

Cascade Employers Association
Building better workplaces through
compliance, culture, connection

BUSINESS REALITY: RETURN TO WORK PREPARATIONS SURVEY

Publication: May 22, 2020

Table of Contents

Survey Introduction and Demographics	1
All Responses	4
Profit Status Cuts	
For Profit Responses	13
Non-Profit Responses	22

Cascade COVID-19 Resources

Visit our dedicated COVID-19 site: <https://www.cascadeemployers.com/coronavirus-resources>

HR Questions? Contact us at 503.585.4320 or email info@cascadeemployers.com

CONFIDENTIAL INFORMATION

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Survey Introduction and Demographics

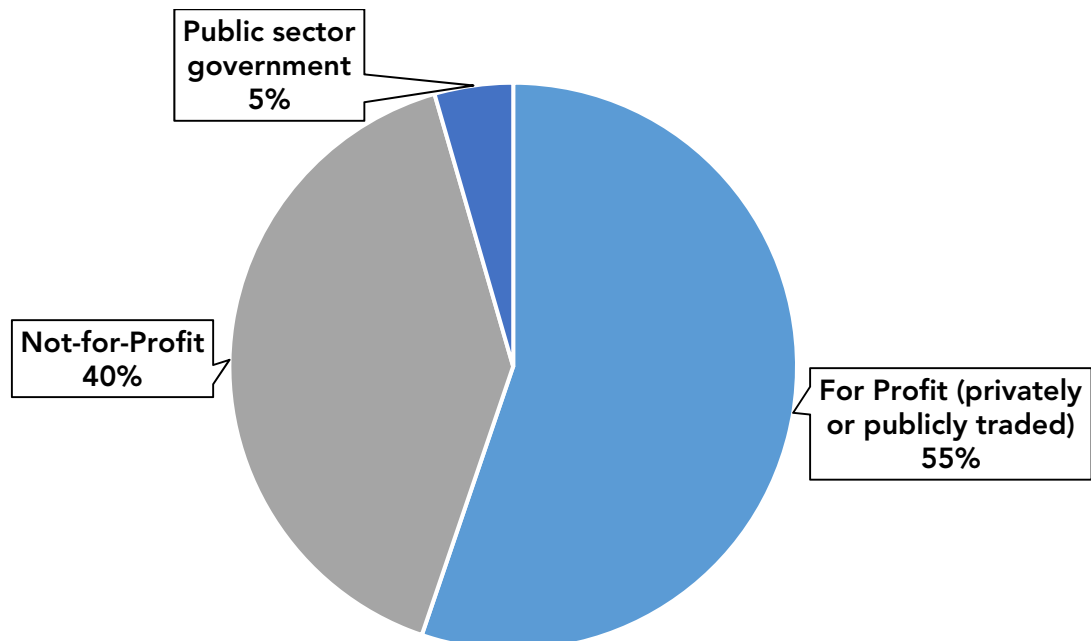
Survey Open	May 18 - 20, 2020
Survey Publication	May 22, 2020
Participating Organizations	67
Number of Questions	13

The following survey report contains data collect from 67 organizations. We hope this report provides assistance in learning what organizations are doing in response to the COVID-19 pandemic. Please feel free to continue contacting Cascade with your questions as we continue moving forward. Give us a call at 503.585.4320 or use the emails below:

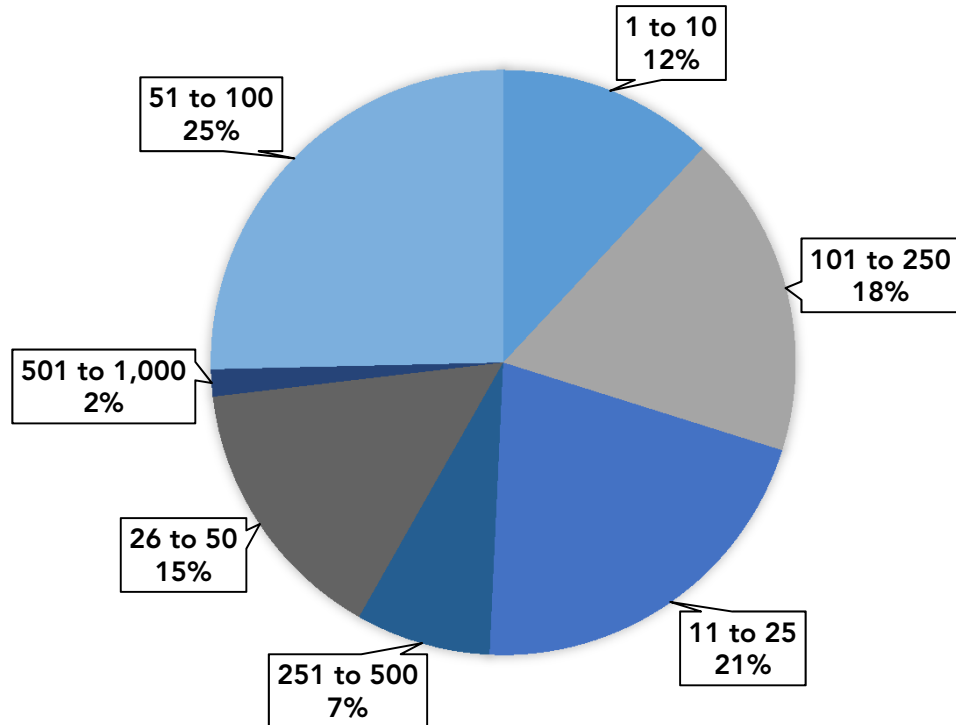
Survey Contact: McKenna Arnold
Email: marnold@cascadeemployers.com

HR Question Email: info@cascadeemployers.com

Profit Status



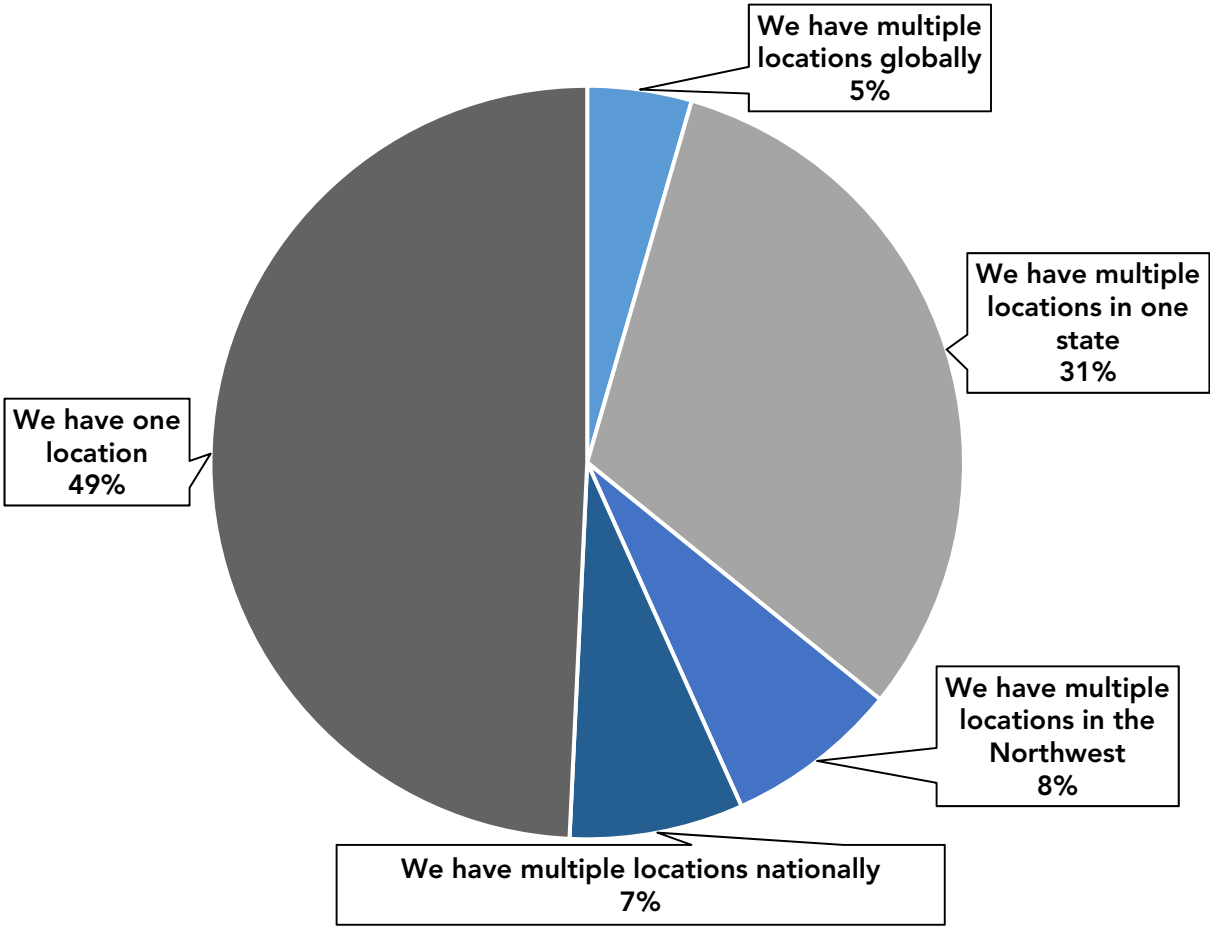
Number of Employees per Organization



Industry Breakout

Agriculture, Forestry, Fishing and Hunting	0%	
Mining	0%	
Utilities	1%	
Construction	4%	
Non-Durable Goods Manufacturing	9%	
Durable Goods Manufacturing	0%	
Wholesale Trade	1%	
Retail Trade	6%	
Transportation and Warehousing	0%	
Information	1%	
Financial and Insurance	3%	
Real Estate Rental and Leasing	0%	
Professional, Scientific and Technical Services	9%	
Management of Companies & Enterprises	0%	
Administrative & Support, and Waste Management & Remediation Services	1%	
Education Services	3%	
Health Care and Social Assistance	19%	
Arts, Entertainment and Recreation	1%	
Accommodation and Food Services	0%	
Public Administration	1%	
Other	30%	

Business Location Model



Survey Responses

All Responses
67 Participants

Readiness

To what extent is your organization prepared to resume normal operations and provide a safe work environment once the "Stay Home, Save Lives" order is lifted?

Very well prepared	23	34%	
Somewhat prepared	30	45%	
Somewhat unprepared	6	9%	
Not at all prepared	4	6%	
Not applicable	4	6%	

To what extent has your organization planned or prepared for a return to work or a normalization of operations once the order is lifted?

Little to no formal planning or preparations have occurred	4	6%	
Formal planning and preparations are underway, but nothing has been finalized or documented	23	34%	
Formal planning and preparations have occurred, plans and processes are currently being finalized	17	25%	
Formal planning and preparations have occurred, plans and processes are now implemented	19	28%	
Not applicable	4	6%	

What best describes your organization's plan to resume its operations or implement a return to work at the conclusion of the stay at home order?

We will implement a complete return to work, such as what was in place prior to the stay at home order	7	10%	
We will have a phased return to work where only a certain portion of the employee population will return to work	26	39%	
We will have a phased return to work where only essential employees will return to work	10	15%	
We will continue to work remotely for an extended period to ensure further social distancing	16	24%	
Not applicable	8	12%	

Once the stay at home order is lifted, what percent of your employees do you anticipate will continue to work remotely that previously did not?

100%	4	6%	
76 - 99%	8	12%	
51 - 75%	8	12%	
26 - 50%	10	15%	
1 - 25%	19	28%	
0%	9	13%	
Not sure / Don't know	9	13%	

Readiness (continued)

Once the stay at home order is lifted, what percent of employees currently laid off, do you anticipate returning to work right away versus staggering over a period of a few weeks, a few months, or longer?

100% - we are busy	3	4%	
100% - we are approved for the paycheck protection program	5	7%	
76 - 99%	0	0%	
51 - 75%	3	4%	
26 - 50%	2	3%	
1 - 25%	8	12%	
0%	1	1%	
N/A - we have not laid off any employees	42	63%	
Not sure / Don't know	3	4%	

General Preparations

Create task force or committee to plan, implement and monitor return to work programs:

Implemented or Planned	36	54%	
Considering	13	19%	
Not Considering / Not Applicable	18	27%	

Conduct a formal audit of workplace environment and processes to assess risk factors:

Implemented or Planned	41	61%	
Considering	13	19%	
Not Considering / Not Applicable	13	19%	

Identify and assign roles for specific staff who will be involved in the implementation and monitoring of the organization's pandemic responses and/or return to work programs:

Implemented or Planned	44	66%	
Considering	16	24%	
Not Considering / Not Applicable	7	10%	

Disinfect work areas prior to any return to work:

Implemented or Planned	54	81%	
Considering	6	9%	
Not Considering / Not Applicable	7	10%	

Distribute communication to employees about self-screening protocols prior to any return to work:




Implemented or Planned	43	64%	
Considering	20	30%	
Not Considering / Not Applicable	4	6%	

Increase signage regarding COVID-19 prevention protocols (i.e., social distancing, hand washing, etc.):




Implemented or Planned	55	82%	
Considering	9	13%	
Not Considering / Not Applicable	3	4%	

General Preparations (continued)




Prepare specific communication to employees to address fears and concerns around a return to work:

Implemented or Planned	47	70%	
Considering	14	21%	
Not Considering / Not Applicable	6	9%	




Train employees on return to work protocols:

Implemented or Planned	44	66%	
Considering	16	24%	
Not Considering / Not Applicable	7	10%	




Provide specific training to managers and supervisors on return to work protocols:

Implemented or Planned	39	58%	
Considering	15	22%	
Not Considering / Not Applicable	13	19%	




Develop plans to address employees who become ill or exhibit COVID-19 symptoms while at work:

Implemented or Planned	56	84%	
Considering	9	13%	
Not Considering / Not Applicable	2	3%	




Source sufficient supply of personal protective equipment (PPE) for employees:

Implemented or Planned	50	75%	
Considering	13	19%	
Not Considering / Not Applicable	4	6%	




Explore options to test workforce for COVID-19:

Implemented or Planned	11	16%	
Considering	23	34%	
Not Considering / Not Applicable	33	49%	




Establish formal procedures to identify who workers have been in contact with while at work in the event they test positive or exhibit symptoms of COVID-19 (i.e., contact tracing):

Implemented or Planned	32	48%	
Considering	23	34%	
Not Considering / Not Applicable	12	18%	

Update/create policies or plans to address non-conformance with safety protocols (i.e. refusal to wear PPE):




Implemented or Planned	22	33%	
Considering	31	46%	
Not Considering / Not Applicable	14	21%	

Develop plans/schedules to conduct audits to ensure safety protocols are adhered to:




Implemented or Planned	24	36%	
Considering	30	45%	
Not Considering / Not Applicable	13	19%	

General Preparations (continued)

Conduct training on crisis management or other emergency preparedness topics:




Implemented or Planned	19	28%	
Considering	29	43%	
Not Considering / Not Applicable	19	28%	

Visually inspect employees for symptoms (i.e. cough, fever, etc.) as they enter the facility:




Implemented or Planned	21	31%	
Considering	22	33%	
Not Considering / Not Applicable	24	36%	

Staffing and Work Schedules




Continuation of work from home arrangements for non-essential staff only:

Implemented or Planned	27	40%	
Considering	23	34%	
Not Considering / Not Applicable	17	25%	




Continuation of work from home arrangements for all or most of staff:

Implemented or Planned	15	22%	
Considering	22	33%	
Not Considering / Not Applicable	30	45%	

Stagger shift start / end time to limit employee contact, if shift work is present:




Implemented or Planned	12	18%	
Considering	23	34%	
Not Considering / Not Applicable	32	48%	

Stagger employee work schedules to limit employee interaction (i.e., alternating days of work by employee or group):




Implemented or Planned	17	25%	
Considering	29	43%	
Not Considering / Not Applicable	21	31%	

Work Areas (Reception Area)

Enhance visitor and/or employee screening (i.e., questionnaires, checklists):




Implemented or Planned	36	54%	
Considering	20	30%	
Not Considering / Not Applicable	11	16%	

Install hand sanitizing stations:




Implemented or Planned	50	75%	
Considering	13	19%	
Not Considering / Not Applicable	4	6%	

Work Areas (Reception Area) (continued)




Install protection for staff working in reception area (i.e., protective shields):

Implemented or Planned	29	43%	
Considering	9	13%	
Not Considering / Not Applicable	29	43%	




Remove common use items (i.e., phones, etc.):

Implemented or Planned	21	31%	
Considering	15	22%	
Not Considering / Not Applicable	31	46%	




Restrict all but essential visitors into the workplace:

Implemented or Planned	42	63%	
Considering	15	22%	
Not Considering / Not Applicable	10	15%	

Require hand washing upon entering the workplace:




Implemented or Planned	18	27%	
Considering	29	43%	
Not Considering / Not Applicable	20	30%	

Conduct temperature screening as employees or visitors enter the workplace:




Implemented or Planned	15	22%	
Considering	23	34%	
Not Considering / Not Applicable	29	43%	

Work Areas (General)




Adjust floor plan to ensure proper social distancing (i.e., fewer desks, tables, etc.):

Implemented or Planned	36	54%	
Considering	14	21%	
Not Considering / Not Applicable	17	25%	




Ensure assigned seating for staff:

Implemented or Planned	29	43%	
Considering	11	16%	
Not Considering / Not Applicable	27	40%	

Require desk areas to be clear of personal items to allow for more thorough cleaning:




Implemented or Planned	9	13%	
Considering	28	42%	
Not Considering / Not Applicable	30	45%	

Install protective structures to create barriers between staff where needed:




Implemented or Planned	15	22%	
Considering	22	33%	
Not Considering / Not Applicable	30	45%	

Work Areas (General) (continued)




Reorient work stations so employees do not face each other:

Implemented or Planned	25	37%	
Considering	9	13%	
Not Considering / Not Applicable	33	49%	




Reduce seating/occupancy in collaboration/common areas:

Implemented or Planned	43	64%	
Considering	14	21%	
Not Considering / Not Applicable	10	15%	




Reduce seating in training rooms:

Implemented or Planned	36	54%	
Considering	7	10%	
Not Considering / Not Applicable	24	36%	




Encourage virtual meetings despite a return to work:

Implemented or Planned	41	61%	
Considering	15	22%	
Not Considering / Not Applicable	11	16%	




Close some or all common areas to prevent employees from congregating:

Implemented or Planned	25	37%	
Considering	18	27%	
Not Considering / Not Applicable	24	36%	




Repurpose certain spaces for other uses:

Implemented or Planned	26	39%	
Considering	15	22%	
Not Considering / Not Applicable	26	39%	




Designate certain spaces as isolation rooms in the event someone arrives to work with COVID-19 symptoms:

Implemented or Planned	12	18%	
Considering	18	27%	
Not Considering / Not Applicable	37	55%	

Install hand sanitizing stations:

Implemented or Planned	49	73%	
Considering	14	21%	
Not Considering / Not Applicable	4	6%	

Increase ventilation and air filtration:

Implemented or Planned	18	27%	
Considering	19	28%	
Not Considering / Not Applicable	30	45%	

Cafeteria / Break Areas

Reduce hours for formal cafeteria (if applicable):

Implemented or Planned	5	7%	
Considering	5	7%	
Not Considering / Not Applicable	57	85%	

Limit or reduce food service offerings in cafeteria:

Implemented or Planned	11	16%	
Considering	4	6%	
Not Considering / Not Applicable	52	78%	

No cash sales:

Implemented or Planned	1	1%	
Considering	1	1%	
Not Considering / Not Applicable	65	97%	

Limit or eliminate coffee or water dispensing stations:

Implemented or Planned	13	19%	
Considering	14	21%	
Not Considering / Not Applicable	40	60%	

Remove vending machines:

Implemented or Planned	1	1%	
Considering	4	6%	
Not Considering / Not Applicable	62	93%	

Reduce capacity (i.e., remove tables/chairs):

Implemented or Planned	28	42%	
Considering	14	21%	
Not Considering / Not Applicable	25	37%	

Restrooms

Increase frequency of cleaning:

Implemented or Planned	42	63%	
Considering	13	19%	
Not Considering / Not Applicable	12	18%	

Limit occupancy:







Implemented or Planned	25	37%	
Considering	8	12%	
Not Considering / Not Applicable	34	51%	

Monitor restroom supplies more frequently (i.e., soap, hand towels, etc.):

Implemented or Planned	42	63%	
Considering	8	12%	
Not Considering / Not Applicable	17	25%	

Other

CDC guidelines encourage essential employees, who remain on work duties as the job requires, to wear face masks. From the list below, please select the practices your organization follows or will be following when returning to work (select all that apply):

Employer providing and requiring employees to wear face masks	29	43%	
Employer providing and encouraging employees to wear face masks	22	33%	
Employer providing face masks, but only for certain high-risk positions	8	12%	
Employer not providing, but requiring employees to provide their own face mask (purchased or homemade)	4	6%	
Employer not providing, but encouraging employees to provide their own face mask (purchased or homemade)	11	16%	
Employer providing fabric/supplies so employees can make their own face mask	0	0%	
We are not requiring or encouraging employees to wear face masks	7	10%	

What other plans or processes is your organization planning to implement or is seriously considering?

Allowing all staff who prefer to work remotely to continue doing so
As the state phases reopening we are increasing our hygienic protocols as we expect to see a spike in cases in future weeks
Ask homeowner what they want us to do for their comfort. Take temperature of homeowner before entering a home if applicable
Closing kitchen area - have employees bring sack lunches
Created/repurposed other areas as employee break areas; changed flow of traffic through building;
Daily self-reporting certification of being COVID-19 symptom free
Face shields with the mask in areas where 6 feed social distancing cannot be maintained all the time
Keep office closed except for appointments
Modified home delivery options
Morning status meeting
Notifying our clients of our clinic changes ahead of time. Appointment reminders modified to include a reminder regarding our COVID screening process, temperature taken, waiting in their vehicle until called to come in, social distancing, etc.
Plexiglass partitions between cubes and front reception
Safety glasses and individual hand sanitizer bottles
Training on contact tracing
We have asked vendors to wear masks and check symptoms and will probably ask customers to wear masks when we reopen which will be later in summer
We have screeners at our main (only open) lobby entrance; we have options for staff to buy groceries through our food services
We would love social distancing bracelets... but they seem out of reach right now

Survey Responses

**For Profit Responses
37 Participants**

Readiness

To what extent is your organization prepared to resume normal operations and provide a safe work environment once the "Stay Home, Save Lives" order is lifted?

Very well prepared	17	46%	
Somewhat prepared	16	43%	
Somewhat unprepared	1	3%	
Not at all prepared	0	0%	
Not applicable	3	8%	

To what extent has your organization planned or prepared for a return to work or a normalization of operations once the order is lifted?

Little to no formal planning or preparations have occurred	0	0%	
Formal planning and preparations are underway, but nothing has been finalized or documented	12	32%	
Formal planning and preparations have occurred, plans and processes are currently being finalized	9	24%	
Formal planning and preparations have occurred, plans and processes are now implemented	13	35%	
Not applicable	3	8%	

What best describes your organization's plan to resume its operations or implement a return to work at the conclusion of the stay at home order?

We will implement a complete return to work, such as what was in place prior to the stay at home order	5	14%	
We will have a phased return to work where only a certain portion of the employee population will return to work	17	46%	
We will have a phased return to work where only essential employees will return to work	3	8%	
We will continue to work remotely for an extended period to ensure further social distancing	7	19%	
Not applicable	5	14%	

Once the stay at home order is lifted, what percent of your employees do you anticipate will continue to work remotely that previously did not?

100%	2	5%	
76 - 99%	3	8%	
51 - 75%	3	8%	
26 - 50%	3	8%	
1 - 25%	13	35%	
0%	9	24%	
Not sure / Don't know	4	11%	

Readiness (continued)

Once the stay at home order is lifted, what percent of employees currently laid off, do you anticipate returning to work right away versus staggering over a period of a few weeks, a few months, or longer?

100% - we are busy	2	5%	
100% - we are approved for the paycheck protection program	4	11%	
76 - 99%	0	0%	
51 - 75%	2	5%	
26 - 50%	1	3%	
1 - 25%	4	11%	
0%	1	3%	
N/A - we have not laid off any employees	20	54%	
Not sure / Don't know	3	8%	

General Preparations

Create task force or committee to plan, implement and monitor return to work programs:

Implemented or Planned	21	57%	
Considering	7	19%	
Not Considering / Not Applicable	9	24%	

Conduct a formal audit of workplace environment and processes to assess risk factors:

Implemented or Planned	26	70%	
Considering	4	11%	
Not Considering / Not Applicable	7	19%	

Identify and assign roles for specific staff who will be involved in the implementation and monitoring of the organization's pandemic responses and/or return to work programs:

Implemented or Planned	24	65%	
Considering	8	22%	
Not Considering / Not Applicable	5	14%	

Disinfect work areas prior to any return to work:

Implemented or Planned	32	86%	
Considering	1	3%	
Not Considering / Not Applicable	4	11%	

Distribute communication to employees about self-screening protocols prior to any return to work:




Implemented or Planned	27	73%	
Considering	7	19%	
Not Considering / Not Applicable	3	8%	

Increase signage regarding COVID-19 prevention protocols (i.e., social distancing, hand washing, etc.):




Implemented or Planned	33	89%	
Considering	3	8%	
Not Considering / Not Applicable	1	3%	

General Preparations (continued)




Prepare specific communication to employees to address fears and concerns around a return to work:

Implemented or Planned	26	70%	
Considering	7	19%	
Not Considering / Not Applicable	4	11%	




Train employees on return to work protocols:

Implemented or Planned	25	68%	
Considering	10	27%	
Not Considering / Not Applicable	2	5%	




Provide specific training to managers and supervisors on return to work protocols:

Implemented or Planned	23	62%	
Considering	8	22%	
Not Considering / Not Applicable	6	16%	




Develop plans to address employees who become ill or exhibit COVID-19 symptoms while at work:

Implemented or Planned	33	89%	
Considering	3	8%	
Not Considering / Not Applicable	1	3%	




Source sufficient supply of personal protective equipment (PPE) for employees:

Implemented or Planned	29	78%	
Considering	5	14%	
Not Considering / Not Applicable	3	8%	




Explore options to test workforce for COVID-19:

Implemented or Planned	6	16%	
Considering	10	27%	
Not Considering / Not Applicable	21	57%	




Establish formal procedures to identify who workers have been in contact with while at work in the event they test positive or exhibit symptoms of COVID-19 (i.e., contact tracing):

Implemented or Planned	17	46%	
Considering	14	38%	
Not Considering / Not Applicable	6	16%	

Update/create policies or plans to address non-conformance with safety protocols (i.e. refusal to wear PPE):

Implemented or Planned	12	32%	
Considering	16	43%	
Not Considering / Not Applicable	9	24%	

Develop plans/schedules to conduct audits to ensure safety protocols are adhered to:

Implemented or Planned	16	43%	
Considering	15	41%	
Not Considering / Not Applicable	6	16%	

General Preparations (continued)

Conduct training on crisis management or other emergency preparedness topics:

Implemented or Planned	9	24%	
Considering	17	46%	
Not Considering / Not Applicable	11	30%	

Visually inspect employees for symptoms (i.e. cough, fever, etc.) as they enter the facility:

Implemented or Planned	11	30%	
Considering	15	41%	
Not Considering / Not Applicable	11	30%	

Staffing and Work Schedules

Continuation of work from home arrangements for non-essential staff only:

Implemented or Planned	14	38%	
Considering	13	35%	
Not Considering / Not Applicable	10	27%	

Continuation of work from home arrangements for all or most of staff:

Implemented or Planned	5	14%	
Considering	11	30%	
Not Considering / Not Applicable	21	57%	

Stagger shift start / end time to limit employee contact, if shift work is present:

Implemented or Planned	8	22%	
Considering	11	30%	
Not Considering / Not Applicable	18	49%	

Stagger employee work schedules to limit employee interaction (i.e., alternating days of work by employee or group):

Implemented or Planned	7	19%	
Considering	13	35%	
Not Considering / Not Applicable	17	46%	

Work Areas (Reception Area)

Enhance visitor and/or employee screening (i.e., questionnaires, checklists):




Implemented or Planned	21	57%	
Considering	9	24%	
Not Considering / Not Applicable	7	19%	

Install hand sanitizing stations:




Implemented or Planned	28	76%	
Considering	5	14%	
Not Considering / Not Applicable	4	11%	

Work Areas (Reception Area) (continued)




Install protection for staff working in reception area (i.e., protective shields):

Implemented or Planned	13	35%	
Considering	3	8%	
Not Considering / Not Applicable	21	57%	




Remove common use items (i.e., phones, etc.):

Implemented or Planned	13	35%	
Considering	6	16%	
Not Considering / Not Applicable	18	49%	




Restrict all but essential visitors into the workplace:

Implemented or Planned	26	70%	
Considering	5	14%	
Not Considering / Not Applicable	6	16%	

Require hand washing upon entering the workplace:




Implemented or Planned	9	24%	
Considering	17	46%	
Not Considering / Not Applicable	11	30%	

Conduct temperature screening as employees or visitors enter the workplace:




Implemented or Planned	9	24%	
Considering	12	32%	
Not Considering / Not Applicable	16	43%	

Work Areas (General)




Adjust floor plan to ensure proper social distancing (i.e., fewer desks, tables, etc.):

Implemented or Planned	21	57%	
Considering	6	16%	
Not Considering / Not Applicable	10	27%	




Ensure assigned seating for staff:

Implemented or Planned	18	49%	
Considering	6	16%	
Not Considering / Not Applicable	13	35%	

Require desk areas to be clear of personal items to allow for more thorough cleaning:




Implemented or Planned	4	11%	
Considering	19	51%	
Not Considering / Not Applicable	14	38%	

Install protective structures to create barriers between staff where needed:




Implemented or Planned	8	22%	
Considering	14	38%	
Not Considering / Not Applicable	15	41%	

Work Areas (General) (continued)




Reorient work stations so employees do not face each other:

Implemented or Planned	15	41%	
Considering	4	11%	
Not Considering / Not Applicable	18	49%	




Reduce seating/occupancy in collaboration/common areas:

Implemented or Planned	24	65%	
Considering	9	24%	
Not Considering / Not Applicable	4	11%	




Reduce seating in training rooms:

Implemented or Planned	20	54%	
Considering	3	8%	
Not Considering / Not Applicable	14	38%	




Encourage virtual meetings despite a return to work:

Implemented or Planned	23	62%	
Considering	5	14%	
Not Considering / Not Applicable	9	24%	




Close some or all common areas to prevent employees from congregating:

Implemented or Planned	15	41%	
Considering	9	24%	
Not Considering / Not Applicable	13	35%	




Repurpose certain spaces for other uses:

Implemented or Planned	13	35%	
Considering	8	22%	
Not Considering / Not Applicable	16	43%	




Designate certain spaces as isolation rooms in the event someone arrives to work with COVID-19 symptoms:

Implemented or Planned	6	16%	
Considering	10	27%	
Not Considering / Not Applicable	21	57%	

Install hand sanitizing stations:

Implemented or Planned	27	73%	
Considering	8	22%	
Not Considering / Not Applicable	2	5%	

Increase ventilation and air filtration:

Implemented or Planned	10	27%	
Considering	11	30%	
Not Considering / Not Applicable	16	43%	

Cafeteria / Break Areas

Reduce hours for formal cafeteria (if applicable):

Implemented or Planned	2	5%	
Considering	5	14%	
Not Considering / Not Applicable	30	81%	

Limit or reduce food service offerings in cafeteria:

Implemented or Planned	6	16%	
Considering	4	11%	
Not Considering / Not Applicable	27	73%	

No cash sales:

Implemented or Planned	0	0%	
Considering	0	0%	
Not Considering / Not Applicable	37	100%	

Limit or eliminate coffee or water dispensing stations:

Implemented or Planned	8	22%	
Considering	6	16%	
Not Considering / Not Applicable	23	62%	

Remove vending machines:

Implemented or Planned	1	3%	
Considering	2	5%	
Not Considering / Not Applicable	34	92%	

Reduce capacity (i.e., remove tables/chairs):

Implemented or Planned	19	51%	
Considering	5	14%	
Not Considering / Not Applicable	13	35%	

Restrooms

Increase frequency of cleaning:

Implemented or Planned	28	76%	
Considering	6	16%	
Not Considering / Not Applicable	3	8%	

Limit occupancy:







Implemented or Planned	17	46%	
Considering	4	11%	
Not Considering / Not Applicable	16	43%	

Monitor restroom supplies more frequently (i.e., soap, hand towels, etc.):

Implemented or Planned	27	73%	
Considering	3	8%	
Not Considering / Not Applicable	7	19%	

Other

CDC guidelines encourage essential employees, who remain on work duties as the job requires, to wear face masks. From the list below, please select the practices your organization follows or will be following when returning to work (select all that apply):

Employer providing and requiring employees to wear face masks	15	41%	
Employer providing and encouraging employees to wear face masks	12	32%	
Employer providing face masks, but only for certain high-risk positions	6	16%	
Employer not providing, but requiring employees to provide their own face mask (purchased or homemade)	2	5%	
Employer not providing, but encouraging employees to provide their own face mask (purchased or homemade)	4	11%	
Employer providing fabric/supplies so employees can make their own face mask	0	0%	
We are not requiring or encouraging employees to wear face masks	5	14%	

What other plans or processes is your organization planning to implement or is seriously considering?

Ask homeowner what they want us to do for their comfort. Take temperature of homeowner before entering a home if applicable
Face shields with the mask in areas where 6 feed social distancing cannot be maintained all the time
Modified home delivery options
Morning status meeting
Safety glasses and individual hand sanitizer bottles
We would love social distancing bracelets... but they seem out of reach right now

Survey Responses

Non-Profit Responses
27 Participants

Readiness

To what extent is your organization prepared to resume normal operations and provide a safe work environment once the "Stay Home, Save Lives" order is lifted?

Very well prepared	4	15%	
Somewhat prepared	13	48%	
Somewhat unprepared	5	19%	
Not at all prepared	4	15%	
Not applicable	1	4%	

To what extent has your organization planned or prepared for a return to work or a normalization of operations once the order is lifted?

Little to no formal planning or preparations have occurred	4	15%	
Formal planning and preparations are underway, but nothing has been finalized or documented	11	41%	
Formal planning and preparations have occurred, plans and processes are currently being finalized	7	26%	
Formal planning and preparations have occurred, plans and processes are now implemented	4	15%	
Not applicable	1	4%	

What best describes your organization's plan to resume its operations or implement a return to work at the conclusion of the stay at home order?

We will implement a complete return to work, such as what was in place prior to the stay at home order	2	7%	
We will have a phased return to work where only a certain portion of the employee population will return to work	9	33%	
We will have a phased return to work where only essential employees will return to work	7	26%	
We will continue to work remotely for an extended period to ensure further social distancing	7	26%	
Not applicable	2	7%	

Once the stay at home order is lifted, what percent of your employees do you anticipate will continue to work remotely that previously did not?

100%	1	4%	
76 - 99%	4	15%	
51 - 75%	5	19%	
26 - 50%	7	26%	
1 - 25%	5	19%	
0%	0	0%	
Not sure / Don't know	5	19%	

Readiness (continued)

Once the stay at home order is lifted, what percent of employees currently laid off, do you anticipate returning to work right away versus staggering over a period of a few weeks, a few months, or longer?

100% - we are busy	0	0%	
100% - we are approved for the paycheck protection program	1	4%	
76 - 99%	0	0%	
51 - 75%	1	4%	
26 - 50%	1	4%	
1 - 25%	4	15%	
0%	0	0%	
N/A - we have not laid off any employees	20	74%	
Not sure / Don't know	0	0%	

General Preparations

Create task force or committee to plan, implement and monitor return to work programs:

Implemented or Planned	14	52%	
Considering	6	22%	
Not Considering / Not Applicable	7	26%	

Conduct a formal audit of workplace environment and processes to assess risk factors:

Implemented or Planned	13	48%	
Considering	9	33%	
Not Considering / Not Applicable	5	19%	

Identify and assign roles for specific staff who will be involved in the implementation and monitoring of the organization's pandemic responses and/or return to work programs:

Implemented or Planned	17	63%	
Considering	8	30%	
Not Considering / Not Applicable	2	7%	

Disinfect work areas prior to any return to work:

Implemented or Planned	20	74%	
Considering	5	19%	
Not Considering / Not Applicable	2	7%	

Distribute communication to employees about self-screening protocols prior to any return to work:




Implemented or Planned	14	52%	
Considering	12	44%	
Not Considering / Not Applicable	1	4%	

Increase signage regarding COVID-19 prevention protocols (i.e., social distancing, hand washing, etc.):




Implemented or Planned	20	74%	
Considering	6	22%	
Not Considering / Not Applicable	1	4%	

General Preparations (continued)




Prepare specific communication to employees to address fears and concerns around a return to work:

Implemented or Planned	18	67%	
Considering	7	26%	
Not Considering / Not Applicable	2	7%	




Train employees on return to work protocols:

Implemented or Planned	18	67%	
Considering	5	19%	
Not Considering / Not Applicable	4	15%	




Provide specific training to managers and supervisors on return to work protocols:

Implemented or Planned	15	56%	
Considering	6	22%	
Not Considering / Not Applicable	6	22%	




Develop plans to address employees who become ill or exhibit COVID-19 symptoms while at work:

Implemented or Planned	20	74%	
Considering	6	22%	
Not Considering / Not Applicable	1	4%	




Source sufficient supply of personal protective equipment (PPE) for employees:

Implemented or Planned	18	67%	
Considering	8	30%	
Not Considering / Not Applicable	1	4%	




Explore options to test workforce for COVID-19:

Implemented or Planned	4	15%	
Considering	12	44%	
Not Considering / Not Applicable	11	41%	




Establish formal procedures to identify who workers have been in contact with while at work in the event they test positive or exhibit symptoms of COVID-19 (i.e., contact tracing):

Implemented or Planned	12	44%	
Considering	9	33%	
Not Considering / Not Applicable	6	22%	

Update/create policies or plans to address non-conformance with safety protocols (i.e. refusal to wear PPE):

Implemented or Planned	8	30%	
Considering	15	56%	
Not Considering / Not Applicable	4	15%	

Develop plans/schedules to conduct audits to ensure safety protocols are adhered to:

Implemented or Planned	6	22%	
Considering	14	52%	
Not Considering / Not Applicable	7	26%	

General Preparations (continued)

Conduct training on crisis management or other emergency preparedness topics:

Implemented or Planned	9	33%	
Considering	11	41%	
Not Considering / Not Applicable	7	26%	

Visually inspect employees for symptoms (i.e. cough, fever, etc.) as they enter the facility:

Implemented or Planned	8	30%	
Considering	7	26%	
Not Considering / Not Applicable	12	44%	

Staffing and Work Schedules

Continuation of work from home arrangements for non-essential staff only:

Implemented or Planned	12	44%	
Considering	10	37%	
Not Considering / Not Applicable	5	19%	

Continuation of work from home arrangements for all or most of staff:

Implemented or Planned	9	33%	
Considering	11	41%	
Not Considering / Not Applicable	7	26%	

Stagger shift start / end time to limit employee contact, if shift work is present:

Implemented or Planned	4	15%	
Considering	12	44%	
Not Considering / Not Applicable	11	41%	

Stagger employee work schedules to limit employee interaction (i.e., alternating days of work by employee or group):

Implemented or Planned	9	33%	
Considering	15	56%	
Not Considering / Not Applicable	3	11%	

Work Areas (Reception Area)

Enhance visitor and/or employee screening (i.e., questionnaires, checklists):




Implemented or Planned	13	48%	
Considering	11	41%	
Not Considering / Not Applicable	3	11%	

Install hand sanitizing stations:




Implemented or Planned	19	70%	
Considering	8	30%	
Not Considering / Not Applicable	0	0%	

Work Areas (Reception Area) (continued)




Install protection for staff working in reception area (i.e., protective shields):

Implemented or Planned	14	52%	
Considering	6	22%	
Not Considering / Not Applicable	7	26%	




Remove common use items (i.e., phones, etc.):

Implemented or Planned	8	30%	
Considering	9	33%	
Not Considering / Not Applicable	10	37%	




Restrict all but essential visitors into the workplace:

Implemented or Planned	14	52%	
Considering	10	37%	
Not Considering / Not Applicable	3	11%	

Require hand washing upon entering the workplace:




Implemented or Planned	7	26%	
Considering	12	44%	
Not Considering / Not Applicable	8	30%	

Conduct temperature screening as employees or visitors enter the workplace:




Implemented or Planned	5	19%	
Considering	10	37%	
Not Considering / Not Applicable	12	44%	

Work Areas (General)




Adjust floor plan to ensure proper social distancing (i.e., fewer desks, tables, etc.):

Implemented or Planned	13	48%	
Considering	8	30%	
Not Considering / Not Applicable	6	22%	




Ensure assigned seating for staff:

Implemented or Planned	8	30%	
Considering	5	19%	
Not Considering / Not Applicable	14	52%	

Require desk areas to be clear of personal items to allow for more thorough cleaning:




Implemented or Planned	4	15%	
Considering	9	33%	
Not Considering / Not Applicable	14	52%	

Install protective structures to create barriers between staff where needed:




Implemented or Planned	6	22%	
Considering	8	30%	
Not Considering / Not Applicable	13	48%	

Work Areas (General) (continued)




Reorient work stations so employees do not face each other:

Implemented or Planned	8	30%	
Considering	5	19%	
Not Considering / Not Applicable	14	52%	




Reduce seating/occupancy in collaboration/common areas:

Implemented or Planned	16	59%	
Considering	5	19%	
Not Considering / Not Applicable	6	22%	




Reduce seating in training rooms:

Implemented or Planned	14	52%	
Considering	4	15%	
Not Considering / Not Applicable	9	33%	




Encourage virtual meetings despite a return to work:

Implemented or Planned	17	63%	
Considering	9	33%	
Not Considering / Not Applicable	1	4%	




Close some or all common areas to prevent employees from congregating:

Implemented or Planned	8	30%	
Considering	9	33%	
Not Considering / Not Applicable	10	37%	




Repurpose certain spaces for other uses:

Implemented or Planned	11	41%	
Considering	7	26%	
Not Considering / Not Applicable	9	33%	




Designate certain spaces as isolation rooms in the event someone arrives to work with COVID-19 symptoms:

Implemented or Planned	5	19%	
Considering	8	30%	
Not Considering / Not Applicable	14	52%	

Install hand sanitizing stations:



Implemented or Planned	19	70%	
Considering	6	22%	
Not Considering / Not Applicable	2	7%	

Increase ventilation and air filtration:



Implemented or Planned	7	26%	
Considering	7	26%	
Not Considering / Not Applicable	13	48%	

Cafeteria / Break Areas




Reduce hours for formal cafeteria (if applicable):

Implemented or Planned	2	7%	
Considering	0	0%	
Not Considering / Not Applicable	25	93%	




Limit or reduce food service offerings in cafeteria:

Implemented or Planned	4	15%	
Considering	0	0%	
Not Considering / Not Applicable	23	85%	



No cash sales:

Implemented or Planned	1	4%	
Considering	1	4%	
Not Considering / Not Applicable	25	93%	




Limit or eliminate coffee or water dispensing stations:

Implemented or Planned	4	15%	
Considering	8	30%	
Not Considering / Not Applicable	15	56%	

Remove vending machines:




Implemented or Planned	0	0%	
Considering	2	7%	
Not Considering / Not Applicable	25	93%	

Reduce capacity (i.e., remove tables/chairs):




Implemented or Planned	7	26%	
Considering	8	30%	
Not Considering / Not Applicable	12	44%	

Restrooms




Increase frequency of cleaning:

Implemented or Planned	13	48%	
Considering	6	22%	
Not Considering / Not Applicable	8	30%	

Limit occupancy:







Implemented or Planned	8	30%	
Considering	4	15%	
Not Considering / Not Applicable	15	56%	

Monitor restroom supplies more frequently (i.e., soap, hand towels, etc.):

Implemented or Planned	14	52%	
Considering	5	19%	
Not Considering / Not Applicable	8	30%	

Other

CDC guidelines encourage essential employees, who remain on work duties as the job requires, to wear face masks. From the list below, please select the practices your organization follows or will be following when returning to work (select all that apply):

Employer providing and requiring employees to wear face masks	12	44%	
Employer providing and encouraging employees to wear face masks	9	33%	
Employer providing face masks, but only for certain high-risk positions	2	7%	
Employer not providing, but requiring employees to provide their own face mask (purchased or homemade)	2	7%	
Employer not providing, but encouraging employees to provide their own face mask (purchased or homemade)	7	26%	
Employer providing fabric/supplies so employees can make their own face mask	0	0%	
We are not requiring or encouraging employees to wear face masks	1	4%	

What other plans or processes is your organization planning to implement or is seriously considering?

Allowing all staff who prefer to work remotely to continue doing so
As the state phases reopening we are increasing our hygienic protocols as we expect to see a spike in cases in future weeks
Created/repurposed other areas as employee break areas; changed flow of traffic through building;
Daily self-reporting certification of being COVID-19 symptom free
Keep office closed except for appointments
Notifying our clients of our clinic changes ahead of time. Appointment reminders modified to include a reminder regarding our COVID screening process, temperature taken, waiting in their vehicle until called to come in, social distancing, etc.
Plexiglass partitions between cubes and front reception
Training on contact tracing
We have asked vendors to wear masks and check symptoms and will probably ask customers to wear masks when we reopen which will be later in summer
We have screeners at our main (only open) lobby entrance; we have options for staff to buy groceries through our food services