Employee Training for Businesses Open During Phase 1 of the Massachusetts Reopening

This presentation was created by Kristin Black, Health Director, Uxbridge Board of Health with the help of the Academic Public Health Volunteers Corps and made possible by funding for the COVID-19 crisis distributed through the Public Health Trust Fund.

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Provide training for employees regarding the social distancing and hygiene protocols

Key Elements of Prevention

This presentation will also cover key elements of prevention of COVID-19 found on CDC's How to Protection Yourself and Others

- Know how it is spread
- Wash your hands often
- Cover your mouth and noise with a cloth face cover when around others
- Cover coughs and sneezes
- Avoid close contact
- Clean and disinfect
- Monitor your health

Introduction to Training

- This presentation includes training materials for employers and employees that are subject to the Mandatory Workplace Safety Standards in Phase 1 of the Reopening Massachusetts plan. All reopening businesses must meet these requirements before reopening. Businesses that are designated as essential may remain open but are required to complete these steps by May 25, 2020.
- The resources in this presentation align with the core strategies that are provided on the sector-specific checklists: social distancing; hygiene; staffing and operations; and cleaning and disinfecting.
- This presentation may be used to satisfy required training for employees on social distancing and hygiene protocols found in the Mandatory Workplace Safety Standards
- **Businesses are also required to comply with detailed sector-specific protocols, best practices and checklists. Note that some sector-specific protocols and best practices are mandatory, while others are recommended.**
- The resources in this presentation are primarily from the Center for Disease Control and Prevention (CDC) COVID-19 webpage, Massachusetts Department of Public Health (DPH) COVID-19 webpage, and the Reopening Massachusetts webpage.

Know How COVID-19 Is Spread

There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19). The best way to prevent illness is to avoid being exposed to this virus. The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- There is evidence that COVID-19 can be spread by people who are not showing symptoms.
- Click here for CDC's "How does COVID-19 spread?" video.

HYGIENE

Hygiene Protocols

Keeping you, your coworkers and customers safe!

Ensure there are hand washing capabilities throughout the workplace

Wash your hands frequently and properly

Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms, etc.

Handwashing: How Germs Spread

Handwashing is one of the best ways to protect yourself and those around you from getting sick. Washing hands can keep you healthy and prevent the spread of germs. Germs can spread from other people or surfaces when you:

- Touch your eyes, nose, and mouth with unwashed hands
- Prepare or eat food and drinks with unwashed hands
- Touch a contaminated surface or objects
- Blow your nose, cough, or sneeze into hands and then touch other people’s hands or common objects

Handwashing: When to Wash Hands

Employees should wash their hands frequently with soap and water for at least 20 seconds or if soap and water are not available, use hand sanitizer that contains at least 60% alcohol.

Key times to clean hands include:

- Before and after work shifts
- Before and after breaks
- After putting on, touching, or removing cloth face coverings
- After coughing, sneezing or using tissues
- Before and after eating
- Before, during, and after preparing food
- After using the bathroom or touching waste or trash

Handwashing During the COVID-19 Pandemic

During the COVID-19 pandemic, you should also clean hands:

- After you have been in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.
- Before touching your eyes, nose, or mouth because that's how germs enter our bodies.

Proper Handwashing

Watch CDC's What you Need to Know About Handwashing video

Five Steps to Wash Your Hands the Right Way

Follow these five steps every time.

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

Handwashing Stations

Handwashing stations should include:

- a sign
- hot and cold running water
- soap (does not have to be antibacterial)
- single-use paper towels
- a waste bin (preferably hands free)

****If you notice soap or towels are running low, immediately notify a supervisor****

Signs can be downloaded from
https://www.cdc.gov/handwashing

Hand Sanitizers

Washing hands with soap and water is the **best** way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol. You can tell if the sanitizer contains at least 60% alcohol by looking at the product label.

Sanitizers can quickly reduce the number of germs on hands in many situations but do **not**:

- get rid of all types of germs;
- are not be as effective when hands are visibly dirty or greasy; and
- might not remove harmful chemicals from hands like pesticides and heavy metals.

How to Use Hand Sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

You can use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

Remember...

Handwashing with soap removes germs from hands. This helps prevent infections because:

- People frequently touch their eyes, nose, and mouth without even realizing it. Germs can get into the body through the eyes, nose and mouth and make us sick.
- Germs from unwashed hands can be transferred to other objects, like handrails, or table tops, and then transferred to another person's hands.

Handwashing Best Practices for Businesses

- Make sure handwashing areas are easily located by visitors.
- Hang an instructional handwashing sign in visible location at all handwashing stations.
- Check bathrooms frequently to ensure operational and stocked at all times.
- Clean high-touch surfaces in handwashing areas often (at least once per day).
- Make hand sanitizer available at the facility entrance, service counters, common areas, and near shared equipment like elevator buttons or copiers.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide frequent breaks for handwashing.

Cover Coughs and Sneezes

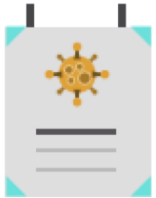
- Cover your mouth and nose with a tissue when you cough or sneeze
- Throw used tissues in the trash
- If you don’t have a tissue, cough or sneeze into your elbow, not your hands
- **Remember to immediately wash your hands after blowing your nose, coughing or sneezing.**

SOCIAL DISTANCING

Social Distancing

All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces

Establish protocols to ensure that employees can practice adequate social distancing



Provide signage for safe social distancing

Require face coverings or masks for all employees

What is Social Distancing?

Social distancing, also called “physical distancing”, means keeping space between yourself and other people outside of your home.

To practice social or physical distancing:

- Stay at least 6 feet (about 2 arms’ length) from other people
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings

Social Distancing

Protocols for Ensuring Social Distancing

All businesses must establish protocols to ensure that employees can practice adequate social distancing. Refer to Sector-Specific Guidance for industry-specific requirements. Talk with your supervisor if you have questions or concerns about maintaining 6’ separation in your workplace.

Examples of Social Distancing Protocols

Work remotely when possible	Limit visitors whenever possible	Separate workstations by 6’
Reduce occupancy per guidelines	Post social distancing signs in appropriate locations	Post signs to not enter if you have COVID-19 symptoms
Close, restrict, or reconfigure common areas like break rooms	Close waiting rooms/public seating areas – call upon arrival	Limit the number of workers in enclosed areas
Place tape or other markings 6’ apart in customer waiting areas	Separate order areas to prevent customers gathering	Use barriers where 6’ separation cannot be maintained
Increase online/telephone purchasing and payment	Offer delivery or curbside pickup options	Stagger work shifts and breaks
Hold group meetings remotely	Monitor symptoms and stay home when sick	Offer senior only hours
Station employee near entrances to limit visitors and ensure face masks are worn	Minimize in person meeting and adjust those that are necessary to ensure 6’ separation	Discourage sharing of equipment and remove shared containers from breakrooms

Examples of Social Distancing Protocols

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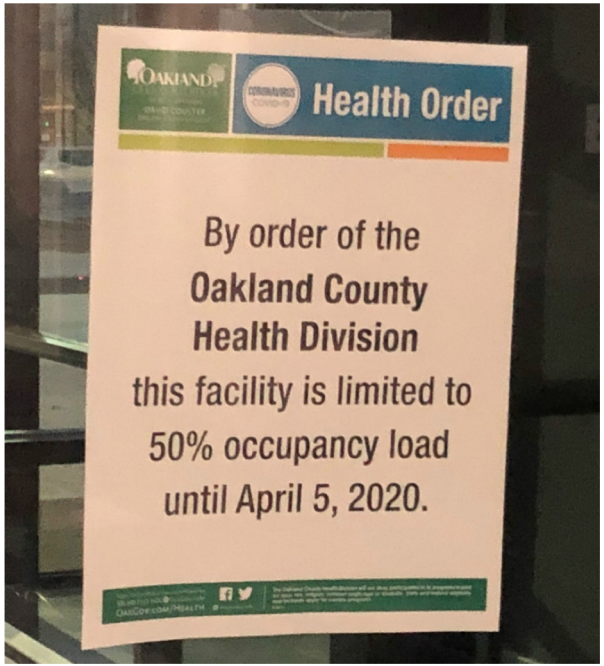


Refer to [Sector-Specific Guidance]() for occupancy limits.

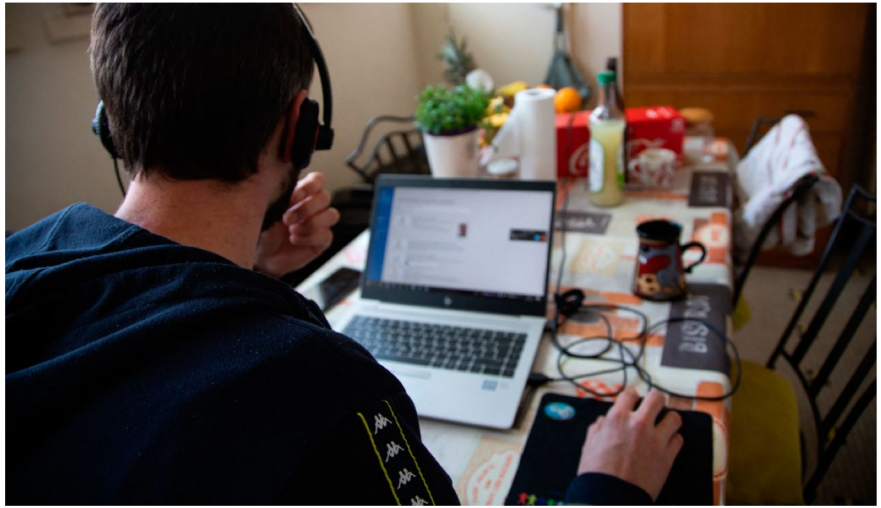
Examples of Social Distancing Protocols

Physical barriers like sneeze guards are appropriate when 6’ separation cannot be maintained.

Examples of Social Distancing Protocols

Close communal spaces, such as break rooms, if possible or stagger use and clean and disinfect in between uses.

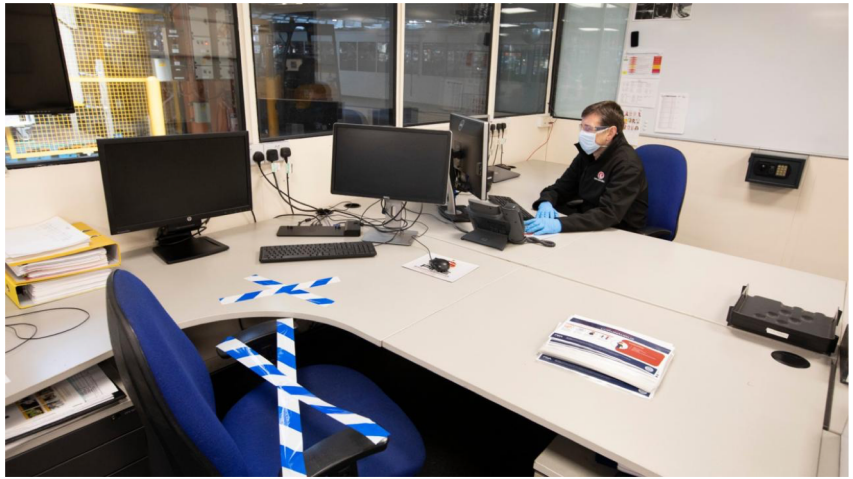
Examples of Social Distancing Protocols



Work from home when possible. Replace in-person meetings with video- or tele-conference calls whenever possible.

Examples of Social Distancing Protocols

Consider rotating or staggering shifts to limit the number of employees in the workplace at the same time and reconfigure workstations to allow 6’ separation.



Examples of Social Distancing Protocols

Close waiting areas. Encourage visitors to text or call when upon arrival. Restrict of limit non-essential visits. Cancel all group events and meetings of more than 10 people.

Recommended Signage

1. Post signage at public entrance to inform employees and visitors of the following:
    - Do not enter if you have COVID-19 symptoms;
    - Face coverings required to enter (unless 2 or under; medical exemption);
    - Maintain six-foot distance from others, including when in line;
    - Sneeze and cough into a cloth or tissue, or if not available, into your elbow; and
    - Do not sake hands or engage in any unnecessary physical contact.
2. Post signage at appropriate locations throughout workplace reminding employees and visitors to practice social distancing.
3. Post a copy of the signed Compliance Attestation Poster in an area within the business premises that is visible to workers and visitors.
4. Post handwashing signs in all handwashing areas.

Face Coverings

Not everyone who has COVID-19 is symptomatic. Wearing a face covering reduces the chance of transmitting the virus to another person and vice versa.

Wearing a face covering is one of several measures we can take to prevent the spread of the virus.

Face Coverings are Required in Workplaces

The new Mandatory Workplace Safety Standards require face coverings or masks for all employees.

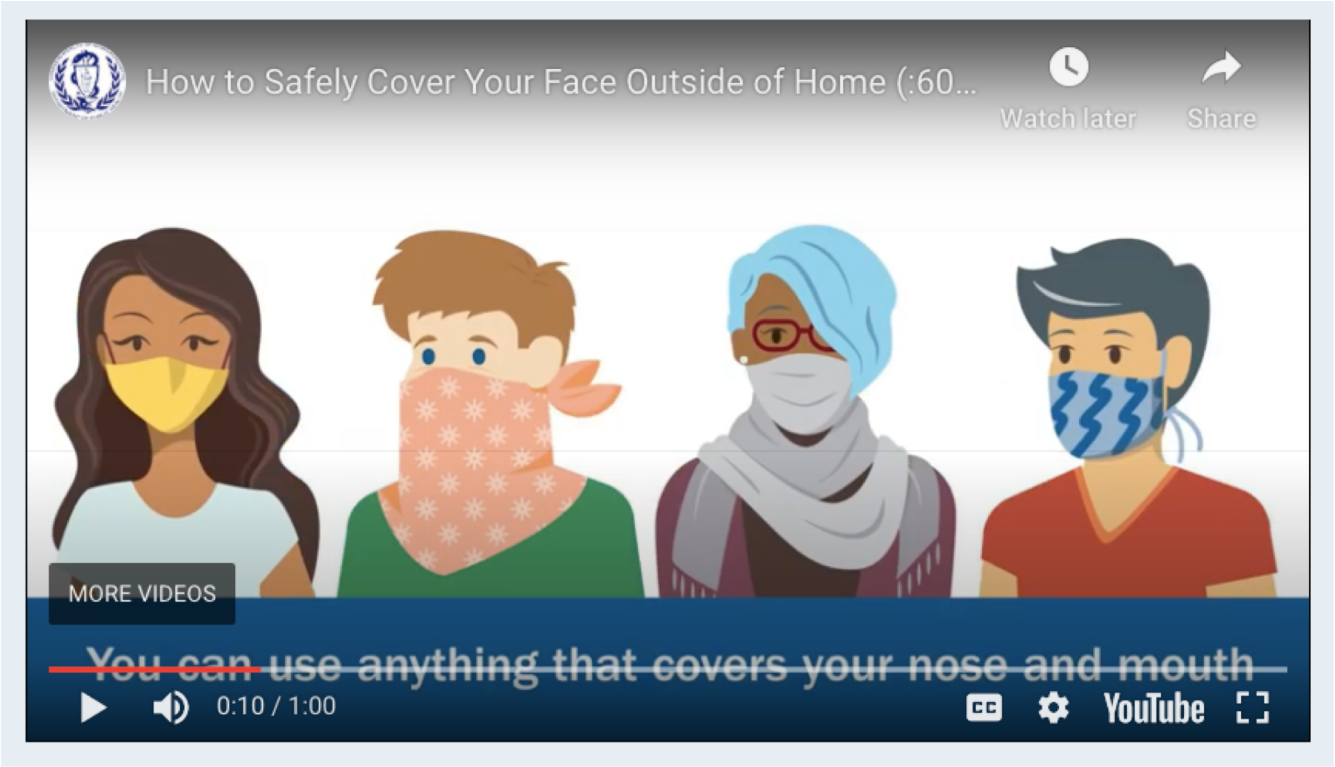
See Sector-Specific Guidance for industry specific requirements related to face coverings.

Use a face covering or mask at all times

Face Coverings in Massachusetts

- Governor Baker issued a Face Covering **Order** effective May 6th requiring face masks or cloth face coverings in public places where social distancing is not possible.
- Any person who is in a place open to the public in the Commonwealth, **when unable to maintain a distance of approximately six feet from every other person**, shall cover their mouth and nose with a mask or cloth face-covering.
- Masks **are required at all times** when:
  - Inside or waiting in line outside of grocery stores, pharmacies, and other retail stores
  - Providing or using public transportation
- Masks should be worn in all waiting areas and customer service areas where it is likely close contact may occur.

How to Safely Cover Your Face Outside of Home



Face Covering Reminders

- Must cover nose AND mouth
- Fit securely and comfortably against the side of the face
- Allow for breathing without restriction
- When putting on and taking off a mask, do not touch the front of it, you should only handle the ties or ear straps, and make sure you wash the cloth mask regularly. Wash your hands or use hand sanitizer after touching the mask.
- **Do not use health care worker masks, such as the N95 masks - those should be preserved for healthcare workers**

Face Covering Reminders

The use of a mask does **not replace** important social distancing or hygiene measures. All individuals must continue to maintain more than 6 feet of distance from other people; wash hands regularly with soap and water for at least 20 seconds; and stay home when sick.

Exceptions include children under the age of 2 and those unable to wear a mask or face covering due to a medical condition.

CLEANING & DISINFECTING

Cleaning and Disinfecting

Establish and maintain cleaning protocols specific to the business

When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed

Disinfection of all common surfaces must take place at intervals appropriate to said workplace

Cleaning verses Disinfecting/Sanitizing

Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.

Disinfecting works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

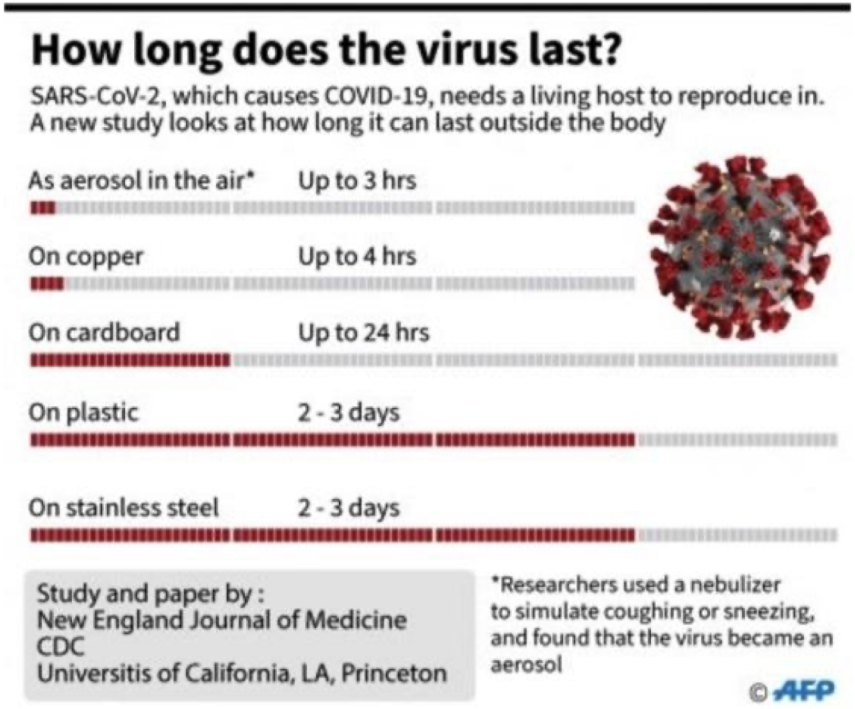
While **sanitizing** refers to lowering the number of germs to a safe level by either cleaning or **disinfecting**, **disinfecting** itself refers to killing nearly 100 percent of germs on surfaces or objects, according to the CDC.

Cleaning and Disinfecting

- See CDC guidance on Cleaning and Disinfecting your Facility
- See Sector-Specific Guidance
- Businesses should have protocols for cleaning and disinfecting that include what to do if an active employees is diagnosed with COVID-19. These protocols should identify who will do cleaning/disinfecting and consider procedures if absences of cleaning staff.
- Cleaning logs that include date, time, product used, and scope of cleaning are recommended.

Cleaning for COVID-19

- COVID-19 is a respiratory illness that primarily spreads through the air and through personal contact with surfaces and infected people.
- The virus that causes that COVID-19 is enclosed in an envelope that is easily compromised by proper cleaning and sanitizing.
- It is unknown how long the virus can survive on surfaces but it is recommended to clean and sanitize high contact surfaces, a home, school and work.



Cleaning for COVID-19

Cleaning and Disinfecting

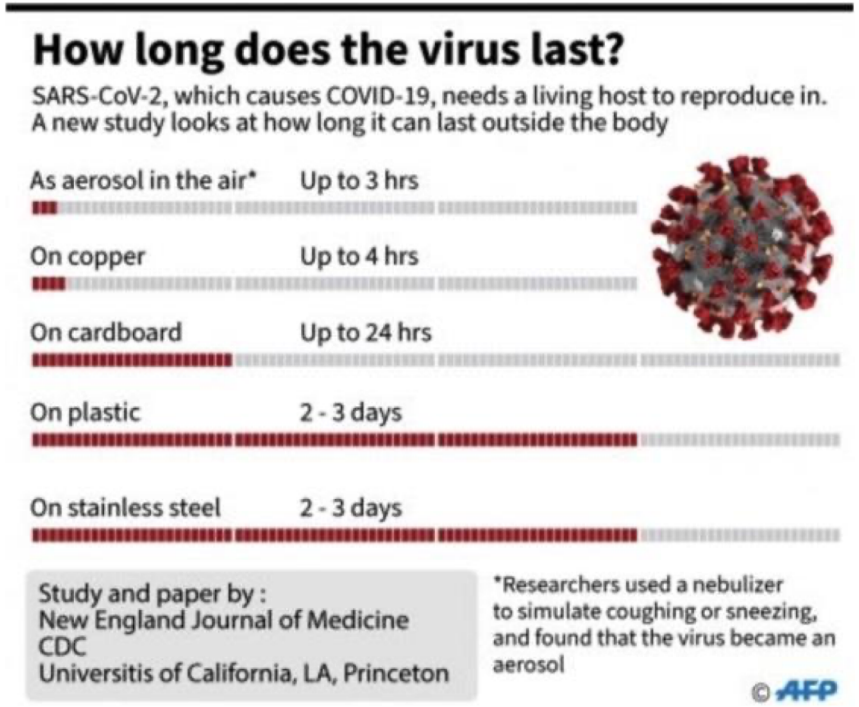
- Wear disposable gloves to clean and disinfect. Wash your hands immediately after taking off gloves.
- First, remove visible soil and dirt using soap and water, THEN disinfect.
- Use products approved by the EPA that are effective vs SARS-COV-2 and make sure to follow manufacturer's directions.
- If it has been more than 7 days since you last occupied an area, there is no need to disinfect, though cleaning is recommended.
- If an active employee is diagnosed with COVID-19, follow CDC guidance on Cleaning and Disinfecting your Facility.

Regularly sanitize high-touch surfaces

High-touch surfaces may include:

- Workstations
- Equipment (e.g. copier, tools)
- Screens
- Doorknobs
- Restrooms

Identify high-touch surfaces in workplace and determine a frequency for disinfecting these surfaces (minimum once/day).



Regularly sanitize high-touch surfaces

Sanitize Shared Spaces between Use

Sanitize shared spaces (e.g., conference rooms) between use and supply cleaning products (e.g., sanitizer, disinfecting wipes).

Cleaning and Disinfecting: **Office Space**

- Clean all high touch areas at least once per day, including workstations
- Clean all high touch surfaces at workstations and in common places such as bathrooms at least once per day, this includes elevator buttons
- Keep Cleaning Logs that include date, time and type of cleaning done
- Clean shared spaces such as conference rooms after each use
- If there is a positive case, close down the area for deep cleaning according to the CDC Guidelines

For Cleaning and Disinfecting Guidelines for other sectors, visit: https://www.mass.gov/info-details/reopening-massachusetts#sector-specific-protocols-and-best-practices-

Staffing and Operations

Staffing and Operations

Provide training for employees regarding the social distancing and hygiene protocols

Employees who are displaying COVID-19-like symptoms do not report to work

Establish a plan for employees getting ill from COVID-19 at work, and a return-to-work plan

Individuals at Higher Risk of Illness from COVID-19

CDC defines those at high-risk for severe illness from COVID-19 as:

- People 65 years and older
- People who live in a nursing home or long-term care facility

People of all ages with underlying medical conditions, particularly if not well controlled, including:

- People with chronic lung disease or moderate to severe asthma
- People who have serious heart conditions
- People who are immunocompromised
    - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease

According to the Massachusetts Reopening Plan, high risk populations should work from home if possible or receive priority consideration for workplace accommodations

Symptoms of COVID-19

- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- Fever
- Cough
- Shortness of breath
- Difficulty breathing

When to Seek Emergency Medical Attention

Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately. Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

Call 911 if you have a medical emergency: Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives.

Monitor for COVID-19 Symptoms

Employees are encouraged and may be required to monitor for symptoms. This may include temperature checks before scheduled shifts. **Be vigilant, know the symptoms, and protect others by staying home when sick**.

Stay home if you have a frequent cough, fever, difficult breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if you live with someone who has been diagnosed with COVID-19 and not yet cleared from isolation.

Anyone displaying COVID-19 symptoms is encouraged to get tested. Contact your healthcare provider if you have COVID-19 symptoms.

Employees Displaying COVID-19 Like Symptoms

If you are experiencing COVID-19 symptoms, notify your supervisor **immediately** and **stay home from work.** Contact your healthcare provider to get tested.

If you test positive for COVID-19, contact your supervisor as soon as possible.

If you are positive for COVID-19 as a result of a possible workplace exposure, contact the local board of health as well.

Employees Displaying COVID-19 Like Symptoms

Return-to-Work Plan for Employees with COVID-19

COVID-19 positive employees should **not** return to work until the **criteria to discontinue home isolation are met**, in consultation with healthcare providers and the local public health nurse.

If you are unsure when it is safe to return to work, contact the local board of health for guidance.

Employees Exposed to Positive COVID-19 Person

If a household member is positive for COVID-19 or you believe you were in close contact with someone who tested positive for COVID-19, contact your health care provider or local board of health for guidance.

You may be required to quarantine for 14 days. If you are required to quarantine, notify your supervisor as soon as possible and stay home.

Managing stress

Coping with stress is so important right now, especially considering the added challenges that accompany a return to work

Take breaks from the news & social media

Try to eat healthy, well-balanced meals

Exercise regularly

Get plenty of sleep

Connect with others

Try to do some other activities you enjoy

Questions or Concerns

Do you feel unsafe at your workplace? Are the mandatory health and safety measures not being thoroughly implemented? First, speak to your supervisor or union representative to resolve the issue.

If you would like to report a business or workplace that is non-compliant with the **Mandatory Workplace Safety Standards**, you may reach out to your Local Board of Health.

After contacting your local board of health, you may contact the Department of Labor Standards (DLS) through their hotline: (508) 616-0461 x 9488 or by sending an email to **safepublicworkplacemailbox@mass.gov**. DLS will call or email you if an investigation is determined to be warranted within 72 hours if an investigation is warranted

Helpful Links

- Mandatory Safety Standards for Workplaces https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces
- Sector-Specific Protocols and Best Practices for Reopening Massachusetts https://www.mass.gov/info-details/reopening-massachusetts#sector-specific-protocols-and-best-practices-
- Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)
- OSHA Guidance for Preparing Workplaces for COVID-19
- Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes
- CDC's General Business Frequently Asked Questions
- Handwashing https://www.cdc.gov/healthywater/hygiene/hand/handwashing.html
- NIEHS Worker Training Program (National Institute of Environmental Health Sciences) https://tools.niehs.nih.gov/wetp/covid19worker/
- Santa Clara COVID-19 Protection Plan https://www.sccgov.org/sites/covid19/Documents/Appendix-A-Social-Distancing-Protocol.pdf

Acknowledgment for Contributors

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