



WORK IN PROGRESS; TO BE REFINED AS HAWAII STATE REOPENING PLAN IS UPDATED
This document reflects the latest reopening guidance from Hawai'i state agencies and is intended only as recommendations for businesses and communities as they prepare for reopening.

Economic and Community Pathway to Recovery

Health guidelines for healthcare facilities to resume non-essential operations

MAY 2020



Disclaimer

This document provides guidelines to support Hawai'i businesses to prepare and effectively manage the safety of employees and customers as they resume operations during the continuing COVID-19 pandemic. This is an evolving document that may be updated when new guidance is released.

This document provides an understanding for how businesses can comply with Hawai'i state government guidelines. It has been developed in collaboration with a working group of industry representatives and incorporates best practices. It is in alignment with the Beyond Recovery strategy to reopen and reshape Hawai'i's economy, released on May 18, 2020 by the Office of the Governor.

This document is a work in progress and strictly meant to be recommendations for public health and safety.

Last updated: May 28, 2020



Sources and further reading on general best practices

CDC recommended guidance for healthcare personnel

- [EPA-registered disinfectant products](#)
- [Cleaning and Disinfection for Community Facilities](#) (CDC)
- [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#) (CDC)
- [Criteria for Return to Work for Healthcare Personnel with Suspected or Confirmed COVID-19](#) (CDC)
- [Framework for Healthcare Systems Providing Non-COVID-19 Clinical Care During the COVID-19 Pandemic](#) (CDC)
- [Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed COVID-19 in Healthcare Settings](#) (CDC)
- [Interim U.S. Guidance for Risk Assessment and Work Restriction for Healthcare Personnel with Potential Exposure to COVID-19](#) (CDC)
- [Guidance for Dental Settings](#) (CDC)



CDC recommended employee health guidelines

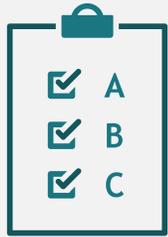
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](#)
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](#)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](#)
- For additional training materials on employee health, please see: [CDC's Symptoms of Coronavirus](#)

Other sources used in this document

- [Recovery Readiness: A How-To Guide for Reopening Your Workplace](#) (Cushman & Wakefield)

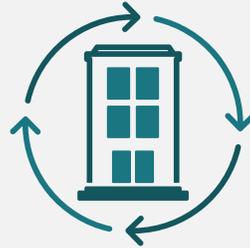


Materials included in health guidelines: Healthcare



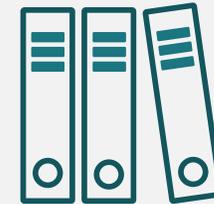
Checklist of changes and recommendations

E.g., cleaning and sanitizing, physical distancing, health and hygiene, facility safety, patient expectations, employee support



Overall operating model implications

E.g., supplies, patient interactions



Training guide for employees

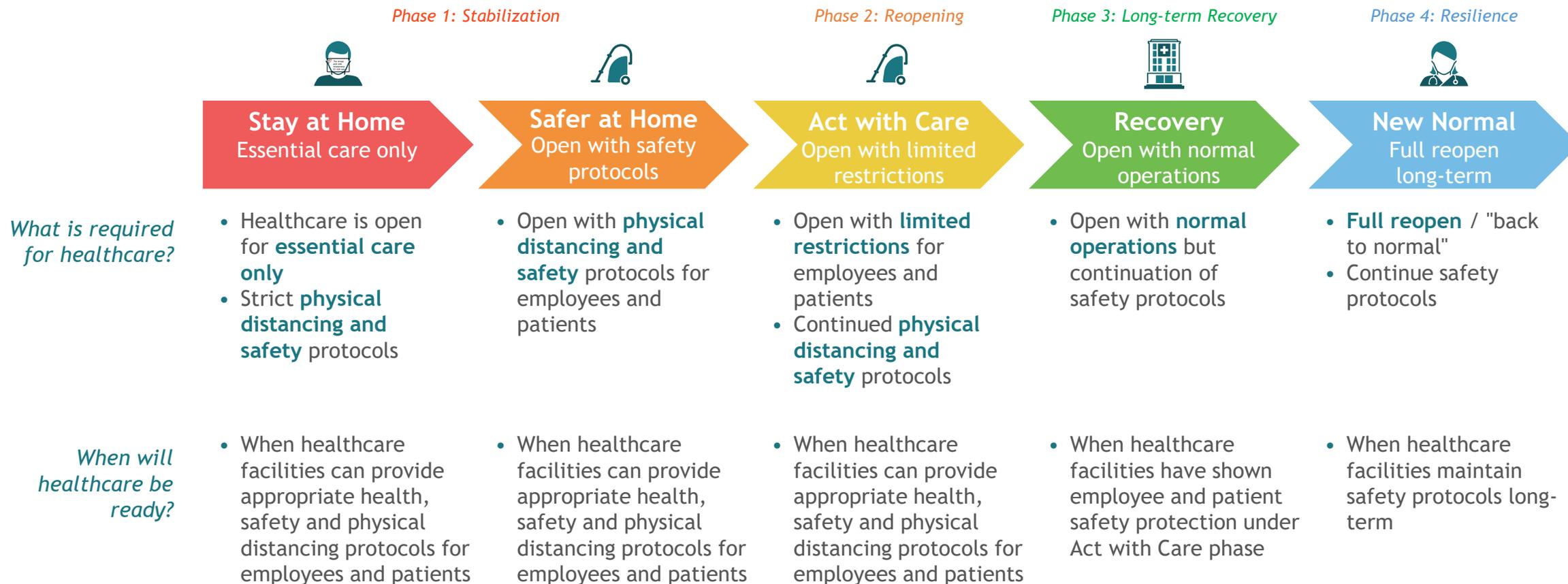
E.g., FDA and CDC guides and best practices



Plan for healthcare facilities to reopen non-essential operations

Based on Beyond Recovery State Plan issued on 5/18/2020

Minimum of 14 days of sustained progress before moving to the next impact level. Ability to move impact levels is contingent on improved public health outcomes and COVID-19 situation, and decision is made by Governor and Mayors.





Recommended protocols for healthcare facilities to resume non-essential operations (1/2)

Supporting a common "new normal" foundation to mitigate COVID-19

The following checklist provides adaptations for healthcare facilities to resume operations

These actions will run in parallel to public health efforts

Our priority is protecting communities in Hawai'i by acting as good stewards

Subject to change based on public health guidance

Cleaning and sanitizing

Guidelines are applicable to "Stay at Home", "Safer at Home" and "Act with Care"

- Complete thorough and detailed cleaning of entire facility, with focus on high-contact areas that would be touched by both employees and patients
- Provide hand sanitizer at entrance and on counters for all patients and employees to use frequently
- Complete routine sanitization of high-touch surfaces (e.g., door handles)
- After patients leave, clean frequently touched surfaces (e.g., counters, beds, seating) using [EPA-registered disinfectants](#)
- If an employee or patient tests positive, close off areas used by sick person and wait 24 hours before cleaning and disinfecting
- Wherever possible, use disposable equipment
- If the facility has toys, reading materials or other communal objects, remove them or clean them regularly
- Follow [CDC guidelines for Cleaning and Disinfecting Your Facility](#)

Physical distancing

Guidelines are applicable to "Stay at Home", "Safer at Home" and "Act with Care"

- If possible, maintain physical distancing of 6 feet between all workstations in use
- If medically able, ask patients to wait outside the building until their appointment, to prevent crowding in waiting rooms
- Implement floor markings to promote physical distancing and mark tables, chairs and workstations not in use
- In the waiting room, place chairs 3-6 feet apart when possible. Use barriers (like screens) if possible.
- Limit the number of employees allowed simultaneously in break rooms
- Post signs throughout the facility reminding employees and patients of physical distancing

Employee health and personal hygiene

Guidelines are applicable to "Stay at Home", "Safer at Home" and "Act with Care"

- All employees should wear face masks when at the facility
- All employees must wear gloves and change between patients; wash hands between patients
- [Per CDC guidelines](#), require employees with COVID-19 symptoms to remain home until they are symptom-free for 3 days without medication
- If an employee tests positive, inform employee's patients and ensure all other employees follow Hawai'i Dept. of Health guidance
- Require employees confirmed to have COVID-19 to [self-isolate](#) per Hawai'i public health guidelines and follow Dept. of Health guidance
- Require employees to [self-quarantine](#) per Hawai'i public health guidelines if exposed to COVID-19, and follow Dept. of Health guidance
- Train all employees and patients on the importance of frequent handwashing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face
- Train all employees on symptom detection, sources of high risk to COVID-19, prevention measures and leave benefits/policies



Recommended protocols for healthcare facilities to resume non-essential operations (2/2)

Supporting a common “new normal” foundation to mitigate COVID-19

The following checklist provides adaptations for healthcare facilities to resume operations

These actions will run in parallel to public health efforts

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Subject to change based on public health guidance

Facility safety

Guidelines are applicable to "Stay at Home", "Safer at Home" and "Act with Care"

- Have the ability to log all employees and patients that come onsite for purposes of supporting public health contact tracing
- Assess and restock supplies now and on a regular schedule
- Place staff at the entrance to ask patients about their symptoms and provide symptomatic patients with face coverings to cover mouth and nose if possible
- Limit non-patient visitors and use no-touch trash cans where possible
- Check appropriate functioning of HVAC
- Ask employees resuming on-premise work to confirm they have not experienced COVID-19 symptoms for 14 days prior to return
- Communicate safety protocols to all employees and patients, including available contact to report violations of safety protocols

Patient expectations

Guidelines are applicable to "Stay at Home", "Safer at Home" and "Act with Care"

- All patients must wear facemasks when at the facility
- Visible entry point signage for employees and patients on shared responsibilities (including proper hygiene & sanitization, physical distancing, PPE guidance and information for reporting concerns)
- Make patient safety guidelines publicly available
- Consider using social media to educate customers on business protocols and what to expect when visiting
- Consider and plan for providing more telemedicine appointments
- Ask patients about symptoms during reminder calls
- Consider rescheduling non-urgent appointments

Employee support

Guidelines are applicable to "Stay at Home", "Safer at Home" and "Act with Care"

- Mitigate anxiety by recognizing fear in returning, communicating transparently, listening and surveying employees regularly
- Provide early reopening communication by keeping workforce informed as soon as appropriate
- Reinforce training after Day One by providing ongoing methods of additional training to reinforce messaging and changes
- If employees have children, provide support in navigating childcare options when coming back to work



Potential operating model implications: Cleaning and sanitizing

CDC-recommended cleaning operations

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection
- Require staff to frequently disinfect surfaces repeatedly touched by patients and employees
 - Doorknobs, counters, workstations, switches, faucets, handles, toilet flush levers, chairs, etc.
- Use [EPA-registered disinfectant products](#) for COVID-19
- For electronics, follow manufacturer's instructions for disinfecting
- Launder all towels, linens, etc. on a daily basis using the warmest appropriate water setting for the items and dry items completely
- Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash
- Ensure that cleaning staff wash hands often with soap and water for 20 seconds

For further reading:

- [Cleaning and Disinfection for Community Facilities](#) (CDC)
- [Getting Your Clinic Ready for COVID-19](#) (CDC)

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout facility (e.g., on desks)
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout facility encouraging everyone to frequently wash hands and sanitize
- Laundry detergent
- Disposable gloves, face masks and gowns for cleaning staff



Sample facility cleaning checklist

Clean on a frequent basis:

- | | |
|----------------------------------|---------------------------|
| • Desks and chairs | • Electronics |
| • Countertops and other surfaces | • Windows |
| • Workstations | • Doors and door handles |
| • Shelves | • Railings |
| • Break rooms | • Bathroom surfaces |
| • Shared resources (e.g., pens) | • Carts, drawers and bins |



Potential operating model implications: Physical distancing

Sample physical distancing guidelines for healthcare

- Place signs, posters and floor markings throughout facility directing employees and patients where to walk and stand
- Place signs and posters throughout facility reminding people to physically distance and wash hands
- Enforce capacity limits inside the facility and ask patients to wait outside until they can be assisted, if possible
- Rearrange employee workstations to allow for physical distancing of 6 feet
- Avoid gatherings of more than 10 people and move meetings to larger spaces if possible to allow for physical distancing

For further reading:

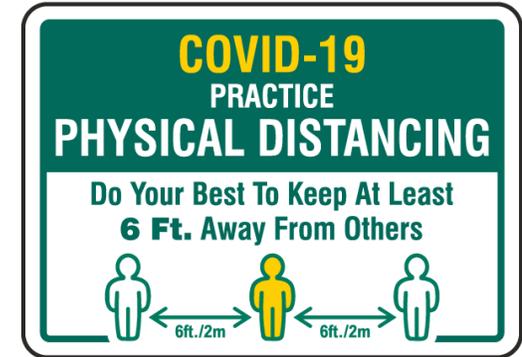
- [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#) (CDC)
- [Implementing Physical Distancing in the Hospital](#) (Journal of Hospital Medicine)
- [Getting Your Clinic Ready for COVID-19](#) (CDC)



Sample on-site materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or graphics) to instruct people where to walk and stand
- Floor markings to indicate where tables and chairs should be placed inside facility to promote physical distancing

Sample physical distancing sign





Potential training guidelines for employees on health and hygiene

FDA and CDC-recommended personal hygiene guidelines for employees

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' phones, stations, or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For detailed training materials please see:

- [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#) (CDC)
- [Getting Your Clinic Ready for COVID-19](#) (CDC)
- [Strategies to Optimize the Supply of PPE and Equipment](#) (CDC)



FDA and CDC-recommended employee health guidelines

- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](#)
- Send home employees who experience COVID-19 symptoms at work
 - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](#)
- Workforce controls can be implemented to reduce transmission among employees, including temperature screenings, disinfecting of workspaces and equipment, employee self-monitoring, masks and physical distancing protocols
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](#)

For additional training materials on employee health, please see:

- [FDA's Employee Health and Personal Hygiene Handbook](#)
- [CDC's Symptoms of Coronavirus](#)

Employee and customer support: Sample reopening communication practices

A well-thought out reopening communications strategy addresses the details of the transition and anticipates employee questions, anxieties and concerns

Recommended employee communication practices for employers¹

- Communicate frequently to make employees aware of changes
- Provide details of the changes
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before official reopening day
 - E.g., How to practice physical distancing/sanitizing at facility
 - E.g., How to instruct patients to follow floor markings in facility
 - E.g., How to handle interactions with patients
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays, etc.
- Consider communications focused on
 - Why the facility is safe to reopen and how it is following state guidelines for reopening workspaces
 - Instructions for how to prepare for arrival
 - Overview of what to expect when returning employees arrive, including new entrance protocols, supplies, sanitization requirements, capacity limits, etc.



Sample patient communication topics



Cleaning procedures

- Let patients know about adjusted cleaning protocols



Opening hours and locations

- Share updated opening hours and locations currently open/closed with patients



What to expect

- Communicate guidelines for what patients can expect when visiting the facility (e.g. capacity limits, hand sanitizer, floor arrows)



Contact information

- Phone number or email for patients to contact if they have further questions



Links to government and health websites

- Links to COVID-19 guidance from CDC or Hawaii.gov

Sample communication platforms include email, text message, social media, organization website, etc.

1. Cushman and Wakefield, Recovery Readiness: A How-To Guide For Reopening Your Workplace

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