



SMALL BUSINESS OWNER'S GUIDE TO GETTING BACK TO WORK SAFELY

As Michigan gets back to work, it is crucial to maintain a safe work environment for your employees and for any members of the public that you may encounter. Employers are also required by EO 2020-59 to have a written preparedness and response plan. This document and the following bulleted resources should serve as a guide and checklist to help you craft that plan and get back to work safely. For the most up-to-date information, please visit sbam.org/backtoworksafely.

- [Safe Work Playbook from the Lear Corporation](#)
- [ASE & Luminous Group Checklist](#)
- [OSHA Guidance on Preparing Workplaces for COVID-19](#)
- [Marana Group COVID-19 Preparedness & Response Guide](#)



GENERAL GUIDANCE

Your company leadership should be transparent and accessible to employees.

Offer open and frequent communications with your employees about safety and compliance actions being taken in the work environment. Actively listen to their fears, anxieties and concerns about being back at work and take action to address the issues. These efforts should be documented as part of an overall safety protocol.

Talk with your employees.

Actively encourage sick employees to stay home until they are free of fever or symptoms (without the use of medication) for at least 72 hours (three full days) AND symptoms have improved for at least 72 hours AND at least seven days have passed since symptoms first began. Do not require a healthcare provider's note to validate the illness or return to work of employees sick with acute respiratory illness; healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.

Pay attention to employees.

Separate employees who appear to have acute respiratory illness symptoms from other employees and send them home immediately. Restrict their access to the business until they have recovered.

Review your employee handbook and employee policies.

Ensure that your sick leave policies are up to date, flexible, and non-punitive to allow sick employees to stay home to care for themselves, children, or other family members. Consider encouraging employees to do a self-assessment each day to check if they have any [COVID-19 symptoms](#).

Reinforce key messages:

- Encouraging your employees to stay home if they are feeling sick.
- Using cough and sneeze etiquette.
- Practicing good hand washing hygiene.
- Placing posters of safe distancing, hand washing and other relevant guidance in areas where they are most likely to be seen.

PERSONAL PROTECTIVE EQUIPMENT

To help prepare Michigan's small businesses to manage guidelines and regulations for safe work, here is a list of Personal Protective Equipment (PPE) to apply where appropriate in your workplace:

- Hand sanitizer – consider putting this in various areas of your office or facility.
- Sanitizer for surfaces such as door handles, elevator buttons, computer keyboards, tools and other surfaces that are commonly touched by multiple people.
- Provide soap and water, tissues, and no-touch disposal receptacles for use by employees.
- Provide [cloth face coverings](#) or surgical style masks and face shields where appropriate.
- Provide gloves and gowns where appropriate.
- Procure thermometers to aid in temperature checks.
- Consider installing protective barriers in areas of high transactions.

Visit www.sbam.org/ppe for more information and ways to purchase PPE for your employees.





WITHIN YOUR FACILITY

Facility Cleaning

- Frequently perform enhanced cleaning of commonly touched surfaces, such as workstations, countertops, railings, door handles, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. Provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use.
- If you rent or lease your facility or office, work with your landlord to understand their cleaning practices and communicate that information to your employees.

Other Considerations Within Your Facility

- Look around - can you limit the number of employees using your break room, restroom, common areas and other places within your environment where employees gather?
- Be flexible - Be prepared to change business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, or temporarily suspend some of your operations).
- Consider your customers, deliveries and others from outside of your facility – will you require them to wear a cloth face covering upon entering your facility, will you provide hand sanitizer at the door of your facility? Consider how you can best provide a clean and confident customer and employee experience. Will you need to rope off areas, mark off six-foot areas to comply with social distancing guidelines?
- Cashless and touch-free transactions should be considered to help customers and employees limit contact. If shared touch devices are used, disinfect between each use.

CULTURE & EMPLOYEES

Create a Back to Work Steering Committee

Include a cross-section of representation from your organization. The Steering Committee should not be comprised only of owners, or management. The Steering Committee should make plans for the return of workers, prepare the environment and then validate the decisions made and revisit them to make sure they are working once people return. Consider both the psychological and personal safety of your team. This will not be a one-time effort, but an ongoing one that should be tweaked and adjusted.

Organizational Culture

Has the pandemic affected your organizational culture?
Does your organizational culture need a makeover?

Simply stated, organizational culture is the way things are done around your workplace. How has your organization's expectations, experiences, philosophy, as well as the values that guide employee behavior changed? How are your employees expressing self-image, inner workings, interactions with the outside world, and future expectations?

Employee and Customer Trust

Has the pandemic affected the trust your customers and employees have in your company? When your prospects and customers trust you, they are more likely to buy from you. That said, building trust doesn't happen in a vacuum. You have to remain consistent in your messaging, understand your buyer personas and deliver on your promises over time.

There is a tremendous upside to building trust in your brand, but it takes time and specific strategies. These include being accessible to your employees and your customers, if the pandemic has resulted in a missed deadline, unfilled order or whatever scenario fits your business, own it. Next, be honest. Being transparent means recognizing and being open about both your strengths and weaknesses.

Employee Training and Development

Has the pandemic forced you to "shift gears" inside of your business? Are your employees doing the same thing today as they were doing before we all got sent home? If not, have you considered additional training that your staff members might need? Today's great organizations provide formal, ongoing efforts to improve the performance and self-fulfillment of their employees through a variety of educational methods and programs. To be a great company, these efforts have taken on a broad range of applications—from instruction in highly specific job skills to long-term professional intrapersonal and interpersonal development.





FINAL CHECKLIST

General guidance on reopening

- Reinforce key messages
- Display federal Labor Law posters
- Protect workers' safety and health according to the U.S. Department of Labor's Occupational Safety and Health Administration (OSHA)

Personal Protective Equipment

- Hand sanitizer
- Cleaning sanitizer
- Soap and water, tissues, and no-touch disposal receptacles for employee use
- Cloth face coverings or surgical style masks and face shields where appropriate
- Gloves and gowns where appropriate

Health Screening Guidance (See next section for sample checklist)

- Check in with your County Health Department on guidance
- Pay attention to your employees

Workplace Cleaning

- Frequently perform enhanced cleaning of commonly touched surfaces
- Provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use

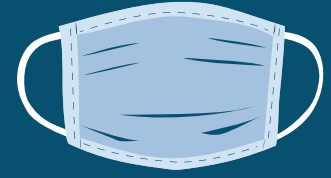
Cashless payment transactions

- Apple Pay or Google Pay
- Paying online
- Paperless receipts
- Ability to have customers swipe/insert their own card

Distancing/queuing your workplace

- Mark off six-feet of space
- Use rope and stanchions to set up a queue
- Create a system for one-way pedestrian traffic patterns
- Consider using plexiglass barriers where applicable

HEALTH SCREENING GUIDE



Please check with your local health department or the CDC for further guidance.
This can be adapted for guests entering your workspace as well.

General Screening Questions for Employees Working Onsite

1. Do you have any of these symptoms:

- Fever
- Cough (without known/chronic cause)
- Shortness of breath
- Sore throat
- Gastrointestinal distress
- Muscle pain
- Chills and/or repeated shaking with chills
- Headache
- New loss of taste or smell

2. Have you had close contact in the last 14 days with an individual diagnosed with COVID-19?

3. Have you traveled internationally or domestically in the last 14 days?

If an employee answers YES to questions 1 or 2:

Send the employee home or exclude from work immediately. The employee should self-isolate/self-quarantine at home:

- If symptoms are present, a minimum of 7 days since symptoms first appear. Must also have 3 days without fevers and improvement in respiratory symptoms.
- For 14 days following international or domestic travel.

If an employee answers YES to question 3, they may be allowed to work at the employer's discretion so long as they are asymptomatic and the employer complies with the following:

- 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. A touchless thermometer, or a dedicated thermometer for the employee if not touchless, should be used. Sharing of any thermometer other than a touchless thermometer is strictly prohibited.
- As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program or other programs in place to protect employee health and safety.
- If the employee becomes sick during the workday, they should be sent home immediately.
- The employee should wear a face mask at all times while in the workplace for 14 days after last exposure. Employers can issue face masks or can approve employees' supplied cloth face coverings in the event of shortages.
- The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace.