



# COVID-19: Recovery Strategy



As a result of the unprecedented Coronavirus (COVID-19) pandemic, your organization may need to modify its existing disaster recovery plan or create a new plan to re-staff and re-open business locations and workplaces.

## Disaster Situation Priorities:

- + Ensure the safety of employees and visitors in the building(s).
- + Mitigate threats or limit the damage that threats can cause.
- + Have advance preparations to ensure that critical business functions can continue.
- + Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

As stay-at-home restrictions and travel warnings expire, businesses should prepare to implement plans and strategies to expedite restoration of business operations while ensuring the health and safety of employees, customers, visitors, and guests in the workplace. The following guide highlights short-term and long-term recovery measures.



## TERMS TO KNOW

### Disaster

Any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services and generate revenue.

### Disaster Recovery Plan

Clear guidelines and detailed instructions on how to act before, during and after a disaster to minimize its negative effect on an organization and restore normal operations.



## RE-STAFF

---

Train managers and supervisors on the following topics:

- + Recognizing COVID-19 symptoms
- + Taking COVID-19 precautions
- + Responding to emerging employee/customer infection

Verify ability to work and the health of all new or returning personnel.

- + Utilize a health questionnaire
- + Implement pre-/post-work shift temperature checks. Employees should not be permitted to work with temperatures over 100.4° F.

Provide refresher compliance safety training for all new and returning employees. Topics to cover include the following:

- + Hazard communications (cleaning and disinfecting chemicals)
- + Personal protective equipment requirements and process
- + Bloodborne pathogens/infection control
- + COVID-19 personal precautions



### SAMPLE HEALTH QUESTIONNAIRE

- Have you or an immediate family member living in your home returned from an international location within the last 14 days?
- Have you or an immediate family member living in your home returned from a domestic (US) COVID-19 epicenter in the last 14 days?
- Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?
- Have you experienced any cold or flu-like symptoms in the last 14 days (including fever, cough, sore throat, respiratory illness, difficulty breathing, gastrointestinal discomfort or disease)?
- Acknowledgment of negative responses should be documented for each new or returning employee.
- New and returning employees should be instructed to notify management of any emerging symptoms or potential person-to-person contact with an infected person.



## RE-OPEN

---

- + Increase air circulation/ventilation through the HVAC system for five to seven days prior to re-opening.
- + Consider flushing/hyper chlorination of the domestic water system if it was shut down. Verify water chemistry is within acceptable parameters.
- + Launder items at the safest hot water temperature. Do not shake items during laundering.
- + Wash food and beverage preparation and service items in the dishwasher after use or storage.
- + Verify the health of entering customers and guests using health questionnaires and thermal temperature imaging.
- + Deep clean entire site/facility using approved disinfectant (EPA List N: Disinfectants for Use Against SARS-CoV-2).





## CONSIDERATIONS

---

### Offices / Service Areas

- + Post handwashing reminders and posters.
- + Discontinue communal food and beverages, including coffee and water.
- + Eliminate staff sharing of pens and pencils or other office items.
- + Clean and disinfect high-touch and flat surfaces daily.
  - Telephones
  - Keyboards
  - Desks
  - Countertops
  - Calculators
  - Tape dispensers
  - Elevator doors
  - Knobs
  - Railings
  - Office furniture (chairs, stools, etc.)

### Retail Food Establishments

- + Post handwashing reminders and posters.
- + Discontinue communal food and beverages, including coffee and water.
- + Eliminate staff sharing of pens and pencils or other office items.
- + Clean and disinfect high-touch and flat surfaces daily.

### Public Areas / Public Restrooms

- + Increase frequency of cleaning and disinfection of high-touch hard surfaces.
  - Doorknobs/door handles
  - Doors (entry and restroom stalls)
  - Handrails
  - Faucet handles
  - Soap and towel dispensers
  - Elevator buttons
  - Lobby furniture
- + Clean and disinfect public restrooms hourly and shut down for deep clean every 24 hours using disposable cleaning cloths and mop heads.
- + Clean and disinfect mop buckets after use.

### Hotel Business Centers

- + Clean and disinfect computer keyboards and counter surfaces hourly.
- + Post guest reminders to wash hands.
- + Clean and disinfect printers and copy machines every four hours (or more frequently if utilized).
- + Distribute pens only as needed and dispose of them after each use.
- + Remove writing pads.

### Hotel Guest Rooms

- + Clean all rooms with disposable cleaning cloths changed between every room.
- + Use separate cloths for cleaning and disinfection.
- + Remove ice buckets, cutlery, glasses, and cups, and replace them with packaged disposable items. Removed items should be washed in the dishwasher at 170° F and stored for possible future use.
- + Separately clean and disinfect all hard and high-touch surfaces.
  - Mirrors
  - Faucets
  - Toilets
  - Handles
  - Showers and showerheads
  - Toilet paper holders
  - Light switches
  - Telephones
  - Remote controls
  - Temperature controls/thermostats
  - Curtain pulls
  - Clocks
  - Pictures
  - Hairdryers
  - Countertops and furniture
  - Guest services notebook
- + Discard pens and writing pads after each room turnover.
- + Consider closing guest floor ice facilities and directing guests to a single source/location for guest room ice.

### Hotel Swimming Pools / Fitness Centers

- + Clean and disinfect all pool furniture and cabanas after each use (at least daily).
- + Utilize disposable single-use cups, glasses, utensils, etc.
- + Do not co-mingle clean and dirty towels. Provide receptacles for dirty towels. Clean and disinfect towel receptacles daily.
- + Provide gloves to pool/towel attendant for handling dirty towels.
- + Clean and sanitize fitness equipment after each use. Disinfect daily.
- + Add hand hygiene stations to fitness center areas.
- + Discontinue public drinking fountains, water dispensers, communal food (snacks), and headphones/earbuds.
- + Maintain and verify chlorination and water quality.
- + Clean and disinfect all water features daily.



## REVISE

---

Modifying business operations and work practices in the post-COVID-19 environment can help discourage the transmission of contagious disease in the workplace.

- + Add hand sanitizing dispensers, tissues, disposable wipes, no-touch disposal receptacles, and handwashing poster reminders at key locations in the workplace.
- + Encourage non-contact methods of greeting.
- + Promote tap and pay to limit handling of credit cards and cash.
- + Implement a Duty to Warn procedure – if a COVID-19 exposure/outbreak is reported at a location.
- + Consider continuous disinfection technologies.
- + Encourage employees to perform daily self-health checks prior to returning to work.
- + Evaluate your organization's infectious disease preparedness/response plan. Modify and update it as needed, considering the following factors:
  - Supply chain resources
  - Environmental strategies (cleaning and disinfecting practices)
  - Staff/customer notifications
  - Procedures for staff illness
  - Procedures for customer illness
  - Business continuity plan



*Please be advised that any and all information, comments, analysis, and/or recommendations set forth above relative to the possible impact of COVID-19 on potential insurance coverage or other policy implications are intended solely for informational purposes and should not be relied upon as legal advice. As an insurance broker, we have no authority to make coverage decisions as that ability rests solely with the issuing carrier. Therefore, all claims should be submitted to the carrier for evaluation. The positions expressed herein are opinions only and are not to be construed as any form of guarantee or warranty. Finally, given the extremely dynamic and rapidly evolving COVID-19 situation, comments above do not take into account any applicable pending or future legislation introduced with the intent to override, alter or amend current policy language.*