



An Employer Guide

Preparing and Adapting Your Work Environment

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01.

This foundational guide is a primer to help you no matter where you are in the process, whether you're navigating reopening to the community, welcoming employees back on-site or adapting to a new environment.

We know that every business is different, and you know your business best. The way you operate will most likely look and feel different than before. It's important to be flexible as federal and state regulations and guidelines change. It's also important to be flexible with your employees with sick leave, and other supportive measures and policies for those taking care of children or family members. This guide must be used in conjunction with the Governor's Executive Order and your industry regulations, which take precedence.

Spectrum Health is dedicated to the health and safety of our communities. With expert advice on infection control, practical resources and more, we'll walk you through the steps and resources to help you increase safety and minimize risk for you, your employees and your customers.

We're Here to Help

Spectrum Health Employer Hotline: 616.486.1075

Free assistance for questions regarding COVID-19 exposure, personal protective equipment, individual situation advisement and more.

Spectrum Health COVID-19 Hotline: 833.559.0659

Call for a free phone screening if you or an employee is experiencing symptoms.

[Employer Resources Web Page](#)

An online hub for all employer resources available, including the employer hotline, symptom checker, CDC guidelines and frequently asked questions.

[Symptom Checker](#)

A free mobile site for employees to check for COVID-19 symptoms before they come to work. Through a few simple questions, this resource provides consistent self-monitoring and reinforces proper protocols.

Resources

Look for several weblinks and printable resources throughout the toolkit.

The Spectrum Health Employer Guide (this "Guide") is a compilation of best practices and recommendations from across the healthcare industry and is based upon current understandings of the COVID-19 virus as of the publication date hereof. This Guide is a resource for reduction of the impact of COVID-19, but nothing can eliminate the risk of infection or the spread of the disease. Some or all of the information contained in this document may not be applicable to your business or place of work. Spectrum Health strongly recommends that before implementing any of the ideas contained herein you carefully evaluate the legality, applicability and potential efficacy of this information in your business or place of work and consult with your legal counsel as appropriate. Please also note that this Guide is a "living" document that may be updated at any time by Spectrum Health given the fluidity of this situation.

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02.

Getting Prepared

You know your business, and your employees, best. It's critical to make a plan and share expectations with everyone about adapting to a new environment if you are reopening to customers or if your employees have been working remotely. That may mean assigning a few employees or a small team to identify safety gaps and help manage supplies/equipment needs, safety measures, employee responsibilities, cleaning schedule and other new guidelines that may need to be established.

As you develop your plan you'll want to think about:

- Employee and visitor protocol for entering and exiting the building
- Masks and personal protective equipment requirements
- Limiting capacity in group gathering areas, including conference and break rooms
- Schedule changes or staggered shifts
- Employee education needed
- Protocol if an employee is showing symptoms or is COVID-19 positive
- Understanding and adhering to any specific industry regulations and guidelines for your business and level of risk

More Tips

Establish visitor and customer guidelines and [hang signage](#) on your building entrance.

[Add signs](#) to restrooms, public spaces, etc., where reminders and new processes are needed to keep areas clean and safe.

Host an all-employee webinar or virtual town hall before employees return to work to help level set, manage expectations and emotions, and answer questions.

Check your state, county and municipality's laws, regulations, ordinances and orders for additional PPE requirements and other industry standards.



Expert Tip: Our Infection Control and Facilities teams recommend using tape or signs on the floor to mark and designate 6 feet, as well as directional protocols (e.g., one-way) to minimize traffic patterns.

Develop a Planning Checklist

- Think through social distancing needs and applying the 6-foot rule in your various spaces.
- Determine your plan for a facility/office deep clean.
- Establish a regular cleaning schedule, assign ownership and inventory supplies needed.
- Conduct an inventory of personal protective equipment (PPE). [The Right Place PPE Guide](#) can help you find supplies if you need them.
- Determine if masks or shields are best for each work area.
- Know how you'll manage high-risk or vulnerable employees, as well as those who may be sick, COVID-19 positive or need other accommodations.
- Communicate expectations with employees before they arrive on-site.
- Develop your plan and have it available on-site.

For a thorough checklist and more details to consider, visit the [CDC business response page](#).



Keeping Distanced

Every business setting is different, and you'll need to figure out what will work best to keep your employees a minimum of 6 feet apart. Consider:

- Limiting lunchroom and break room capacity
- Limiting employees on-site and encouraging working remotely, staggering schedules or modifying start times
- Limiting in-person meetings and meeting area capacity
- Posting reminders for employees and customers
- Consider creating physical barriers between employees, if possible
- Consider face shields when employees cannot consistently maintain 3 feet of distance.

Cleaning Your Facility and Workspace

More Tips

Try not to share equipment, tools or workstations, if possible.

Make it everyone's responsibility to clean their own space, including workstations, tools and restrooms after use.

Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 60% alcohol.

Modify break times or lunch schedules to give everyone enough time to clean their area.

Frequently clean high-touch surfaces like countertops.



Expert Tip: Cleaning? Disinfecting? Sanitizing? Our Microbiology team [explains the differences as well as what to look for in cleaning products.](#)

Daily facility and workspace cleaning will be an important part of your business routine to reduce the spread of infection. Before employees return to the office, you'll want to do a deep clean, as well as establish your daily cleaning task list, people responsible and supplies needed.

Sample Cleaning Task List

- Computer screens and keyboards
- Workstations and equipment
- Door handles, light switches, stair rails
- Tables, chairs and hard surfaces
- Restrooms, including toilets and sinks
- Tools
- Time clocks
- Cafeteria, break rooms and vending machines
- Lockers
- Industrial areas such as machine switchboards, conveyor belts and forklifts
- Transport vehicles

Equipment and Supplies You May Need



Thermometers
(no touch, if available)



Hand sanitizer



Masks
(isolation or cloth)



Biohazard container



Disinfectant spray ([EPA approved disinfectants](#))



Gloves



Tape or paint
to mark floors



Sanitizing wipes



Soap

Learn more about [CDC guidelines](#) and try this [CDC Decision Tool](#) for proper cleaning and disinfecting.

Tips for Masks

HOW TO WEAR, REMOVE AND STORE A MASK



Wash your hands before and after wearing a mask.



Cover nose and chin fully, making sure there are no gaps.



Once secure, don't touch or fidget with your mask by pulling it up and down.



Take off the mask using ties or loops; don't touch your face or the front of the mask.



Fold the mask in half so outside surfaces are touching.



Place folded mask in a paper bag or plastic baggie.



Wash or sanitize your hands after removal of mask.



Launder cloth masks daily with hot water and detergent.



Expert Tip: Employees, as well as on-site visitors and vendors, should wear a mask (isolation or cloth) at all times in public areas. Provide personal protective equipment based on your business needs and level of risk. View the CDC page on [how to make your own](#).

How to Remove Gloves



Grasp the outside of one glove at the wrist.



Peel the glove away from your body, pulling it inside out.



Hold the glove you just removed in your gloved hand.



Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



Dispose of the gloves safely. Do not reuse the gloves.



Wash your hands with soap and water for at least 20 seconds after removing gloves.



Expert Tip: Wearing gloves may not reduce your risk of contracting COVID-19, and frequent handwashing for at least 20 seconds is still the best way to reduce the spread of infection. If your industry requires the use of disposable gloves, proper removal is critical to protect yourself and limit cross-contamination.

03.

Welcoming Employees Back

As employees begin to return on-site, now is the time to recap requirements or behaviors you expect from employees, as well as any other new policies.

This may include:

- Process for daily symptom checking
- Handwashing and other personal hygiene expectations
- Reinforcing social distancing
- Daily cleaning responsibilities
- Policies for addressing sick leave, employees who may be COVID-19 positive or employees needing other accommodations
- Communicating how you plan to support employees and access to resources

Know the COVID-19 Symptoms

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

The [CDC](#) continues to update symptoms. Other less common symptoms have been reported, like nausea, vomiting or diarrhea.

Daily Symptom Checking

Establish your procedure for employees to check in daily. This may include self-monitoring, on-site temperature checks, or a combination of at-home and on-site symptom monitoring.



The Spectrum Health [Symptom Checker](#) is a free mobile website and is available for daily employee use. Reinforce with employees to stay home if they are feeling sick, and develop policies to support staying home without penalty.

[Download](#) this customizable email message to communicate daily screening with employees.



Expert Tip: All Spectrum Health employees, whether on-site or working remotely, check their symptoms daily to ensure safety of everyone.

Handwashing

Frequently and thoroughly washing hands for 20 seconds is the primary method of preventing the spread of infection. Employees should be encouraged to wash hands after touching a surface, handling food, using the restroom, etc. Provide hand sanitizer throughout your office or facility to make it easier to clean hands when soap and water isn't readily available.



Expert Tip: [Watch our Infection Prevention team](#) talk about why handwashing is so important and learn proper technique.

Employee Education: Download, Print and Post



Symptoms Flier

Employees should understand the symptoms but also know that symptoms can vary from person to person. Many may not show any symptoms (asymptomatic).



Prevention Flier

Like all respiratory diseases, COVID-19 is primarily spread from person to person. Primary prevention methods include social distancing and avoiding contamination with respiratory droplets.



Handwashing Flier

Frequently and thoroughly washing hands for at least 20 seconds is the best defense against the spread of infection. It is important to educate employees on proper handwashing technique and to offer frequent reminders.



How to Wear a Mask Flier

Whether you are providing disposable masks to your employees or encouraging them to wear their own cloth mask, it is important to educate your employees on how to properly wear, store and clean a mask.



How to Remove Gloves Flier

If your industry standards recommend the use of disposable gloves, it is important to remove them properly to protect yourself and limit cross-contamination.

Download employee education posters here or print full-size posters from the [Appendix](#).

Free Employee Mental Wellness Support

Call the Spectrum Health COVID-19 Hotline, 833.559.0659, Option 2, if you have feelings of depression and anxiety

Visit the [Spectrum Health Emotional Wellness and Support](#) webpage

[Priority Health myStrength](#) mental wellness resources

[Headspace](#), a free collection of meditation, movement and sleep exercises

Keeping Communication Open

Every employee will have different feelings about returning to work, including stress, anxiety, excitement or fear. Employees should feel comfortable and empowered to voice any safety concerns. In the spirit of flexibility, give employees time to adjust, allow for ample question and answer time, and address employee concerns.

Lead with empathy, provide education, and direct employees to mental health resources and other supportive policies.



Expert Tip: Proactive and frequent communication with your employees is key to assuring a more confident and productive team. We recommend communicating what to expect and expectations prior to their return and frequent, ongoing communication.

Accommodate High-Risk Employees

You may have employees who are considered high risk or who care for family members with risk factors. These employees may need flexible arrangements or other accommodations, such as continuing to work remotely, if possible. Have conversations with these employees about what they need to feel and stay safe.

Risk factors include:

- Diabetes
- Asthma
- COPD
- Autoimmune diseases
- Obesity
- Being 65 or older
- And other chronic health conditions

Symptomatic and COVID-19+ Employees

Screening and Testing

If an employee is experiencing symptoms, encourage them to get a screening using the Spectrum Health COVID-19 hotline at 833.559.0659 or [online](#).

If a test is needed, one will be ordered and your employee will be directed to a testing site for specimen collection. Results should be expected within 24-48 hours. In some instances, test results may take up to 72 hours.

For latest updates on testing, visit the [Spectrum Health Employer Resources](#) page.

We're still learning so much about this new disease. People who may not be showing symptoms may also be spreading the disease. That's why social distancing, handwashing and wearing masks is so critical to prevent the spread.

Tips for Symptomatic Employees

- Always encourage employees to stay home if they feel sick.
- Employees experiencing symptoms on-site should go home immediately or isolate until they can get home.
- Encourage your employees to call the Spectrum Health COVID-19 Hotline, 833.559.0659, for appropriate medical advice and instructions.
- Follow your county health department guidelines for exposure and symptoms.
- Follow CDC cleaning and disinfecting guidelines to reduce exposure.
- Communicate exposure risk to employees, but maintain confidentiality at all times.
- Establish your return-to-work policy. The [CDC](#) recommends quarantine for 10 days after the onset of symptoms. In addition, the affected person must be fever-free for 72 hours after the last episode of fever, with improving symptoms and without the use of fever-reducing medications.
- Maintain a central log for symptomatic employees and/or employees with a positive test.



Expert Tip: Our Infection Control and Human Resources departments define “exposure” as when you have interacted with a confirmed positive employee;

- **AND** you were not wearing appropriate personal protective equipment,
- **AND** the COVID-19 individual was not wearing a mask,
- **AND** you were within 6 feet of the individual
- **AND** the duration was for 10 minutes or longer.

04.

Ongoing Support, Tools & Resources

The reality is we all may need to function in this new normal for an unspecified amount of time. In many ways, you may need to think differently about business operations, caring for your employees, and delivering products or providing services to the community.

We're here to help guide our communities and come alongside with more help if you need it.

Additional Employer and Occupational Health Assistance

You may decide you need a deeper level of expertise to support reopening, adapting or sustaining safety within your business.

- Call the Spectrum Health Employer Hotline, 616.486.1075, for more information on infection prevention, exposure or other individualized questions.
- Visit the [Employer Resources](#) webpage for up-to-date information and the [Occupational Health](#) webpage for the latest services.

Staying Healthy and Well

Keeping employees healthy and well during this time is more important than ever. Those with underlying health conditions and compromised immune systems are the most at risk for contracting COVID-19. Support employee physical and mental health by sharing these tips and resources on eating well, mindfulness and more.

- [Tips on Mindfulness](#)
- [Nurturing Mental Health](#)
- [Easy, Healthy Eating](#)
- [Maximizing Nutrients and Immunity](#)
- [Headspace Free Access](#)

Priority Health Resources

Learn more about testing, coverage or how to find virtual care, if needed.

- [COVID-19 Information, Coverage and Care](#)
- [myStrength](#)
- [Employer FAQs](#)

Local Resources

- [Grand Rapids Chamber of Commerce Toolkit](#)
- [Kent County Resources](#) for businesses and employers. Check with your local county and health department resources as well.
- [West Michigan COVID-19 Business Coalition](#) for legislative updates, community resources and more
- [The Right Place PPE Guide](#)
- [West Michigan Hispanic Chamber of Commerce](#)

Michigan State Resources

- [Executive Order Guidance for Businesses](#)
- [Michigan Executive Orders](#)
- [Mental Wellness Support](#)
- [Employer FAQs](#)

Detailed Business & Industry Guides

- [WHO Workplace Cleaning Guide](#)
Planning and prevention recommendations
- [CDC Business Response Guide](#)
Detailed planning and operational considerations
- [CDC Guidance for Cleaning and Disinfecting](#)
Detailed cleaning and disinfecting recommendations based on business/industry type
- [CDC Cleaning and Disinfecting Decision Tool](#)
- [OSHA Occupational Health Guide for Returning to Work](#)
Industrial risk and control measures and practices to manage prevention and personal protective equipment measures

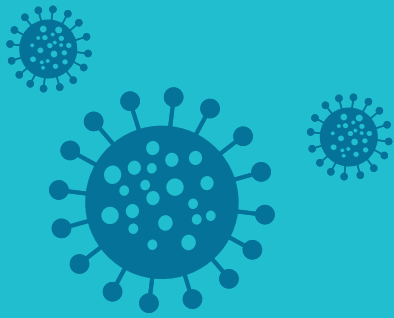
This guide is intended for businesses and employers in the state of Michigan. Employers are responsible for confirming their checklist complies with all federal, state, and local laws, ordinances, and orders pertaining to returning employees to the workplace. Each state, and even each municipality, may have its own unique laws. These laws may be specific to certain employer attributes, such as industry and size. Employers should expect these laws to change from time to time.

05.

Appendix

Print and post these employee resources in key areas such as work spaces, lunch or break rooms, conference rooms, and restrooms.

Information current as of May 12.



NOVEL CORONAVIRUS 2019 (COVID-19)

Experiencing Symptoms?



Cough



Shortness of breath/
difficulty breathing



Fever



Chills



Muscle Pain



Sore Throat



New loss of
taste or smell

READY

Visit spectrumhealth.org/covid19 to stay informed and review your free screening options. Screening is required before a COVID-19 diagnostic test.

CONNECT

If you are in the state of Michigan and experiencing symptoms, get screened by calling our hotline at **833.559.0659** or by using our virtual chat found on spectrumhealth.org/covid19.

GO

Spectrum Health providers will determine if you need further evaluation and, if so, provide instructions for COVID-19 testing.

For more information, visit spectrumhealth.org/covid19

How to Protect Yourself

Novel Coronavirus 2019 (COVID-19)

Prevention Tips



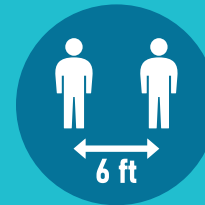
Wash your hands often with soap and water for at least 20 seconds



Avoid touching your eyes, nose and mouth



Wear a mask or face covering



Stay away from crowded places and maintain six feet of distance from others



Cover your cough and sneeze with a tissue, then dispose in the trash



Clean and disinfect frequently touched surfaces



Avoid close contact with people who are sick

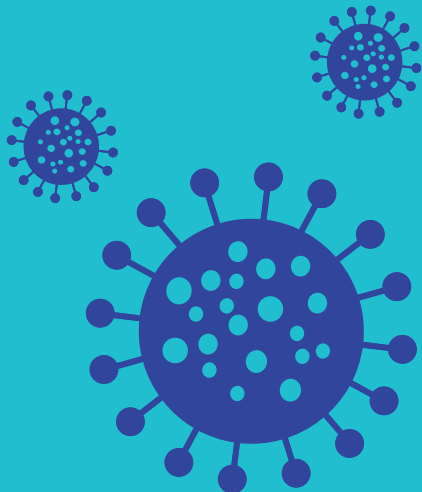


Stay home when you are sick, except to get medical care

Know the Symptoms

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

For more information, visit spectrumhealth.org/covid19



Keeping Michigan Informed

Novel Coronavirus 2019 (COVID-19)

Wash your hands often with soap and water for at least 20 seconds.



1. WET HANDS



2. LATHER



**3. SCRUB:
20 SECONDS**



4. RINSE



5. DRY HANDS

Key times to wash your hands:

BEFORE

- preparing food
- eating food
- putting on a mask

AFTER

- using the toilet
- blowing nose
- coughing or sneezing
- taking off a mask
- handling pets
- touching garbage

For more information, visit spectrumhealth.org/covid19

Tips for Masks

Novel Coronavirus 2019 (COVID-19)

HOW TO WEAR, REMOVE AND STORE A MASK



Wash your hands before and after wearing a mask



Cover nose and chin fully, making sure there are no gaps



Once secure, don't touch or fidget with your mask by pulling it up and down



Take off the mask using ties or loops; don't touch your face or the front of the mask



Fold the mask in half so outside surfaces are touching



Place folded mask in a paper bag or plastic baggie



Wash or sanitize your hands after removal of mask



Launder cloth masks daily with hot water and detergent

How to Remove Gloves

Novel Coronavirus 2019 (COVID-19)

If your industry standards recommend the use of disposable gloves, it is important to remove them properly to protect yourself and limit cross-contamination.



Grasp the outside of one glove at the wrist.



Peel the glove away from your body, pulling it inside out.



Hold the glove you just removed in your gloved hand.



Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



Dispose of the gloves safely. Do not reuse the gloves.



Wash your hands with soap and water for at least 20 seconds after removing gloves.