

**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 non-profits to resume 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 cleaning, disinfection, and other guidelines

- [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)

### Other resources

- [Recovery Readiness: A How-To Guide for Reopening Your Workplace](#) (Cushman & Wakefield)
- [Hawaii Behavioral Health & Homelessness Statewide Unified Response Group](#) (BHHSURG)



### 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](#)

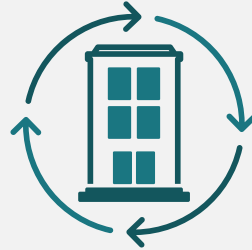


# Materials included in health guidelines: Non-profits



Checklist of changes and recommendations

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



Overall operating model implications

*E.g., supplies, visitor interactions, schedule changes*

*Note: Operating model implications will vary for each business*



Training guide for employees

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



# Plan for non-profit organizations to reopen

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.



*What is required for organizations to open?*

- Only in-person interactions for **essential services**
- Non-profit organizations that provide **food, housing and shelter**
- Non-essential services are **generally remote**

*When will organizations be ready?*

- Organizations have practices to ensure safety of individuals, including specific guidance, adequate PPE and sanitization

- Begin **in-person work efforts** with **physical distancing and safety measures**
- Gatherings and activities **limited in size** and **follow physical distancing**

- Organizations have practices to ensure safety of individuals, including specific guidance, adequate PPE and sanitization

- Open with **continued physical distancing and safety measures**
- Gatherings and activities **follow public health guidelines**

- When organizations are able to safely increase capacity
- When organizations have plans in place to support contact tracing as needed

- Move towards a **normal operating model**
- Gatherings and activities **open to normal capacity**

- When organizations have shown employee and client safety protection under Act with Care

- **Full reopen** / "back to normal"
- Continue safety measures

- When organizations have shown employee and client safety protection under Recovery



# Recommended protocols for non-profits to resume operations (1 / 2)

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

The following checklist provides adaptations for non-profit organizations 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 visitors
- Make hand sanitizer readily available to visitors and employees throughout the building and consider touchless solutions
- Require staff to frequently sanitize high-touch surfaces and shared resources (e.g., door handles, elevators)
- Reduce operating hours for extra deep cleaning
- Clean and sanitize restrooms regularly based on frequency of use
- Launder all towels, linens, etc., on a daily basis using the warmest appropriate water setting for the items and dry items completely
- Consider putting a wipeable cover on electronics and follow manufacturer's instructions for cleaning and disinfecting
- Conduct normal routine cleaning of outdoor areas like playgrounds, but disinfection is not required for outdoor areas

## Physical distancing

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

- Maintain physical distancing of 6 feet for extended periods of >10 minutes (e.g., clients visiting for assistance)
- Face masks should be worn by all employees and clients when at the facility (except when eating)
- Ask visitors to wait outside the facility until employees are ready to work with them and can safely practice physical distancing
- Modify smaller gatherings (e.g., meetings and classes) by moving to a larger area and having people spread out
- Increase the space between staff members' desks
- Cancel or postpone gatherings of more than 10 people (including classes or groups offered)
- Implement floor markings to promote physical distancing (e.g., 1-way pathways throughout the facility)
- Post signs for clients to remind them of physical distancing, face mask requirements and to use hand sanitizer
- Consider an exit from the facility separate from the entrance
- If individual staff offices are used for clients, place a chair at the entrance of staff office (or 6 feet away from staff desk) where the client can sit while speaking to staff
- Manage employee schedules to allow for physical distancing whenever possible (e.g., leveraging shift-based work)
- Limit the number of employees allowed simultaneously in break rooms
- Update floor plans for common seating areas, redesigning seating arrangements to ensure 6 feet of separation
- Encourage visitors to avoid congregating and ensure clients stay separate while waiting for assistance (e.g., outdoors)



# Recommended protocols for non-profits to resume operations (2/2)

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

The following checklist provides adaptations for non-profit organizations 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

## Employee health and personal hygiene

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

- Per CDC guidelines, require employees with any COVID-19 symptoms to remain home until they are symptom-free for 3 days without medication
- Require employees to self-quarantine per Hawai'i public health guidelines if exposed to COVID-19
- Where it's hard for employees to maintain a 3-6 foot distance, provide employees with face masks and keep face masks clean
- Train all employees 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

## Facility safety

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

- Have the ability to log all staff and visitors that come on premise for purposes of supporting public health contact tracing
- Limit access to the facility by non-essential volunteers and other visitors, when possible
- Check appropriate functioning of HVAC
- Ask staff resuming on premise work to confirm they have not experienced COVID-19 symptoms for 14 days prior to return
- Ensure adequate storage of necessary materials to meet PPE (face masks, gloves, etc.) and cleaning requirements
- Communicate safety protocols to all workers and visitors, including available contact to report violations of protocols
- If a person becomes ill while in the facility, separate them into an isolated room and ask them to leave as soon as possible
- Identify actions to take if events need to be postponed or cancelled, especially for groups at greater risks such as older adults

## Visitor expectations

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

- Implement signs throughout the facility for employees, volunteers and visitors on shared responsibilities (including proper hygiene and sanitization, physical distancing, face coverings and information for reporting concerns)
- Make visitor safety guidelines publicly available
- Consider using social media, websites and facility entrance signs to educate visitors on protocols and what to expect when visiting
- Communicate with community members if events and services are changed, postponed or cancelled
- Consider providing hand sanitizer and face masks for clients at the facility, as some may not be able to afford those supplies

## 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 staff 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



# 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 visitors and employees
  - Doorknobs, desks, railings, kitchen areas, 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
- If the facility houses people overnight (e.g., domestic violence shelter) please see [CDC's Guidelines for Shared and Congregate Housing](#)

For further reading:

- [Cleaning and Disinfection for Community Facilities](#) (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               | • Computers               |
| • 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 non-profits

- Place signs, posters and floor markings throughout facility directing employees and visitors 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 visitors to wait outside until they can be assisted
- Rearrange desks and 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
- If the facility houses people overnight (e.g., domestic violence shelter) please see [CDC's Guidelines for Shared and Congregate Housing](#)

For further reading:

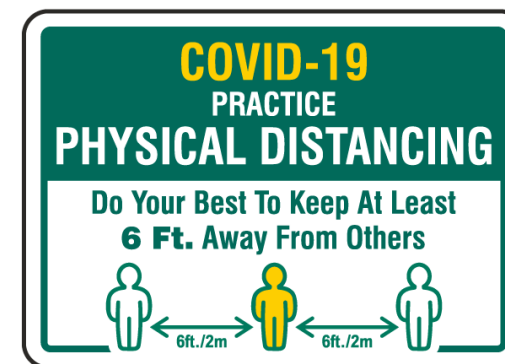
- [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#) (CDC)



## 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 rooms to promote physical distancing
- Dividers to place on employee desks

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)



## 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 client 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 employers<sup>1</sup>

- 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 desks
  - E.g., How to instruct visitors to follow floor markings in facility
  - E.g., How to handle paperwork transactions with customers
- 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 client and visitor communication topics



### Cleaning procedures

- Let clients know about adjusted cleaning protocols



### Opening hours and locations

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



### What to expect

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



### Contact information

- Phone number or email for clients 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.*

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