COVID-19 BUSINESS OPERATION

PLAN TEMPLATE

PURPOSE AND INSTRUCTIONS

In order to support the safety of employees and customers as the local economy begins to recover with the reopening of businesses from the COVID-19 pandemic, each business shall establish a risk mitigation "Business Operation Plan" (Plan) and shall maintain each plan at their business location. **The purpose of the Plan is to formally develop and establish the Best Management Practices (BMPs) the business will complete and implement to ensure a safe environment.** The BMPs will explain the necessary policies, practices and conditions that will be implemented to meet the Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH) and San Bernardino County Department of Public Health (SBCDPH) guidelines for COVID-19, and also the federal Occupational Safety and Health Administration (OSHA) standards related to worker exposure to COVID-19.

This is a standard template for the Plan, which includes a checklist of BMPs that can be selected by each business. The goal of this template is to assist each business owner or manager in developing their own protocol that best meets the needs of their unique business operation(s) by modifying or adding to the template. **It is encouraged that businesses supplement this plan with those provided by industry associations or organizations.** Ultimately, the plan must have the strong commitment of management, and should be developed and implemented with the participation of staff to ensure the safety for all. The following minimum implementation measures are included in this template plan, which must be met, expanded upon, and described by each business:

1. Infection prevention measures;
2. Prompt identification and isolation of sick persons;
3. Engineering and administrative controls for social distancing, including reduced occupancy requirements;
4. Sanitation policies and procedures, including cleaning, disinfecting and decontamination;
5. Communications and training for managers and staff necessary to implement the plan; and
6. Procedures to ensure effective ongoing implementation of the plan.

In addition to the checklist of Best Management Practices, additional, supporting documentation shall always be available to provide additional specificity and expectations for all employees as the BMPs are implemented.

Enforcement of this plan is at the discretion of the appropriate governing body. **As such, it is the sole responsibility of the business establishment to implement this plan for the health and safety of their employees, patrons, and the common good.**

COMPANY INFOMRATION

[Company name] recognizes that in operating their business, there are risks of exposure to COVID-19 for employees and customers, as it is highly contagious and has a mortality rate greater than the flue. In addition:

- COVID-19 can spread easily and exponentially

- While persons of all ages are at risk for catching COVID-19, individuals with compromised immune systems and the elderly may be at particular risk.

In operating, **[Company name]** acknowledges the risks of COVID-19 exposure to its employees and customers and is committed to providing a safe and healthy business environment. To ensure that, the following Business Operation Plan (Plan) in response to the COVID-19 pandemic has been developed. All employees, including managers and staff, are responsible for implementing and complying with all aspects of this Plan to mitigate the potential for transmission of COVID-19 in our workplaces, and requires full cooperation among staff and management. Only through this cooperative effort can the safety and health of all staff and persons in our workplace be maintained and established. **[Company name]** managers and supervisors have full support in enforcing the provisions of this policy.

Our staff are our most important assets, and we want to ensure that they and our customers remain healthy and safe. We are serious about safety and health and keeping our staff working at **[company name]**. Our Plan follows Centers for Disease Control and Prevention (CDC), California Department of Public Health (CDPH) and San Bernardino County Department of Public Health (SBCDPH) guidelines, as well as the federal OSHA standards related to COVID-19, and addresses the following:

1. Infection prevention measures;

2. Prompt identification and isolation of sick persons;

3. Engineering and administrative controls for social distancing, including reduced occupancy requirements;

4. Sanitation policies and procedures, including cleaning, disinfecting and decontamination;

5. Communications and training for managers and staff necessary to implement the plan; and

6. Procedures to ensure effective ongoing implementation of the plan.

Date of Implementation: _____

Authorized by: _____

Title: _____

INFECTION PREVENTION MEASURES

Protective Supplies:

- Masks
  - Provided to staff
  - Required to be worn
  - How will it be provided, supplied and maintained?
- Gloves
  - Provided to staff
  - Required to be worn
  - How will it be provided, supplied and maintained?
- Disinfectant and sanitation materials provided to staff
  - Sanitizing Spray located _____
  - Sanitizing Wipes located _____
  - Alcohol-based (60%+) cleaning solutions located _____
  - How will it be provided, supplied and maintained?
- Shields provided between public interaction areas
- Other (Please describe):

Sanitation and Respiratory etiquette:

- Directions are provided to staff and visitors on proper handwashing procedures
- Directions are provided to staff and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands.
- Other (Please describe):

External Risk Mitigation:

- Describe protocols used for external deliveries made by people who may be sick

- Describe protocols used for customers and visitors who may be sick
- Other (Please describe):

Other:

IDENTIFICATION AND ISOLATION

Screening Process:

- ☐ Staff have been informed of, and encouraged to, self-monitor for signs and symptoms of COVID-19
- ☐ Thermal scan to detect fever for staff entering workplace
- ☐ Screening and evaluating staff who exhibit signs of illness
- ☐ Other (Please describe):

Sick Leave Policy:

- ☐ Policy has been implemented to protect the privacy of staff' health status and health information
  - o (Provide policy as Attachment)
- ☐ Other (Please describe):

Quarantine Process:

- ☐ Those that report mild symptoms to remain at home until symptoms subside for at least 72 hours
- ☐ Those with symptoms to remain home for 14 days
- ☐ Those with symptoms to seek testing to confirm COVID-19 diagnosis and follow orders from healthcare provider
- ☐ Other (Please describe):

Other:

PROTOCOLS FOR SOCIAL DISTANCING

Social distancing is being implemented in the workplace through the following engineering and administrative controls.

Employees:

- ☐ Promote the option to teleconference from home.
    - o ____% or ____ number of staff will work from home
    - o Teleconference agreement established to delineate roles and responsibilities
- ☐ Provide flexible work hours. staggered shifts, other protocol to reduce the number of employees in the workplace at one time
    - o _____ has been implemented
- ☐ Maintain six feet of distance between staff
    - o Provide signage or instructions
    - o Modify workspace/cubicle to achieve distance
- ☐ Other (Please describe):

Customers:

- ☐ Reduced building occupancy by ___% - Original = ___ / New = ___
- ☐ Maintain six feet of distance between customers
    - o Provide signage or instructions
    - o Mark floorplan to limit customer gathering (Provide concept layout as attachment))
- ☐ Other (Please describe):

Industry specific elements:

Other:

SANITATION POLICIES AND PROCEDURES

Employee Hygiene:

- ☐ Handwashing guidance and instruction
- ☐ Handwashing requirement after handling external elements (e.g. mail and packages, currency, etc)
- ☐ Requirement to use hand sanitizer between handwashing
- ☐ Other (Please describe):

Facility Housekeeping:

- ☐ General Workplace Environment cleaned every _____
- ☐ Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, etc cleaned every _____
- ☐ Materials used to clean include the following:
- ☐ Specialized cleaning operations include the following:
- ☐ Other (Please describe):

Industry specific elements incorporated (e.g. menu cleaning after each use for restaurants):

Other:

COMMUNICATIONS AND TRAINING

Plan Development:

- ☐ Plan was developed with input from the following staff:

- ☐ Describe how worker concerns have been addressed, how worker suggestions and feedback have been integrated into developing the plan:

- ☐ Describe policies and protocols developed specifically tailored for the business, and how they relate:

Initial Business Operation Plan Implementation:

- ☐ This Business Operation Plan was communicated to all staff on_____ in the following way:

- ☐ Additional communication and training will be ongoing and provided to all staff who did not receive the initial training in the following way.

Other:

ONGOING IMPLEMENTATION

Plan Effectiveness:

- ☐ Managers and supervisors are to monitor how effective the Plan has been implemented: The feedback is as follows:

    - o In response to the feedback, the following changes are needed:

- ☐ Management and staff are to work through this new program together and update the training as necessary. Trainings include the following:

Plan Revisions:

- ☐ Identify the reason and date of each revision that has been made below:
    1.
    2.
    3.
    4.
    5.
    6.
    7.

APPENDIX A - GUIDANCE ON COVID-19 BEST MANAGEMENT PRACTICES

www.cdc.gov/coronavirus/2019-nCoV

www.osha.gov

Handwashing

www.cdc.gov/handwashing/when-how-handwashing.html

www.cdc.gov/handwashing

https://youtu.be/d914EnpU4Fo

Respiratory etiquette: Cover your cough or sneeze

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

Social distancing

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Housekeeping

www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Employees exhibiting signs and symptoms of COVID-19

www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

Training

www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

www.osha.gov/Publications/OSHA3990.pdf