Welcome Back

Packet

Provided by Kinney Pike Insurance

Introduction

Dear Employee,

Welcome back to work! We've been looking forward to the day we'd be able to reopen our doors to our employees. [Sample text regarding the decision to reopen: The decision to reopen our business was not taken lightly—we carefully reviewed federal, state and local reopening guidelines and considerations. After much discussion, we decided that we could reopen our doors and created a plan that will help us do so while preserving your health and safety.]

At , it is our priority to keep our employees and their families healthy, especially in the midst of the COVID-19 pandemic. As such, we will abide by governmental guidelines when possible as we strive to balance public health concerns with the needs of our business. Some notable workplace changes include the following:

[This list below features sample text regarding workplace updates – update prior to distributing to employees.]

- **Modified office layout**—We've updated workstations to ensure that they're suitable for social distancing protocols, closed our communal spaces and set up no-touch doors.
- **Increased office cleaning**—Cleaning crews will clean the office twice daily, focusing on sanitizing and disinfecting high-touch surfaces.
- **Updated employee protocols**—We've implemented various employee health and safety protocols that focus on social distancing, health screening and general hygiene reminders to keep our employees safe and healthy while returning to work.

While we will implement various protocols to ensure your safety, it's up to you and your co-workers to execute on these protocols daily. By distributing this Welcome Back Packet, hopes to clearly communicate our plans moving forward, highlight workplace protocols in place to protect your safety and establish a level of comfort for all of our employees as we ask you to return to the office.

With that being said, we want you to feel as comfortable as possible in your return to work. Please let your manager or HR know if you feel there is another process or procedure we can implement to further protect the health and safety of all employees. In addition, we understand that every employee's situation is different and encourage those with specific risks or concerns to reach out to their manager or HR to discuss alternate arrangements, should they be necessary.

 is excited to welcome you back to work, and we're confident that, by working together, we can establish a safe, new normal that works for our business and employees. We feel that the plans and procedures put in place will help make your transition back to the office a success, but we want to know how our plans can be improved. Please reach out to your manager or HR with your suggestions, we'd love to hear them!

Best,

[Insert Name]

Quick Safety Tips

As previously mentioned, has implemented various workplace protocols designed to preserve the health and safety of our employees as they return to work. Keep these safety tips in mind while you're at work.

Social Distancing Tips

Employees should follow social distancing best practices while at 's facilities, including but not limited to workstations, cafeterias, common areas and office spaces. Specifically, you're asked to:

- Stay 6 feet away from others when working or on breaks. Where a minimum distance cannot be maintained, engineering or administrative controls will be in place.

- Avoid job tasks that require face-to-face work with others when possible (i.e., hold meetings virtually).

- Avoid contact with others whenever possible (e.g., handshakes).

- Avoid touching surfaces that may have been touched by others when possible.

- Avoid gathering when entering and exiting the facility.

- Enter and exit the building through designated areas only.

- Avoid using common areas.

- Follow any posted signage regarding COVID-19 social distancing practices.

 may extend our social distancing guidelines after the office reopens. Please monitor your email and adhere to any additional guidance as it is provided.

Cleaning Tips

 has requested that building management facilitates cleaning of common areas and other frequently touched surfaces throughout the day. However, building management will not be responsible for cleaning and disinfecting your workstation.

As such, we're asking all employees to do their part to help keep the office as clean as possible by cleaning and disinfecting their workstations and surfaces they commonly use. Employees should also avoid using others' workstations, tools and equipment. Additionally, whenever an employee uses a common piece of equipment (e.g., printer or fax machine), it should be wiped down prior to and following use. Proper cleaning and disinfecting supplies will be provided by . Employees should wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing a surface.

General Health and Safety Tips

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

- Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating.

- Cover coughs and sneezes.

- Avoid touching your eyes, nose and mouth.

To help all of our employees remain healthy, has hand sanitizer and disinfecting wipes available throughout the office. We have limited amounts of these supplies and will continue to restock as we are able.

In addition, employees are strongly encouraged to wear face coverings when in public and when physical distancing of 6 feet or more cannot be guaranteed. Please bring your own face covering in accordance with CDC guidelines to use when entering and exiting the building and when using common areas such as bathrooms, kitchens and the lobby. will maintain a small inventory of disposable masks and gloves as a backup to employee-provided personal protective equipment. Inventory quantities will be regularly tracked and documented but cannot be guaranteed.

Finally, if you're feeling sick, please stay home. Doing so will protect the health of your co-workers. Employees with COVID-19 symptoms are required to work remotely or take PTO. Additionally, employees who have been diagnosed with or are aware they've been directly exposed to COVID-19 should notify HR.

Monitoring COVID-19 Exposure, Symptoms or Confirmed Illness

The health and safety of our employees is our top priority. As such, we have procedures in place to monitor and respond to COVID-19 exposure or confirmed illness, and screen for potential illness.

All employees will be asked to confirm the status of their health as part of working in the office. The company reserves the right to implement a screening protocol for symptoms, such as temperature checks or signed certifications, at any point. Results will be tracked separately from any personnel records and will be kept confidential. This protocol will commonly be implemented upon the initial opening of the office and as a response to a confirmed diagnosis. Employees unwilling to complete a screening will be required to work remotely.

Additionally, any employee who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify HR as soon as practicable. The employee will be asked to assist with contact tracing. This information will be tracked separately from personnel records, and names will not be released. Depending on the circumstances, will notify impacted employees if there is a confirmed case of COVID-19 in the workplace. may elect to close the office for a period of up to 72 hours following a confirmed case to allow for natural deactivation of the virus.

Summary

By keeping these protocols and tips in mind, you will help safely reopen its doors and keep them open in the midst of the COVID-19 pandemic. As with any workplace change, communication is key. We will do our part in providing up-to-date communications whenever necessary, and we expect you to openly communicate any concerns or questions you may have with our return to work plans.

Employee Evaluation

's priority during this transition is your health and safety. While we feel that the plans we've put in place communicate that commitment, we know that there's always room for improvement. To that end, we need your help.

Please complete the following evaluation form to help us understand how we can improve our post-coronavirus return to work plan. Your response will be used to make any needed improvements so that we can keep you and your co-workers healthy and safe while you return to work. Completed forms should be returned to [insert contact name] by [insert due date].

1. How satisfied are you with 's return to work plan?
   - ☐ Very satisfied
   - ☐ Somewhat satisfied
   - ☐ Unsatisfied
   - ☐ Very dissatisfied

2. What do you like about 's return to work plan?

3. What can we improve on?

4. Do you feel safe returning to work?
   - ☐ Yes
   - ☐ No

5. What do you need to feel safe in returning to work?

6. What concerns do you have in returning to work?

7. How can help you manage those concerns?

Employee Resources

We're here to help you manage this transition successfully. This page provides a list of useful resources and important contacts to know.

[This page features sample text and needs to be customized to fit your company's needs.]

Contacts

Please note these contacts to help you direct any questions or concerns you may have as they relate to returning to work.

- COVID-19 Response Team
    - [Insert contact]
    - [Insert contact]
    - [Insert contact]
- Reporting Illness
    - [Insert contact]
    - [Insert contact]
- Employee Requests
    - [Insert contact]
    - [Insert contact]

Additional Resources

 understands that the COVID-19 pandemic has increased stress levels of employees across the country. We want to prioritize our employees' mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for employees to return to work and are ready to discuss personal situations. Managers and supervisors are aware of mental health considerations during this transition. Employees with concerns regarding their mental health should request additional resources from their manager or supervisor.

- Employee Assistance Program
    - [Insert contact]
    - [Insert contact]
- Substance Abuse and Mental Health Services Administration
- CDC guidance