Reopening the Workplace Virtual Conference: Navigating the New Reality of COVID-19

Impact of Distancing on Return-to-Work Planning, Facilities, Policies and Practices

Brad Federman, M. Ed.
Chief Executive Officer
PerformancePoint LLC.
Memphis, TN

BLR EVENTS

1

BLR EVENTS

Presented By

Brad Federman, M. Ed., is the Chief Executive Officer of PerformancePoint LLC. He is an author, a speaker and a consultant with more than 25 years of corporate experience in leadership, creating employee and customer experiences, building resilient relationships and promoting collaborative cultures. His background also includes sales, marketing, product development, and operations. He sees his role as "Inspiring others to discover and live their 'possible.'"

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

2

2

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Learning Objectives

- At the completion session, the participant will know the best practices and requirements related to distancing and return to work impacting the following areas:
  - Policy
  - Process
  - Assessments
  - Planning
  - People
  - Resources
  - Design
  - Leadership

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Policy

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Policy

- Remote Work
- Flexible Hours
- Attendance
- Travel Policies
- Leave of Absence
- Social Distancing
- Mandatory Overtime
- Emergency Closing and Pandemic Response

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Policy

- Building Entering and Exiting
- Workplace Conduct Including Sanitation and Hygiene
- Social Media
- Screening
- Privacy
- Third Party Policies
- OSHA Related Policies
- PPE Policies

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Reopening the Workplace Virtual Conference: Navigating the New Reality of COVID-19

Process

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

BLR EVENTS

7

BLR EVENTS

Process

- Sanitation
- Cleaning/Disinfecting (Exposure)
- Closing Protocols
- Increasing Airflow
- Key People Accountable
- Medical Certification
- Screening

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

8

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Process

- Hiring and On-boarding
- Immigration
- I-9s
- Accommodation

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Reopening the Workplace Virtual Conference: Navigating the New Reality of COVID-19

Assessments

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Assessments

- Hazard Assessment for new protocols/ equipment consistent with OSHA
  - Where and How employees might be exposed to COVID-19
  - Risk factors at home and in communities
  - Worker's individual risk factors
  - Control measures necessary to address risk factors
  - Hiring and On-boarding
- Job Classification Exposure Risk

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Plan

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Plan

- Infectious Disease Preparedness and Response Plan
  - Created using the Hazard Assessment
- Governmental Orders and Resources
- CDC and OSHA Monitoring
- 2nd or 3rd Wave Plan

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Reopening the Workplace Virtual Conference: Navigating the New Reality of COVID-19

People

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

People

- Return to Work Communication
- Safety Measures and Compliance
- Return to Work Czar
- Social Distancing
- Training
- Posters/Notices
- Labor Relations
- Travel and Visiting
- Performance Management

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Reopening the Workplace Virtual Conference: Navigating the New Reality of COVID-19

Resources

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Resources

- PPE
- Cleaning/Disinfectant Supplies
- Hand Sanitizer
- Soap
- Workplace Controls
- Tissues

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

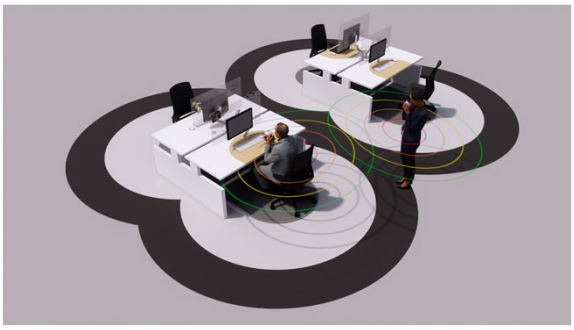
Design

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Design

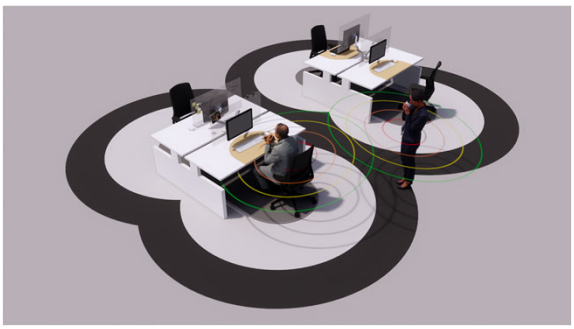
- Phase in the Approach
- Work Stations – Six Foot Office
- Desk Size
- Paper Placemats
- Open Versus Closed
- Signage
- Technology



PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Design

- Retrofit
- Air
- Co-working
- Greetings
- Networking Activities
- Events/Training
- Emptier Space
- Less Boundaries - Work/Personal
- Break Rooms/Cafeteria
- Hoteling/Desk Sharing



PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Reopening the Workplace Virtual Conference: Navigating the New Reality of COVID-19

Leadership

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

BLR EVENTS

21

BLR EVENTS

Leadership

- Anticipate Mental Health Challenges
- Stress
- Impact on Performance and Productivity
- Balance Family, Etc.
- Safety Concerns
- Financial Challenges
- Fear
- Training on Trauma

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Leadership

- Create a Climate of Safety
- Assume Silence Does Not Mean All is Okay
- Take the Long Road
- Build a Robust Referral System for Emotional/Psychological Needs
- Create a Listening Campaign
- Recognize the Impact on Diversity/Inclusion
- Skillset for Identifying, Responding, Supporting and Empathizing
- Develop a Peer Support Network
- Create a Two-Way Conversation

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Last Thoughts…

- **C**ustomer/Future Focus
- **A**gility; personal change management
- **R**esilience
- **E**mployee Appreciation
- **S**hare

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Operating Checklist

COVID-19 OPERATING PRACTICES

MANAGEMENT	Daily	Weekly	As Needed	PROCESS OWNER	COLLABORATORS
1. Plant Attendance Guidelines a. Temperature checks / questionnaires upon entry. b. Self-check procedures c. Oversight and management of symptomatic employees	✓			Supervisor/Safety Manager gathers initial data on employee illness; tests given and results; tracing activity; reports to HR; HR follows up with affected employees and families	Plant manager, HR, internal communications. Daily & weekly employee data aggregated by HR and internal communications; provide updates to all employees
2. Facility response plan in the event of confirmed COVID-19 case(s) a. Reporting to public health authorities b. Quarantining and tracing procedures c. Shift staggering d. Public communication (media)			✓	General Manager, Top Management Team	HR, internal communications
3. Personal Hygiene a. Hand Washing; b. Hand Sanitizer Stations: How, When and Where c. Clothing: Entering, During and Leaving Work	✓			Safety and HR Managers, Supervisor	All employees
4. Sourcing, distribution and rules / procedures for use of Personal Protective Equipment (PPE)		✓		Purchasing and Safety Managers	Internal communications
5. PPE Supply: Masks, Gloves, Shields a. Condition & Fit b. Care & Cleaning c. Facial Hair & Mask	✓			Safety Manager and HR	All employees
6. Enforce Social Distancing Measures a. In Work Areas b. During Lunch and Breaks c. Check In and Check Out	✓			Supervisor and HR	HR, internal communications
7. Cleaning and Disinfecting Protocol a. Trash Handling and Removal b. During Shift Changes c. Door Handles & Knobs d. Copiers & Faxes e. Desk/work areas, computer keyboards, screens f. Telephones g. Kitchen & Break Areas	✓			Safety Manager and HR	All employees
8. Handling Deliveries a. Trucks b. Small packages and mailc. Food servicesd. Shop floor fulfillment merchants	✓			Plant and Purchasing Managers	HR Manager; assigned employees
9. Signage a. For visitors and deliverymen b. For employees (e.g. spacing marks)	✓			Plant Manager and HR	Internal communications
11. Emergency Phone Numbers a. Family Members b. First Responders c. Plant Reaction Team	✓			Safety Manager and HR	All employees
12. Management Team Communications with a. Employees b. Suppliers c. Distributors d. Customers e. Community representatives / public health officials		✓		CEO/C-Suite with HR and internal communications	Plant Manager
13. Remote Work Personnel Policies	✓			HR, Plant Manager	CEO/C-Suite

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Employee Safety

Employee COVID-19 Safety Checklist

Name: _____ Job Title: _____

This checklist is to help you remember to follow safe practices during this crisis. Please keep it at your work station or desk and fill it out daily. Put it into the slot by the door when you leave each day.

		Initial Yes	Initial No
1.	Before coming to work today, am I experiencing flu-like symptoms (e.g. fever, headache, body aches, cough, difficulty breathing)?		
	If Yes, do not come to work. Let us know you are not feeling well. Contact your health care provider immediately.		
	If Yes and you did come to work or if you feel ill during the day, contact your health care provider immediately and notify in HR or your supervisor.		
2.	Am I washing my hands frequently enough (before and after breaks, lunch, meetings, or using the bathroom)?		
	Wash for at least 20 seconds each time in accordance with CDC guidelines.		
3.	Are hand sanitizer and/or sanitizing wipes available in my work area? Am I using them when entering and when leaving my work area?		
	If sanitizer or wipes are out, notify your Supervisor or HR immediately.		
4.	Do I have the proper protective equipment, PPE (mask, gloves, safety glasses or safety shield)? Is my equipment clean?		
5.	Did I get a new mask and new gloves at the beginning of my shift, after breaks, and after lunch?		
6.	Am I disposing of my used masks and gloves in designated waste bins?		
7.	Am I practicing 6-foot distancing in my work area, during lunch and breaks, and when I enter and leave the workplace?		
8.	Have I wiped down company phones and my cellphone before and after use?		
9.	Is there anyone in the building I am not sure should be here?		
	If Yes, immediately notify your supervisor.		
10.	Did I put my work coat in the laundry bin at the end of the work day?		

11. My special coronavirus cleaning tasks are:	Fill In Task	Time assigned?	Completed?	
a.				
b.				
c.				

Signature: _____ Date: _____

Emergency Numbers		
Name:	First Aid Team – page #:	Medical Emergency or Fire – 9-911

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.

Symptom Screening

COVID-19 Daily Staff Screening Date: _____

Instructions: Location: _____

Managers, get a daily confirmation from each employee entering the building regarding the screening questions below. Retain the hard copies in a separate file.

Employee	Any Travel (where, when, how long, how did you get there)	Contact with confirmed COVID-19 case in last 14 days?	Any symptoms at all out of your norm	Current temperature above 100?	If yes to travel, contact, symptoms or fever OR if you are uncertain contact HR before allowing employee to work.
Jane Doe	N	N	Y	N	✓

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

Thank you. Questions?

bfederman@performancepointllc.com

In order to receive your continuing education certificate(s) for this program, you must complete the online evaluation. The link can be found in the documentation posted on the materials download page.

PerformancePoint LLC. Copyright 2020. All Rights Reserved.

©2020 BLR, a division of Simplify Compliance LLC. All rights reserved. These materials may not be copied without written permission.