

Guide | Return to Work



BRANCH/OFFICE PREPARATION FOR RETURN

We will ensure our offices are fully sanitized prior to our staff return.

Division Managers to oversee bringing in of temporary or permanent employee(s) to clean all spaces (workstations, phones, tablets, conference rooms, kitchens, copy/supply area, lobby, interview rooms, door handles, key pads) prior to employees returning to the office.

SANITATION STATIONS IN OFFICE

Prepare sanitation stations to have near our common, meeting areas, interview/testing areas and in the kitchens.

Included in each sanitation station:

- Area or cart to store supplies
- Bottle that includes bleach/water solution (which follows CDC recommendations)
- Disposable cloth like towels
- Hand sanitizer
- Antibacterial products
- Disinfectant spray (if available)
- Gloves

It will be the Branch/Office Manager's responsibility to reorder cleaning supplies from list of approved vendors with a maximum quantity.

CLEANING SCHEDULE

A designated employee (assigned by manager) will be responsible for sanitizing the lobby, copier/workstation area and common areas every 2 hours.

- Door handles and Tabletops
- Chairs (where possible)
- Key/alarm pads
- Phones, keyboard, mouse
- Copier
- Stairway railing (if applicable)
- Supply area (cabinet handles, countertop, hole punch, stapler, pencil sharpener, etc.)
- Conference room (table, chairs, door handles, laptop cords, keyboard, phone)

The staff member utilizing the interview or conference room(s) will be responsible for sanitizing the rooms before and after each use.

- Interview room desktop
- Tables
- Tablet/Phone/Projector
- Chair handles
- Door handles
- Pens – *If supply is available, applicant/employee should keep pen.*
- Clipboards/Keyboards/Overhead projector/Copier

If a branch has a light duty worker in office, the employee can assist the staff member on the sanitization duties, as long as the employee's light duty restrictions allow for the activity needed. Please check with HR Department or Branch Manager before assigning tasks.

All Staff will be responsible for sanitizing their workstations every morning.

- Desktop
- Keyboard/Mouse
- Phone
- Pens/Pencils/highlighters
- Monitor (on/off buttons)
- Chairs
- Cabinet drawer pulls
- Sit/Stand keypad



PRACTICE SOCIAL DISTANCING

Work to ensure 6 feet distance is maintained by staff to the extent possible. Pay special attention to department meetings, branch meetings, trainings, 1 on 1 meetings, etc. and that you are providing enough space for everyone.

Encourage using phone calls, email, or Zoom to communicate within the team and other departments to limit direct contact.

Employee workstations are 6x6, with partitions in between. Employees should refrain from using their Sit-Stand desk in the stand position as this eliminates the protection from the glass panels separating them from their co-worker.

In the lobby, there will be tape (if available) on the floor to mark 6 feet distance from the reception desk. Place a sign on the front desk asking everyone to be mindful of 6 feet distance.

INTERVIEWS & ORIENTATIONS of NEW STAFF

It is preferred that applicants are to remain with online submittal and phone interviews for the time being.

When scheduling candidates to come into the office, stagger visitors to limit to two guests in the lobby area at a time until further notice.

Use the lobby, interview rooms, and conference rooms to meet with candidates; doors should remain open for ventilation. Chairs should be placed 6' across from each other.

We will also limit exposure by not touching I-9 supporting documentation. Candidates should place their ID, SS card, Passport, etc., onto the table where the interviewer can use their phone to take a photo of the ID to be saved to avoid touching the documents.

When oral drug screens (swabs) are needed, the candidate should be handed the test kit and keep it in their possession until the interviewer, or staff member is able to read the results from a distance. After the results are recorded, the candidate will dispose of the test kit in the garbage.

Client orientations should be kept at a minimal headcount to allow for 6' distance; this may require additional orientations to be scheduled to accommodate the headcount maximum. Continue avoiding handshakes during this time.



STAFF MEETINGS

Conduct daily staff meetings for those in office/others via phone conference or Zoom. Best practice is that all staff members stay in their own workstations and observe the meeting from a distance. The person conducting the board meeting will wipe down all dry erase pens after finishing the meeting, if applicable.

HAND WASHING

Employees will be required to wash their hands with soap and water frequently during the day. Everyone should be washing their hands upon arrival into the office and before going to their workstation, and as a rule of thumb every time they come and go from their workstation.

DAILY TEMPERATURE CHECKS

Each staff member will take their own temperature at the start of their shift to ensure no one has a temperature above 100.4. There will be a spreadsheet on which you will record your daily temperature, save and have accessible for your manager at any time.

In the event someone has a fever, per CDC guidelines, they should be sent home and not return until they are symptom/fever free without the use of fever reducing medications for 72 hours. If we send employees home, yet they feel well enough to work, we will pay them if they are able to work from home (as long as, they still have all required equipment available at home).

FAQ's regarding temperature checks:

- What if the temperature is a little high/close to being over? If it's under the CDC guideline of under 100.4, we allow them to work.
- What if they test/re-test? If employee re-tests on the spot and it is fine, they are okay to stay.

FACE COVERS

Employees are encouraged to wear face masks in the office throughout the day. Masks should be taken home and washed daily. Protocall will be providing 2 face masks per employee.



KITCHEN AND SHARED APPLIANCES

Employees should be encouraged to remain at the office during their lunch period to limit additional exposure outside of the office. Services by UberEATS, Door Dash, Grub Hub are also alternatives to meals that can be delivered. When possible, employees should keep their lunches at the workstations, and provide their own utensils, plates and cups to limit visits to the common areas.

Stagger lunch times to limit to 1 employee in the kitchen area at a time to help with social distancing. We recommend each manager set a lunch schedule for hourly employees to help manage this. In open kitchen layouts, all employees will be able to visibly see when someone is using the kitchen and should wait to enter the kitchen area until it is free to use.

Upon entering the kitchen, employees are to wipe down all surfaces before their use with sanitizing wipes. This includes coffee makers, water dispensers, microwaves, toaster ovens and all handles (cabinets, refrigerator, faucet), countertop and wash their hands. Employees are to wash their hands when they are finished in the kitchen area and before returning to their workstation.

Personal food items placed in the shared refrigerator should not touch; this will limit the possible spread of germs if someone needs to move someone else's lunch in the refrigerator to reach their own.

Employees should be discouraged to use company utensils, cutting boards, mugs and dishes for a period of time (TBD).

If an employee must use the supplies in the kitchen, then they must wash their hands prior to taking them from the shelves or cabinets. No dishes are to be left in the sink; employees must rinse and place their used dishes in the dishwasher themselves.

BATHROOM AND SHARED FIXTURES

Disinfectant wipes will be provided in bathrooms. After using the facility, please wipe down toilet handle, toilet seat, doorknob, faucet, and light switch. A checklist may be hung in each bathroom. Please complete after each bathroom use. Please notify your Manager when antiseptic wipes are running low. Antiseptic wipes are very difficult to find.



PROCEDURE FOR REPORTING INTERNAL EMPLOYEE WITH COVID-19 OR EXPOSED TO SOMEONE WITH COVID-19

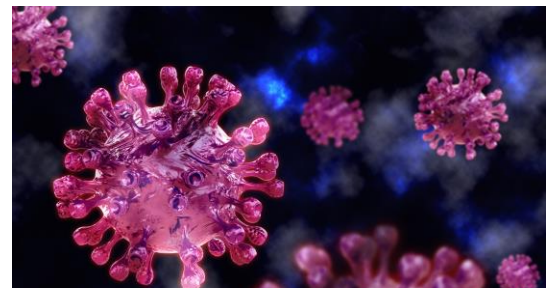
The Protocall Group has advised all workers, regardless of specific exposure risks, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette, including covering coughs and sneezes.
- Avoid close contact with people who are sick.
- Stay home if sick.
- Recognize personal risk factors. [According to U.S. Centers for Disease Control and Prevention \(CDC\)](#), certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19.
- Use face mask when inside and adhere to all safety precautions as deemed appropriate by client.

Exposure

For an employee who feels they have been exposed to COVID-19:

- Report exposure to staffing supervisor (SS). Symptoms? Fever?
- SS to report to HR.
- Employee to contact their medical provider for guidance – is two weeks isolation warranted? If so, log return to work date and get doctor's note. If not, ask for doctor's note to return to work
- Contact any client/other staff that the employee had in-person contact with of possible exposure.
- Employee may use eligible NJ Sick Time.
- No Employee should report to work if they feel they have been exposed.



Positive Result

For an employee who has tested positive:

- Been isolated already?
- Report results to SS. Obtain doctor's note. Do not disclose doctor's note to client.
- SS to report to HR.
- Follow quarantine procedure per doctor's order.
- Has Employee been within 6 feet for 10 minutes or more with any other employee in facility?
- Does Employee carpool with any other person?
- Contact client for positive result, discuss interactions with other employees.
- Client to perform sanitation procedures per CDC guidelines.
 - Break/lunchrooms.
 - Signs on floor reminding all of 6 feet distancing.
 - Bathrooms, light switches, door handles, etc.
- Supervisor or HR to check in with employee as to status of illness, how they are doing.
- Employee may use eligible NJ Sick Time.
- Mass email sent to all other employees working at facility stating there has been a positive result. This email should be sent each and every time there is a positive result in the same office.
- After quarantine, doctor will need to release employee for full duty and a return to work note must be presented (where applicable) to Protocol before reporting to duty.

NOTES

If a temporary associate reports to work sick, the client should apply the same policies and restrictions that apply to the client's employees.

- Clients also should be informed of any staffing firm restrictions on employees who have recently been in countries subject to government travel advisories.

Clients should institute hiring temperature takers at their site to monitor if any employee exhibits a fever.

We also have encouraged our workers to keep up-to-date on developments by visiting the About Coronavirus Disease 2019 and CDC's Frequently Asked Questions and Answers webpages.

