



# State of the Industry Update

**Presenters: Dave Kennedy and Les McCook**

# THE SIGNIFICANT SIX

Primary Areas of Focus



**INDUSTRY LICENSING  
& CREDENTIALING**



**REPOSSESSION  
AGENCY COMPLIANCE  
SERVICE**



**ARA UNIVERSITY –  
TRAINING &  
EDUCATION**



**EXPANDING RISK  
MANAGEMENT &  
INSURANCE OPTIONS**

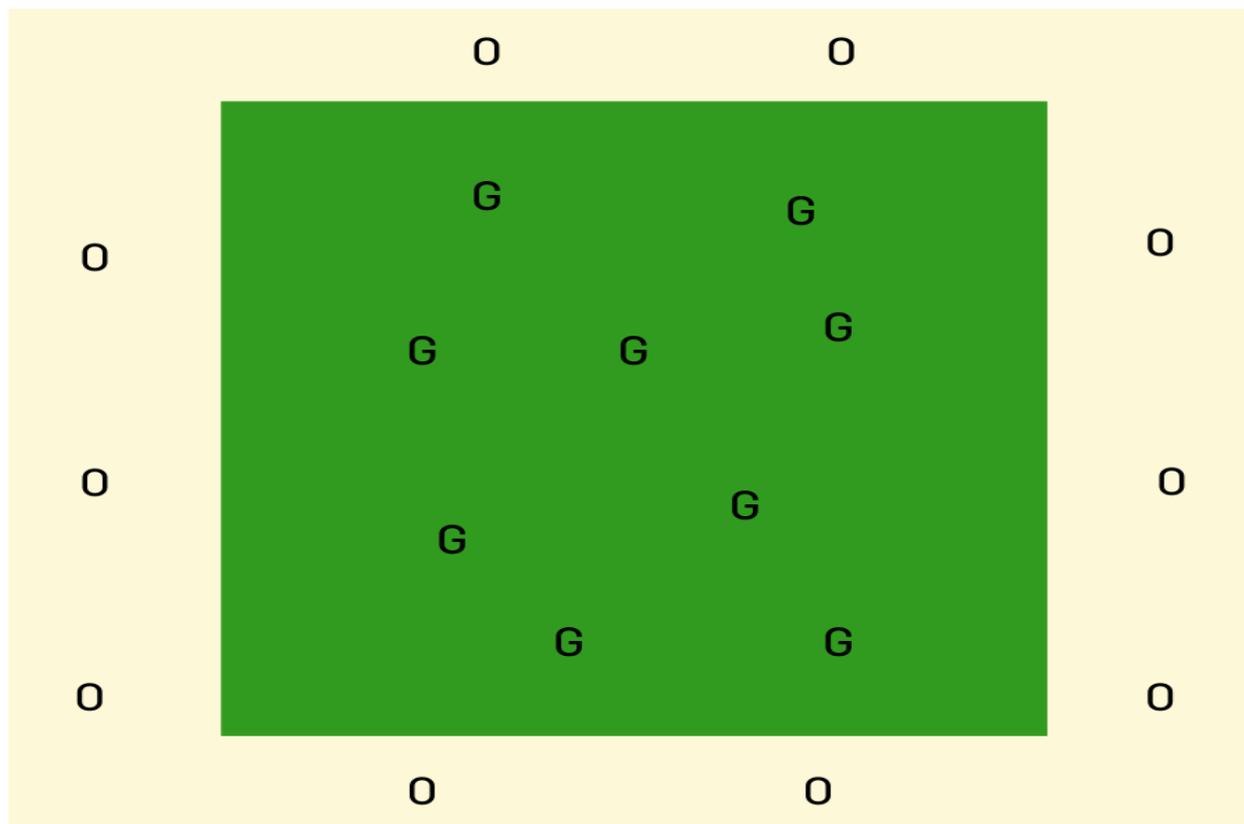


**BUSINESS  
MENTORING &  
SUPPORT SERVICES**



**POLITICAL AND  
LEGISLATIVE  
ADVOCACY**

# PROFESSIONALISM – Green is Our Goal



# SAFE ACTIONS FOR EMPLOYEES (SAFE)

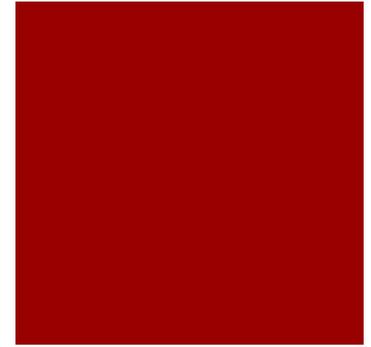
There are many things to be considered as we begin to resume normal business operations. According to the Center for Systems Science and Engineering at Johns Hopkins University, there are more than 1.7 million cases in the United States. COVID-19 Continues to be a very serious matter for us.

This is a partial list of employee topic concerns that the National Safety Council recommends the following information is from them.

- Confirmed Case Protocol
- Employee Return to work status
- Entrance Screening
- Office reopening Protocol
- Managing Employee Stress and Anxiety
- Office Physical Distancing
- Risk Exposure Index for office Settings
- Workplace Hygiene
- Action Plan Template



# SAFE ACTIONS FOR EMPLOYEES (SAFE)

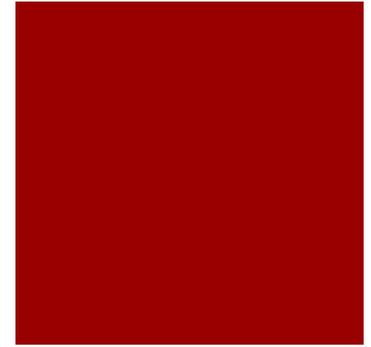


## Confirmed Case Notification Protocol

- These are recommendations for communication actions to take when a confirmed COVID-19 case occurs in the workplace. It is assumed that when a case of COVID-19 is confirmed, the work areas occupied by the employee are closed off for thorough cleaning and disinfection before they can be accessed by others.
- If symptoms are consistent with COVID without a clear alternative cause, employee will be instructed to leave the workplace and recommend they confer with a medical contact.
- If employee reports an exposure event at or away from work, employee will be instructed to leave the workplace and adhere to the advice of their medical contact.
- If employee reports a positive COVID test result, employee will remain off work until obtaining medical clearance.



# SAFE ACTIONS FOR EMPLOYEES (SAFE)



## Employee Notification Process

- The actual Notification process after a confirmed COVID-19 case will vary depending on your organizations structure. In our world these notifications will be done by you or your office manager.
- 1. Human Resources or COVID management team contacts employee to confirm the date of symptoms and dates when at the worksite. Employee identifies close contacts at work while symptomatic and indicates areas where s/he worked.
- 2. HR or management team contacts employee supervisor about confirmed COVID case.
- 3. Supervisor notifies site manager and individual department leads to make necessary changes in operations and initiate site cleaning/disinfection.
- 4. Supervisor or HR or management team informs the identified close contacts of employee using organizational talking points and without disclosing the identity of employee.



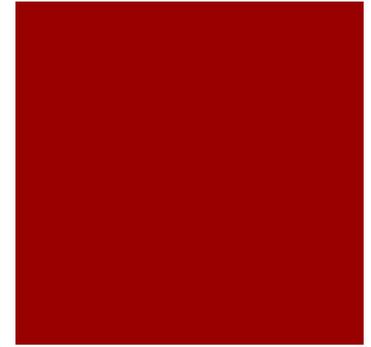
# SAFE ACTIONS FOR EMPLOYEES (SAFE)

## Communication with Affected Employee

- It is important to have communication with confirmed case employees, their known close employee contacts and other site employees.
- As always it is important to document these communications /conversations. Here is a sample script for conversation with the employee.
- How are you?
- Is there something I can help you with?
- Do you have a sense for where you are in your recovery?
- Can you tell me if you were in close contact with any coworkers recently?
- In what areas would you say you spent most of your time while at work prior to developing symptoms?
- Please keep us posted as to how you are doing and if there's anything I can do for you.
- Can we contact you in 2-3 days to check on the progress of your recovery?



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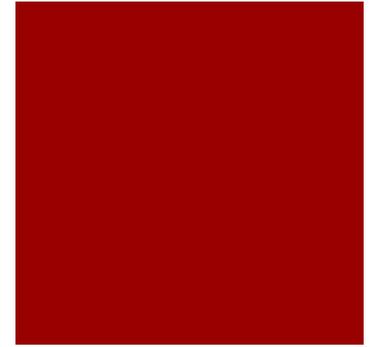


## Communication with Employee Close Contacts

- We have been made aware that one of our coworkers has tested positive, and you may have been in close contact or in the same area as this person for a sustained period of time.
- We are asking all employees to proactively self-assess their health before reporting to work, including taking their temperature before leaving home. You may want to seek the advice of a medical contact.
- All workers should continue to cover their nose and mouth with a tissue or the crook of their arm when they cough or sneeze. Refrain from touching your face. Continue to maintain social distancing. Do not come to work if you are feeling ill or exhibiting symptoms that are consistent with COVID-19.
- We have been increasing our common surface disinfecting for the past few weeks, and we will be continuing these processes to protect you and our clients.
- We'll do our best to answer your questions.



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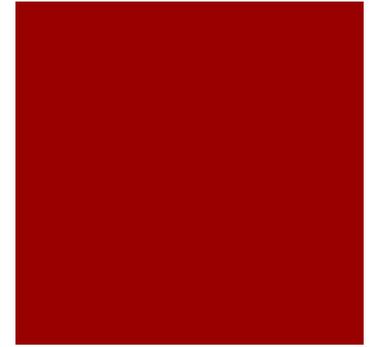


## Communication with Other Employees

- We have been made aware that one of our coworkers has tested positive. This person is no longer in the workplace.
- While you most likely were not in close contact or in the same area as this person for a sustained period of time, we are asking all employees to proactively self-assess their health before reporting to work, including taking their temperature before leaving home. You may want to seek the advice of a medical contact.
- If you feel ill or are exhibiting symptoms that are consistent with COVID-19, please follow the normal call off procedures and do not come to work. We are exercising flexibility in our handling of attendance related to COVID-19.
- We have been increasing our common surface disinfecting for the past few weeks, and we will be continuing this process.



# SAFE ACTIONS FOR EMPLOYEES (SAFE)



## Employee Return to Worksite

- Because COVID-19 will potentially continue to present risks to workforces after parts of the country move into progressive response phases, employers should consider remaining flexible in their telework and leave policies to help prevent the spread of the coronavirus while also being sensitive to individual employee situations.
- The following tables present guidance on how to determine which employees should return to work, taking into account the individual employee's health status and other mitigating factors. The options for employee work status include
  - (1) Telework
  - (2) Report to work
  - (3) Weather and COVID-related leave, which is granted if employees cannot safely travel to work for weather- or COVID-19 -related reasons



# SAFE ACTIONS FOR EMPLOYEES (SAFE)



## Guidance when the official worksite is open

Scenarios		Telework	Reports to work	Weather and COVID-19 Related Leave	
If:	And:	Then:			
Employee is not exhibiting symptoms of COVID-19	is directed by a health professional to stay home	✓	✗	✓	
	is not directed by a health professional to stay home	✓	✓	✗	
	prefers not to come to an otherwise open worksite	✓	✓	✗	
	is at high risk of COVID-19 as defined by the CDC	✓	✗	✓	
	has children at home due to school or childcare center closures	✓	✓	✗	
	has a family member(s) who requires care and the family member is:	not ill	✓	✓	✗
		ill	✓		✗
	returns from travel and is directed by a health professional or supervisor to stay home		✓	✗	✓
	is designated as an emergency employee and ordered to report onsite		✓	✓	✗
	is ill for other reasons				use sick leave
Employee is symptomatic of COVID-19, is ill, or cannot work				use sick leave	

<sup>1</sup> Adapted from the Department of Defense, "Civilian Duty Status and Use of Weather and Safety Leave During COVID-19 Pandemic." Memorandum from the Undersecretary of Defense dated March 30, 2020.



# SAFE ACTIONS FOR EMPLOYEES (SAFE)

## Entrance Screening

The first order of business to have proper screening process is to identify who is going to do the screening and develop a record keeping system for screening results.

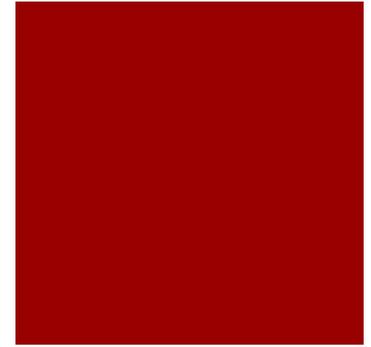
Screeners should be office management, shift supervisors, or properly trained personnel.

These are important items you should have on hand.

- Temporal thermometers, or infrared thermometers
- Alcohol swabs or other means of disinfecting equipment
- Hypoallergenic gloves (nitrile)
- Disposable gowns
- Surgical masks for screeners and those who fail screenings
- Antibacterial soap and hand sanitizer
- Supplies to disinfect working surfaces



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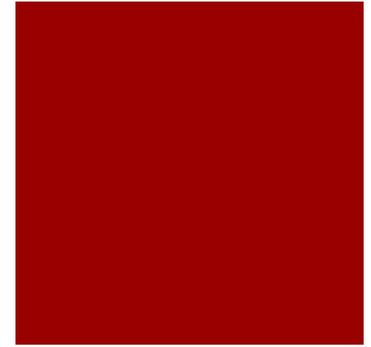


## Screening Questions

- Are you experiencing shortness of breath, fever, or cough?
- Within the last 14 days, have you come in close contact with someone who has been diagnosed with COVID-19?
- Is there someone in your home who has been told they may have COVID-19 and is currently in isolation?
- Have you traveled anywhere outside the 50 United States in the past 14 days?
- Have you been directed by a health care provider to quarantine or self-isolate? If so, when does/did your quarantine/self-isolation end?
- A “yes” answer to any of these questions should be considered a failed screening.



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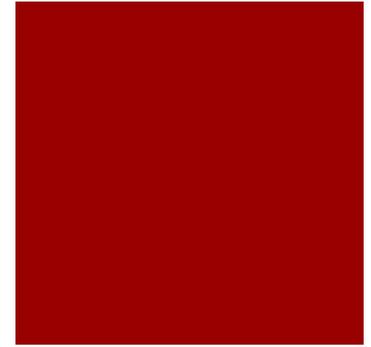


## Failed Screening Process

- In the event of a failed screening (based on questions and/or temperature), the following steps should be taken:
- Record the worker's name, and the date and time of the failed screening.
- Provide the worker with a surgical mask and ask to remain in an isolated area until able to go home.
- Arrange for transportation home (with a friend or family member, not via public transportation) if the worker is unable to drive him/herself.



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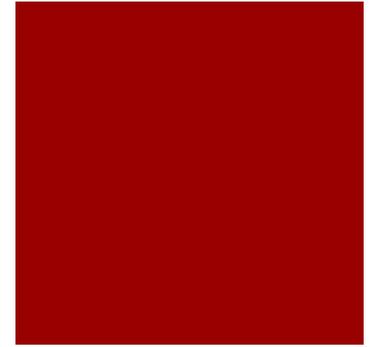


## Managing Stress and Anxiety

- Some of us have been able to handle the COVID-19 virus with little to no effects on our daily physical activities or mental well being. But the Center for Disease Control has reported a spike in the number of counseling cases related to the mental and emotional distress this virus has caused the following are some tips on helping your fellow workers in these trying times.
- Be respectful
- Be transparent
- Educate
- Prepare supervisors
- Align your policies



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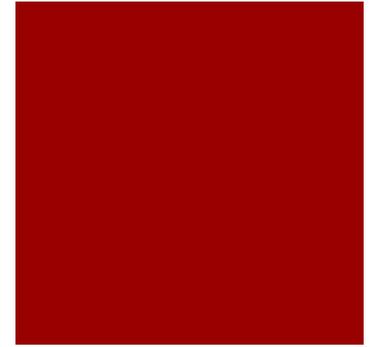


## Respect for the Employee

- It is essential to be respectful of every individual's beliefs and be understanding of circumstances outside the workplace, while balancing the need to get the job done.
- Provide training so that supervisors understand and recognize changes in employee behavior may trigger offers for employee assistance rather than discipline.
- Ensure that employees who are experiencing stress and anxiety know how to access support. normalize seeking support by discussing it openly.
- Remind employees that it is OK to feel anxious and reassure them that the organization will work towards alleviating their concerns and fears.
- Be aware that the COVID-19 pandemic may reactivate or exacerbate pre-existing mental health conditions, including potential for people with substance use disorders to return to use.



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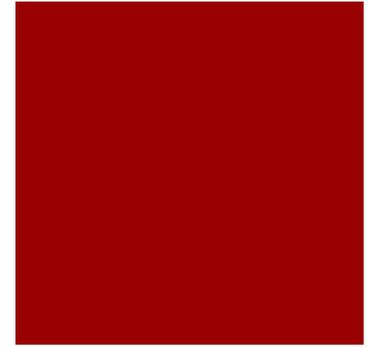


## Be Transparent

- This is a time to over communicate, communication goes a long way in alleviating stress and anxiety.
- Be as transparent as possible about the decision making process so that employees understand timelines, what to expect and why certain decisions were made.
- Provide a confidential email address or hotline for employees to express concerns about returning to the workplace and other stressors.
- Hold a virtual town hall meeting for your employees. (ZOOM).
- Use anonymous surveys to help access concerns and stressors.
- Be sure to talk about any assistance programs available to employees.



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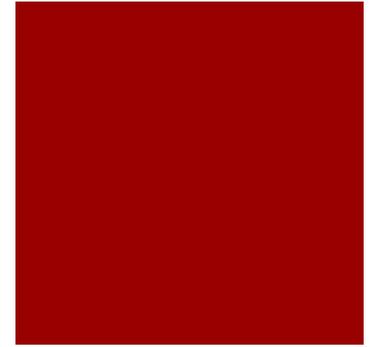
## Educate Employees

Educating your employees will go along way to help alleviate fears and anxieties. Often times it is hard for people to recognize signs of mental health distress in themselves. Here are some of the warning signs you can watch for and pass along to help them see the danger signals.

- Feeling physically and mentally drained
- Having difficulty making decisions or staying focused on topics
- Becoming easily frustrated on a more frequent basis
- Arguing more with family and friends
- Feeling tired, sad, numb, lonely or worried
- Experiencing changes in appetite or sleep patterns
- Overreacting to normal stimuli like noise and lighting



# SAFE ACTIONS FOR EMPLOYEES (SAFE)



## Prepare your Managers

- All levels of management have to be prepared to help employees return to work. Your managers probably will be the first to notice changes in an employee.
- Ensure supervisors are not dismissing employee's individual experiences, feelings and fears and instead are focused on validating them.
- Adjust expectations for the first few weeks back.
- Avoid overloading employees as they readjust to the workplace
- Decrease non-essential demands
- Space out deadlines
- Recognize the difference between "urgent" and "important" tasks



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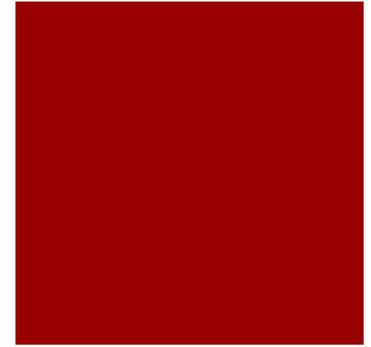
## Sample of Company Policies - Our Restart

YOUR SAFETY AND PEACE OF MIND IS OUR MAIN CONCERN:

1. MASKS: Company will provide multiple masks for you to use for your safety. Or you may wear your own mask as long as they meet the requirements of The Center of Disease Control (CDC) and the PA. Department of Health (DOH) You must follow all of the recommended DOH and the CDC regulations. These masks may be washed or sprayed and dried with any approved disinfectant for reuse. These masks must be worn when you are in any of our physical locations and when you are within 6 feet of any employee or consumer.
2. When taking breaks, social distancing must be maintained. You may remove your mask when you are on break, eating or drinking in accordance with the guidance of the DOH and the CDC as long as social distancing may be maintained.
3. Gathering of employees will be kept to minimum and for the shortest amount of time possible. You will practice social distancing when entering work in the morning and when leaving work at the end of your shift.
4. Company has Provided employees access to regular handwashing with soap, hand sanitizer, and disinfectant wipes. At the end of each work day YOU are required to wipe all surfaces you come in contact with in your work area. Management or a designated staff member take care of such things as door knobs, bathrooms and common areas.



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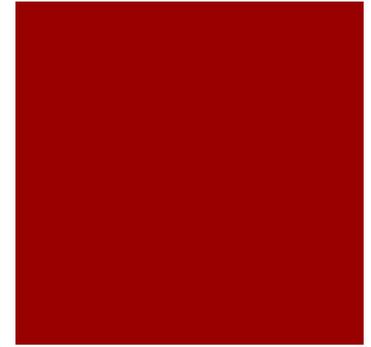


## Sample of Company Policies - Handling visitors and Consumers

1. As always will conduct business with consumers and transporters by appointment only.
2. Each office will post signs prohibiting anyone from entering our internal premises without wearing a mask and having a verifiable business reason. Also, the sign will inform them in order for us to confirm identity (if needed) they must briefly lower their mask while observing social distancing.
3. Each office will have a visitor sheet with the following information recorded;
  - Date
  - Name of visitor
  - Purpose time in time out temperature reading.



# SAFE ACTIONS FOR EMPLOYEES (SAFE)



## Sample of Company Policies - EMPLOYEES

1. All employees are permitted to wash or sanitize their hands once per hour if they feel it is necessary.
2. If any employee knows they have had a probable exposure or starts to develop COVID -19 symptoms each person will have his temperature taken immediately
3. Every Employee will have their temperature recorded at the start of each shift.
4. WE WILL SEND ANY EMPLOYEE HOME WHO REGISTERS A TEMPERATURE OF 100.4 DEGREES FAHRENHEIT.
5. We will wait a minimum of 24 hours, or as long as practical before we begin cleaning and disinfection to prevent spreading the virus by stirring up the air during the cleaning period. Then all areas the employee came in contact with including all equipment will be cleaned.
6. If the employee was within 6 feet of another employee(s) for approximately 10 minutes we will notify those employees of their possible exposure.
7. Require employees with symptoms of fever, cough, or shortness of breath to notify the employer and stay home; and
8. Require sick employees to follow CDC-recommended steps and not return to work until the CDC criteria to discontinue home isolation are met.
9. Thankfully we already have glass shields in our reception areas between our employees and consumers. However, whenever possible business will be conducted in as open aired area as possible while maintaining social distancing.



**ARA IS COMMITTED TO YOUR  
COMPANY'S WELL BEING**

QUESTIONS?

