



MONTGOMERY  
COUNTY<sub>NY</sub>



MONTGOMERY COUNTY

**County Executive Matthew Ossenfort**

# Re-Opening ToolKit

The goal of any reopening plan is to provide a safe workplace for your employees and customers as everyone comes back online. The following toolkit can be replicated in all reopening plans, but they are only a guidelines and in some cases, they are a starting point in developing your own reopening plan. Any list outlined below could be expanded upon to help in the drafting and execution of your reopening. The toolkit will contain tips and recommendations that could help draft a re-opening plan. It will also contain links to informational resources and downloadable graphics (like signs, handouts, etc.).

# Establish an On-site Coordinator

This person(s) could do any of the following: help draft a plan, maintain the plan and keep the plan up to date on policy changes.

## How you can select a Site Coordinator

1. A site coordinator is someone who is responsible, familiar with CDC, State and Local reopening guidelines;
2. This person should be familiar with your organization's reopening protocols;
3. Ideally this person or people should be a supervisor who has authority to send employees home who are exhibiting COVID-19 symptoms outlined by the CDC;
4. Someone who is always on-site to answer questions and make decisions in relation to health safety and welfare of employees and the public;
5. If possible establish an Assistant Site Coordinator in the event the Site Coordinator is unavailable;
6. Some workplaces may need to identify an on-site coordinator for every shift;
7. Be sure to consider any other necessary skills or job position necessary in the selection of a site coordinator(s) for your business/facility.

## Note their Contact Info!

1. It is recommended that contact information for all individuals identified as the on-site coordinator be included in the plan. This person could be the owner, CEO, manager, human resource person, a trusted employee etc.
2. How contact information could be formatted for each On-site Coordinator:
  - Name
  - Title
  - Address
  - Phone Number (Best phone number this person could be reached at)

## How to Format the Plan

Outline in the plan what is required of all On-site Coordinators. Bulleted lists are an effective way to communicate the requirements. How contact information could be formatted for each On-site Coordinator:

# Assess Essential Functions

It may be necessary to change your business practices to maintain critical operations (e.g., identify alternative suppliers, prioritize existing customers, or temporarily suspend some of your operations if needed). When writing your plan consider the following as a start to your review of essential functions:

## How to Format the Plan

1. A list of your essential functions on-site;
2. A list of what functions could be carried out remotely through telecommuting;
3. Identify what operations could be suspended if necessary;
4. Include any other information that will help your business carry out essential functions.

## ID Alternate Supply Chains

1. A list of necessary supplies;
2. Note who supplies them, and then list out an alternative supplier where possible;
3. Note anything other pertinent information in relation to your supply chain management

## Also, Consider...

1. Speak with your suppliers about their sick policies;
2. Share with your suppliers your response plans;
3. When in doubt ask and share. Talk with industry leader and local government about your plans. Share your success and barriers.

# Assess Your Personnel Policies

Assess your personnel and the policies you have in place. This could mean reviewing human resource policies, sick leave, staffing levels and telecommuting. Some steps when writing your plan could be:

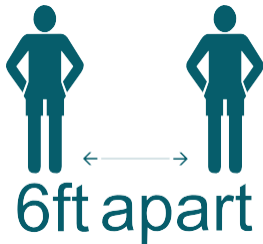
## Figure Out Who

1. List who is essential on-site and their job function;
2. List who could work remotely and their job function;
3. List who may need to be furloughed or laid off in the event certain operations need to be suspended during a stay at home order.

## Reviewing Policies

When writing out any policy updates in the plan. It is recommended to consider the following Human resource policies. It is important to follow the Department of Labor recommendations found [here](#) and the Equal Opportunity Commission's (EEOC) recommendations found [here](#). In conjunction with those resources it is also recommended to consider the following:

### Policy Area Ideas



Social Distancing



Wash Hands



Wear Cloth Masks



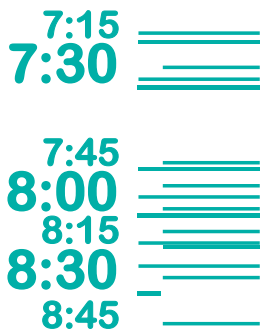
Avoiding touching  
eyes, nose, and  
mouth



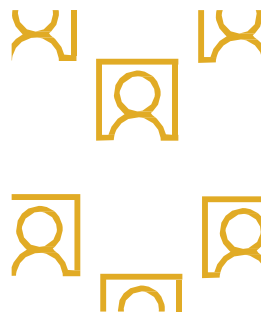
Clean and Disinfect  
frequently touched  
surfaces



Implementing  
flexible worksites  
(e.g., telework)



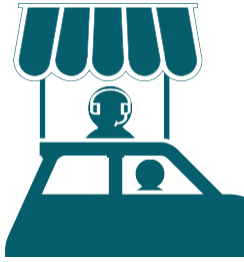
Implementing flexible  
work hours (e.g.,  
staggered shifts)



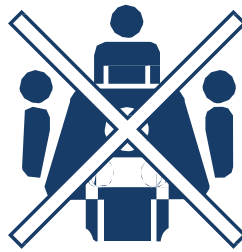
Increasing physical  
space between  
employees at the  
worksite

### More on Teleworking

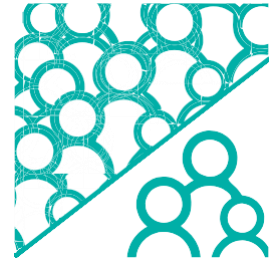
Checkout the safety checklist from U.S. Office of Personnel Management for safety guidelines to consider [here](#).



Increasing physical space between employees and customers (e.g., drive through, partitions)



Implementing flexible meeting and travel options (e.g., postpone non-essential meetings or events)



Downsizing operations



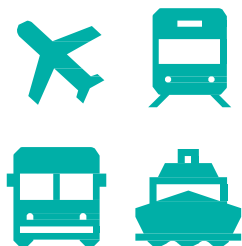
Delivering services remotely (e.g., phone, video, or web)



Delivering products through curbside pick-up or delivery



Discourage workers from using other co-workers equipment or desks.



Advise employees before traveling to take additional preparations.



Consider writing other policies that may be necessary to ensure the health safety and wellbeing of your staff

## Note

Remember all options outlined here are recommendations. Not all will apply to your business.



# Tools on How to Create or Update Policies

## Writing Social Distancing Guidelines

Establish and write in your plan social distancing guidelines for employees and customers/clients based on CDC recommendations found [here](#). You can select, or use the considerations listed above, including any other CDC or EEOC recommendations and write them out in a bulleted list. Then provide more in depth explanations of your policies where necessary.

## Absenteeism

Write out how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from childcare programs and K-12 schools.

1. Write out a plan monitor and respond to absenteeism at the workplace. This policy could be done through health assessment forms found [here](#).
2. Note that the listed essential business functions will still be maintained, and how it will be maintained when an essential worker is out.
3. List out necessary employees and their job functions. Write out what employees could be cross-trained to perform essential functions so the workplace can operate even if key employees are absent.

## Leave

Implement leave and supportive policies and practices and write them into your plan. When developing this consider and incorporate the following in your plan.

### Flexible Sick Leave

Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies. Consider a leave donation policy.

### Caring for Others

Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.

### Non-Punitive Leave

Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive “emergency sick leave” policies.

### Follow Public Health

Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.

### No Validation Required

Employers should not require a positive COVID-19 test result or a healthcare provider’s note for employees who are sick to validate their illness, qualify for sick leave, or to return to work.

### Connect to Resources

Connect employees to employee assistance program (EAP) resources (if available) and community resources as needed.

## Pre-screen Employees

Write a policy in your plan that pre-screens employees and separate employees that are ill. This policy in your plan is recommended to include:

1. Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the individual enters the facility.
2. Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
3. Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
4. Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
5. A resource for a prescreening form can be found [here](#).

## Telecommuting (Working from Home)

It is recommended to develop a telecommuting e commerce plan for your business. Please consider the following while writing this portion of the plan:

1. Inform employees to follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands. It may be necessary to write additional key times to clean hands include:
2. After blowing one's nose, coughing, or sneezing.
3. After using the restroom.
4. Before eating or preparing food.
5. After contact with animals or pets.
6. Before and after providing routine care for another person who needs assistance such as a child.

# Facility Assessment

Develop a list of services and tasks to ensure your business/organization is ready for opening. List all your services that were turned off or discontinued during COVID-19. Identify what needs to be continued. Some items when develop the outline in your plan are:



Electrical

1. Task: Contact servicer to resume services.
2. Task: Assess potential damage due to pests.
3. Task: Contact an electrician.



Water

1. Task: Contact servicer to resume service.
2. Task: Run water through all pipes for several minutes to check for leaks and remove stagnant



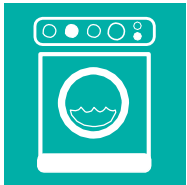
Trash  
Collection

1. Task: Contact servicer to resume services.
2. Task: Develop vendor protocols to minimize transmission risk.



Internet

1. Task: Contact servicer to resume service.
2. Task: Assess potential damage due to pests.
3. Task: check to ensure network has the capacity to handle an increase or implementation of telecommuting



Laundry  
Services

1. Task: Contact servicer to resume services
2. Task: Develop vendor protocols to minimize transmission risk.



Janitorial  
Services

1. Contact servicer to resume service.
2. Task: Develop vendor protocols to minimize transmission risk.

## Establish Protocols

Develop and write in your plan vendor protocols for any services that require in person engagement. A helpful format is a bulleted list, but it is not limited to that style.

1. Including a requirement in the plan that requests health and travel assessments for vendors/contractors coming on-site. A helpful example can be found [here](#).
2. Include in the plan how vendors will be notified. Signage, e-mails, phone calls etc.
3. Separate contractors and vendors from the workforce (have them use separate bathrooms, entrances if possible).
4. Prohibit nonessential vendors and deliveries from entering facility. Create curbside delivery measures where possible.
5. Require deliveries to be dropped outside facility door, eliminating vendors from entering facility



## Special Protocols for Specific Vendors

There may be certain circumstances where your general protocols are not going to provide adequate protections to the health safety and welfare of your employees and customers. You may need to develop specific protocols for some vendors. You may want to create a section of your plan that makes note of who these vendors are, and what their protocols may be. Here are some items to consider:

1. Write a list of vendors that require more specific protocols.
2. Write out the additional precautions in the plan.
3. Depending on the vendor additional PPE and sanitization may be necessary. An example of an additional precaution could be:

*1. “Laundry Services, in addition to the general vendor protocols, we require additionally that laundry services personnel, must wear faces masks and gloves at all times during delivery and pick-up of items.”*

## Facility Assessment Checklist

Some facilities during the shutdown, may have been left vacant. It may be important to create a facility assessment checklist to help prevent stoppages to activity in the future. You may want to consider the following:

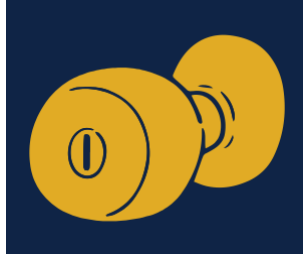
1. Pest activity – check for pest droppings or physical damage to facility;
2. Mold growth due to changes in humidity and HVAC
3. Structural problems – broken windows, ripped screens, cracked tiles, plumbing;
4. leaks;
5. Test the batteries in your smoke and carbon monoxide detectors.
6. Check the HVAC system and put in a new filter;
7. Thoroughly clean all surfaces and equipment that has not been used. See CDC cleaning guidelines;
8. Any other items specific to your facility and operations.

# Sanitization

The extent and manner to which you may execute your sanitization protocols may change. It will be helpful to review the following surfaces necessary to carry out your functions. This can be done in an outline, checklist format. Though some may not apply, you may also want to include other items not appearing in the list following:



Tables



Doorknobs



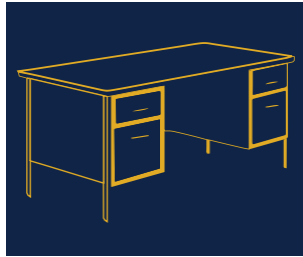
Light Switches



Counter tops



Handles



Desks



Phones



Keyboards



Toilets



Faucets and Sinks



Gas Pump  
Handles



Touch Screens  
& ATM

## Keep or Not to Keep? Dealing with Soft Porous Surfaces

Consider removing soft porous surfaces like rugs, tapestries, and soft porous seating areas. Replacing with hard (non-porous) surfaces may be necessary. Soft surfaces may be harder to sanitize, so this step is worth considering. You could create a bulleted list your plan that outlines: necessary surfaces, un-necessary surfaces, and what can be swapped out with a hard non-porous surface. For example: a fabric chair with a plastic or other non-porous hard surface that is easier to clean.

# Sanitization Protocols Checklist

A clearly organized list of what needs to be sanitized and how it is sanitized will add clarity to you plan, and ultimately your staff when implementing new or expanded sanitizing protocols. You can follow these recommendations in order, out of order, in part, or create your own organization method based on your business' priorities. The CDC created a helpful flowchart [here](#). Here are some additional recommendations:

## Inside or Outside

Organize it into what needs to be cleaned by surfaces located "Inside" and "Outside".

## Surface Type

Sort what needs to be cleaned by surface type. It is best to follow CDC recommendations found [here](#).

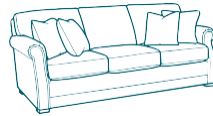
## How to Disinfect

Write out what to how you want the different types of surfaces to be disinfected.



Hard Surfaces

Hard (non-porous) Surfaces (tables, plastic chairs, counters, stools, tools). Follow CDC recommendations [here](#) & EPA supply recommendations [here](#).



Soft Surfaces

Soft (Porous) Surfaces (fabric couches, drapes, rugs, etc). Follow manufacturer labels. Write out a list of cleaners you would like used. [Here](#) are recommendation from the EPA.



Electronics

Write an electronics cleaning process. This includes but is not limited to tablets, touch screens, keyboards, remote controls, and ATM machines. CDC recommendations can be found [here](#).



Linens

Linens, Clothing, and other Items that go in the Laundry. This should apply to vendors and employees. Follow manufacturer labels, do not shake items. Follow CDC guidance [here](#) noting these processes in your plan.

## PPE

## Sanitizing

### Summarize Equipment

Include Product ID and Quantity

1. Gloves
2. Masks
3. Gowns
4. Coveralls
5. Other necessary PPE items

Include Product ID and Quantity

1. Hand Sanitizer
2. Surface Sanitizer (Soap, EPA approved products)
3. Bleach
4. Other sanitizing products

# Develop a communication

Communication to employees, vendors and customers are critical to any successfully executed plan. This would require a clearly thought out plan that will help everyone carry out the appropriate policies and protocols set in place. When outlining and writing out this section, it is helpful to consider the following:

1. Provide internal signage to alert co-workers to use another means to contact the person (phone, email, text);
2. Post signs on door to instruct customers/ visitors on business's safety protocols;
3. Provide remote workers with a list of free resources to stay healthy and active at home (i.e. ergonomic tips, stress-relief tools, fitness resources);
4. Provide pre-recorded safety training videos for customer-facing activities;
5. Maintain an up-to-date repository on the company's shared network that allows employees to access all COVID-19 documents, resources, and company protocol;
6. Training seminars and webinars;
7. Any other communication mechanism that helps update your employees.

## Downloadable Resource

Click the icons below for downloadable content.



Face coverings



Safely removing  
face coverings



What to do when  
you are sick



Stay at home you  
are sick



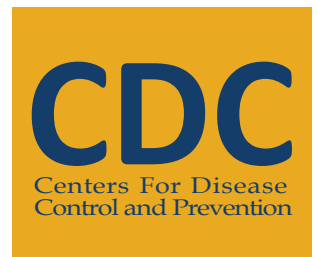
Please read  
before entering



Hand Washing



Montgomery  
County Covid-  
19



Other CDC  
Printables

# Customer Engagement Plan

Using your website, e-mail, social media, TV and newspaper ads to inform the public on your new policies regarding social distancing and PPE requirements for their business. Some of the below items are only for consideration and may not require writing in your plan. A helpful format is a bulleted list or checklist.



Curbside Pickup

1. Offer curbside delivery instead of in store pick up.
2. It is recommended to follow OSHA guidelines [here](#). Though it is for food and beverage service it is a helpful checklist for consideration.



Loud Speakers

1. If possible use a loudspeaker to convey policies to your customers.
2. Outline a schedule, and develop a clear message.



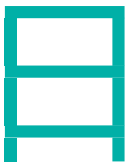
Locate Signage

1. Outline where you want signage to be located.
2. Consider high traffic, highly visible areas. Near doors, on highly visible signage, etc.



Floor Decals

Locate where floor decals are possible to help customers gauge appropriate distancing.



Use partitions

Configure partitions with a pass-through opening at the bottom of the barrier in checkout lanes, customer service desks, and pharmacy and liquor store counters as a barrier shield, if possible.



Every other Checkout

Use every other check-out lane to aid in distancing if and where possible.



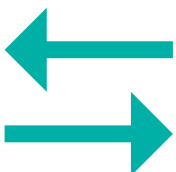
Move Electronic Payments

1. Move the electronic payment terminal/credit card reader farther away from the cashier if possible.
2. Consider taking payments digitally (PayPal, Venmo, Apple Pay) or over the phone.
3. Write in the plan that physical cash payments are a last resort.



Adjust Restocking Schedule

Shift primary stocking activities to off-peak or after hours when possible to reduce contact with customers.



Traffic Flow

1. Write and plan for the control the flow of traffic into the establishment.
2. Also write if necessary a new maximum capacity is to be implemented.



Sanitary Items

1. Provide tissues and no-touch disposal receptacles for use by employees and customers.
2. Provide sanitizing wipes in public areas for customers and employees.



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