New Normal Business Toolkit
Avera’s mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values. If you think you may have problems paying part of your bill, contact your local business office or billing staff. We can discuss payment options that may be available to you.

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Dear Business Leader,

The COVID-19 pandemic has brought a great deal of change to our lives. As businesses are reopening, customers are venturing out, and employees are coming back to their regular workplaces after time spent working from home, everyone is striving to find a new normal.

It’s important to remember we are still living in a world with COVID-19. Until a vaccine is available, we’ll still be seeing cases of COVID-19 crop up in our population.

That means a risk still exists. As a business leader, I know you want to take every possible measure to keep your employees, customers and vendors safe, all while operating your business and meeting the needs of your clientele.

Avera has put together a toolkit to help you navigate this new normal. It includes PDFs you can print or share electronically, and covers topics such as:

- Preventing the spread of COVID-19 through social distancing and hand hygiene
- Use and care of cloth face masks
- Keeping your facility clean and disinfected
- Tips for office settings

This guidance follows best practices as recommended by the Centers for Disease Control and Prevention (CDC) and reduces the risk of COVID-19 but cannot eliminate it.

I hope you and your employees find this information helpful as we all continue to live through these challenging times.

We wish you and your employees good health and success in the future.

Learn more at Avera.org/covid-19, or Avera.org/covid-business.

Sincerely,

Bob Sutton,
Avera Health President and CEO
How to Protect Yourself and Others

Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing serious complications from COVID-19 illness.

Know How It Spreads

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to spread mainly from person-to-person.
  - Between people who are in close contact with one another (within about 6 feet).
  - Through respiratory droplets produced when an infected person coughs, sneezes or talks.
  - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
  - Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone Should

Wash your hands often

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose and mouth with unwashed hands.

Avoid close contact

- Avoid close contact with people who are sick, even inside your home. If possible, maintain 6 feet between the person who is sick and other household members.
- Put distance between yourself and other people outside of your home.
  - Remember that some people without symptoms may be able to spread virus.
  - Stay at least 6 feet (about 2 arms’ length) from other people.
  - Do not gather in groups.
  - Stay out of crowded places and avoid mass gatherings.
  - Keeping distance from others is especially important for people who are at higher risk of getting very sick.

Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
  - Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
  - The cloth face cover is meant to protect other people in case you are infected.
  - Do NOT use a facemask meant for a health care worker.
  - Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
- Then, use a household disinfectant. Most common EPA-registered household disinfectants will work.
Prevention of COVID-19 Spread: Social Distancing

LIMIT CLOSE CONTACT WITH PEOPLE

Limit in-person meetings to your direct team, and utilize Webex, phone calls and other tools when possible
Limit physical contact, including handshakes
Limit non-essential travel
Avoid crowds (especially in poorly ventilated spaces)

WASH HANDS AND AVOID TOUCHING YOUR EYES, NOSE OR MOUTH

WATCH FOR SYMPTOMS
Symptoms may appear within 2-14 days of exposure to the virus.
In the last 14 days, have you noticed these symptoms?

To prevent spread of COVID-19 illness, Avera recommends “social distancing” as outlined by the Centers for Disease Control and Prevention (CDC).

Here’s what social distancing means:

Limit close contact with people
- Limit physical contact, including handshakes.
- Avoid hugging or kissing people who are sick or showing symptoms of illness, keep your distance about 6 feet away.
- Limit in-person meetings, using phone, email and other communication tools when possible.
- Increase physical space when you are working or talking with others out in public.

Stay home if you are sick
Stay home from work, school, church or other group gatherings if you are ill with these symptoms:
- Fever of 100°F or higher
- Cough
- Shortness of breath
- Congestion or runny nose
- New fatigue
- Headache
- Sore throat
- Chills
- Muscle pain
- Loss of taste or smell
- Vomiting or diarrhea

Identify actions to take if you need to postpone or cancel events
- Officials may ask you to modify, postpone or cancel large events for the safety and well-being of your event staff, participants and the community.
- If possible, plan alternative ways for participants to enjoy the events by television, radio or online.

Avoid crowds, especially in poorly ventilated spaces
- Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are sick people in the crowd.
- Maintain at least 6 feet distance.

Reduce or limit gatherings
- Consider that now may not be the best time for parties or potlucks.
- Visiting friends and family is not recommended.

Limit non-essential travel

For the latest updates go to Avera.org/covid-19
Handwashing properly for 20 seconds is one of the most important steps we can take to avoid getting sick and stop the spread of germs.

How to Properly Wash Your Hands

1. WET HANDS
2. USE SOAP
3. PALM TO PALM
4. FINGERS INTERLACED
5. BACK OF HANDS
6. BASE OF THUMBS
7. FINGERNAILS
8. WRIST
9. Rinse HANDS WITH WATER
10. DRY HANDS WITH TOWEL*

Handwashing is one of the most important steps we can take to avoid getting sick and stop the spread of germs.

There is a right way to wash your hands. When you fail to wash your hands, wash them incorrectly or don’t wash for the recommended 20 seconds, you are essentially just spreading the germs around on your hands and then to anything you touch afterwards.

How to wash your hands correctly:
• Turn on the faucet to warm water and get your hands wet.
• Turn the water off and put on soap.
• Once you have your soap, create a good lather without water for at least 20 seconds. This is often the step people skip – they wash their hands with the soap under the water when you should be lathering your hands outside of the water first.
• When lathering your hands, scrub the backs, fronts, between the fingers and under your nails. A good song to think of when trying to gauge 20 seconds is “Happy Birthday.” Sing this twice through and you should be close to 20 seconds.
• Turn the water back on and put your hands back under the water to rinse off the soap.
• The final step is BEFORE you turn off the faucet grab your paper towel and dry your hands completely. If there are no paper towels then dry your hands with the air dryer. You will then use the paper towel to shut off the faucet and open the bathroom door to exit before throwing your paper towel in the trash.
• If you don’t have a paper towel try to use your sleeve to open the door to prevent any germs that may be on the bathroom door handle from getting back onto your hands.
• In the event handwashing isn’t a possibility you can use hand sanitizer but this should NEVER be used to replace good hand-washing practices. When using hand sanitizer it should be comprised of at least 60% alcohol; rub in the hand sanitizer until your hands are dry.

You should wash your hands often, including:
• Before, during and after food preparation
• Before eating
• Before and after caring for someone who is sick
• Before and after performing first aid, such as bandaging a cut
• After using the toilet, changing diapers or assisting a child who has used the toilet
• After blowing your nose, coughing or sneezing
• After touching an animal, animal feed, animal waste or handling their food or treats
• Anytime your hands are physically dirty
• After touching garbage
Cloth Masks

Wearing a cloth face mask can be helpful in stopping the spread of COVID-19. Whether you have homemade ones or bought some, daily washing can help the masks keep you safer.

Additionally, cloth masks are most beneficial for lessening mouth-hand contact.

Cloth Masks Best Practices

- Cloth masks only help if they are carefully put on (donned) and taken off (doffed.)
- Wash your hands for at least 20 seconds with soap and water or use hand sanitizer, every time you touch the mask. This will really help you avoid cross-contamination.
- When you’re ready to remove a cloth mask, grab one of the ear or head loops.
- Try to avoid touching the front of the mask. Put it in your laundry to be washed – and then wash your hands.
- Wash your cloth mask after each use, or at least daily.
- Wash in hot water, but if you can’t, make sure to dry on a hot setting of your dryer.

To Don Ear Loop Cloth Mask

*Proper hand hygiene has been conducted before donning on mask*

**STEP 1**
Hold mask by ear loops

**STEP 2**
Slip one loop over ear

**STEP 3A**
Slip second loop over opposite ear, adjust mask to assure mouth and nose covered.

**STEP 3B**
Slip second loop over opposite ear, adjust mask to assure mouth and nose covered.

Note: Cloth mask tends to slip less during use/talking if the lower edge of mask is aligned with jaw bone (mandible) rather than down below jaw bone.
To Don Head Loop Mask

**STEP 1**
Hold mask by grasping both head loops at edges of mask.

**STEP 2A**
Hold mask with mask facing downward, so mask is donned with chin directed into mask first.

**STEP 2B**
Stretch both head loops up over crown head, and adjust loops so mask fits snugly.

**STEP 3A**
Hold mask with mask facing downward, so mask is donned with chin directed into mask first.

**STEP 3B**
Stretch both head loops up over crown head, and adjust loops so mask fits snugly.

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**When Removing Either Mask for Re-use**

1. Remove mask by grasping ear loops or head loops; avoid touching front of mask.
2. Place mask with outer side facing down on a clean paper towel.
3. If a common area is used for securing masks between uses, write your initials or name on paper towel to designate each person’s mask.
4. Perform hand hygiene after removing.
   a. When re-donning, use care not to touch outside of mask.
   b. Perform hand hygiene after donning.

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**Wash Cloth Masks after Use**

If you wear your mask to work, place it in a plastic bag and take it home to launder

**Wash in regular home laundry:**

- Recommended is to wash in hot water and dry
- OR
- Wash in cool or warm water but dry in a hot dryer
- Wash mask after each use (or daily)
How do masks reduce the spread of COVID-19?
• Wearing face masks has been proven to reduce transmission of COVID-19 and decrease hospitalizations and deaths.¹ ⁴
• COVID-19 is spread by respiratory droplets, even from people with no symptoms. Masks stop respiratory droplets before they reach others, preventing the spread of COVID-19.²

Can someone be medically exempt from wearing a mask?
• The CDC recommends that children younger than 2, anyone who has trouble breathing or anyone who is unconscious, incapacitated or otherwise unable to remove a face mask themselves should not wear a mask.

What happens if I don’t wear a mask?
• You are at increased risk for being infected with COVID-19 if you don’t wear a mask. If you cannot wear a mask, you should isolate at home.

Should my child wear a mask to school?
• Avera recommends that all staff and students wear face masks in school, with consideration to the student’s individual education plan (IEP), if necessary.

Masks Save Lives
As your partner in health care who is concerned about the well-being of all people we serve, Avera stands with the Centers for Disease Control and Prevention (CDC) in recommending that you wear a mask anytime you are near people who aren’t living in your household.
Are you safe if one person wears a mask and the other person doesn’t?

- When you wear a mask, you are protecting other people from your respiratory droplets.³
- If everyone wears a mask, COVID-19 can be reduced to controllable levels, preventing further waves of the pandemic.⁵

Can people with no symptoms still spread COVID-19?

- Yes. 10% to 50% of people with COVID-19 are asymptomatic, but they can still spread COVID-19.¹

Do you need to wear a mask outside? Or is it only necessary to wear a mask indoors?

- You should wear a mask anytime you are near people who aren’t living in your household.

Does wearing a mask reduce your oxygen levels?

- Using a face mask, even for a long period of time, has not been shown to cause carbon dioxide toxicity in healthy people.⁶
- The CDC recommends that children younger than 2, anyone who has trouble breathing or anyone who is unconscious, incapacitated, or otherwise unable to remove a face mask themselves should not wear a mask.

Are cloth masks enough or does it only matter if you are wearing an N-95?

- N-95 respirators are not necessary for everyday use, and can be uncomfortable and restrictive.
- N-95s are made to protect health care workers and their patients.
- Cloth or disposable masks, when worn correctly, have been shown to keep you safe, especially when you’re also practicing social distancing and frequent hand washing.

To learn more, visit avera.org/covid-19.

Sources:

2. https://www.pnas.org/content/early/2020/05/12/2006874117
3. https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(20)30918-1/fulltext
4. https://www.preprints.org/manuscript/202004.0203/v1
Cleaning and Disinfecting Your Facility

As we find our new normal and re-engage the routines of day-to-day living, it’s important to remember that we are still living in a world with COVID-19.

How to clean and disinfect

**Clean**
- Wear disposable gloves to clean and disinfect.
- Clean surfaces using soap and water, then use disinfectant.
- Cleaning with soap and water reduces number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.
- Practice routine cleaning of frequently touched surfaces.
  - More frequent cleaning and disinfection may be required based on level of use.

**Disinfect**
- Surfaces and objects in public places, such as shopping carts and point-of-sale keypads should be cleaned and disinfected before each use.
- High-touch surfaces include:
  - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

- Recommend use of [EPA-registered household disinfectant](#). Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:
  - Keeping surface wet for a period of time (see product label).
  - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- Diluted household bleach solutions may also be used if appropriate for the surface.
- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Follow manufacturer’s instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- Leave solution on the surface for at least 1 minute.
**Bleach Solution**

**Mix:**
- 5 tablespoons (1/3 cup) bleach per gallon of water
  - OR
- 4 teaspoons bleach per quart of water

**Important:**
- *Bleach solutions will be effective for disinfection up to 24 hours. They should be remixed daily.*
- *Alcohol solutions with at least 70% alcohol may also be used.*

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**Soft surfaces**

For soft surfaces such as carpeted floor, rugs and drapes:
- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
  - OR
- Disinfect with an EPA-registered household disinfectant. These disinfectants meet EPA’s criteria for use against COVID-19.
- Vacuum as usual.

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**Electronics**

For electronics, such as tablets, touch screens, keyboards, remote controls and ATM machines:
- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting.
  - If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

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**Laundry**

For clothing, towels, linens and other items:
- Launder items according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people’s items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

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**Cleaning and disinfecting outdoor areas**

- Outdoor areas, like playgrounds in schools and parks generally require normal routine cleaning, but do not require disinfection.
  - Do not spray disinfectant on outdoor playgrounds (it is not an efficient use of supplies) and is not proven to reduce risk of COVID-19 to the public.
- High-touch surfaces made of plastic or metal, such as grab bars and railings should be cleaned routinely.
- Cleaning and disinfection of wooden surfaces (play structures, benches, tables) or groundcovers (mulch, sand) is not recommended.
- Sidewalks and roads should not be disinfected.
- Spread of COVID-19 from these surfaces is very low and disinfection is not effective.

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**When cleaning**

- Regular cleaning staff can clean and disinfect community spaces.
  - Ensure they are trained on appropriate use of cleaning and disinfection chemicals.
- Wear disposable gloves for all tasks in the cleaning process, including handling trash.
- Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Gloves should be removed carefully to avoid contamination of the wearer and the surrounding area.
- Wash your hands often with soap and water for 20 seconds.
- Always wash immediately after removing gloves and after contact with a person who is sick.
- Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Additional key times to wash hands include:
  - After blowing one’s nose, coughing, or sneezing
  - After using the restroom
  - Before eating or preparing food
  - After contact with animals or pets
  - Before and after providing routine care for another person who needs assistance (e.g., a child)
Cleaning and Disinfecting Your Building or Facility if Someone is Sick

Source for this section: CDC

Cleaning and disinfecting if someone is sick

- Close off areas used by the person who is sick.
  - Companies do not necessarily need to close operations, if they can close off affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls and ATM machines.
- **Vacuum the space** if needed. Use vacuum equipped with high-efficiency particular air (HEPA) filter, if available.
  - Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
  - Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- Once area has been appropriately disinfected, it can be opened for use.
  - Workers without close contact with the person who is sick can return to work immediately after disinfection.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
  - Continue routing cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

Additional considerations for employers

- Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus.
- Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.
  - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard (29 CFR 1910.1200).
Alternative disinfection methods

• The efficacy of alternative disinfection methods, such as ultrasonic waves, high intensity UV radiation, and LED blue light against COVID-19 virus is not known.
  • EPA does not routinely review the safety or efficacy of pesticidal devices, such as UV lights, LED lights or ultrasonic devices. Therefore, EPA cannot confirm whether, or under what circumstances, such products might be effective against the spread of COVID-19.
• CDC does not recommend the use of sanitizing tunnels. There is no evidence that they are effective in reducing the spread of COVID-19. Chemicals used in sanitizing tunnels could cause skin, eye or respiratory irritation or damage.
• CDC only recommends use of the surface disinfectants identified on List N against the virus that causes COVID-19.

For facilities that house people overnight

• Follow CDC’s guidance for colleges and universities. Work with state and local health officials to determine the best way to isolate people who are sick and if temporary housing is needed.
• For guidance on cleaning and disinfecting the bedroom/bathroom for someone who is sick, review CDC’s guidance on disinfecting your home if someone is sick.

Additional information is available on the CDC’s website.
A significant number of people with COVID-19 do not have symptoms. People with COVID-19 who do eventually develop symptoms can transmit the virus to others before showing symptoms. The virus can spread between people who are in close contact with each other, even when someone is not having symptoms.

This is why social distancing is so key in the fight against COVID-19, and why the Centers for Disease Control and Prevention (CDC) recommends people wear cloth face coverings in public settings where social distancing is hard to do – this includes your workplace.

**Stay home if you feel sick.**

**When possible, work virtually.**

**Wear a mask.** The CDC recommends that people wear a cloth mask to cover their nose and mouth in community settings. This is to protect those around you in the case that you are infected but do not have symptoms.

**Distance.** Maintain at least 6 feet between you and your coworkers. If you are within 6 feet of a coworker with no other barriers, such as a cubicle wall, wear a cloth mask.

**Wash your hands.** Wash your hands frequently with soap and water for at least 20 seconds; when soap and water are not available, use hand sanitizer that is at least 60% alcohol.

**Do not touch your face.**

**Cover your coughs/sneezes.** Even healthy people occasionally cough, sneeze or have a runny nose. If you cough, sneeze or blow your nose, cover your mouth and wash your hands or use hand sanitizer immediately afterward.

**Clean.** Frequently wipe down high-traffic surfaces such as doorknobs, chairs, tables and shared equipment such as tools and copy machines.

**No sharing.** Do not share headsets or other objects near the mouth or nose. Discontinue potlucks. If limiting communal items such as coffee pots, refrigerators and vending machines is not possible, wash your hands after touching communal surfaces.

**Breakrooms and restrooms.** Wear a mask and maintain at least 6 feet between you and your coworkers if possible. Consider using shared spaces in shifts.

**Meetings.** Wear a mask and maintain at least 6 feet between you and your coworkers. Go virtual when possible.
Workers in office buildings may be at risk for exposure to the virus that causes coronavirus disease 2019 (COVID-19). Office building employers, building owners and managers, and building operations specialists can take steps to create a safe and healthy workplace and protect workers and clients.

**Create a COVID-19 workplace health and safety plan.**
- Start by reviewing the [CDC Interim Guidance for Businesses and Employers](https://www.cdc.gov/coronavirus/2019-ncov/worksites/business-guidance.html). This will provide guidelines and recommendations that all employers can use to protect their workers and clients.

**Before resuming business operations, check the building to see if it’s ready for occupancy.**
- Ensure that ventilation systems in your facility operate properly. For building heating, ventilation, and air conditioning (HVAC) systems that have been shut down or on setback, review new construction startup guidance provided in [ASHRAE Standard 180-2018, Standard Practice for the Inspection and Maintenance of Commercial Building HVAC Systems](https://www.ashrae.org/standards/180-2018).
- Increase circulation of outdoor air as much as possible by opening windows and doors, using fans, and other methods.

Do not open windows and doors if doing so poses a safety or health risk for current or subsequent occupants, including children (e.g., allowing outdoor environmental contaminants including carbon monoxide, molds, or pollens into the building).
- Evaluate the building and its mechanical and life safety systems to determine if the building is ready for occupancy. Check for hazards associated with prolonged facility shutdown such as mold growth, rodents or pests, or issues with stagnant water systems, and take appropriate remedial actions.

**Identify where and how workers might be exposed to COVID-19 at work.**
Employers are responsible for providing a [safe and healthy workplace](https://www.cdc.gov/coronavirus/2019-ncov/worksites/employers.html).
- Conduct a thorough [hazard assessment](https://www.cdc.gov/coronavirus/2019-ncov/worksites/employers.html) of the workplace to identify potential workplace hazards that could increase risks for COVID-19 transmission.
• Identify work and common areas where employees could have close contact (within 6 feet) with others — for example meeting rooms, break rooms, the cafeteria, locker rooms, check-in areas, waiting areas, and routes of entry and exit.
• Include all employees in the workplace in communication plans — for example management, staff, utility employees, relief employees, janitorial staff, maintenance staff and supervisory staff.
• If contractors are employed in the workplace, develop plans to communicate with the contracting company regarding modifications to work processes and requirements for the contractors to prevent transmission of COVID-19.

Develop hazard controls using the hierarchy of controls to reduce transmission among workers. Include a combination of controls noted below.

Engineering controls: Isolate workers from the hazard
• **Modify or adjust seats, furniture, and workstations** to maintain social distancing of 6 feet between employees.
  • Install transparent shields or other physical barriers where possible to separate employees and visitors where social distancing is not an option.
  • Arrange reception or other communal seating area chairs by turning, draping (covering chair with tape or fabric so seats cannot be used), spacing, or removing chairs to maintain social distancing.

• Use methods to physically separate employees in all areas of the facilities including work areas and other areas such as meeting rooms, break rooms, parking lots, entrance and exit areas, and locker rooms.
  • Use signs, tape marks, or other visual cues such as decals or colored tape on the floor, placed 6 feet apart, to indicate where to stand when physical barriers are not possible.
  • Replace high-touch communal items, such as coffee pots, water coolers, and bulk snacks, with alternatives such as pre-packaged, single-serving items.

• Take steps to improve ventilation in the building:
  • Increase the percentage of outdoor air (e.g., using economizer modes of HVAC operations) potentially as high as 100% (first verify compatibility with HVAC system capabilities for both temperature and humidity control as well as compatibility with outdoor/indoor air quality considerations).
  • Increase total airflow supply to occupied spaces, if possible.
  • Disable demand-control ventilation (DCV) controls that reduce air supply based on temperature or occupancy.
  • Consider using natural ventilation (i.e., opening windows if possible and safe to do so) to increase outdoor air dilution of indoor air when environmental conditions and building requirements allow.
• Improve central air filtration:
  • **Increase air filtration** to as high as possible (MERV 13 or 14) without significantly diminishing design airflow.
  • Inspect filter housing and racks to ensure appropriate filter fit and check for ways to minimize filter bypass.
  • Consider running the building ventilation system even during unoccupied times to maximize dilution ventilation.
  • **Generate clean-to-less-clean air movement** by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials. Have staff work in areas served by “clean” ventilation zones that do not include higher-risk areas such as visitor reception or exercise facilities (if open).
  • Consider using portable high-efficiency particulate air (HEPA) fan/filtration systems to help **enhance air cleaning** (especially in higher risk areas).
  • Ensure exhaust fans in restroom facilities are functional and operating at full capacity when the building is occupied.
  • Consider using **ultraviolet germicidal irradiation (UVGI)** as a supplement to help inactivate the virus.

**Administrative controls: Change the way people work**
• Actively encourage employees who have **symptoms** of COVID-19 or who have a sick family member at home with COVID-19 to notify their supervisor and stay home.
• Employees who appear to have **symptoms** upon arrival at work or who become sick during the day should immediately be separated from others, provided a face mask if they are not using one, and sent home with instructions and guidance on how to follow-up with their health care professional.
• 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 their health care provider.
• Perform enhanced **cleaning and disinfection** after anyone suspected or confirmed to have COVID-19 has been in the workplace.
• Consider conducting daily in-person or virtual health checks (e.g., symptoms and/or temperature screening) of employees before they enter the work site.
• See **CDC’s COVID-19 General Business FAQs** for guidance on how to safely conduct employee screening.
• Develop and implement a policy to prevent employees from congregating in groups while waiting for screening, and maintain a 6-foot separation between employees.
• Stagger shifts, start times, and break times as feasible to reduce the density of employees in common areas such as screening areas, break rooms, and locker rooms.
Other Things to Consider

Consider posting signs in parking areas and entrances that ask guests and visitors to wear cloth face coverings if possible, to not enter the building if they are sick, and to stay 6 feet away from employees, if possible.

Consider posting signs in parking areas and entrances that ask guests and visitors to phone from their cars to inform the administration or security when they reach the facility.

Provide directions for visitors to enter the building at staggered times.

Clean and disinfect high-touch surfaces

• Follow the Guidance for Cleaning and Disinfecting to develop, follow, and maintain a plan to perform regular cleanings to reduce the risk of people's exposure to the virus that causes COVID-19 on surfaces.

• Routinely clean all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, printer/copiers, drinking fountains, and doorknobs.

• If hard surfaces are visibly soiled (dirty), clean them using a detergent or soap and water before you disinfect them.

• For disinfection, most common, EPA-registered, household disinfectants should be effective as well as diluted household bleach solutions or alcohol solutions with at least 70% alcohol. A list of products that are EPA-approved for use against the virus that causes COVID-19 is available on the EPA website. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method, and contact time). Keep in mind that household bleach solutions are only good for 24 hours and should be remixed daily.

• Provide employees with disposable wipes and other cleaning materials so that they can properly wipe down frequently touched surfaces before each use.

• Provide employees adequate time to wash their hands and access to soap, clean water and single use paper towels.
• Remind employees to wash their hands often with soap and water for at least 20 seconds. If soap and water are not available, they should use hand sanitizer with at least 60% alcohol.

Establish policies and practices for social distancing:
• Remind employees that people may be able to spread COVID-19 even if they do not show symptoms. Consider all close interactions (within 6 feet) with employees, clients, and others as a potential source of exposure.
  • Prohibit handshaking, hugs, and fist bumps.
  • Limit use and occupancy of elevators to maintain social distancing of at least 6 feet.
  • Encourage the use of outdoor seating areas and social distancing for any small group activities such as lunches, breaks and meetings.
• For employees who commute to work using public transportation or ride sharing, consider offering the following support:
  • Offer employees incentives to use forms of transportation that minimize close contact with others, such as offering reimbursement for parking for commuting to work alone or single-occupancy rides.
  • Allow employees to shift their hours so they can commute during less busy times.
  • Ask employees to wash their hands as soon as possible after their trip.

Educate employees and supervisors about steps they can take to protect themselves at work.
• Post signs and reminders at entrances and in strategic places providing instruction on hand hygiene, COVID-19 symptoms, and cough and sneeze etiquette. This should include signs for non-English speakers, as needed.
• Use no-touch waste receptacles when possible.
• Remind employees to avoid touching their eyes, nose and mouth.
• Employees should wear a cloth face covering to cover their nose and mouth in all areas of the business.
• CDC recommends wearing a cloth face covering as a measure to contain the wearer’s respiratory droplets and help protect their coworkers and members of the general public. Employees should not wear cloth face coverings at work if they have trouble breathing, any inability to tolerate wearing it, or if they are unable to remove it without assistance.
  • Cloth face coverings are not considered personal protective equipment. They may prevent workers, including those who don’t know they have the virus, from spreading it to others but may not protect the wearers from exposure to the virus that causes COVID-19.

• Remind employees and clients that CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission. Wearing a cloth face covering, however, does not replace the need to practice social distancing.
• Communication and training should be easy to understand, be in preferred languages spoken or read by the employees, and include accurate and timely information. Topics should include signs and symptoms of infection, staying home when ill, social distancing, personal protective equipment, hand hygiene practices, and identifying and minimizing potential routes of transmission at work, at home, and in the community. Other topics may be considered based on local context and need.
• CDC has free, simple posters available to download and print, some of which are translated into different languages.
• Provide information and training on what actions employees should take when they are not feeling well (e.g., workplace leave policies, local and state health department information).
New Normal Business Toolkit

Printable Resources

20  How to Protect Yourself
21  COVID-19 Screener Sheet
22  Social Distancing Education
23  Hand Hygiene Education
24-25 Cloth Mask Education
26  How to Wear a Mask

Avera’s mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values. If you think you may have problems paying part of your bill, contact your local business office or billing staff. We can discuss payment options that may be available to you.

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How COVID-19 Spreads

COVID-19 spreads from an infected person to another person through coughs, sneezes or talking. Symptoms may NOT be present in an infected individual.

Help Stop the Spread

- Wash your hands often
- Avoid close contact (stay 6 feet apart)
- Cover your mouth and nose with a cloth face cover when around others
- Cover coughs and sneezes
- Clean and disinfect surfaces
SLOW THE SPREAD OF COVID-19

WATCH FOR SYMPTOMS
Symptoms may appear within 2-14 days of exposure to the virus. In the last 14 days, have you noticed these symptoms?

- Shortness of breath
- Fever over 100°F
- Cough
- New fatigue & Muscle pain
- Chills
- Vomiting or diarrhea
- Loss of taste or smell
- Sore throat
- Headache
- Congestion or runny nose

CONTACT US BEFORE YOU VISIT.
Visit Avera.org/covidhotline and complete the COVID-19 testing form. If you cannot access the digital form, call 1-877-AT-AVERA or your clinic.

Get guidance on symptoms ☭ People only tested if screened first

ISOLATE YOURSELF.
Wait for results. | Don’t share items. | Don’t share bathroom or bedroom areas.

For the latest updates go to Avera.org/covid-19
PREVENTION OF COVID-19 SPREAD: SOCIAL DISTANCING

LIMIT CLOSE CONTACT WITH PEOPLE

Limit in-person meetings to your direct team, and utilize Webex, phone calls and other tools when possible

Limit physical contact, including handshakes

Limit no-essential travel

Avoid crowds (especially in poorly ventilated spaces)

WASH HANDS AND AVOID TOUCHING YOUR EYES, NOSE OR MOUTH

WATCH FOR SYMPTOMS
Symptoms may appear within 2-14 days of exposure to the virus.
In the last 14 days, have you noticed these symptoms?

To prevent spread of COVID-19 illness, Avera recommends “social distancing” as outlined by the Centers for Disease Control and Prevention (CDC).

Here’s what social distancing means:

Limit close contact with people
- Limit physical contact, including handshakes
- Avoid hugging or kissing people who are sick or showing symptoms of illness, keep your distance about six feet away
- Limit in-person meetings, using phone, email and other communication tools when possible.
- Increase physical space when you are working or talking with others out in public.

Stay home if you are sick
- Stay home from work, school, church or other group gatherings if you are ill with these symptoms:
  - Fever of 100° or higher
  - Cough
  - Shortness of breath
  - Sore throat
  - Chills
  - Muscle pain
  - Loss of taste or smell
  - Vomiting or diarrhea

Identify actions to take if you need to postpone or cancel events
- Officials may ask you to modify, postpone or cancel large events for the safety and well-being of your event staff, participants and the community.
- If possible, plan alternative ways for participants to enjoy the events by television, radio or online.

Avoid crowds, especially in poorly ventilated spaces
- Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are sick people in the crowd.
- Maintain at least 6 ft distance.

Reduce or limit gatherings
- Consider that now may not be the best time for parties or potlucks.
- Visiting friends and family is not recommended.

Limit non-essential travel

For the latest updates go to Avera.org/covid-19
Handwashing properly for 20 seconds is one of the most important steps we can take to avoid getting sick and stop the spread of germs.

How to Properly Wash Your Hands

1. Wet Hands
2. Use Soap
3. Palm to Palm
4. Fingers Interlaced
5. Back of Hands
6. Base of Thumbs
7. Fingernails
8. Wrist
9. Rinse Hands with Water
10. Dry Hands with Towel*

Handwashing is one of the most important steps we can take to avoid getting sick and stop the spread of germs.

There is a right way to wash your hands. When you fail to wash your hands, wash them incorrectly or don’t wash for the recommended 20 seconds, you are essentially just spreading the germs around on your hands and then to anything you touch afterwards.

How to wash your hands correctly:
- Turn on the faucet to warm water and get your hands wet.
- Turn the water off and put on soap.
- Once you have your soap, create a good lather without water for at least 20 seconds. This is often the step people skip – they wash their hands with the soap under the water when you should be lathering your hands outside of the water first.
- When lathering your hands, scrub the backs, fronts, between the fingers and under your nails. A good song to think of when trying to gauge 20 seconds is “Happy Birthday.” Sing this twice through and you should be close to 20 seconds.
- Turn the water back on and put your hands back under the water to rinse off the soap.
- The final step is BEFORE you turn off the faucet grab your paper towel and dry your hands completely. If there are no paper towels then dry your hands with the air dryer. You will then use the paper towel to shut off the faucet and open the bathroom door to exit before throwing your paper towel in the trash.
- If you don’t have a paper towel try to use your sleeve to open the door to prevent any germs that may be on the bathroom door handle from getting back onto your hands.
- In the event handwashing isn’t a possibility you can use hand sanitizer but this should NEVER be used to replace good hand-washing practices. When using hand sanitizer it should be comprised of at least 60% alcohol; rub in the hand sanitizer until your hands are dry.

You should wash your hands often, including:
- Before, during and after food preparation
- Before eating
- Before and after caring for someone who is sick
- Before and after performing first aid, such as bandaging a cut
- After using the toilet, changing diapers or assisting a child who has used the toilet
- After blowing your nose, coughing or sneezing
- After touching an animal, animal feed, animal waste or handling their food or treats
- Anytime your hands are physically dirty
- After touching garbage
Cloth Masks

Wearing a cloth face mask can be helpful in stopping the spread of COVID-19. Whether you have homemade ones or bought some, daily washing can help the masks keep you safer.

Additionally, cloth masks are most beneficial for lessening mouth-hand contact.

**Cloth Masks Best Practices**

- Cloth masks only help if they are carefully put on (donned) and taken off (doffed.)
- Wash your hands for at least 20 seconds with soap and water or use hand sanitizer, every time you touch the mask. This will really help you avoid cross-contamination.
- When you’re ready to remove a cloth mask, grab one of the ear or head loops.
- Try to avoid touching the front of the mask. Put it in your laundry to be washed – and then wash your hands.
- Wash your cloth mask after each use, or at least daily.
- Wash in hot water, but if you can’t, make sure to dry on a hot setting of your dryer.

**To Don Ear Loop Cloth Mask**

*Proper hand hygiene has been conducted before donning on mask*

- **STEP 1**: Hold mask by ear loops
- **STEP 2**: Slip one loop over ear
- **STEP 3A**: Slip second loop over opposite ear, adjust mask to assure mouth and nose covered.
- **STEP 3B**: Slip second loop over opposite ear, adjust mask to assure mouth and nose covered.

Note: Cloth mask tends to slip less during use/talking if the lower edge of mask is aligned with jaw bone (mandible) rather than down below jaw bone.
**To Don Head Loop Mask**

**STEP 1**
Hold mask by grasping both head loops at edges of mask.

**STEP 2A**
Hold mask with mask facing downward, so mask is donned with chin directed into mask first.

**STEP 2B**
Hold mask with mask facing downward, so mask is donned with chin directed into mask first.

**STEP 3A**
Stretch both head loops up over crown head, and adjust loops so mask fits snugly.

**STEP 3B**
Stretch both head loops up over crown head, and adjust loops so mask fits snugly.

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**When Removing Either Mask for Re-use**

1. Remove mask by grasping ear loops or head loops; avoid touching front of mask.
2. Place mask with outer side facing down on a clean paper towel.
3. If a common area is used for securing masks between uses, write your initials or name on paper towel to designate each person’s mask.
4. Perform hand hygiene after removing.
   a. When re-donning, use care not to touch outside of mask.
   b. Perform hand hygiene after donning.

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**Wash Cloth Masks after Use**

If you wear your mask to work, place it in a plastic bag and take it home to launder.

**Wash in regular home laundry:**
- Recommended is to wash in hot water and dry OR
- Wash in cool or warm water but dry in a hot dryer
- Wash mask after each use (or daily)
DOs

- Wash mask after use in hot water. If not possible, dry it on a hot setting in your dryer.
- Wash hands for 20 seconds or use hand sanitizer every time you touch your mask.
- Still practice social distancing when wearing a mask.
- Make sure it fits snugly but comfortably against the side of your face.
- Make sure it covers your mouth and nose.

Max, lead pup expert, shows the PERFECT way to wear a mask.

DON'Ts

- Touch or adjust your mask once it’s on your face to avoid contamination.
- Wear your mask more than one day before cleaning.
- Touch your eyes, nose or mouth when removing the mask.
- Place on young children under age 2.

Expert pup Lady says, “Don’t wear it around your neck – it won’t help then!”

“No eating masks,” says Rex.

“This is definitely not right.” - Bailey

“Seriously, no sharing a mask.” – Milo & Molly, expert pups in training