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### SSA COVID-19 SSAfety Documents: UPDATES FOR MANAGERS

#### UPDATES AS OF JUNE 5, 2020

##### “Manager Updates” document:

- We have quickly realized that we’ll be updating materials frequently as new information continues to come out. Please frequently refer back to this document that will be on the Safety Website as well as on the Re-Opening TEAMS page with the rest of the safety materials. (Everything is also in the “SSAFETY” folder of the HR Survival Guide.)

##### “Employee Updates” flyer:

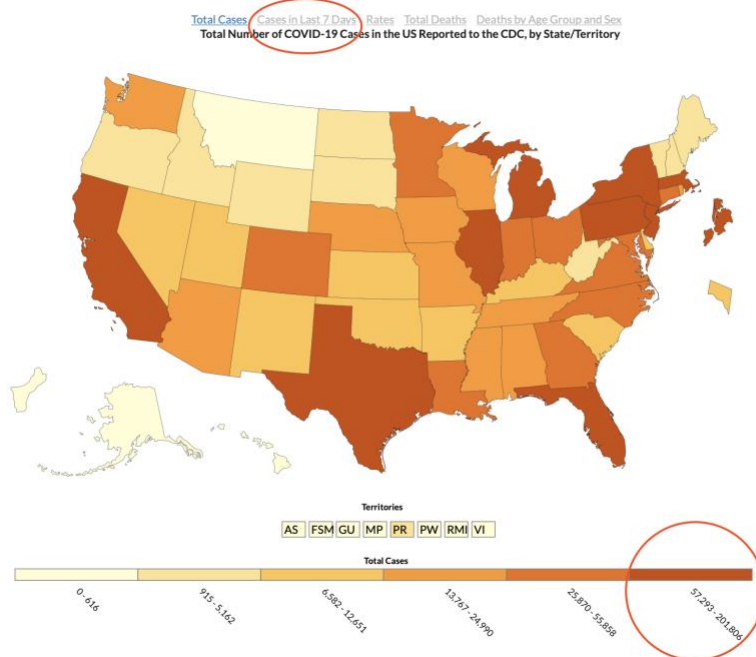
- As changes have continued to occur after employees have taken their COVID-19 safety trainings through Toast upon rehire, we will create a running “Employee Updates” flyer to be posted by timeclocks. We will alert you when there is a new update to the flyer.

##### Symptom Tracker:

- Now includes questions on travel, close contact, and caregiving.
- The question about symptoms has been clarified to ask specifically for symptoms that have occurred in the last 48 hours that are newly occurring.

##### Domestic Travel Policy:

- If an employee has travelled domestically, please review this [CDC link here](#) and click “Cases in Last 7 Days” to determine if where they travelled had a high volume of cases within the last week. If the state is “red,” the employee needs to stay home from work for 14 days.





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**“Training” Earning Code in Toast:**

- We now have a “Training” earning code in Toast so that we can input the hours that individuals are spending on the Toast new hire/rehire trainings. (These include the COVID-19 Employee Training, the COVID-19 Cleaning/Sanitizing Training, the COVID-19 EXTRA Training, etc.) This code does not have you assign times to it, so you will just enter in the total # of hours in the “amount” box.
- When entering in the earning, go to the employee’s timesheet > add > adjust the “regular” earning code to “training” and it will have you enter in the below in the “amount” box:
  - Food/Office Employees: Type “1.7” (Equates to 1.7 hours = 1 hour, 40 minutes)
  - Retail/Admissions/Custodial Employees: Enter “1” (Equates to 1 hour, 60 minutes)
  - For the below states –
    - California – An additional two hours should be given for harassment training and paperwork completion.
    - Rhode Island – An additional one hour should be given for the client video training.
- Note that on the above times, some people may take less than this to go through; **please still enter in the above numbers across the board for sake of consistency, as we have determined that if somebody is truly reading through each training, watching the videos, etc., they’d be spending the above amounts of time going through.** If somebody takes more time than the above, please talk through with them and adjust their times as necessary to make the appropriate reasonable accommodation.

The screenshot shows a web form titled "Add New Record" with a close button (X) in the top right corner. The form is organized into several sections:

- Position:** RWZ- Food Service Associate
- Job:** A series of dropdown menus with the following values: SSA, SSA, 087 RWZ, Food Service RWZ, Food Service.
- Earning Code:** Training (highlighted with a red circle)
- Timezone:** US/Central
- Date:** Monday, May 25, 2020
- Amount:** An empty text input field (highlighted with a red circle)
- Notes:** An empty text area with a small icon in the bottom right corner.

At the bottom right of the form, there are two buttons: "Save" (with a document icon) and "Cancel" (with an X icon).



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- As some employees may not be coming onsite for their paperwork/Toast trainings (e.g., if they're having login issues/need help getting into Toast), **please do not have them clock-in for that moving forward.** Use the "training" earning code for that time instead.
- **They should then clock-in as normal for orientation and any regular work.**

#### **"Return-to-Work" Form:**

- "Strategy #1" has been slightly revised to more closely match the most recent CDC verbiage.

#### **"Check-In Process" Document:**

- This is the editable PowerPoint for anyone who has customized/posted on employee bulletin board areas - the second slide has been updated to clarify that during screening, employees will not only be asked about symptoms, but will also be asked about recent exposure through close contact, caregiving, and travel.

#### **Team Member Training:**

- Slide 3: The graphic/image that shows COVID-19 symptoms has been updated to reflect the most recent graphic put out by the CDC. A note has also been added to the slide emphasizing that employees should monitor the CDC site daily for changes in symptoms, as the CDC continues to update its guidance. There has also been a section added on this slide with hyperlinks to: 1) information about who is at high risk for illness and associated CDC recommendations and 2) prevention tips from the CDC about how to not get sick both at work and outside of work.
- Slide 9: Please see above regarding the "Check-In Process" document, as the same update was made within this PowerPoint.
- Slide 12: Emphasized "stay home if you're sick" verbiage has been added; verbiage has also been revised to state that employees need to notify management about domestic travel.

#### **Manager Training:**

- Slide 3: A slide has been added to explain that most SSafety resources referenced throughout the training can be found externally at SSA's SSafety First Page; we also have the resources internally on the TEAMS Re-Opening Page and the HR Survival Guide.
  - We removed the direct links throughout the PowerPoint that were directing the user to the SSafety First page, as the resources keep changing; instead, if a resource can be found in any of the places listed above, a purple #SSafetyFirst icon will be noted in the PowerPoint. If it can not be found on the resources listed above, there will be a direct hyperlink to the source.
- Slide 8: A bullet point under "When Should I Send Team Members Home?" has been expanded to include that team members should not only be sent home for exhibiting symptoms, but also if they have been exposed through caregiving, close contact, and international travel. The domestic travel policy referenced above is also now included on this slide.
- Slide 17: Has been updated to reflect that outside of an employee having symptoms or being exposed through caregiving, employees should also let us know if they've been in close contact with someone presumed or confirmed positive, or if they have travelled domestically.
- Slide 18: A note has been added to clarify that previous accrued, but unused sick pay balances WILL be reinstated for rehires if required by law.



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- Slide 19: Has been updated to reflect that the paid leave through FFCRA no longer applies to SSA. Team members will be eligible for unpaid leave, unless they have accrued time off or paid leave is otherwise required by law.

#### **Sample Health & Safety Incident Protocol:**

- A line has been added to emphasize that if a guest is potentially ill, SSA employees and employees of the client handling the guest should continue to wear PPE throughout the interaction.

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**UPDATES AS OF MAY 15, 2020**

#### **Symptom Tracker:**

- CDC recently added “headache” and “repeated shaking with chills” as coronavirus symptoms, and then removed those back out; the CDC then added in gastrointestinal symptoms. We made these adjustments to the tracker, as well as added an “Other” category. Please be sure that your teams are checking the CDC COVID-19 symptoms page frequently for continued changes.

#### **Manager Training:**

- Slide 8: Added a new slide on temperature-taking tips.
- Slide 14 & 15: The home isolation guidelines have been updated based on new CDC verbiage; the CDC is now advising that individuals who have symptoms, but have not been tested, now stay at home for at least 10 days since their first symptoms appeared (rather than seven days). As a reminder, if you have any employees with symptoms and/or confirmed COVID-19, please reach out to the People Department to guide through the process.
- Slide 19: There is a slide that describes the Sample Health & Safety Incident Protocol form.

#### **Cleaning/Sanitizing and Employee Training:**

- Content hasn't changed, but the links to the Tik Toks now go directly to the video rather than to just the People Department Tik Tok page.

#### **Employee Training:**

- Links to Tik Toks were fixed.
- The symptoms section was updated based on the updates on the CDC site.

#### **Employee Self-Certification Return-to-Work:**



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- Due to the CDC changes in home isolation guidelines referenced above in the “Manager Training,” this form was adjusted to reflect the updates.

**Sample Health & Safety Incident Protocol:**

- A note was added to please contact the People Department ASAP if your client requests that SSA take guest temperatures. Our general guideline is to have clients handle this area if applicable to your location, but please reach out if the client requests otherwise.