NWLA Business
REOPENING GUIDE
CLEAN, SCREEN & SUCCEED
As Louisiana businesses reopen and those that are essential continue to operate, we can all agree that we want to eliminate the risks of a resurgence of COVID-19.

The Greater Shreveport Chamber of Commerce and Willis-Knighton Health System’s Work Kare have teamed up to provide you with this guide to help you reopen and relaunch with confidence. Experts in workplace health, infection prevention and general healthcare share information to support your business efforts and help assure the safest possible environment.

ABOUT CORONAVIRUS
Coronaviruses are part of a large family of viruses that are common in people and many different species of animals. The current pandemic of COVID-19 is caused by a newly identified virus (often referred to as a “novel virus”) that has not previously been found in humans. COVID-19 can cause mild to severe illness, and the most severe symptoms frequently occur in adults age 65 and older and in people of any age who have serious underlying medical problems.

COVID-19 has been reported in all 64 parishes of Louisiana and in all 50 states of the United States.

This respiratory disease is easily spread simply by being in close proximity to a person who is contagious, so good hygiene and social distancing are important in preventing the spread of the virus.

There is currently no clinically-approved treatment for COVID-19 and no vaccine to prevent it.
SYMPTOMS OF CORONAVIRUS
Symptoms may appear anywhere from 2 to 14 days after being exposed to the virus. *The most common symptoms are:*
- Cough
- Shortness of breath; difficulty breathing

*Symptoms may also include at least two of these:*
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Anyone experiencing these symptoms should contact a medical provider *immediately.*

**Emergency Warning Signs**
While many people can recover from COVID-19 at home, *the following signs indicate the need for emergency medical attention:*
- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face.

These require a call to 9-1-1 and notifying the operator that you might have COVID-19.
COVID-19, THE FLU, OR A COMMON COLD?

COVID-19, the flu and the common cold are all respiratory viruses. Because they are all respiratory viruses, the symptoms are similar and so is the way the disease spreads.

Flu spreads faster than COVID-19. Studies are showing that people with COVID-19 can be contagious even before they exhibit symptoms. Mortality (deaths) for COVID-19 are higher than for flu, especially seasonal flu.

The cold can be treated at home and people will generally recover without any problems. The flu can be treated at home, though some people with underlying health conditions may develop pneumonia. Sometimes people with flu require hospitalization.

COVID-19 is more mysterious. Some young heathy people have few or no symptoms and require no specific treatment, but COVID-19 may require hospitalization and intensive treatment, especially those who are older or who have serious health conditions. COVID-19 can be fatal, and we do not yet have information on the death rate for this disease because it is so new.

Flu vaccine can prevent certain strains of flu and/or reduce the effect of flu. There is no need for a vaccine for the common cold as the results are generally not serious. There is no vaccine for COVID-19.

To protect the health of all, companies should not permit employees who are ill to come to work, and anyone exhibiting symptoms should be sent home immediately.

HOW DOES COVID-19 SPREAD?

COVID-19 is generally spread from one person to another. A person can be infected from droplets sprayed when a person coughs, sneezes or even talks. This is why social distancing is important. People should remain at least 6 feet from each other.

A person may become infected when virus droplets that have fallen on a surface (like a door handle, countertop or table) and then are touched by another person. The virus is carried to a new person by touching one's mouth, nose or eyes.
THE WORKPLACE

Cleanliness is more critical than ever before.

Surfaces with which people come in contact regularly should be cleaned throughout the day.

Social distancing should be practiced in the workplace environment and in break or lunch rooms. Scheduling of breaks accommodates social distancing by limiting the number of people in these areas at one time.
**EMPLOYEE SAFETY**

- Check employee temperatures on arrival each day. Send home any employee with temperature 100.4 degrees or higher.

- Sick employees should remain at home and seek treatment when they are ill or exhibiting symptoms. (See the Return to Work Guide on page 11.)

- Facemasks or face coverings should be required for all employees while at work. For instance, Willis-Knighton requires all employees to wear a face mask unless they are alone at the desks in their own offices. A standard face mask, not a medical mask, is suitable in most situations where social distancing is practiced.

- Employees should be instructed in the proper use or wearing of a facemask. See how to wear a mask correctly on page 8.

- Hand sanitizer (at least 60% alcohol) should be available for employee use after transactions with outsiders.

- Handwashing should be mandatory – with a washing time of at least 20 seconds. Encourage frequent handwashing, with a washing time of at least 20 seconds.

- Soap dispensers should remain filled in all restroom and break areas.

- Practice social distancing, maintaining 6 feet from other people.

- Education is the key. Educate employees about how to wear masks and keep your workplace clean and hygienic. When your employees know and understand your rules, they are more likely to abide by them.

- Guidelines for cleaning and disinfecting various type of businesses can be found at this CDC link: [cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](http://cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)
CUSTOMER & VISITOR SAFETY

- Clean counters, credit card machines, ink pens, door handles or knobs, shopping carts or baskets, etc. with soap and water or disinfectant wipes or spray following transactions.

- Wear disposable gloves when cleaning and disinfecting.

- Equipment surfaces with which customers come in contact frequently should be cleaned regularly.

- Offer options for shopping and payment that do not require personal contact.

- Limit visitors when possible.

- Screen customers and visitors. This could include questions about travel as well as a temperature check.

- Encourage social distancing, particularly in check-out lines in retail settings.

- Limit the number of people in your business at any given time.

- Consider flexible hours with staggered shifts to maintain full production or service capabilities.
WEAR A MASK CORRECTLY

- Pick up your mask by the ear loops or ties.
- Place the mask to cover BOTH your MOUTH and NOSE.
- Be sure your chin is covered. (Men may want to consider shaving beards to assure a good fit and safety.)
- Adjust the mask around the bridge of your nose, especially if your mask has a metal tab. You want the mask to be snug and not slip down your nose.
- Do not expose your nose. When you do, you breathe in contaminants from the air and anything that may have settled on the outside of the mask.
- Do not wear the mask dangling from one ear of an ear loop.
- Do not push your mask down around your neck.
- Do not push your mask up on the top of your head.
- When you take a break to eat or drink something, remove the mask completely. Do not touch the inside or outside of your mask when removing.
- Always wash your hands before and after touching your mask.

If you wear a cloth mask, it is best to have several so you always have one when you need it. Be sure you wash the mask you use each day in hot water and dry it in the dryer. Store your mask in a clean bag.
ACCESSING HEALTHCARE SERVICES

• Encourage any employee who is sick to take advantage of telehealth services. More than 70% of all doctors at Willis-Knighton offer telehealth services. WK Quick Care also offers telehealth as well as in-person care from 7 a.m. to 7 p.m. daily.

• Require any employee who is ill with COVID-19 or suspected COVID-19 to remain at home until at least 10 days have passed since symptoms first appeared and he/she is fever-free at least 72 hours without the help of fever-reducing medication. (See the Return to Work Guide on page 11.)

• Encourage employees to seek any healthcare services when they need them to prevent health conditions from worsening and affecting their ability to work.

RESOURCES

• Register for updates on reopening at opensafely.la.gov
• Return to Work Guide. Customize this document with your logo and contact information
• Physician Network Telehealth: wkhs.com/telehealth
• Quick Care Telehealth Services: wkquickcare.com/Telehealth/
• Quick Care Locations:
  • Bossier – 2300 Hospital Drive
  • Pierremont – 1666 E. Bert Kouns Industrial Loop
  • South – 2520 Bert Kouns Industrial Loop
  • Forbing – 9460 Ellerbe Road
• Work Kare Occupational Medicine Locations:
  • North – 2724 Greenwood Road  (318) 212-4750
  • Pierremont – 1666 East Bert Kouns Industrial Loop, Suite 126  (318) 212-3750
  • Bossier - 2300 Hospital Drive, Suite 360  (318) 212-7750
  • Drug Testing Center – 2738 Greenwood Road  (318) 212-8378
• Employee Assistance Plan: (counseling for problems that affect an employee’s ability to work) (318) 636-3114
• Accurate, current information on COVID-19 from the Centers for Disease Control: cdc.gov/coronavirus/2019-ncov/index.html
• Louisiana Information – Louisiana Department of Health: ldh.la.gov
FREQUENTLY ASKED QUESTIONS

Q: Should I require all my employees to be tested?
A: No. Testing is currently limited only to people who are exhibiting symptoms or who have been exposed to COVID-19.

Q: Should I require an employee who has had COVID-19 to test negative before returning to work?
A: No. Depending on the severity of the case, the employee may test positive even after he or she is no longer contagious.

Q: How reliable is testing?
A: Like many services, it is often based on the test and/or testing service you choose. If you require testing, be sure to use a reputable testing laboratory.

Q: Does Willis-Knighton provide testing?
A: Yes, but due to shortages of tests and testing materials, testing is reserved only for those who have symptoms. A physician's order is required.

Q: How can I avoid getting scammed?
A: Buy products from a reputable company.

Q: What do I do if employees or customers resist?
A: Employees – Develop a policy about how things are being handled during the pandemic. If employees fail to follow the policy, implement normal disciplinary procedures.

Customers – Develop signage: “For the protection of our staff and customers, we encourage everyone to wear a mask or face covering during this pandemic.”
If you have mild symptoms of COVID-19, stay at home to meet the following “10+3” conditions:

- Stay at home for at least 10 days since your symptoms first appeared, and at least 3 days after recovery.
- Recovery is defined as being fever-free for 72 hours without using fever-reducing medicines (e.g., acetaminophen) and improvement in respiratory symptoms (e.g., cough, shortness of breath).
- Call Human Resources to be cleared to return to work.
- For a sample timeline, see below.

### Calendar Example 1: The 10+3 Guidelines for Home Isolation

If you develop COVID-19 symptoms, this timeline shows you how to meet the 10+3 Guidelines for Home Isolation. Stay at home for at least 10 days since your symptoms first appeared AND at least 3 days fever free. Contact Human Resources prior to returning to work.

<table>
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<tr>
<th>Sunday</th>
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**Employee:** Develops fever and cough, begins home isolation

**DAY 1** Since symptoms began

**DAY 2** Since symptoms began

**DAY 3** Since symptoms began

**DAY 4** Since symptoms began

**DAY 5** Since symptoms began

**DAY 6** Since symptoms began

**DAY 7** Since symptoms began

**Employee:** Fever stops and cough improves

**DAY 8** Since symptoms began

**DAY 9** Since symptoms began

**DAY 10** Since symptoms began

**Employee:** Ends home isolation at end of day 10

**DAY 4** No fever, improved cough

**DAY 5** No fever, improved cough

**DAY 6** No fever, improved cough

**DAY 1 No fever, improved cough**

**DAY 2 No fever, improved cough**

**DAY 3 No fever, improved cough**
Now More Than Ever

wkhs.com