

SAFER

Safe Actions For Employee Returns



Confirmed Case Notification Protocol

These are recommendations for communication actions to take when a confirmed COVID-19 case occurs in the workplace. It is assumed that when a case of COVID-19 is confirmed, the work areas occupied by the employee are closed off for thorough cleaning and disinfection before they can be accessed by others.

COVID-19 Protocol

If an employee reports or exhibits COVID-like symptoms, has been in contact with a confirmed case, or lives with someone who is a confirmed case of COVID, the employee should be asked to leave the workplace immediately and recommend he/she confers with a medical authority for evaluation and instruction. Action taken will depend on the following circumstances:

Action A

If symptoms are consistent with COVID without a clear alternative cause, employee will be instructed to leave the workplace and recommend they confer with a medical contact.

Action B

If employee reports an exposure event at or away from work, employee will be instructed to leave the workplace and adhere to the advice of their medical contact.

Action C

If employee reports a positive COVID test result, employee will remain off work until obtaining medical clearance.



Employee Notification Process

The actual process of notification after a confirmed COVID case will vary depending on organizational structure. What follows is a recommended notification structure:

1. Human Resources or COVID management team contacts employee to confirm the date of symptoms and dates when at the worksite. Employee identifies close contacts at work while symptomatic and indicates areas where s/he worked.
2. HR or management team contacts employee supervisor about confirmed COVID case.
3. Supervisor notifies site manager and individual department leads to make necessary changes in operations and initiate site cleaning/disinfection.
4. Supervisor or HR or management team informs the identified close contacts of employee using organizational talking points and without disclosing the identity of employee.

Communication Guidance for Managers/Supervisors

It is important for managers and supervisors to have guidance for communication with the confirmed case employee, their identified close employee contacts, and other site employees. Also important is to document these communications/conversations.

Guidance for Communication with Confirmed Case Employee

- How are you?
- Is there something I can help you with?
- Do you have a sense for where you are in your recovery?
- Can you tell me if you were in close contact with any coworkers recently?
- In what areas would you say you spent most of your time while at work prior to developing symptoms?
- Please keep us posted as to how you are doing and if there's anything I can do for you.
- Can we contact you in 2-3 days to check on the progress of your recovery?

Guidance for Communication with Employee Close Contacts

- We have been made aware that one of our coworkers has tested positive, and you may have been in close contact or in the same area as this person for a sustained period of time.
- We are asking all employees to proactively self-assess their health before reporting to work, including taking their temperature before leaving home. You may want to seek the advice of a medical contact.
- All workers should continue to cover their nose and mouth with a tissue or the crook of their arm when they cough or sneeze. Refrain from touching your face. Continue to maintain social distancing. Do not come to work if you are feeling ill or exhibiting symptoms that are consistent with COVID-19.
- We have been increasing our common surface disinfecting for the past few weeks, and we will be closing off areas to allow even more time for cleaning.
- We'll do our best to answer your questions.

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Guidance for Communication with Other Employees

- We have been made aware that one of our coworkers has tested positive. This person is no longer in the workplace.
- While you most likely were not in close contact or in the same area as this person for a sustained period of time, we are asking all employees to proactively self-assess their health before reporting to work, including taking their temperature before leaving home. You may want to seek the advice of a medical contact.
- We have been increasing our common surface disinfecting for the past few weeks, and we will be closing off areas to allow even more time for cleaning.
- All workers should continue to cover their nose and mouth with a tissue or the crook of their arm when they cough or sneeze. Refrain from touching your face. Continue to maintain social distancing. Do not come to work if you are feeling ill or exhibiting symptoms that are consistent with COVID-19.
- If you feel ill or are exhibiting symptoms that are consistent with COVID-19, please follow the normal call off procedures and do not come to work. We are exercising flexibility in our handling of attendance related to COVID-19.
- We'll do our best to answer your questions.

