The goal of any reopening plan is to provide a safe workplace for your employees and customers as everyone begins to go back to work. The following toolkit can be replicated in all reopening plans, but they are only a guideline and in some cases, they are a starting point in developing your own reopening plan. Any list outlined below could be expanded upon to help in the drafting and execution of your reopening. The toolkit will contain tips and recommendations that could help draft a reopening plan. It will also contain links to informational resources and downloadable graphics (like signs, handouts, etc.). I thank everyone for their patience and commitment to reopening safely and responsibly.” -Anthony J. Picente, Jr.
Establish a Site Coordinator

The role of the site coordinator is to help draft a reopening plan, maintain the plan and keep the plan up to date with policy changes.

Selection of Site Coordinator

1. A site coordinator is someone who is responsible, and familiar with CDC, State and Local reopening guidelines;
2. Familiar with your organization’s reopening protocols;
3. Supervisor who has authority to send employees home who are exhibiting COVID-19 symptoms outlined by the CDC;
4. Always on-site to answer questions and make decisions in relation to health safety and welfare of employees and the public;
5. If possible establish an Assistant Site Coordinator in the event the Site Coordinator is unavailable;
6. Some workplaces may need to identify a site coordinator for every shift; and
7. Be sure to consider any other necessary skills or job position necessary in the selection of a site coordinator(s) for your business/facility.

Have Current Contact Information

1. Contact information for all individuals identified as the site coordinator must be included in the plan. This person can be the owner, CEO, manager, human resource manager, a trusted employee or similar position of trust, etc.
2. Include the following contact information:
   - Name
   - Title
   - Address
   - Phone Number (Best phone number this person could be reached at all times).
It may be necessary to change your business practices to maintain critical operations. This can include identifying alternative suppliers, prioritizing existing customers, or temporarily suspending some of your operations if needed. When writing your plan, consider the following as a start to your review of essential functions:

### List Essential Functions

1. Identify essential functions that exist on-site;
2. Functions could be carried out remotely through telecommuting;
3. Identify what operations could be suspended if necessary;
4. Include any other information that will help your business carry out essential functions.

### Identify Supply Chains

1. List of necessary supplies;
2. Note suppliers, and alternative suppliers when possible;
3. Note other pertinent information in relation to your specific supply chain management

### Also, Consider...

1. Speak with your suppliers about their sick policies;
2. Share your emergency response plans with suppliers;
3. Enhance communication between industry/business and local government about plans, successes and barriers.

### Personnel Policies

Assess personnel policies you have in place including human resource policies, sick leave, staffing levels and telecommuting.

### Who?

1. List who is essential onsite and their job function;
2. List who could work remotely and their job function;
3. List who may need to be furloughed or laid off in the event certain operations need to be suspended during a stay at home order.
Reviewing Policies

When reviewing policy updates in the reopening plan, consider the following human resource policies such as the Department of Labor recommendations and the Equal Opportunity Commission’s (EEOC). In conjunction with those resources, it is also recommended to consider the following policy areas:

Policy Area Ideas

- Social distancing
- Wash hands
- Wear cloth masks
- Avoiding touching eyes, nose, and mouth
- Clean and disinfect frequently touched surfaces
- Implementing flexible worksites (e.g., telework)
- Implementing flexible work hours (e.g., staggered shifts)
- Increasing physical space between employees at the worksite

More on Teleworking

Check out the safety checklist from U.S. Office of Personnel Management for safety guidelines to consider here.
Implementing flexible meeting and travel options (e.g., postpone non-essential meetings or events)

Increasing physical space between employees and customers (e.g., drive thru, partitions)

Delivering products through curbside pick-up or delivery

Delivering services remotely (e.g. phone, video, or web)

Advise employees before traveling to take additional cautions.

Consider writing other policies that may be necessary to ensure the health safety and wellbeing of your staff.

Note:

These are recommended guidelines and not all will apply to your business.

Downsizing operations

Discourage workers from using other co-workers equipment or desks.
Establish and include in your plan social distancing guidelines for both employees and customers/clients based on the CDC recommendations found here. You can include the recommendations listed in the previous section, including any other CDC or EEOC recommendations, and write them out in a bulleted list. Provide specific information relating to your policies where necessary.

Absenteism

Create a written policy on how to operate if absenteism spikes from increases in sick employees, those who stay home to care for sick family members, and lack of childcare due to school closures.

1. Write out a plan to monitor and respond to absenteism at the workplace. This policy could be done through a health assessment form.
2. Note that the listed essential business functions that will still be maintained, and how it will be maintained when an essential worker is out.
3. List necessary employees and their job functions. Examine which employees can be cross-trained to perform essential functions of the workplace even if key employees are absent.

Leave

Define leave policies and write them into your plan.

Flexible Sick Leave

Ensure sick leave policies are flexible and consistent with public health guidance and employees are aware and understand policies. Consider a leave donation policy.

Caring for Others

Maintain flexible policies that permit employees to stay home to care for a sick family member or perform childcare duties due to closures.

Non-Punitive Leave

Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive "emergency sick leave" policies.

Follow Public Health

Ensure sick leave policies are flexible and consistent with public health guidance and employees are aware of and understand these policies.

No Validation Required

Employers should 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.

Connect to Resources

Connect employees to employee assistance program (EAP) resources (if available) and or other health support resources available in the community.
Pre-screen Employees

Write a policy in your plan to pre-screens employees for illnesses and separate ill employees.

1. Employers should measure the employee’s temperature and assess symptoms prior to starting work. Temperature checks should happen before the individual enters the facility.
2. Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
3. 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.
4. 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.
5. A resource for a pre-screening form can be found [here](#).

Telecommuting

Develop a telecommuting or e-commerce plan for your business that explains working from home procedures and policies.

1. Inform employees they will need to follow normal preventative actions to reduce COVID-19 transmission both at work and home. This includes cleaning hands, avoid touching eyes, nose or mouth with unwashed hands. It is also recommended to remind employees to wash hands:
   - After blowing one’s nose, coughing, or sneezing.
   - After using the restroom.
   - Before eating or preparing food.
   - After contact with animals or pets.
   - Before and after providing routine care for another person who needs assistance such as a child.
2. Assess your organization’s technological capabilities to hold teleconference or video conference calls using platforms such as Webex, MaxUC, or Zoom.
3. Create a teleconference schedule to maintain a collaborative work environment and keep employees connected. Schedule the frequency of meetings based on your business needs. This could be via phone or video conferencing.
4. Review the types of goods and services that could be sold on-line.
5. Update your website and social media (Facebook, Instagram, Twitter, Snapchat, etc.) to inform clients of your status and how you will be conducting business during COVID-19 reopening.
6. Accept payments through your website or other digital platforms like: Apple Pay, Venmo, PayPal, etc. This will help adhere to social distancing and reduce transmission risk.
Develop a list of services and tasks to ensure your business/organization is ready for opening. List all services that were turned off or discontinued during COVID-19. Identify what needs to be continued.

### Electrical
1. Task: Contact servicer to resume services.
2. Task: Assess potential damage due to pests.
3. Task: Contact an electrician.

### Water
1. Task: Contact servicer to resume services.
2. Task: Run water through all pipes for several minutes to check for leaks and remove stagnant water.

### Trash Collection
1. Task: Contact servicer to resume services.
2. Task: Develop vendor protocols to minimize transmission risk.

### Internet
1. Task: Contact servicer to resume services.
2. Task: Assess potential damage due to pests.
3. Task: Check to ensure network has the capacity to handle an increase or implementation of telecommuting.

### Laundry Services
1. Task: Contact servicer to resume services.
2. Task: Develop vendor protocols to minimize transmission risk.

### Janitorial Services
1. Task: Contact servicer to resume services.
2. Task: Develop vendor protocols to minimize transmission risk.

## Establish Protocols

Develop and write in your plan vendor protocols for any services that require in person engagement.

1. Include a requirement in the plan that requests health and travel assessments for vendors/contractors coming on-site. A helpful example can be found [here](#).
2. Plan how vendors will be notified. Signage, e-mails, phone calls etc.
3. Separate contractors and vendors from the workforce (have them use separate bathrooms, entrances if possible).
4. Prohibit nonessential vendors and deliveries from entering facility. Create curbside delivery measures where possible.
5. Require deliveries to be dropped outside facility door, eliminating vendors from entering facility.
Special Protocols for Specific Vendors

There may be certain circumstances where your general protocols are not going to provide adequate protection to the health, safety and welfare of your employees and customers. You may need to develop specific protocols for some vendors. Create a section of your plan noting specific vendors are and what their protocols may be. Here are some items to consider:

1. Write a list of vendors that require more specific protocols.
2. Write out the additional precautions in the plan.
3. Depending on the vendor, additional PPE and sanitization may be necessary.

1. “Laundry Services, in addition to the general vendor protocols, require that personnel must wear faces masks and gloves at all times during delivery and pick-up of items.”

Facility Assessment Checklist

During the shutdown, some facilities may have been left vacant. It will be important to create a facility assessment checklist to help prevent stoppages to activity as facilities start to reopen. Prior to reopening, perform a general building facility inspection, looking things like water damages or other signs of physical damages, vandalism, etc.

1. Check for pest droppings or physical damage to facility;
2. Mold growth due to changes in humidity and HVAC;
3. Structural problems – broken windows, ripped screens, cracked tiles, plumbing; leaks;
4. Test the batteries in smoke and carbon monoxide detectors.
5. Check the HVAC system and put in a new filter;
6. Clean all surfaces and equipment that has not been used. (See CDC cleaning guidelines);
7. Any other items specific to your facility and operations.
Sanitization

The extent and manner to which you may execute your sanitization protocols may change. It will be helpful to review the types of surfaces necessary to carry out your functions. The list will be specific to the type of functions you perform in your facility.

Soft Porous Surfaces

Soft surfaces may be more difficult to sanitize and you may want to consider removing soft surfaces like rugs, tapestries, and upholstered seating areas. Replacing with hard (non-porous) surfaces may be necessary. Your plan should outline the necessary surfaces, unnecessary surfaces, and what can be swapped out with a hard non-porous surface. For example: a fabric chair with a plastic or other non-porous hard surface that is easier to clean.
Sanitization Protocols Checklist

A clear organized list of what needs to be sanitized and how it is sanitized will assist your staff when implementing new or expanded sanitizing protocols. You can follow these recommendations based on your business’ priorities. The CDC created a helpful flowchart here. Here are some additional recommendations:

### Inside or Outside

Organize it into what needs to be cleaned by surfaces located “Inside” and “Outside”.

### Surface Type

Itemize what needs to be cleaned by surface type. It is best to follow CDC recommendations found here.

### How to Disinfect

Write out the different methods to disinfect different types of surfaces.

#### Hard (non-porous) Surfaces

- Tables, plastic chairs, counters, stools, tools. Follow CDC recommendations here & EPA supply recommendations here.

#### Soft (Porous) Surfaces

- Fabric couches, drapes, rugs, etc. Follow manufacturer labels. Write out a list of cleaners you would like used. Here are recommendations from the EPA.

#### Linens, clothing, and other Items

- That go in the laundry. This should apply to vendors and employees. Follow manufacturer labels, and do not shake items. Follow CDC guidance here noting these processes in your plan.

### Summarize Equipment

#### PPE

- Include Product ID and Quantity
- 1. Gloves
- 2. Masks
- 3. Gowns
- 4. Coveralls
- 5. Other necessary PPE items

#### Sanitizing

- Include Product ID and Quantity
- 1. Hand Sanitizer
- 2. Surface Sanitizer (Soap, EPA approved products)
- 3. Bleach
- 4. Other sanitizing products
Communication with employees, vendors and customers is critical to any successful plan. A clearly written plan that is easily communicated and understood by all who use the plan will aid in the successful reopening.

1. Provide internal signage to alert co-workers to use alternate means of communication (phone, email, text);
2. Post signs on door to instruct customers/visitors on safety protocols;
3. 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);
4. Provide safety training videos for customer-facing activities;
5. Maintain an up-to-date repository on shared network that allows employees to access all COVID-19 documents, resources, and company protocol;
6. Training seminars and webinars;
7. Any other communication mechanism to update your employees.

Downloadable Resources

Click the icons below for downloadable content.

- Face coverings
- Safely removing face coverings
- What to do when you are sick
- Stay at home you are sick
- Please read before entering
- Hand Washing
- Oneida County Public Health Order
- Other CDC Printables
Using your website, e-mail, social media, and television and newspaper ads can be used to inform the public on your new policies regarding social distancing and PPE requirements for their business. Some of the below items can be used to engage the customer as you reopen.

**Customer Engagement Plan**

- Offer curbside delivery instead of in-store pick up.
- It is recommended to follow OSHA guidelines [here](#). Though it is for food and beverage service, it is a helpful checklist for consideration.
- Outline where you want signage to be located.
- Consider high traffic, highly visible areas. Near doors, on highly visible signage, etc.
- If possible use a loudspeaker to convey policies to your customers.
- Outline a schedule, and develop a clear message.
- Locate where floor decals are possible to help customers gauge appropriate distancing.
- Use every other check-out lane to aid in distancing.
- Shift primary stocking activities to off-peak or after hours when possible to reduce contact with customers.
- Provide tissues and no-touch disposal receptacles for use by employees and customers.
- Provide sanitizing wipes in public areas for customers and employees. Locate and write restock frequency in your plan.

### Curbside Pickup

- **Loud Speakers**
- **Floor Decals**
- **Every other Checkout**
- **Adjust Restocking Schedule**
- **Sanitary Items**

### Locate Signage

- **Configure partitions with a pass-through opening at the bottom of the barrier in checkout lanes, customer service desks, and pharmacy and liquor store counters as a barrier shield, if possible.**
- **Move the electronic payment terminal/credit card reader farther away from the cashier if possible.**
- **Consider taking payments digitally (PayPal, Venmo, Apple Pay) or over the phone.**
- **Write in the plan that physical cash payments are a last resort.**

### Use partitions

- **Move Electronic Payments**
- **Traffic Flow**
- **Write and plan for the control the flow of traffic into the establishment.**
- **Also write if necessary a new maximum capacity is to be implemented.**

### Move Electronic Payments