



Re-Open Checklist

We recognize that each company will have their own guidelines for when and how they will return to pre-COVID-19 hours and operations. Please use this checklist as a guideline. Please also watch our webinar, [Back to the Office: A Guide to Returning to the Workplace Post COVID-19](#).

Goals

1. Prepare the workforce
2. Prepare the building
3. Control access
4. Create & implement a social distancing plan
5. Reduce touchpoints and increase cleaning
6. Reevaluate processes regularly as federal and state guidance changes
7. Communicate, communicate, communicate

Create a Return to Work Team

Comprise a team representing all departments and various levels

Review Current Guidelines

- Center for Disease Control (CDC): [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#)
- Occupational Safety and Health Administration (OSHA): [COVID-19 Standards](#)

Business Processes

- Review processes to identify where modifications need to be made:
 - Customer Service
 - Technician Installation and Repair
 - Construction
- Review WFH lessons & keep/improve those practices that are more efficient, reduce expense and provide heightened customer or employee experience
- Evaluate positions/jobs who can and should remain WFH
- Plan for employees requesting to continue WFH (safety concerns or personal preference)
- Plan for isolating employees with symptoms
- Written plan for quarantine protocols for employees who contract the virus or show symptoms at work
- Written plan for returning to work after quarantine

- Evaluate the need for testing employees for the virus

Solidify Applicable Process Changes and Plans

- Identify managers responsible for compliance and implementation
- Name point person for all employee questions
- Create a plan for monitoring compliance

Supplies

- Order adequate PPE for staff returning to the office
- Shields between customers and staff
- Secure cleaning supplies
- Secure masks for customers
- Secure hand sanitizers for customer/staff
- Plan for shortages
- Plan for handling customers without PPE

Establish Sanitation Schedule

- Ensure sanitation crew follows [CDC guidelines](#)
- Establish sanitation guidelines for business hours and assign a resource for ownership and implementation
 - Common areas
 - Public areas
 - PPE dedicated disposal
- Communicate expectations for all staff
 - Protocols for shared areas, tools and equipment
 - Enforcement action for sanitation protocols
- Create signage reminding employees and customers of social distancing, proper/frequent hand washing, and so on
- Create plan for deliveries and the sanitation of delivered items
- Provide hand sanitizer outside and inside the lobby doors

Personal Protection Equipment (PPE) and Social Distancing Plan

- Create written plan and establish resource for ownership & implementation
- Evaluate workflow and physical spacing and make adjustments to accommodate 6'

- Establish signage for public spaces, common work areas, conference rooms and break rooms
- Consider human traffic patterns (circulation) and consider one-way circulation through workspaces
- Remove lobby furniture to reduce public touchpoints
- Re-arrange furniture in common break room areas to ensure adequate spacing
- Establish PPE requirements of employees, customers, and vendors

Communication – Be transparent

1. Employees & Board: encourage and educate
 - Opening date & hours
 - Process changes
 - Sanitation practices
 - PPE requirements
 - Employee monitoring & screening
 - Expectations for Symptoms
 - Policy guidelines for staying home if sick
 - Social Distancing Plan
2. Customers & Press: reassure
 - Opening date & hours
 - Process changes
 - Sanitation practices
 - PPE requirements
 - Social Distancing Plan

Training Plan

- Train managers and employees on new policies and protocols (pre-return to work and on the first day)
- Train customer facing staff on safety procedures for interacting with customers

Evaluate and Monitor

- Identify point person for monitoring changing guidelines
- Establish a review/approval process for future changes
- Establish a communication plan for future changes
- Review, revise & re-create pandemic preparedness plans for future pandemics