




PANDEMIC RECOVERY SAFETY PLAN

WEBINAR Q&A

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The answers to the questions below represent information that was available at the time of publishing (5/22/20). Information regarding COVID-19, OSHA standards, and state and federal regulations can change at any moment and without notice.

Topic	Question	Answer
Compliance	What about supporting a client during employment and they do not want to wear a mask?	<p>Guidance around wearing a face covering or a respirator will be determined by the risk assessment (who are you protecting and from what), as well as state and local requirements. The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) especially in areas of significant community-based transmission.</p> <p> www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html</p> <p>This should hold true in a workplace setting, if other control (Elimination, Engineering, Administration) aren't possible to control exposure or maintain appropriate social distancing. Non-compliance should be handled through your performance management policies and practices. If the issue is medical, then consideration of a request for an accommodation is in order. This can change state by state. Be sure to contact your state agencies to confirm you are in compliance.</p>
Compliance	What if an employee is uncomfortable with wearing a face covering, it makes them feel claustrophobic, but the position requires it?	See above.
Compliance	Can we legally keep employees out if we know they are sick, or have been ill, or if we suspect they are ill?	<p>Seek legal advice before taking any action around employment. The CDC states: "Actively encourage sick employees to stay home: Employees who have symptoms should notify their supervisor and stay home. 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 healthcare providers. Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions."</p> <p> www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html</p> <p> www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html</p>
Compliance	Do face clothes training require us to make employee's aware of medical issue and who might not want to wear them?	Face coverings are not considered respirators. OSHA requires training staff of duties and PPE in general. The employee has the duty to notify their employer of medical issues, such as for ADA/AAC accommodation requests.

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Compliance	How should data be kept, controlled? This is health information which has guidelines.	<p>Any screening records can be considered a medical record and kept and maintained according your companies record keeping policies and practices. Be sure to check with your legal counsel and state Department of Labor to confirm compliance.</p> <p>😊 www.eeoc.gov/wysk/what-you-should-know-about-covid-19-and-ada-rehabilitation-act-and-other-eeo-laws</p>
Compliance	Any advice or examples of what people are doing for their break room would be great.	<p>Closing break rooms; posting max occupancy; removing machines; requiring disposable products; lunch bags and thermos'. Removing tables and chairs to increase spacing. Staggering breaks to reduce numbers to fewer than 10 or whatever the space can accommodate. More information can be found at</p> <p>😊 www.backtoworksafely.org</p>
Compliance	Do we need to do anything special for workers who move between our locations (which are under our control?) I'm thinking about our drivers who take items between our locations. They do not go anywhere else.	<p>Yes. Consider what they touch. Can they leave items without close contact with the person?</p> <p>😊 www.memic.com/workplace-safety/safety-net-blog/2020/march/food-delivery-driver-safety;</p> <p>😊 www.memic.com/-/media/memic/documents/workplace-safety/covid19/customer-contact-safety-hand-hygiene-pdf.pdf?la=en&hash=0086DB50E082F377788E0EC2A26F7B9CE6EE8F74</p>
Compliance	I would love to get some advice about how retail stores should handle used items they buy from their customers. I'm specifically thinking about used books and DVDs.	<p>Avoid handling the product directly without gloves and barriers to the surface of boxes/bags/books. Consider having customers place item(s) in a place where it can stay for at least 24 hours or longer. CDC recommends a 7 day period to wait before cleaning rooms where has been a positive COVID-19 case.</p> <p>😊 www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html</p> <p>😊 www.memic.com/-/media/memic/documents/workplace-safety/covid19/customer-contact-safety-hand-hygiene-pdf.pdf?la=en&hash=0086DB50E082F377788E0EC2A26F7B9CE6EE8F74</p> <p>😊 https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/mail-parcel-drivers.html</p> <p>😊 www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/essential-goods-services.html</p>
Compliance	If an employee tests positives and says they were exposed at work, is this a workers comp claim and how would you prove the exposure was at work vs. in the community?	<p>MEMIC would ask you to file the claim, and let the MEMIC Claims specialists sort out those critical questions. Not every claim that you submit will be compensable. Early reporting ensures that you avoid late-filing penalties, and ensures that Claims can get on the case early. Another option is to call the MEMIC Claims department to discuss (1-800-660-1306).</p>



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Compliance	Regarding those risk levels - will the materials reference where we can see what the recommended precautions are at each level?	OSHA provides an explanation regarding the levels:  www.osha.gov/Publications/OSHA3990.pdf
Compliance	Are there any provisions for a small group of co-workers to go through a period of quasi-quarantine and then be able to work together without social distancing? We have set teams of 3 employees and we wonder if there are ways for them to move beyond the social distancing requirements given their long-term relationship as work units?	Neither the CDC nor OSHA defines co-workers as a household or a family. While there have been articles on essential workers, such as critical infrastructure employees living on the jobsite in order to isolate them from possible community spread, there is no guidance from the CDC or OSHA on this.
Compliance	I don't know about others, but keeping up with all the information, daily updates from the federal, state and local governments, newsletters from so many insurance companies, suppliers, associations.... this seems like a full time job... especially on top of adding cleaning to office spaces, having remote employees, employees being furloughed and working reduced hours. Any thoughts on how to realistically manage all of this extra work? Hiring a consultant or temporary employee to make sure that you are doing all the OSHA tasks?	There is a lot of information to sort through. However, there are many resources to help. Regardless of how you decide to stay abreast of the information and implement best practices for workplace safety, be clear about who is staying on top of which parts . MEMIC has provided Templates to help businesses build an individualized plan. Teach staff about their part (the MEMIC template can help organize that piece of work). Review an outline of your plan with your MEMIC Loss Control Consultant for a talk-through.
Compliance	How do we determine the time frame of each state's Public Health Emergency?	Contact your local emergency management or State CDC for guidance on the status of the current Public Health Emergency.



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Topic	Question	Answer
Compliance	Does anyone on the panel have information related specifically school settings? Has any agency developed a protocol or standard for school environments and how to implement a safe return to school plan?	<ul style="list-style-type: none">😊 www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-schools.html😊 www.maine.gov/doe/covid-19😊 www.maine.gov/doe/learning/specialed/covid19😊 www.cdc.gov/coronavirus/2019-ncov/community/colleges-universities/index.html
Industrial Hygiene	How do you handle mail?	Based on the information currently available on how long the virus remain viable on different surfaces, using a combination of good hygiene, disinfection, and waiting period practices can be effective in reducing exposure. <ul style="list-style-type: none">😊 www.cdc.gov/handwashing/when-how-handwashing.html😊 www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html😊 https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html😊 https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/mail-parcel-drivers.html
Industrial Hygiene	Accepting product trade ins from customers.	See above
Industrial Hygiene	What is the 7 day stand for?	Avoiding a space for 7 days is identified by CDC as eliminating any need for disinfection: <ul style="list-style-type: none">😊 https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html😊 www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html😊 www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html😊 https://www.cdc.gov/coronavirus/2019-ncov/community/correction-detention.html
Industrial Hygiene	Are fans helpful in a workplace environment? Or are they detrimental by potentially spreading the virus more than typical air currents in a building?	It is recommended to minimize air from fans blowing from one employee to another employee. More information can be found within the documents available at <ul style="list-style-type: none">😊 www.backtoworksafely.org
Industrial Hygiene	How would you approach a large non air conditioned factory area where we have traditionally used fans to move air?	It is recommended to minimize air from fans blowing from one employee to another employee. More information can be found within the documents available at <ul style="list-style-type: none">😊 www.backtoworksafely.org

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Topic	Question	Answer
Industrial Hygiene	Are air purifiers a need for offices?	Installation of air purifiers with HEPA filters can help. More information about recommendations related to ventilation and HVAC systems can be found at  www.backtoworksafely.org  www.ashrae.org/file%20library/technical%20resources/ashrae%20journal/2020journaldocuments/72-74_ieq_schoen.pdf
PPE	Please discuss in detail when gloves should be worn or not.	Gloves pick up and pass on viruses just like skin, so gloves by themselves don't solve anything. Hazard assessment is needed to determine what risk exists and whether gloves would mitigate. Skin integrity can become an issue with frequent glove use, hand washing, and use of some hand cleaners.  www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html
PPE	Should masks be worn always or only in close proximity to fellow employees?	Engineering out the need for masks would be first goal in the hazard analysis. 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.  www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
PPE	If I call it a "face covering" does it keep us from falling under the respiratory ppe standards and just keep it as a cdc guideline?	Face coverings are not considered respirators, therefore the OSHA Respiratory Protection standard does not apply.  www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
PPE	N95 mask is a respirator. Requires medical clearance and fit testing. 1910.134	N95 is a respirator, not a face covering as defined by the CDC; and would be covered under OSHA's Respiratory Protection Standard.
PPE	Question regarding 3 person crews traveling together in a truck cab. Employees are concerned that if they need to wear a face mask it will make it hard to hydrate since the work they do is physically taxing, esp during the summer. Donning & doffing a face mask in order to drink increases hand-to-face contact and could introduce risk. If windows are wide open or ventilation is on high, could that be sufficient air flow to obviate need for face masks?	Discussing this with a loss control specialist will help with the context of the specific situation and resources available. Looking at each situation using the control hierarchy to determine if you can eliminate the exposure, engineer the work environment to isolate the worker from the exposure, or implement administrative controls to reduce the workers exposure.

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Topic	Question	Answer
PPE	Didn't OSHA relax the requirements for using respirators that they provide in Appendix D?	No. For more information about OSHA' memoranda related to COVID-19, visit  www.osha.gov/SLTC/covid-19/standards.html
Screening	What if an employee refuses to be screened	If screening is a company policy, then non-compliance would be handled the same as any other policy. The issue could be medical, so privacy may be the concern. Some employers simply ask if the employee has completed the checklist at home and have no answers that are indicating new symptoms  https://www.maine.gov/decd/sites/maine.gov.decd/files/inline-files/COVID%20Checklist%20General%20Guidance%20updated-1.pdf Where State Contact Tracing is able to keep up with the positive cases (like Maine at this time), then consider a question such as: Have you been notified that you have had contact with someone who tested positive for COVID-19 in the last 2 weeks?  www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html Questions: Employee duties, and Screening employees.
Screening	Are we allowed to take temperatures of team members as they begin their shift? If so, who should be administering the temperature taking and how should we document?	During a public health emergency, employers can do things that cannot be continued after the emergency status is lifted. The employer is not required to administer the wellness checks. If you trust employee integrity with their job in general, this is just another task to trust them with. Having some sort of documentation of compliance helps reinforce accountability, and gives you tracking info in case it is needed. AND does not need to give you private health information to deal with. Consider: Did you log your temperature before coming to work and was it below _____?; Have you had contact with anyone who has been diagnosed with COVID-19 in the past 2 weeks ; Did you review the symptoms of COVID-19 and determine that you have none? Federal  www.whitehouse.gov/openingamerica/ Maine's Emergency order:  http://www.mainelegislature.org/legis/bills/bills_129th/billtexts/SP078901.asp Recommended by CDC:  www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
Screening	How often should employee screening take place? Daily? Weekly?	Screening is an ongoing effort, but starting from a daily check as employees come to work is recommended. Screening begins at home by the employee, then the employer would screen prior to entry, then the process continues throughout the workday by self-screening and reporting symptoms promptly by the employee.  www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html



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Screening	How often should employee screening take place? Daily? Weekly?	Screening is an ongoing effort, but starting from a daily check as employees come to work is recommended. Screening begins at home by the employee, then the employer would screen prior to entry, then the process continues throughout the workday by self-screening and reporting symptoms promptly by the employee.  www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
Screening	How do you handle reports of COVID-like symptoms that have other explanations (e.g. spring allergies, etc.)?	Discussion with the worker is important to the decision of whether this is a new symptom; Consider: Did you log your temperature before coming to work and was it below _____? Is this a new symptom? Have you had contact with anyone who has been diagnosed with COVID-19 in the past 2 weeks? Federal  www.whitehouse.gov/openingamerica/ Maine's Emergency order  http://www.mainelegislature.org/legis/bills/bills_129th/billtexts/SP078901.asp
Screening	Could you elaborate a little more on having vendors and contractors report symptoms as mentioned in the beginning?	A business has control over access. If you expect employees to comply, it follows that any visitors who could bring virus in should comply as well. Several LTC facility outbreaks in Maine apparently began with one traveling sales person as the Index case; recently a Maine construction site dealing with 26 workers from various States, testing positive. The core hygiene standards for visitors are critical to safety.
Screening	When can someone who reports a symptom return to work, if their health care provider does not recommend they get tested?	For healthcare:  www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html For non-health care:  www.cdc.gov/coronavirus/2019-ncov/community/strategy-discontinue-isolation.html  https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html
Screening	Are you aware of any virtual screening tools for the employee screenings prior to arriving to work?	Not at this time.
Social Distancing	Any specific resources providing guidance on practices for things such as crew trucks, on site equipment, tools, etc?	Documenting contacts less than 6ft; consistent work groups when needed; minimal sharing; portable soap/water; surfaces cleaned between shifts or more often  https://www.osha.gov/laws-regs/standardinterpretations/2019-07-11

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Topic	Question	Answer
Social Distancing	Our company is a construction company with jobsites all over the state. Employees come from several union halls around the state. Needles to say, they all work in close proximity to each other, any suggestions as to how to control contact and follow up with employees?	<p>In the MEMIC Template is a Contact Tracking tool.</p> <ul style="list-style-type: none">👤 https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/construction-workers.html👤 www.cdc.gov/coronavirus/2019-ncov/community/guidance-manufacturing-workers-employers.html👤 www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html👤 www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html👤 https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Guidance-Documents/Returning-to-Work-Construction-Environments_GuidanceDocument.pdf
Tracking	If you have employees complete daily self reporting should the employer keep a log confirming they verified the ee self check each day? 2) If you have employees complete daily self reporting should the employer keep a log confirming they verified the ee self check each day	<p>During a public health emergency, employers can do things that cannot be continued after the emergency status is lifted. The employer is not required to administer the wellness checks. If you trust employee integrity with their job in general, this is just another task to trust them with. Having some sort of documentation of compliance helps reinforce accountability, and gives you tracking info in case it is needed. AND does not need to give you private health information to deal with. Consider: Did you log your temperature before coming to work and was it below _____?; Have you had contact with anyone who has been diagnosed with COVID-19 in the past 2 weeks ; Did you review the symptoms of COVID-19 and determine that you have none?</p> <p>Federal</p> <ul style="list-style-type: none">👤 www.whitehouse.gov/openingamerica/ <p>Maine's Emergency order</p> <ul style="list-style-type: none">👤 legislature.maine.gov/legis/bills/bills_129th/billtexts/SP078901.asp
Tracking	Contact tracking - is this unprotected and under 6 feet or just any encounter under 6 feet?	<p>A contact within 6', with no PPE in place, and that lasts more than 10 seconds timing is a best practice referenced by a company who successfully implemented encounter tracking is considered a contact that should be recorded. Contact your local CDC or emergency management agency for specific guidance.</p> <ul style="list-style-type: none">👤 www.memtic.com/workplace-safety/safety-experts-podcast#social-distancing-kevin-roche



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Tracking	Is the contact/encounter tracking form to be used if someone gets sick in the facility, or generally during the course of a normal day?	<p>The contact/encounter tracking form is different than state contact tracing where the exposure path is tracked from one person sick with COVID-19 to the people they have had contact with. Contact or encounter tracking is a process for employees to track encounters with other workers, vendors, or contractors in the workplace that is with in the social distancing prescriptions for a pre-determined amount of time. See the answer above.</p> <p>This tool can provide information that can be used to isolate exposure in the workplace and can limit necessary quarantine as well as identify tasks or jobs where additional controls may be necessary.</p>
Tracking	Is the contract tracing required?	No. If a case is found positive, then State CDC Contact Tracing is commenced. These Tracers aim to identify every contact in the past 2 weeks for every new case. They then notify all contacts of the positive case and provide information including quarantine requests if it is determined that the contact met that threshold. Anything the employer can do to make that job happen quicker, increases the odds of other employee contacts being back at work sooner.
Training	Will copies of the Excel spreadsheets be made available?	The tools highlighted in the presentation are included in the MEMIC Pandemic Recovery Safety Template. This template is available to MEMIC policy holders in the MEMIC Safety Director.
Training	What does "training" look like in the future? All electronic? One on One with facemask?	<p>Online and/or electronic training has been growing in popularity and is likely a huge part of future training plans. The pandemic has accelerated this evolution in the training world. Online training can be effective, but must include clear learning objectives, validation components (attendance and quiz/test documentation), and documentation. However, this type of training cannot completely replace on-the-job skill acquisition or fulfill practical application of training requirements. This may be one-on-one with social distancing measures for now. OSHA has a letter of interpretation related to online safety training</p> <p> https://www.osha.gov/laws-regs/standard-interpretations/2019-07-11</p>
Training	Do you offer the slides in Spanish?	No.
	A small business with limited numbers of general public - what is meant by high volume of general public?	<p>OSHA provides an explanation regarding the levels</p> <p> www.osha.gov/Publications/OSHA3990.pdf</p>

