



Get back to work safely

Coronavirus (COVID-19) return to work toolkit

Dear business leaders,

The coronavirus (COVID-19) pandemic has changed the workplace for every employer in the United States. Protecting employees from the disease has become a top priority. To do that, the Novant Health Corporate Health team has created a toolkit with resources for you and your teams.

The following resources, as well as additional tools online, can help keep you, your employees and their families safe as we transition into our “new normal.” Here’s what you will find in this toolkit:



How to do safety assessments



Coronavirus symptoms



Precaution and prevention techniques



How to wear a mask and why it matters



Tips for reopening your business to customers



Virtual options for care

As information changes daily, please check [NovantHealth.org/coronavirus](https://www.novanthealth.org/coronavirus) for up-to-date information. The last pages of this toolkit include links to additional online resources.

We hope that you find this information helpful and look forward to partnering with you as we all work through this unprecedented time.

Thank you,

Novant Health Corporate Health

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What is coronavirus (COVID-19)?

The outbreak of a new coronavirus in late 2019 in Wuhan City, Hubei province, China, is now around the world. The virus is now called SARS-CoV-2, and it causes the disease COVID-19.

Symptoms

For COVID-19 infections, reported illnesses have ranged from infected people with little to no symptoms to people becoming severely ill or even dying. Symptoms can include fever, cough and shortness of breath. Symptoms of COVID-19 may appear in as few as two days or as long as 14 days after exposure.

Transmission

We understand that the virus spreads through close person-to-person contact. Much like influenza, when an infected person coughs or sneezes, respiratory droplets are produced with potential to affect those nearby. COVID-19 may also be spread through contact with fecal matter.

Prevention

Currently, no vaccine is available to prevent COVID-19 infection. The best way to prevent infection is to avoid exposure to this virus. The Centers for Disease Control and Prevention (CDC) recommends everyday preventive actions to help limit the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Symptoms

These symptoms may appear 2-14 days after exposure:



Fever



Cough



Shortness of breath



How to do employee safety assessment

Employee pre-shift assessment

As we continue to focus on safety and adjust to changes in our daily business operations as a result of coronavirus (COVID-19), Novant Health is pleased to offer pre-shift/pre-work screenings to support the health and safety of you and your team as you return to work.

Your employees can complete the pre-shift assessment with an on-site Novant Health clinical employee (nurse or health and wellness partner) or will have the option to complete a self-assessment via a vanity URL within two hours prior to their scheduled shift start time. An example of the self-assessment URL is below.

<https://selfscreen.nhcorporatehealth.org/CompanyABC>

When completing the self-assessment option, your employees will answer questions, take a temperature reading and answer a question related to their temperature measurement.

	Pre-shift	Upon arrival
Employees with smartphone and thermometer access	Complete online employee screening, including temperature check and health questionnaire	Present green result screen to designated employee or Novant Health team member at designated employee entrance
Employees with smartphone access but no thermometer	Complete the questionnaire section of the online employee screening and enter the temperature question response "temperature unknown."	Present yellow result screen and have temperature checked by designated employee or Novant Health team member at designated employee entrance; if temperature is lower than the required temperature measurement, the employee is cleared for work
Employees with no smartphone access	Full screening to take place upon arrival at workplace	Employee to complete in-person assessment with Novant Health team member and have temperature checked by designated employee or Novant Health team member at designated employee entrance
Vendors, contractors and others working within the company	Vendors, contractors or other non-company persons working within the company must complete the online screening tool.	Present green result screen to designated employee or Novant Health team member upon arrival at the designated employee entrance; visitors at multiple locations only need to complete one screening per day. If the vendor, contractor or other non-company person receives a red result screen, they should not report to the company.

Your employees may review the pre-shift personal verification screening process by accessing the link to the right. Your employees will use their company email address to log in, and vendors without a company email address will need to use their company/employer email address.

[Click for video demo](#)





What actions should your employees take based on the results?



If your employees receive a green result, they can report to work.

They will be able to display their green result on their smartphone as they enter through the designated entry point. The green result screen will be valid if completed within two hours of their shift start time.



If your employees receive a yellow result, they can report to work but should wear a mask all day.

If employees successfully answered all items but a temperature check cannot be performed before their shift, the employees will get a yellow result and a temperature will be performed at the designated facility entry point. Your employee will also receive a yellow screen for other clinical symptoms that are not COVID-19-related symptoms.



If your employees receive a red result, then they should NOT report to work.

They will be instructed to update their manager and human resources and will be instructed to call their physician to report their symptoms to receive further recommendations for screening and testing. In addition, they will receive a follow-up call from the Novant Health clinical team to further discuss results, direct them to the appropriate level of care and answer any questions they may have.

Universal masking

Novant Health Corporate Health recommends wearing a cotton face covering throughout the workday as a best practice.

Employees who work within 6 feet of each other or with customers for 10 or more minutes should also wear a surgical or procedure mask issued at the start of each shift. All other employees should wear a cotton mask/face covering.

However, we recommend you consult with your legal, safety and human resources teams to outline your specific company policies and guidelines.





TytoCare™ and TytoHome™

Novant Health provides employers an easy, convenient way to give their employees access to quality medical care anytime, anywhere with TytoCare. Our telehealth solutions are designed for use in the office, at home or on the road, and enable employees to connect with a clinician or specialist for a medical exam and telehealth visit whenever needed.

The benefits of on-site health clinics can't be overstated. Employers are able to:

- Cut ER and urgent care expenses by up to 50%.
- Reduce employee absenteeism.
- Boost productivity.



With Novant Health and TytoClinic™, you have access to everything you need for a complete on-site medical clinic. It includes the TytoPro™ examination kit for examining the heart, lungs, throat, skin, ears and body temperature, plus a blood pressure cuff, pulse oximeter, headphones, iPad and stand, and the TytoVisit™ telehealth platform for sharing exam data with a doctor or conducting live video telehealth visits.

Tyto can be used for diagnosing acute conditions such as cold, flu, ear infection, bronchitis or sore throat, and for monitoring and managing patients with chronic conditions such as high blood pressure, asthma, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF) and diabetes.

Home solution

Designed for home and travel use, our TytoHome solution includes a portable, handheld examination kit with a digital camera, thermometer, stethoscope, otoscope and tongue depressor. A blood pressure cuff, pulse oximeter and other vital measurements can easily be added. Built-in guidance technology ensures both clinical accuracy and ease of use. Our HIPAA-compliant TytoApp™ and telehealth platform enable users to store and share exam data and conduct live video telehealth exams with a clinician.

Benefits

- Provide access to care whenever and wherever needed.
- Provide home monitoring for patients with chronic conditions.
- Reduce healthcare costs.
- Improve employee health and well-being.
- Reduce absenteeism.
- Improve employee satisfaction.





Back to business preparations

Preparing your workspace to reopen

- Move unnecessary furniture (including cloth-covered chairs) so they cannot be used. Make sure furniture in lobbies or break rooms is cleanable.
- Contact maintenance to shut off all water fountains. Place signage to alert employees to request bottled water. Signage should note fountains are shut off due to COVID-19.
- Purchase bottled water for employees.
- Remove all plants (artificial/live) from the lobby and enclose lobby water features.
- Post approved social distancing signs and place distancing marks on floor.
- Ensure an adequate number of trash cans are available.
- Encourage employees to frequently wipe down cellphones.
- Remove clutter from work areas — photos, decorations, stacks of paper/forms, etc.
- No extra paper towels or rolls of toilet paper should be sitting outside of the holders. Ensure extra supplies are available for employees to replenish during the day.
- Ensure dispensers for hand soap and hand sanitizer are available and working.
- Consider clear plastic wrap to cover credit card keypads, signature pads and iPads.
- Consider using cotton swabs for credit card keypad to create a touchless option.



Back to business preparations

Preparing common areas: Break room

- Consider limiting the number of tables and chairs to discourage large group socialization. Mark spaces and move chairs to ensure 6-foot distancing.
- Ensure all tables and chairs are cleanable and without tears.
- Remove all magazines, books and activities that are not cleanable surfaces (laminated).
- Remove unnecessary appliances and items on countertops.
- Consider supplying paper products (cups, plates) to eliminate need to wash dishes.
- If a dishwasher is available, ensure it's working and water temperature is appropriate to ensure disinfection/sanitation. Consider using a sign that says "clean" or "dirty" to prevent the use of unsanitized dishes.
- Clean out break room refrigerator and sanitize.
- Encourage employees to bring in food and snacks that do not need refrigeration or ensure they clean surfaces inside and outside of refrigerator and countertops when placing and removing food items.
- Ensure appropriate cleaning supplies and gloves are available to wipe down appliances, tables, chairs, door and cabinet handles, vending machines etc.
- Consider not using ice machines that use a scoop to remove ice because it can become contaminated. Machines that automatically dispense ice can still be used.
- For water coolers, ensure an adequate supply of paper products. Wipe down bottles and dispensers before inserting a new bottle. Dispenser handles should be wiped down after each use.
- Refrigerator door handles and other appliance handles should be wiped down after each use.
- Remind all employees they are responsible for cleaning as they leave the space.

Preparing common areas: Employee restrooms

- Stock hand towels, tissue, hand soap and hand sanitizer, and ensure dispensers are in working condition.
- No extra paper towels or toilet paper should be sitting outside of the holders.
- Ensure appropriate cleaning supplies, gloves and any other protective equipment are readily available.
- Remind all employees they are responsible for cleaning as they leave each space.

Wash your hands
for more than
20 seconds.

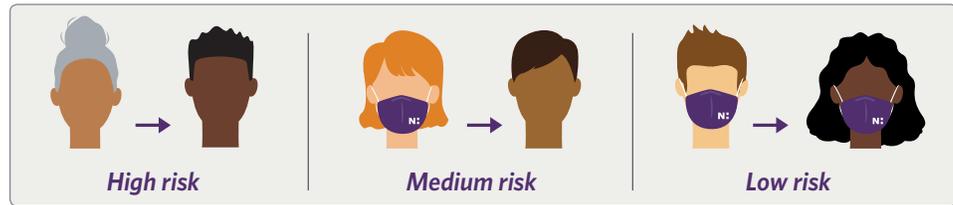




Use of personal protective equipment and masks

Wear a mask

Properly wearing a mask **significantly reduces** likelihood of transmission of COVID-19.



Is it mandatory for me to wear a mask at work?

The Centers for Disease Control and Prevention recommends that everyone wear a mask in public.

How do I prevent self-contamination while wearing a mask?

As a reminder, everyone who receives a mask should follow best practices to prevent self-contamination:

- Continue to wash your hands frequently and follow social distancing rules.
- Always keep the mask over your nose and mouth — it should never dangle around your neck.
- Remember, the mask's primary purpose is to keep any germs you may have from spreading to others as you talk, cough or sneeze. It also may keep you from touching your face. By preventing you from touching your nose and mouth, the chance of transmitting germs to yourself decreases significantly.
- If your mask is a reusable cloth mask, wash it in the laundry on hot after each day so it's clean and ready to wear the next day.





COVID-19 symptoms

Know the current symptoms of COVID-19

People with COVID-19 have had a wide range of symptoms reported, ranging from mild symptoms to severe illness. Symptoms may appear two to 14 days after exposure to the virus.

People with these symptoms or a combination of symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing

Or at least two of these symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell



Children have similar symptoms to adults and generally have mild illness.



Employee screening

Novant Health respiratory assessment centers (RAC)

If employees have COVID-19 symptoms, they should contact their physician to report their symptoms and discuss next steps, which will likely include recommendations for screening and testing through the RACs or other screening/testing sites that are convenient for them. Employees should not return to work until cleared by their physician to do so.

For a complete list of Novant Health respiratory assessment centers, visit



[NovantHealth.org/coronavirus#screening](https://www.novanthealth.org/coronavirus#screening).



Referring to the emergency room

If your employee has any of these emergency warning signs for COVID-19, get medical attention immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- High fevers unable to be controlled by medication
- New confusion or difficulty with thinking clearly
- Bluish lips or face

1 Call emergency medical services for nonemergency transport. Provide pertinent information regarding the employee.

2 Make sure your employee is wearing a mask at the time of departure.



Mental health

With their extensive training and day-to-day, front-line experience, the professionals at the Novant Health behavioral health helpline are in the perfect position to offer advice. They can help your team stay mentally healthy during the pandemic as well as post-COVID-19.

Here are six tips for staying well — and even thriving — during this trying time.

1 Climb your stairs, go for a walk or do some stretches during commercials when watching TV.

2 Head outside to soak up some sun and connect with nature. Staying indoors all the time can lead to feelings of anger and agitation.

3 Chat with friends and family by phone or video as often as you can. Being around other people feels good and helping alleviate the loneliness of others is a happiness-inducing act of kindness.

4 Meditate. Some great apps are available to help you get started. Having some time alone allows you to process feelings and decompress from increased stress and pressure.

5 Tackle some projects you've been wanting to get to, like DIY home repairs, decluttering your closets or finishing the sweater you started knitting last winter. Completing tasks and achieving goals gives you a satisfying sense of purpose, and can alleviate feelings of helplessness.

6 Reach out for help — don't wait until you're in crisis. Whether you are concerned about substance abuse issues (your own or a loved one's) or just need to talk through your feelings, therapists at Novant Health behavioral health helpline are on hand 24/7 to answer calls.

Employers also should promote your organization's employee assistance programs so employees know how to get in touch with behavioral health experts.

The mental health of your employees is important to you, and it's important to us. The coronavirus has impacted the wellness of many, which includes our mental health. If the anxiety around the coronavirus and social distancing are causing overwhelming feelings of fear or depression, Novant Health has resources to help.



We have licensed therapists available to speak with you and your employees 24/7. **Call 1-800-718-3550 to be connected to a therapist now.**





Helpful resources

COVID-19 helpline available 24/7

- Call 1-877-9NOVANT.
- Learn more at NovantHealth.org/coronavirus.

Mental health

- Speak to a Novant Health licensed therapist 24/7 at **1-800-718-3550**.

Novant Health MyChart

- Schedule and participate in video visits with our healthcare providers.
- Email your care team.
- Request prescription renewals.
- Schedule appointments with your existing providers.
- View laboratory test results.
- View your recent clinic visits.
- Access virtual care options, including e-visits.
- Sign in or register for MyChart at NovantHealth.org/MyChart.

Novant Health virtual care

- Virtually access a provider.
- Choose from on-demand and scheduled options.
- Learn more at NovantHealth.org/VirtualCare.

TytoCare and TytoHome

- Get diagnosis and treatment for many common conditions.
- Access medical care at any time.
- Learn more at NovantHealth.org/CorporateHealth.



If an employee does not have a primary care provider and would like to find one, please visit NovantHealth.org/pf.



COVID-19 resource guide

Centers for Disease Control and Prevention (CDC)

- [COVID-19 updates](#)
- [Supporting small businesses during coronavirus](#)
- [Information for businesses and workplaces](#)
- [Frequently asked questions](#)
- [Handwashing guide](#)
- [How to protect yourself and others](#)

North Carolina Department of Health

- [COVID-19 response](#)

South Carolina Department of Health

- [Coronavirus disease 2019](#)

Virginia Department of Health

- [COVID-19 in Virginia](#)

Contact us

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