

COVID-19 RESOURCES FOR BUSINESSES



COVID-19 is a respiratory illness that first surfaced in late 2019. It can spread from person to person, and risk of infection is higher in people who are in close proximity to people with COVID-19.



Symptoms of COVID-19 include a fever higher than 100 degree, cough and shortness of breath. People who are experiencing symptoms of COVID-19 should call:

Local clinic or the COVID-19 Hotline at 1-877-AT-AVERA (1-877-282-8372)

However, a significant number of people with COVID-19 do not have symptoms.

People with COVID-19 who do eventually develop symptoms can transmit the virus to others before showing symptoms. The virus can spread between people who are in close contact with each other, even when someone is not having symptoms.

This is why **social distancing** is so key in the fight against COVID-19, and why the Centers for Disease Control and Prevention (CDC) recommends people wear cloth face coverings in public settings where social distancing is hard to do, for example, grocery stores.

This is especially important in areas where there is significant community-based spread.

This toolkit is designed to equip you with the resources needed to keep your employees safe and healthy.

Preventing the Spread of COVID-19 if Your Workplace is Exposed

It's news no employer wants – several employees test positive for COVID-19. During this pandemic, however, it may happen to you.

Here are some things to think about if your workplace is exposed to COVID-19:

Managing Sick Employees

- **Stay home:** Tell employees to stay home if they are feeling sick.
- **Sick leave:** Consider offering paid sick leave so they don't come to work and spread their illness.
- **Sick notes:** Don't require sick notes to stay home from work.
- **Call ahead:** If employees have a cough, shortness of breath or fever or 100 degrees, they should call their local clinic or the COVID-19 Hotline at 1-877-AT-AVERA (1-877-282-8372). From there they will be given further directions.
 - Please ask them not to go to the doctor or emergency room before they have called the hotline and been given further instructions because they could be directed to a different location or asked to stay home.
- **Returning to work:** Consistent with CDC guidelines, Avera does not retest patients so that their employer can have proof they've recovered from COVID-19 before returning to work. Nor does Avera provide return-to-work notes. Please tell employees that to return to work, they must be fever-free for 72 hours without fever-reducing medication, and it must be 7 days since the onset of symptoms. Recovering COVID-19 patients returning to work can wear cloth masks to protect others from potential shedding of the virus.
- **Testing employees:** Why not test all employees? In people without symptoms, testing does not reliably detect COVID-19, so even in hotspots Avera is not recommending testing all employees.
- **Proof of doctor's directions - Isolation vs. High Risk:** A new federal program called the Emergency Paid Sick Leave Act (EPSLA) provides certain full-time employees up to 2 weeks (80 hours) of leave (less if they are part time workers). Generally, for employees who are on home isolation, per Department of Labor guidelines, the employee would only need the name of their provider to get EPSLA leave. The patient may need a doctor's note or FMLA paperwork completed if they exceed their allotment of EPSLA leave, they would be out of work for an unforeseeable prolonged period of time due to falling under a high risk group, or they have been mandated to stay home due to federal or state mandate.
- **Cleaning:** If there are several exposures, consider closing for professional deep cleaning.

Managing Sick Employees – Cont.

- **Protect Families: Suggest sick employees follow the CDC’s Home Isolation Guidelines for Families of Patients with COVID-19** [English](#) | [Spanish](#)

This includes:

- Staying in another room/maintaining separation
- Using a separate bedroom and bathroom
- Asking non-essential visitors to stay away
- Family members and sick employees should wear a facemask if they are in the same room
- Wear mask and gloves when handling bodily fluids
- Avoid sharing household items like glasses and towels
- Clean all high-touch surfaces often and wash laundry thoroughly

Protecting the Rest of the Workplace

- **Distance:** Maintain at **least 6 feet** between employees if possible. If not, consider using cloth masks or other barriers, such as plexiglass.
- **Virtual work:** Encourage employees to work virtually as much as possible.
- **Wash hands:** Encourage frequent handwashing.
- **Face touching:** Remind employees not to touch their faces.
- **Inform of exposure:** If it’s believed that an employee has been exposed to COVID-19 or is being tested, inform those who have made close contact with that employee.

Close contact is within 6 feet for more than 5 minutes. The employee should wear a cloth mask and self-monitor for new cough, shortness of breath and fever over 100 degrees or work from home if possible.

- **Clean:** Frequently clean high-traffic surfaces, such as doorknobs, chairs, tables, and shared equipment such as tools, computers or copy machines.
- **No sharing:** Don’t have employees share headsets or other objects near the mouth or nose. Discontinue potlucks. Consider limiting communal items such as coffee pots, refrigerators and vending machine. However, if these items are essential to daily work flow, employees should wash their hands after touching communal surfaces.
- **Shifts:** Consider staggering the times people come to and leave work to allow safe distancing.

Protecting the Rest of the Workplace -- Cont.

- **Breaks:** Encourage employees not to congregate in break rooms and, if possible, to eat lunch at their work stations.
- **Air:** Work with maintenance staff to increase air exchanges in rooms.

Please see the [CDC's guidance for businesses and employers](#) for additional resources.

QUICK LINKS AND OVERVIEW

Virtual Visits

Due to COVID-19 Avera Health Plans is waiving co-pays for AveraNow when you choose the Urgent Care option. Co-pays are waived through June 14, 2020.

- **Instructions on how to use virtual visits are available here:**
 - <https://www.avera.org/app/files/public/76568/averanow-portal-guide-20-ecar-21591.pdf>
- **AveraNow FAQs are available here:**
 - <https://www.avera.org/app/files/public/76569/averanow-rack-card-20-anow-21656.pdf>

For coverage from other insurance companies, call the number on the back of your insurance card.

Social Distancing

Guidance on social distancing, including why it's important and effective in the fight against COVID-19.

- **CDC**
 - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>
 - Other languages available (Spanish, Vietnamese, Korean, Chinese)
 - **Avera:** <https://www.avera.org/news-media/news/2020/social-distancing/>

Cloth Masks

Overview of how to properly wear a cloth mask, guidance on when to wear a cloth mask and tutorials on how to make cloth masks at home.

- **CDC**
 - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
 - Other languages available (Spanish, Vietnamese, Korean, Chinese)
- **Avera**
 - <https://www.avera.org/balance/wellness-and-preventive-care/how-do-i-keep-my-cloth-mask-clean-and-useful/>

Handwashing

Guidance on when to wash hands and how to wash hands properly.

- **CDC**
 - <https://www.cdc.gov/handwashing/when-how-handwashing.html>
 - Other languages available (Spanish)
- **Avera**
 - <https://www.avera.org/balance/wellness-and-preventive-care/handwashing-best-way-to-stay-healthy-this-cold-and-flu-season/>

How to Protect Yourself & Others

Guidance on handwashing, social distancing, cleaning and disinfecting to protect yourself and loved ones from COVID-19.

- **CDC**
 - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
 - Other languages available (Spanish, Vietnamese, Korean, Chinese)
- **Avera:** Clearance Notes for Children
 - <https://www.avera.org/app/files/public/76705/ Clearance-Notes-for-Children.pdf>

Avera Health Patient Education

- **Home Isolation**
 - Home Isolation Guidelines for Families of Patients with COVID-19 [English](#) | [Spanish](#)
 - Home Isolation Guidelines for Patients with Symptoms of COVID-19 [English](#) | [Spanish](#)
- **Managing Symptoms**
 - Managing COVID-19 Symptoms at Home [English](#) | [Spanish](#)
- **Sample Collection Centers**
 - Education for Patients Being Sent to Sample Collection Center [English](#) | [Spanish](#)
- **General**
 - What to Do if You Are Sick with 2019-nCoV [English](#) | [Spanish](#) (Source: CDC)
 - [COVID-19 Infographic](#) (Source: CDC)
 - COVID-19 Stop the Spread of Germs [English](#) | [Spanish](#) (Source: CDC)
 - COVID-19 Symptoms [English](#) | [Spanish](#) (Source: CDC)
 - COVID-19 What You Need to Know [English](#) | [Spanish](#) (Source: CDC)

Wellness Resources

- [Staying Resilient and Flexible During Days of Isolation](#)
- [Helping Young Children Stay Busy and Happy](#)
- [How to Deal with Social Isolation During COVID-19](#)
- [How Can you Help Kids Worried About COVID-19](#)
- [Stress and COVID-19: Here's How to Cope](#)

WATCH FOR SYMPTOMS

2 - 14 days after exposure

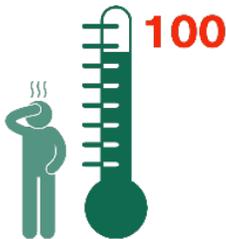
- New cough in the past 14 days
- New shortness of breath in past 14 days
- Fever of 100 degrees or more



New cough in the past 14 days?



New shortness of breath in past 14 days?



Fever of 100 degrees or more?



CALL AVERA'S COVID-19 HOTLINE:

1-877-AT-AVERA (1-877-282-8372)

Or your doctor's office for instructions on what to do next.

To prevent spread of COVID-19 illness, Avera recommends “social distancing” as outlined by the Centers for Disease Control and Prevention (CDC).

Here’s what social distancing means:

Limit close contact with people

- Limit physical contact, including handshakes
- Avoid hugging or kissing people who are sick or showing symptoms of illness, keep your distance about six feet away
- Limit in-person meetings, using phone, email and other communication tools when possible.
- Increase physical space when you are working or talking with others out in public

Stay home if you are sick

- Stay home from work, school, church or other group gatherings if you are ill with these symptoms:
- Fever of 100° or higher
- Cough
- Shortness of breath
- Sore throat

Identify actions to take if you need to postpone or cancel events

- Officials may ask you to modify, postpone or cancel large events for the safety and well-being of your event staff, participants and the community.
- If possible, plan alternative ways for participants to enjoy the events by television, radio or online.

Avoid crowds, especially in poorly ventilated spaces

- Your risk of exposure to respiratory viruses like COVID-19 may increase in crowded, closed-in settings with little air circulation if there are sick people in the crowd.

Maintain at least 6 ft distance.

Reduce or limit gatherings

- Consider that now may not be the best time for parties or potlucks.
- Visiting friends and family is not recommended.

Limit non-essential travel

People who utilize Avera facilities for their health care who feel they may have been exposed to COVID-19 (coronavirus) or who are displaying symptoms are asked to call 1-877-AT-AVERA (1-877-282-8372), or contact their clinic by phone.

The toll-free number is Avera’s Medical Call Center that is staffed 24/7.

At this number, people will talk to qualified staff who will discuss their concerns and symptoms and determine if that patient needs to be seen by a provider.

PREVENTION OF COVID-19 SPREAD: SOCIAL DISTANCING



LIMIT CLOSE CONTACT WITH PEOPLE

- Limit physical contact, including handshakes.
- Wash your hands and avoid touching your eyes, nose or mouth.
- Limit in-person meetings to your direct team, and utilize Webex, phone calls, and other tools when possible.

STAY HOME IF YOU ARE SICK

- Do not report to work if you are ill:
 - Fever of 100° or higher
 - Cough
 - Shortness of breath
 - Sore throat



AVOID CROWDS (ESPECIALLY IN POORLY VENTILATED SPACES)

LIMIT NON-ESSENTIAL TRAVEL



Please visit [cdc.gov](https://www.cdc.gov) for the latest updates and resources on COVID-19

CLOTH MASKS



Wearing a cloth face mask can be helpful in stopping the spread of COVID-19. Whether you have homemade ones or bought some, daily washing can help the masks keep you safer.

Additionally, cloth masks are most beneficial for lessening mouth-hand contact or to help cover a medical mask or N-95 in order to extend the life of disposable masks.

Cloth Masks Best Practices:

Cloth masks only help if they are carefully put on (**donned**) and taken off (**doffed**.)

- Wash your hands for at **least 20 seconds** with soap and water or use hand sanitizer, every time you touch the mask. This will really help you avoid cross-contamination.
- When you're ready to remove a cloth mask, grab one of the ear or head loops.
- Try to avoid touching the front of the mask. Put it in your laundry to be washed – and then wash your hands.
- Wash your cloth mask after each use, or at least daily.
- Wash in hot water, but if you can't, make sure to dry on a hot setting of your dryer.



To Don Ear Loop Cloth Mask

*Proper hand hygiene has been conducted before donning on mask

Step 1: Hold mask by ear loops



Step 2: Slip one loop over ear



Step 3: Slip second loop over opposite ear, adjust mask to assure mouth and nose covered.



Note: Cloth mask tends to slip less during use/talking if the lower edge of mask is aligned with jaw bone (mandible) rather than down below jaw bone.



To Don Ear Head Loop Mask

Step 1: Hold mask by grasping both head loops at edges of mask



Step 2: Hold mask with mask facing downward, so mask is donned with chin directed into mask first.



Step 3: Stretch both head loops up over crown head, and adjust loops so mask fits snugly.



When Removing Either Mask for Re-use:

1. Remove mask by grasping ear loops or head loops; avoid touching front of mask.
2. Place mask with outer side facing down on a **clean paper towel**.
3. If a common area is used for securing masks between uses, write your initials or name on paper towel to designate each person's mask.
4. Perform hand hygiene after removing.
 - a. When re-donning, use care not to touch outside of mask.
 - b. Perform hand hygiene after donning.



Wash Cloth Masks after Use

If you wear your mask to work, place it in a plastic bag and take it home to launder

Wash in regular home laundry:

- Recommended is to wash in hot water and dry OR
- Wash in cool or warm water but dry in a hot dryer
- Wash mask after each use (or daily)



HAND HYGIENE

Handwashing is one of the most important steps we can take to avoid getting sick and stop the spread of germs.

There is a right way to wash your hands. When you fail to wash your hands, wash them incorrectly or don't wash for the recommended 20 seconds, you are essentially just spreading the germs around on your hands and then to anything you touch afterwards.

How to wash your hands correctly:

- Turn on the faucet to warm water and get your hands wet.
- Turn the water off and put on soap.
- Once you have your soap, create a good lather without water for at least 20 seconds. This is often the step people skip -- they wash their hands with the soap under the water when you should be lathering your hands outside of the water first.
- When lathering your hands, scrub the backs, fronts, between the fingers and under your nails. A good song to think of when trying to gauge 20 seconds is "Happy Birthday." Sing this twice through and you should be close to 20 seconds.
- Turn the water back on and put your hands back under the water to rinse off the soap.
- The final step is BEFORE you turn off the faucet grab your paper towel and dry your hands completely. If there are no paper towels then dry your hands with the air dryer. You will then use the paper towel to shut off the faucet and open the bathroom door to exit before throwing your paper towel in the trash.
- If you don't have a paper towel try to use your sleeve to open the door to prevent any germs that may be on the bathroom door handle from getting back onto your hands.
- In the event handwashing isn't a possibility you can use hand sanitizer but this should NEVER be used to replace good handwashing practices. When using hand sanitizer it should be comprised of at least 60% alcohol; rub in the hand sanitizer until your hands are dry.

You should wash your hands often, including:

- Before, during and after food preparation
- Before eating
- Before and after caring for someone who is sick
- Before and after performing first aid, such as bandaging a cut
- After using the toilet, changing diapers or assisting a child who has used the toilet
- After blowing your nose, coughing or sneezing
- After touching an animal, animal feed, animal waste or handling their food or treats
- Anytime your hands are physically dirty
- After touching garbage

*Content from Avera's Balance Blog: <https://www.avera.org/balance/wellness-and-preventive-care/handwashing-best-way-to-stay-healthy-this-cold-and-flu-season/>

HOW TO PROPERLY WASH YOUR HANDS



Handwashing properly for 20 seconds is one of the most important steps we can take to avoid getting sick and stop the spread of germs.



1 WET HANDS

2 USE SOAP

3 PALM TO PALM

4 FINGERS INTERLACED

5 BACK OF HANDS

6 BASE OF THUMBS

7 FINGERNAILS

8 WRIST

9 RINSE HANDS WITH WATER

10 DRY HANDS WITH TOWEL

*If available, after completing 20 seconds of handwashing, turn off the faucet handle with a paper towel and then discard immediately.

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