# Return to Normal Guidance and Resources for Communications Providers

Version 3.0

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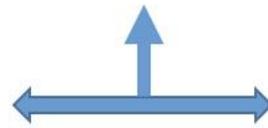December, 2020

# Engagement Flow

# Return-to-Normal Considerations
# Information, Assets & Services



- Guidance and Rules
  - Federal
  - State
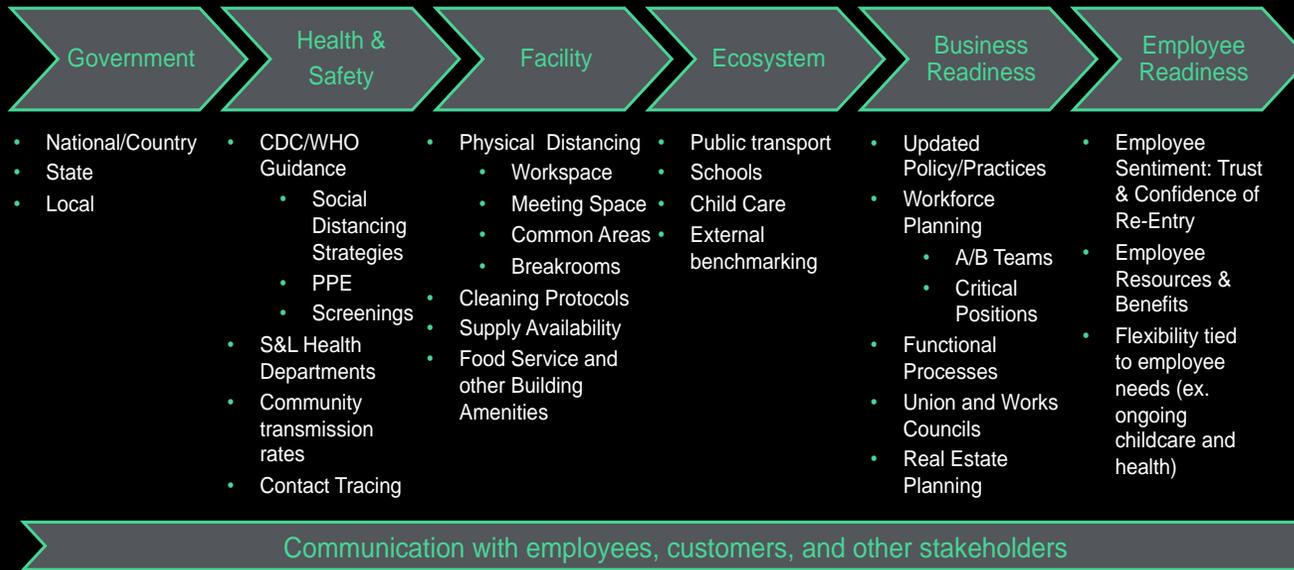  - Local
  - Tribal
  - Territorial

- Public Health Data
  - R-rates
  - Hospitalizations
  - New Cases
  - Vaccine/Therapies

- Assets and Services
  - Testing
  - Tracing
  - PPE
  - Supply Chain
  - Transportation
  - Critical Infrastructure

# I. Introduction

## SAMPLE Framework for Decision Making: 6 Workstreams

- Confirmation of critical decisions for each workstream must be "green" before re-entry recommended.

| Government | Health & Safety | Facility | Ecosystem | Business Readiness | Employee Readiness |
|---|---|---|---|---|---|
| • National/Country<br>• State<br>• Local | • CDC/WHO Guidance<br>  • Social Distancing Strategies<br>  • PPE<br>  • Screenings<br>• S&L Health Departments<br>• Community transmission rates<br>• Contact Tracing | • Physical Distancing<br>  • Workspace<br>  • Meeting Space<br>  • Common Areas<br>  • Breakrooms<br>• Cleaning Protocols<br>• Supply Availability<br>• Food Service and other Building Amenities | • Public transport<br>• Schools<br>• Child Care<br>• External benchmarking | • Updated Policy/Practices<br>• Workforce Planning<br>  • A/B Teams<br>  • Critical Positions<br>• Functional Processes<br>• Union and Works Councils<br>• Real Estate Planning | • Employee Sentiment: Trust & Confidence of Re-Entry<br>• Employee Resources & Benefits<br>• Flexibility tied to employee needs (ex. ongoing childcare and health) |

Communication with employees, customers, and other stakeholders

**CenturyLink**

1. Identify and designate a return-to-work coordination team

2. Consider the current status of COVID in the state/community

3. Develop a Plan

**CSCC**
COMMUNICATIONS SECTOR COORDINATING COUNCIL

# Overview

CSCC

COMMUNICATIONS SECTOR COORDINATING COUNCIL

# II. Steps to prepare to Return to Normal

1. Identify and designate a return-to-work coordination team
2. Consider the current status of COVID in the state/community
3. Develop a Plan

# III. Key Planning Questions and Considerations

1. What is the return to work approach (e.g., phased approach, location approach, job function approach, volunteer centered)?

2. What are the roll back procedures if there is another outbreak? How is roll-back communicated quickly and consistently to affected individuals and potentially not to all employees of a multi-location company?

3. Can an employer require employees to receive a COVID-19 vaccine?

4. What steps can employers take to encourage staff to receive a COVID-19 vaccine?

5. What if a company does not require an employee to receive a COVID-19 vaccine and the employee infects another employee or the public?

6. Additional Resources

# IV. Employee Testing

1. What testing is recommended for reentry into the workplace?

2. What type of testing? (e.g., temperature, antibody/antigen or Active COVID test)

3. Where is testing available in the community?

4. How will testing results be handled? Who gets to see the results? Are there any privacy concerns?

5. What if an employee refuses to be tested? Will there be any incentives for employees to get tested?

6. If someone tests positive, who follows up? What is the follow-up protocol?

# IV. Employee Testing

7. Should returning employees complete a daily health assessment when returning to work? If so, how is this collected, how is privacy and security assured, and how long is the information retained?

8. What are the failed test criteria for not being allowed to enter the workplace? Does the company manager or a medical professional assess the results? How does the company protect the employee's health information?

9. What are the procedures if an employee becomes ill after arriving at work?

10. What happens if an employee exhibits symptoms of a respiratory condition, making others uncomfortable, but doesn't want to leave? What if an employee knows they have seasonal allergies?

# V. Guidelines for Workplace Social Distancing

1. To what extent do open office layouts need to be modified to support safe return of more employees (e.g., new separators between work areas)?

2. Will common areas such as break rooms and cafeterias be closed off to enforce social distancing?

3. What are the limits to face to face meetings and other gatherings? Should they align to phases: Phase 1 <10; Phase 2 <50; Phase 3 etc.?

4. Should signage be deployed to enforce social distancing? Are movement/ circulation markings required on the floors?

5. If the public fails to follow a distancing policy, what are the consequences?

# VI. CDC Guidelines for Contact Tracing

1.  What is the process for contact tracing?

2.  How should the company's Human Resources department engage with potentially exposed contacts?

3.  What data needs to be collected on visitors to facilitate contact tracing? What are the privacy implications?

4.  Is the City or County's Public Health Department responsible for contact tracing? If not, who is?

# VII. Quarantine Requirements and Enforcement

1. Who enforces quarantine?

2. What are the consequences for breaking quarantine?

3. How are those that are required to be quarantined identified and tracked?

4. Are employees that have travelled out of state or to a "hotspot" required to self-quarantine? What and who determines what travel requires self-quarantine?

5. If an employee is required to quarantine, is the employee permitted to work from home or required to take leave?

# VIII. Supply and Use of PPE (masks, thermometers, hand sanitizer)

1. Who is responsible for teaching employees the proper use of PPE?

2. How, when, and how often should PPE, including masks, be distributed to employees?

3. What happens if there is a PPE supply issue at a particular location? Is the location automatically closed until it is remedied?

4. Are employees required to wear masks? If so, are they to be worn all the time or only during movement? What is the policy, who enforces the policy and what are consequences for noncompliance?

# VIII. Supply and Use of PPE (masks, thermometers, hand sanitizer)

5. Are different types of masks required for different jobs? Are homemade masks or bandanas adequate in some cases?

6. What is the process for disposing of used masks?

7. Will masks be required to be worn by office visitors, retail store customers, business sales contacts, vendor contacts? Who will provide masks for those that don't have them?

8. What are the expectations for customers when employees are on their premises?

9. If a member of the public refuses to wear a mask, what are the consequences?

# IX. Distancing and Cleaning in Common Eating and Break Areas

1. Breakroom and Common Area Distancing.

2. What guidance is available on how clean to high touch surfaces?

# X. Safeguarding Against Vulnerabilities in a Remote Work Environment

1. How do you apply layered security controls?

2. What are ways to ensure regular communications and training?

3. What should be considered regarding implications of teleconferencing platform use?

4. How should providers balance operational needs with appropriate secure connection types?

5. What resources are available from CISA to address cyber vulnerabilities?

6. Additional Resources

# XI. Travel and Permitting

1. When should employee business travel be relaxed? Should there be additional tracking of employee travel?

2. Are there travel exceptions for critical infrastructure workers?

3. Are there streamlined permitting/ROW applications, including the ability to submit applications electronically?

4. How to ensure there is an adequate fuel supply and housing for workers if needed to travel to areas affected by hurricanes or other natural disasters?

# XII. Vaccines

1. What is the CDC's process for vaccine planning including development, testing and distribution?

2. Who does the CDC partner with and how does the CDC make vaccine recommendations?

3. How does the CDC ensure vaccines are safe?

4. Where can individuals sign up to receive a vaccine?

5. What other information is available regarding vaccines?

# XIII. Company Liability Resources

1. PREP Act – Liability Protection for Providers of PPE Equipment
   - Additional Insight into PREP Act
   - Extending the PREP Act to Include Makers of Masks
2. Challenges with Seeking a Liability Waiver to Protect Against Claims of COVID-19 by Customers and Employees
   - General Principles for Liability Waivers
   - Proposed Legislation to Protect Employers and Businesses
3. Evaluating Insurance Policies
4. Protecting Visitors to Companies' Place of Business
5. State Orders Protecting Companies that Create PPE
6. Potential for PPP Loans to Lead to Liability Under False Claims Act