

Your Guide to Reopen, Recovery & Resilience as **BUSINESS RESUMES**

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OPERATIONS, HEALTH & SAFETY PLANNING AS BUSINESS RESUMES

As COVID-19 executive orders begin to be lifted around the State, organizations are thinking about when and how to restart operations. To assist the business community, COCC's Small Business Development Center has provided a useful resource for organizations to use as they consider when and how to reopen their business.

The purpose of this document is to help organizations to think about process and protocols that can be used to safely reopen the workplace, recover the business, and implement practices to sustain the recovery.

REVIEW AVAILABLE GUIDANCE

- Review available government guidance [COVID-19 Resources for Oregonians](#) & County Health Department
- Review your industry and third-party guidance (e.g., [Oregon Restaurant & Lodging Association](#), [Oregon Home Builders Association](#), etc.)



OPERATIONAL INFRASTRUCTURE

- Do you have an adequate operational infrastructure in place?
- Have you developed a reopening plan that includes outreach to employees, clients, and customers announcing the reopening?
- Are you able to procure the necessary equipment and complete any reconfiguration of the facility needed to ensure a safe work environment?
- Will staffing be in place in time for opening?
- Have you notified suppliers of the reopening? Have you accounted for possible longer inventory lead times?
- Do you have protocols in place for disinfecting public areas and are they communicated publicly?

FINANCIAL CONSIDERATIONS

- Do the economics make sense to operate at Phase 1, Phase 2, or Phase 3?
- Will revenue cover the incremental costs of operating?
- Do you have enough capital to pay for PPE and building modifications, if any?
- Do you have enough capital for initial inventory purchase?
- Do you have enough capital to bring back all or part of your employee base?
- Have you used financial modeling to evaluate the impact of lower revenue and expense structure?



EMPLOYEE & FACILITY SAFETY

Federal and state occupational safety laws mandate that employers provide a safe workplace environment.

- Investigate whether applicable state order(s) require employees to wear facemasks/coverings/ gloves in the workplace and/or when dealing with the public. Employers must pay for any such mandatory PPE.
- Evaluate and communicate heightened cleaning requirements and expectations for employees and vendors with primary sanitation responsibilities.
- Equip your team with masks with a proper procedure in place.
- Increase facility cleaning and disinfection (before, during, and after operating hours) according to current CDC recommendations.
- Ensure workplace common areas and/or customer-facing areas receive additional cleaning on a regular basis.
- Communicate to employees and third parties who will appreciate reassuring communications regarding heightened sanitation efforts.
- Make cleaning & sanitizing supplies (gloves, hand sanitizers, hand soap, etc.) available to employees and third parties (e.g., visitors/customers).
- Plan for potential supply shortages, at least in the short term.
- Create and display signage reminding employees and third parties of the importance of regular and proper handwashing.
- Consider staggering employees' schedules to lower the number of employees at the work facility at any given time during operating hours.
- Create a plan for how to respond if an employee becomes ill with the virus.
- Develop a procedure for employees to confidentially report COVID-19 symptoms and establish a process for assessing their ability to return to work once symptom-free.



SOCIAL DISTANCING PLAN

- Create and promulgate a written social distancing plan.
- Evaluate employees' unique duties and the physical positioning of work locations.
- Evaluate use of common areas, such as conference and break rooms and public spaces.
- Create signage reminding customers and vendors of the need to maintain social distancing.
- Re-evaluate your social distancing plan on a regular basis as guidance evolves and to maintain consistency with federal (OSHA, CDC, etc.) and state-level guidance.

CUSTOMER, CLIENT & VISITOR SAFETY

- Consider asking clients/customers and vendors about their personal health and/or to wear masks before allowing them into the facility.

Note: Collecting this information is allowed but the information may need to remain private under applicable federal or state privacy laws or to prevent notice-triggering breaches.

- Avoid all physical contact (such as handshakes) and maintain a six-foot buffer among customers/clients/visitors and between employees and customers/clients/visitors.
- Provide sanitation stations and encourage their use.
- Install “no-touch” payment options.
- How is your business communicating your safety protocols and procedures to build customer confidence?



COMMUNICATIONS, TRAINING & MONITORING

Communication and training is key to effective planning and risk mitigation.

- Internal communications should educate and encourage employees, while external communications reassure customers and other third parties.
- Train managers and employees on new policies, procedures and protocols.
- Identify managers responsible for implementing your plan and monitoring compliance.
- Name point person(s) to whom employee questions and concerns may be directed.
- Monitor effectiveness and compliance on an ongoing basis, a plan that is not followed may actually create more risk than no plan at all.

FLEXIBILITY

Employers must continue to monitor applicable orders as they evolve or are lifted. Orders will likely be lifted in phases and a patchwork of restrictions will continue.

- Monitor changing guidance and best practices.
- Create planning materials that could be used if there is a second wave of infections and closures or a future pandemic or other event.
- Most important issue is making sure employees and customers feel safe.



WE CAN DO THIS.