**Coronavirus COVID 19 Reference Document**

**Protocol for Communication: Potential Case of COVID-19**

Please use the following protocol *only when you have a potential case of COVID-19 in your facility.* Your general managers should send an email to the following people. If they are unable to send the email, it can come from either Director/VP or the GVP. GMs will most likely be the ones to respond to additional questions from the COVID-19 response team and/or execute guidance at that site.

* Corp Corporate Response Team
* Copy the following on your email – GVP, COO, Director/VP, HR

This email is only when you have a potential case of COVID-19 in your facility. If your GMs (or you) are sending questions/concerns about policies and procedures, customer interactions, etc., that can all come through the GVP and they will bring it to the response team if needed. We are trying to minimize the interactions and streamline the Q&A. We have also established an email account where anybody in the company can submit questions/concerns. Employees are welcome to use that if they don’t want it to go through local management for whatever reason.

**Reasonable Suspicion**

* We will pay an employee for the remainder of his/her shift if they are sent home due to being perceived ill with symptoms of COVID-19.
* We will only pay for the first day. If the employee comes back on the second day and is sent home, they will not be paid out for the remainder of their shift. This is to prevent people who are trying to take advantage of this process and to encourage people to seek medical consultation as directed by the CDC, state/local health authorities and health care providers.
* In addition, any employee who returns to work after being suspected of feeling ill, must complete an employee health-assessment questionnaire. (HR will be provided this document as well)
* *Reminder: It is a HIPAA violation to start asking about employee diagnoses.*
* **Employees who call in sick or who ask to leave during their shift**
	+ We will not pay out the rest of their shift. In this case the employee will need to utilize PTO or Sick Time
* **Attendance Points**
	+ As a reminder, if an employee returns with a doctor’s note, they will NOT receive any attendance points.
* **Doctor’s Note Clarification**
	+ A doctor’s note is not required to return to work. However, in this case attendance points would be applied. If we do have an employee who is asked to Self-Quarantine/Self-Isolate, a note from a doctor providing clearance to work will be required.
	+ If an employee returns with a doctor’s note that they have been released and still exhibits symptoms, we need to allow them to return. In this case, a physician’s clearance would indicate the symptoms you are observing are not due to COVID-19.
* **Visitor Health Questionnaire and Driver Log**
	+ An updated Health Screening Questionnaire has been created.
	+ Only new employees and temps moving forward should complete the full Health Questionnaire prior to starting in a facility.
	+ Only people who are spending extended time in a facility should be completing the health questionnaire. Drivers who are entering only the holding area, or who are only dropping off loads, do NOT need to complete the questionnaire.
	+ The driver logs ONLY need to be completed by OTR drivers traveling to multiple/different cities each day.
	+ Non- Drivers who are simply dropping off loads do NOT need to complete the Visitor Health Questionnaire. There have been reports of drivers refusing to complete the Questionnaire and/or refusing the drop off their load if the Questionnaire is required. We need to be sure we keep the business moving.
	+ In the case of FedEx, UPS, etc., drivers; if they are needing to enter the facility and interact with our employees for a period of time, they should complete the Visitor Health Screening Questionnaire. Otherwise, they will need to drop off their items in the appropriate drop zone for our employees to retrieve.
* **Extended time away (self-quarantine, school closings)**
	+ We recognize school closings will be an issue for many of our employees (and staffing agency associates). For employees, we will advance their future earned PTO or Sick Leave if they have not accrued enough hours to date.
	+ It would be very wise for HR and the supervisors to start planning for associates to be out during school closings. Best practices such as the below could be followed:
		- Gather a list of everyone who will have childcare issues.
		- Understand where there could be potential gaps in shift slots.
		- Move any work to shifts where there might be more coverage.
		- Plan in advance for temp work and/or swing shifts.
		- Offer a different shift for the employee so that they can get their hours in. Due to caring for children during the day, an employee may be able to work second or third shift.

**Managing Employees**

**Attendance Points and Leave:**

If an employee calls in sick and they provide a doctor’s note, they will not receive any attendance points or discipline for the time they are out. The employee will have the option of using PTO to ensure they receive full pay or use paid sick leave first if in a state that allows for it and the employee has accrued for it. The employee must have a release from a doctor before returning to work.

Employees who are out of work for more than three days due to illness should contact HR for Family Medical Leave (FMLA) and follow the guidelines outlined and about our Leave of Absence Policy. It should be noted that not every situation would qualify for FMLA or STD. FMLA and STD qualifications are dependent on the specific employee situation and doctor recommendations.

**Site Leadership Discretion to Send Employee Home**

**(Similar to Reasonable Suspicion)**

Site leadership reserves the right to send employees home if they exhibit signs and symptoms of illness, specifically symptoms of the Coronavirus (Respiratory failure/Congestion, Sneezing, Coughing, Runny Nose, Sore Throat, Fever). Where possible, the Site Leader (GM) will make the decision with the assistance of another member of leadership. The employee who is sent home will receive pay for the remainder of his/her shift. Upon returning to work, it is the responsibility of that employee’s supervisor to confirm that the employee is feeling better (outside of the facility, if possible\_.

**Utilization of Online Health Resources**

As a reminder, our healthcare provider offers a tele-health program. Employees can speak with a medical professional over the phone and get needed medication if there is a diagnosis. If there are indications of COVID-19, the employee would be referred to his/her physician, urgent care of ER depending on the severity of their symptoms.

**Self-Quarantine/Self Isolation:**

In the case of an employee returning to work from Self-Quarantine, they would need to be observed outside of the facility prior to entering. In the case of Self-Isolation, a full release from a doctor would be required prior to entering the facility. Self-Quarantine means someone may have been in contact with an individual who was diagnosed with COVID-19, and they are quarantining themselves out of caution. In the case of Self-Isolation, this means that they have been informed of having COVID-19.

**Recruiting**

* Please ensure all candidates entering your facility are signing into the Visitor Log and completing the Health Screening Questionnaire. If possible, conduct interviews offsite, such as in a hotel lobby.
* Our corporate recruiting team has been instructed to ask some basic questions about traveling and coming in contact with those who have been exposed to COVID-19, specifically for those who might be traveling for interviews. Video interviews will be used on a case-by-case scenario.
* Until further notice, all offsite and onsite large hiring events should be suspended.

**Sanitization**

* If not done so already, please purchase plenty of cleaning supplies, such as hand sanitizer, hand soap and Lysol/Clorox. A link to the EPA’s Registered Antimicrobial Products for Use Against Novel Coronavirus follows: [https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list\_03-03-2020.pdf](https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.epa.gov%2Fsites%2Fproduction%2Ffiles%2F2020-03%2Fdocuments%2Fsars-cov-2-list_03-03-2020.pdf&data=02%7C01%7CAaron.Lincove%40kencogroup.com%7C71011e195d6d4dad11f508d7c50a1aa4%7Cc3bb61850aaa4e5196067cdde5ad722d%7C0%7C0%7C637194519511885592&sdata=FotytfS89MI8junqIVNcb7SpPxKAOr7hIY7UziceMuM%3D&reserved=0)
* Effective immediately, the following practices must be put into play:
	+ All employees must wipe down any tool or machinery after use with disinfectant/cleaning solution.
	+ Employees must wipe down conference and breakroom tables with disinfectant/cleaning solution.
	+ Hand sanitizer must be made available at all necessary points around our facilities.
	+ Limit handshaking and fist bumps.

**Pre-Shift Meetings**

* It is the responsibility of all Supervisors and Managers moving forward to review standard and coronavirus-related safety precautions at pre-shift meetings, and to provide the attached information to their associate teams. Supervisors and Managers must review the Sanitization protocols listed about at pre-shift meetings.
* Emphasize that associates should frequently check the CDC and health agency websites.

**Shift Alterations and/or Site Shutdowns**

* In the event of an employee needing to Self-Isolate/Quarantine, or if there is an COVID-19 outbreak in your area, it is the responsibility of the site leader to immediately provide this information to their Director, VP, and the HR team. Based on the scenario, if and to the extent possible, it may be recommended to eliminate and/or minimize overlap of personnel between multiple shifts for a period of time.
* Site shutdowns will may occur for prudency or if an imminent danger or threat is determined by or conveyed to our company. Understandably there are several external parties that may also influence or direct a quarantine/closure step for a facility – e.g., federal, state and local enforcement and/or health authorities.

**If there is an outbreak in the local community**

It is the responsibility of the General Manager/Site Operations Manager/Branch Manager to be aware of local developments as corporate will not be able to keep up with ongoing local events. If there is an outbreak in the community, notify the COVID-19 response team and management at the local, regional, and corporate levels.

The following safety precautions may be addressed:

· Redirection or suspension of staffing

· No bridging of shifts

· Additional site-level testing and/or questionnaires

**Customer Requests**

We realize customers are starting to reach out with business continuity plan questions. With your VP/GVP, please work together with your customer on any specific protocol that is being required.

**Prevention Reminders**

* Stay home if you feel sick with fever, cough, or have trouble breathing. Call ahead before you seek medical care.
* Seek medical advice. Call ahead before going to a doctor’s office or emergency room. Tell them about your recent travel and your symptoms.
* Do not travel while sick.
* Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
* Clean your hands often by washing them with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60%–95% alcohol. Soap and water should be used if hands are visibly dirty.