCE

GROWING MINNESOTA

Return to work safely

Throughout the challenges presented by the COVID-19 public health emergency, the Minnesota Chamber's goal has been to strike a balance between safeguarding health and protecting Minnesota's economy. Minnesota businesses are eager to get back to work. Business operations can and should return to a sustainable level without jeopardizing employees' or customer safety.

An estimated 82% of Minnesota jobs have been deemed "essential" under Governor Walz's Executive Order 20-20 and associated guidance from the Department of Employment and Economic Development. These businesses have detailed strategies to protect their workforce from the spread of COVID-19 while ensuring continuity of operations.

Based on the best practices shared by employers in these critical industries, the Minnesota Chamber of Commerce provides the following guidelines and suggestions to assist other Minnesota businesses in their efforts to provide safe workplaces for their employees and customers as they come back online.

Businesses are eager to have access to testing that will help identify individuals who may be sick with the virus and those who may be immune. Acceleration of testing availability is critically important to restoring public confidence and reopening our economy. By implementing these best practices, businesses are still subject to the restrictions of current or future executive orders. ■

COVID-19 PREVENTION BEST PRACTICES

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Suggested best practices

The starting place for all industries is the comprehensive federal guidance provided by the Department of Labor's Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC).



<https://www.osha.gov/Publications/OSHA3990.pdf>



Centers for Disease
Control and Prevention

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

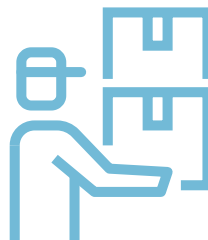
The following suggested guidelines can be replicated as general best practices, applicable to most workplaces. Industry-specific best practices are outlined on mnchamber.com along with many real-time success stories from companies who are getting it right for workers and customers.

Personal protection and facilities cleaning, sanitizing

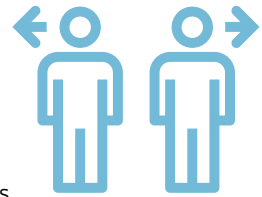
- Create training to review new safe-at-work requirements and guidelines for all employees.
 - If returning to work, training and orientations should be done on day one.
 - Make information available to employees about Personal Protective Equipment, disinfection measures, social distancing protocol, on-site health screening, signs and symptoms of COVID-19, self-quarantining and return-to-work policies, visitors and contractors screening, signage, time-off options and all other COVID-19-related safe workplace changes.
- Train employees on frequent hand washing; properly covering coughs and sneezes; refraining from touching the face.
- Clean and sanitize surfaces frequently.
 - Make wipes, sanitizer and cleaning products widely accessible throughout workplaces.



- Clean the break rooms and common touch areas (door knobs, etc.) after each shift.
- Thorough cleaning of ALL shared surfaces throughout the facility at least once every 24 hours. This includes common spaces like bathrooms, conference rooms, lunchrooms, etc.
- Shut down production in the area where a COVID-19 affected employee worked (i.e. department, line, station) to conduct cleaning, as well as shut down and clean common spaces like bathrooms, conference rooms and lunchrooms once notification of potential COVID-19 spread is suspected.
- Provide masks, shields, gloves, shoe coverings, coveralls, etc. if appropriate and available.
- Provide touch-free solutions
 - Touch-free time clocks.
 - Individual water containers for workers instead of large water coolers.



Social distancing



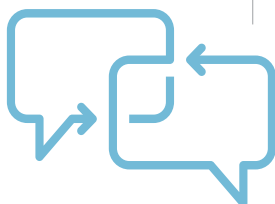
- Offer work-from-home options for all employees who can perform duties remotely.
- Change shifts.
 - Stagger shifts and start times to maximize distancing.
 - Allow 30-minute buffers between shifts if possible so that employees don't come into contact during transition.
 - Cross-train teams, so that teams can better stagger shifts.
- Provide visual markers on floors for six-foot distancing, per CDC guidance.
- Stagger breaks and lunch schedules.
- Offer lunch breaks in vehicles instead of shared cafeterias or break rooms.
 - Employees need to bring their own meals and be able to eat them without use of microwave.
- Restrict movement between departments and/or functions (e.g. don't allow traffic between production and office workspaces).
- Conduct phone/email/virtual meetings instead of in-person meetings, even when at office.
- Limit meetings to no more than 10 individuals, provided appropriate spacing is possible.
- Hold meetings in large spaces where people can spread out at six-foot intervals.
- Space out desks and work stations; construct temporary walls between workstations.

Vendor engagement

- Request health and travel assessments for vendors/contractors coming on-site.
- Separate contractors and vendors from the workforce (have them use separate bathrooms, entrances if possible).
 - Prohibit nonessential vendors and deliveries from entering facility.
 - Require deliveries to be dropped outside facility door, eliminating vendors from entering facility.

Customer engagement

- Offer curbside delivery instead of in-store pick up.
- Provide on-site services to customer's facility once their business is closed (after hours).
- Offer drive-through service only.
- Add plastic barriers/shields at registers.
- Ask customers to stay in their vehicles in parking lot while they wait.
- Offer call-ahead services for parts and service and lock door to walk-in customers.
- Conduct virtual sales calls.
- Limit the number of customers in the facility to ensure appropriate distancing, along with visual markers on floors for six-foot distancing, per CDC guidance.



Travel policies

- Require a two-week quarantine for employees who return from outside of the country or a domestic COVID-19 hotspot.
- Require a two-week quarantine for employees traveling more than 100 miles from facility.



Monitoring employee health

- Conduct temperature or employee wellness checks at the start of shifts to ensure employee does not exhibit COVID-19 symptoms (fever >100.4 F, cough, shortness of breath/difficulty breathing).
- Create a master schedule for all employees that shows when people may come in contact with others; use this for contact tracing in the event of a confirmed or suspected COVID-19 exposure.
- Create a response plan for employees who report or demonstrate symptoms at work; have recently been at work and tested positive or have been in contact with confirmed COVID-19 case; or have not recently been at work but have tested positive or have been in contact with confirmed COVID-19 case.
- Ask employees about their health status before they return to work from a sick leave (even if they were out with a headache), require certification by a health care professional of ability to safely return to work (particularly for those noted above).
- Offer a variety of leave options for employees who may have to miss work because of a COVID-19-related reason.



Employee and customer communications/instruction/signage

- Post internal signage that can be used to alert or remind employees about guidelines and expectations and responsibilities. Post external signs on doors alerting visitors to restrictions on entry and movement in and around facility as well as any applicable guidelines and expectations.



Communications/Education/Responsibilities

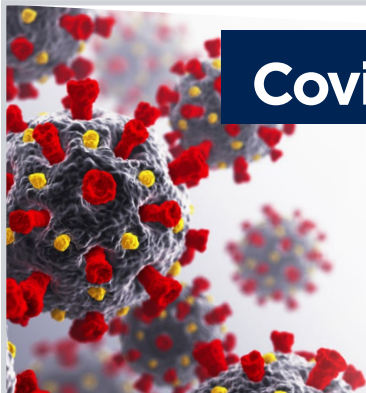
- Communicate and educate employees and management to carry out the plan and protocols, as well as clear direction on roles and responsibilities. For example:
 - Provide internal signage to alert co-workers to use another means to contact the person (phone, email, text).
 - Post signs on door to instruct customers/visitors on business's safety protocols.
 - Provide remote workers with a list of free resources to stay healthy and active at home (i.e. ergonomic tips, stress-relief tools, fitness resources).
 - Provide pre-recorded safety training videos for customer-facing activities.
 - Maintain an up-to-date repository on the company's shared network that allows employees to access all COVID-19 documents, resources, and company protocol.



Covid-19 Questions?

The Minnesota Chamber is here to help.

Our COVID-19 Business Toolkit is updated daily and includes resources to help your business through this crisis. For individual business assistance, email mail@mncchamber.com.





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Return to Work Employer Checklist



The Minnesota Chamber recognizes that businesses are eager to get back to work. Business operations can and should return to a sustainable level without jeopardizing employee or customer safety. As part of reopening, businesses are planning and preparing. This checklist provides critical steps for employers to implement as they ready their company to ensure the safety of their workers and customers.

Initial steps:



- Review CDC Guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>.



- Review OSHA Guidelines: <https://www.osha.gov/Publications/OSHA3990.pdf>
- If workers can work from home, they must be allowed to work from home.

Make sure sick workers stay home

- Establish worker sickness reporting protocols.
- Evaluate and adjust sick leave policies to reflect the need for isolation and incentivize workers who are sick to stay home.
- Clearly communicate sick leave policies to all workers.
- Establish health screening protocols for workers at the start of each shift, such as temperature taking or a health screening survey.
- Identify and isolate workers with COVID-19 symptoms and those who have been exposed, and send them home.
- Establish communication protocols when workers have been potentially exposed.
- Provide accommodations for vulnerable populations.

Social distancing

- Develop internal policies which require staff to telework, if feasible.
- Limit non-essential worker interaction across floors, buildings, campuses, worksites, etc.
- Review physical space plans to ensure social distancing measures between workers at workstations, production lines, etc.
- Review and stagger work schedules as appropriate.
- Procure and install visual markers on floors for six-foot distancing.
- Procure and install barriers or shields in worker engagement areas which don't allow for six-foot social distancing.
- Evaluate traffic patterns to reduce crowding at entrances, in hallways, etc.
- Limit gatherings of workers.

Personal protection equipment (PPE) and facilities cleaning, sanitizing

- Prohibit on-site food preparation and sharing.
- Source and procure PPE for workers and customers (as appropriate).
- Provide recommended protective supplies, such as non-medical cloth masks, gloves, disinfectant, guards, shields, etc.
- Encourage use of source control masks, such as non-medical cloth masks.
- Source and procure hand sanitizer, approved cleaning supplies, disinfectants, etc.
- Ensure hand hygiene supplies are readily available in building.
- Post handwashing and "cover your cough" signs.
- Ensure workers regularly wash their hands. Ensure handwashing and/or hand-sanitizer facilities are readily available and stocked.
- Identify vendor for cleaning, maintenance, etc.
- Develop cleaning schedule to ensure frequently touched surfaces are cleaned and disinfected in regular intervals.
- Routinely clean and disinfect all areas, such as offices, bathrooms, common areas, shared electronic equipment, machinery, tools, controls, etc.
- At least daily, clean all high touch items like door knobs, handles, light switches, surfaces, etc.
- Provide touch-free solutions through procurement of equipment (e.g. time clocks).
- Decontaminate the workplace if a worker becomes ill with COVID-19.

Vendor engagement

- Develop policies for request of health and travel assessments for vendors and/or contractors visiting the workplace.
- Develop communications for vendors regarding workplace guidelines and new procedures for engagement.
- Procure and install signage.

Customer engagement

- Develop drive-through, curb-side pick-up options, as applicable.
- Procure and install plastic barriers/shields in customer engagement areas. Increase physical space between workers and customers, such as using a drive-thru or partitions.
- Develop communications for customers regarding workplace guidelines and new procedures for engagement.
- Procure and install signage.

Travel policies

- Develop and communicate internal policies related to travel and external meetings.

Monitoring employee health

- Establish protocols for worker testing.
- Develop internal policies for regular health checks (e.g. temperature and respiratory symptom screening) of staff and visitors entering buildings (if feasible).
- Create a response plan for employees who report or demonstrate symptoms at work; have recently been at work and tested positive or have been in contact with a confirmed COVID-19 case; or have not recently been at work but have tested positive or have been in contact with confirmed COVID-19 case.
- Procure testing kits.

Communications, education responsibilities

- Develop human resource policies related to COVID-19.
 - Sick leave and time-off policies
 - On-site health screening
 - Return-to-work policies
 - Testing procedures
 - Worker compliance
- Develop up-to-date repository of COVID-19 documents, resources and company protocols.
- Develop Employee Assistance Program to educate and provide COVID-19 resources.
- Develop training for supervisors and staff regarding new safe-at-work requirements and guidelines.
 - Frequent handwashing
 - Personal Protection Equipment removal
 - Cleaning and sanitizing workplaces
 - On-site health screening, signs and symptoms
 - Testing procedures
 - Risk management and mitigation
- Cross-train teams to create redundancy.
- Communications plan for third parties.

Risk Management, litigation preparation

- Analyze risks - potential civil claims, workers compensation, whistleblower claims, OSHA compliance.
- Document evidence required for contact tracing.
- Review contracts and adjust insurance and vendors.
- Document and retain processes, communications, policies, training.
- Train all workers - management and employees -in these protocols.
- Develop process to update compliance with evolving legal requirements.
- Document compliance with federal, state guidelines.
- Review complaints to employee helplines.
- Assess new protocols - ongoing and lessons learned.
- Document compliance with training requirements must be maintained and made available to regulatory authorities and public safety officers, including DLI, upon request.

By implementing these best practices, businesses are still subject to the restrictions of current or future executive orders.



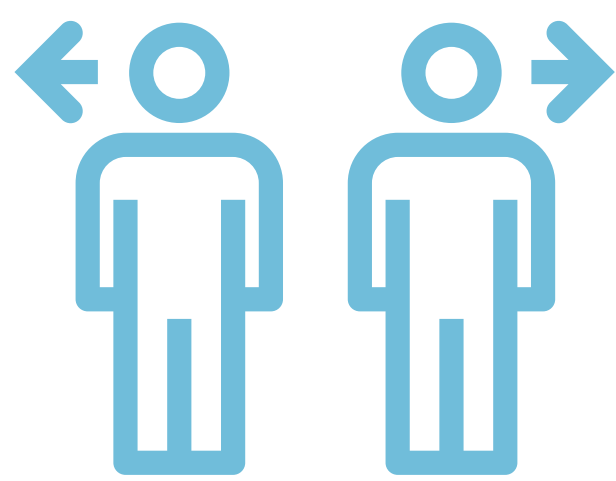
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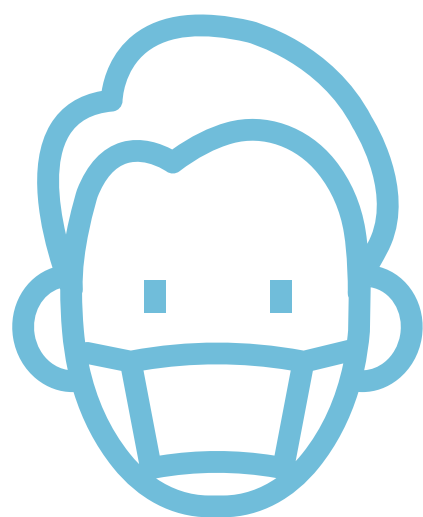


We are pleased to welcome you.

Please follow these safety measures to respect the health and safety of employees and other guests:



**Practice
six foot
social
distancing**



**Wear a mask
if possible**



**Avoid
touching
your face**



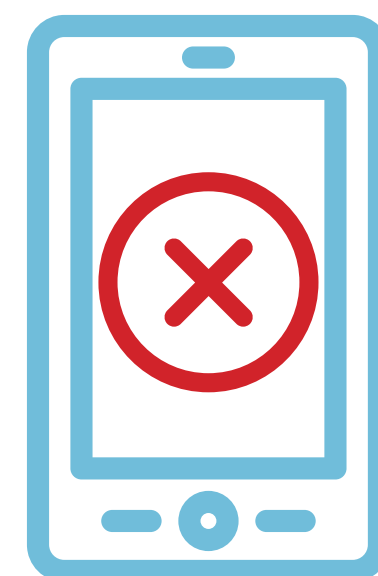
**Avoid
overcrowding**



**Cover your
cough**



**Avoid
congregating
in social areas**



**Limit touch
of common
objects**



Please keep

**6 ft
apart**

Thank You

