

Restoration: (Yellow Phase) For Businesses and their Employees

This phase includes the time between when employees have begun to resume normal operations within their respective facilities and when County offices reopen to the public. Pre-planning initiative should be accomplished by the time the business is ready to move forward with reestablishing on-site work. This framework suggests allowing employees to return to their offices or facilities after the WHO, CDC, Pennsylvania Department of Health and Chester County Health Department affirm that COVID-19 is no longer an immediate threat or past the peak of the threat to the general public. Because secondary peaks are a concern as people reintroduce into society and the workplace, monitoring and flexibility will be crucial during this phase. Businesses may open facilities to employees to reestablish daily operations several days if not weeks before opening to the public. Slow integration will allow staff an opportunity to regroup or reestablish technology, equipment, or resources as well as provide a buffer should there be staff shortages due to secondary peaks.

Before opening to public, all systems, lines of communication, computers, and other daily use equipment should be evaluated to ensure functionality. Modified hours of operations should be evaluated and modified by business needs and relevant supervising guidance. Once the likelihood of an uptick in new cases has subsided, regular hours of operation and provisions for gatherings of less than 25 visitor capacities will be permitted. Violations will need to be addressed through normal business procedures as appropriate.

Supervisors should continually communicate with employees to eliminate all barriers to communication that may prohibit telework. Supervisors may, at this time, begin to track the productivity of teleworking employees to identify which functions may need to be relocated to the original work location first.

Employee resources should be identified (counseling, financial assistance, etc.) and disseminated through departments as necessary. Communication with employees related to new policies (i.e. screenings, social distancing, personal hygiene, and case identification) shall be a priority of the business leadership. Sick leave policies shall be flexible and accommodating to encourage employees not to return to work on-site if they feel ill or if they have had potential exposure.

Senior leadership should make time to discuss mental fatigue with mid-level leadership and with their colleagues to provide support and encouragement during this high-stress time. Intentional efforts should be made to ensure that all employees are practicing self-care and constructive wellness practices both as it relates to mental health and with regard to policies put into effect to combat COVID-19.

Evaluation should consider the challenges of returning to normal operations. These questions may be posed at initial business and employee briefings, and answers should be synthesized and reported to leadership to inform after-action reports and procedures. Examples of potential subjects or questions could include:

- What challenges arose from the transition back to normal operations?
- Could these challenges have been avoided?
- What went well with transitioning back to normal operations?
- What types of changes could be made to our plan to prepare for the next incident?
- What do you consider the highest priority tasks of your role in the department to be?

What is needed to comply with State and CDC Guidelines?

Masks for all employees and customers of the business.

Proper cleaning items such as hand sanitizer, soap, surface cleaning products, etc.

Limit the amount of customers and employees allowed inside the business to allow for social distancing.
(This will vary by business due to size and work structure)

Make sure your business is cleaned thoroughly each day, especially high traffic touch areas, such as door handles, cash registers, and flat surfaces.

Stagger start times for employees so there is not a group congregating at one time.

All non-essential visitors to the business should be discouraged.

Try and conduct business through appointments if possible.

Occupancy of all businesses should be at 50% less than their total maximum occupancy.

Schedule handwashing breaks for employees.

Make sure you have a plan in place in case one of your employees becomes sick to protect your other employees.

Temperature checks at the beginning of shifts. Anyone with a temperature of 100.4 or higher should be sent home immediately.

State Yellow Phase Guidelines

Work & Congregate Setting Restrictions

Telework Must Continue Where Feasible

Businesses with In-Person Operations Must Follow Business and Building Safety Orders

Child Care May Open Complying with Guidance

Congregate Care and Prison Restrictions in Place

Schools Remain Closed for In-Person Instruction

Social Restrictions

Stay at Home Order Lifted for Aggressive Mitigation

Large Gatherings of More Than 25 Prohibited

In-Person Retail Allowable, Curbside and Delivery Preferable

Indoor Recreation, Health and Wellness Facilities and Personal Care Services (such as gyms, spas, hair salons, nail salons and other entities that provide massage therapy), and all Entertainment (such as casinos, theaters) Remain Closed

Restaurants and Bars May Open Outdoor Dining, in Addition to Carry-Out and Delivery (effective 6/5/2020)

- All businesses must follow CDC and DOH guidance for social distancing and cleaning
 - Monitor public health indicators, adjust orders and restrictions as necessary
- After a county transitions to the yellow phase, we will closely monitor for increased risk, such as significant outbreaks. If overall risk remains mitigated for fourteen days, we will transition the county to the green phase.

The green phase eases most restrictions by lifting the stay at home and business closure orders to allow the economy to strategically reopen while continuing to prioritize public health.

While this phase will facilitate a return to a “new normal,” it will be equally important to continue to monitor public health indicators and adjust orders and restrictions as necessary to ensure the spread of disease remains at a minimum.