



# QUESTCO

## *COVID-19 News & Updates*

Our webinar will begin promptly at 2 PM CST

- Please keep video off and remain muted to preserve bandwidth and connectivity for all.
- Call quality is best using telephone audio rather than computer audio.
- To ask a question, you'll need to locate and use the Chat feature at the bottom right of the Zoom window.
- Please continue to reach out to your Client Success Manager (CSM) with additional questions.

*Thank you for joining us!*

## COVID-19: Workplace Prevention and Response

### Speakers:

- *Wendy Katz, CFO, Questco*
- *Helaine Rumaner, Manager Safety Services, Questco*
- *Ryan Baldwin, Safety Consultant, Questco*

### Agenda:

- Welcome / Session Introduction
- Steps to Prevent Transmission of COVID-19
- Common Workplace Safeguards and Precautions
- Confirmed COVID-19 Case
- Q&A

July 17, 2020

## Steps to Take to Ensure Employee Safety

### Utilize flexible worksites to minimize unnecessary contacts

- Telework whenever possible
- Modify shift schedules
- Minimize employee congregation in common areas (break areas, conference rooms)

### Reinforce increased personal hygiene

- Hand washing for 20 seconds
- Hand sanitizer and disinfecting wipes should be readily available in multiple locations

### Post hygiene requirements at entrances, restrooms, and throughout the workplace

- Posting and communicating hygiene policies is required for all businesses, not just restaurants or other customer-facing establishments

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## Steps to Take to Ensure Employee Safety

### Assign individuals responsibility for regularly cleaning and disinfecting surfaces

- Ensure all high traffic / high touch areas are cleaned on a regular basis with approved cleaning products

### Provide Personal Protective Equipment (PPE)

- Ensure masks are worn by all employees as required by local and state mandates
- Masks should be properly fitted to the wearer
- When gloves are required, ensure employees are trained on the proper way to remove gloves to prevent contamination
- As appropriate, require shoe covers in the workplace

### Document and communicate policies and procedures for worksite entry screenings

- If requiring temperature checks, ensure practice is consistently followed for all employees
- Consider utilizing questionnaire for all outside visitors
- Consider requiring all employees to sign acknowledgement form documenting company policies on self-monitoring and reporting of symptoms

# Common Workplace Safeguards & Precautions

Future guidance / legislative changes could impact this information.  
Please continue to monitor updates from Questco.

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## Modify workstations / office traffic flow

- Change the alignment of workstations
- Set up physical barriers between individuals
- Increase physical space to allow for required 6 feet of distance between employees
- Make foot traffic one-way

## Modify business operations

- Reduce number of employees working at one time
- Utilize drive-through or curbside pick-up and delivery
- Partition off / modify common areas to minimize social contact

## Postpone / cancel non-essential meetings and events

- Conduct meetings / presentations virtually (i.e., phone, video or web)
- Restrict / eliminate travel outside local area
- Develop policy regarding return to work guidelines for non-work employee travel

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## An Employer's Quick 7 –Step Guide to Addressing a Positive COVID-19 Case in the Workplace

### Step 1: Isolate / quarantine infected employee

- Instruct infected employee to remain at home until released by a physician or public health official
- If a doctor's note releasing the employee is unavailable, follow CDC guidelines on when to discontinue self-isolation, which contain specific requirements dependent upon whether the employee tested positive for COVID-19 and/or exhibited symptoms

### Step 2: Conduct contact tracing to identify individuals in 6-15-48 of infected employee

- Have infected employee identify all other employees and/or third parties who might have been exposed
- Ask infected employee to identify all individuals who fall into "6-15-24" zone:
  - those who worked in close proximity (within **6 feet**)
  - for a prolonged period time (**15 minutes or more**)
  - with the infected employee during the **48-hour** period before the onset of symptoms

### Step 3: Address those employees who were in close proximity to infected employee

- Under CDC guidance, you should notify all non-critical infrastructure workers who worked in close proximity to the infected employee that they may have been exposed and send them home for 14 days
- While quarantined, instruct employees to self-monitor for symptoms, avoid contact with high-risk individuals and seek medical attention if symptoms develop

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## An Employer's Quick 7 –Step Guide to Addressing a Positive COVID-19 Case in the Workplace

### Step 4: Recording, Reporting and Investigating the Work-Relatedness of COVID-19

- OSHA recently unveiled new recordkeeping requirements requiring covered employers to make an increased effort to determine whether they need to record and report confirmed coronavirus cases in the workplace
- To ensure compliance, the employer should document efforts to determine if the positive COVID-19 case was work-related
- **Steps to document the origin of the case include:**
  - Ask the infected employee how they believe they contracted the COVID-19 illness
  - While respecting the employee's privacy, discuss with the infected employee their work and out-of-work activities that may have led to the COVID-19 illness
  - Review the employee's work environment for potential COVID-19 exposure
- **Look to the surrounding evidence to assess in favor or against work-relatedness such as:**
  - When several cases develop among workers who work closely together
  - If it is contracted after lengthy, close exposure to a customer or coworker who has a confirmed case of COVID-19
  - If an employee's job duties include having frequent, close exposure to the general public in a locality with widespread transmission
- If after making a reasonable and good faith inquiry and cannot determine whether exposure in the workplace contributed to the confirmed case, OSHA indicates you do not need to record the illness

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## An Employer's Quick 7 –Step Guide to Addressing a Positive COVID-19 Case in the Workplace

### **Step 5: Clean and disinfect your workplace**

- After a confirmed COVID-19 case, follow the CDC guidelines for cleaning and disinfecting the workplace
- Consider using a third-party sanitation contractor
- Clean and disinfect all areas (i.e., offices, bathrooms and common areas) used by the ill person, focusing on frequently touched services

### **Step 6: Determine if other employees and third parties should be notified**

- Per CDC guidelines notify all employees who work in the location following a confirmed COVID-19 case
- Utilize sample notification notice distributed by Questco
- Do not reveal confidential medical information in the notice, including the name of the infected employee
- Inform other employees of the preventative actions taken, including cleaning and sanitizing efforts, instructions to self-quarantine for those who were in close proximity, reminder to watch for symptoms
- Failure to notify employees at the employer's location of a confirmed case may be a violation of OSHA's general duty clause

### **Step 7: Determine if the infected employee (or others) are eligible for paid time off**

- Determine if employee is eligible for paid time off under company policy, local, state or federal guidelines
- Under the FFCRA, infected employees and potentially exposed employees may be eligible for emergency paid sick leave (Questco can provide appropriate form to request and process leave payment)

# Frequently Asked Questions

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## Can I require a doctor's note and/or evidence of negative test results before allowing an employee to return to work?

- Yes; you should require this of anyone who is known or suspected to have been exposed to anyone who was positively diagnosed with COVID-19

## We can't stagger lunch and break schedules; is there something else we can we do to reduce employee interaction?

- Utilize an unused office as an additional breakroom area
- Purchase another smaller refrigerator and/or microwave for employees to use and place in a separate room or area of the workspace to reduce crowding around one appliance

## It's hot and we're trying to promote hydration but cannot buy individual water bottles

- Use disposable cups
- Ensure there are sanitizing wipes and a trash can nearby

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## **My employees do not want to wear masks. Can I discipline them and/or require them to leave the workplace?**

- Yes; if the employee is not complying with company policy / documented mandated workplace requirements, you can request that they leave the workplace just as you would discipline them for any other policy infraction

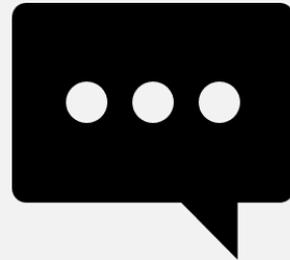
## **If an employee believes they have contracted COVID-19 at the workplace, is it covered under Workers Compensation**

- All COVID-19 potential or diagnosed cases should be reported to Questco. Further inquiry and review will be performed by the Risk department to determine whether the coronavirus can be attributed to the workplace. All incidents should be reported to your Client Success Manager or another Questco service representative.

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# Questions

**\*Please remain muted and use the Chat feature.**



## CONTACT US

**Thank you!**

As always, please reach out to your Client Success Manager with any additional questions.

 **By Phone:** +1-800-256-7823

 **Our Resource Page:** <https://info.questco.net/covid-19-resource-page>

 **Location:** The Woodlands, TX 77380