

MINNESOTA CHAMBER OF COMMERCE

GROWING MINNESOTA



RETURN TO WORK: A WEB SERIES

CUSTOMER-FACING WORKSPACES
WEDNESDAY, APRIL 29, 2020



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WELCOME



DOUG LOON
PRESIDENT

MINNESOTA CHAMBER OF COMMERCE

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COVID-19 PREVENTION BEST PRACTICES

mnchamber.com

Return to work safely

Throughout the challenges presented by the COVID-19 public health emergency, the Minnesota Chamber's goal has been to strike a balance between safeguarding health and protecting Minnesota's economy. Minnesota businesses are eager to get back to work. Business operations can and should return to a sustainable level without jeopardizing employees' or customer safety.

An estimated 82% of Minnesota jobs have been deemed "essential" under Governor Walz's Executive Order 20-20 and associated guidance from the Department of Employment and Economic Development. These businesses have detailed strategies to protect their workforce from the spread of COVID-19 while ensuring continuity of operations.

Based on the best practices shared by employers in these critical industries, the Minnesota Chamber of Commerce provides the following guidelines as suggestions to assist other Minnesota businesses in their efforts to provide safe workplaces for their employees and customers as they come back on.

Businesses are eager to have access to testing that will help identify individuals who may be sick with virus and those who may be immune. Acceleration of testing availability is critically important to restore public confidence and reopen the economy. By implementing the

COVID-19 PREVENTION BEST PRACTICES

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Suggested best practices

The starting place for all industries is the comprehensive federal guidance provided by the Department of Labor's Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC).

OSHA Occupational Safety and Health Administration
<https://www.osha.gov/Publications/OSHA3990.pdf>

CDC Centers for Disease Control and Prevention
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

The following suggested guidelines can be replicated as general best practices, applicable to most workplaces. Industry-specific best practices are outlined on mnchamber.com along with many real-time success stories from companies who are getting it right for workers and customers.

Personal protection and facilities cleaning, sanitizing

- Create training to review new safe-at-work requirements and guidelines for all employees.
 - If returning to work, training and orientations should be done on day one.
- Make information available to employees about Personal Protective Equipment, disinfection measures, social distancing protocol, on-site health screening, signs and symptoms of COVID-19, self-quarantining and return-to-work policies, visitors and contractors screening, signage, time-off options and all other COVID-19-related safe workplace changes.
- Train employees on frequent hand washing; properly covering coughs and sneezes.



- Clean the break rooms and common touch areas (door knobs, etc.) after each shift.
- Thorough cleaning of ALL shared surfaces throughout the facility at least once every 24 hours. This includes common spaces like bathrooms, conference rooms, lunchrooms, etc.
- Shut down production in the area where a COVID-19 affected employee worked (i.e. department, line, station) to conduct cleaning, as well as shut down and clean common spaces like bathrooms, conference rooms and lunchrooms once notification of potential COVID-19 spread is suspected.

- Provide masks, shields, gloves, shoe coverings, coveralls, etc. if appropriate and available.

Social distancing



- Offer work-from-home options for all employees who can perform duties remotely.
- Change shifts.
 - Stagger shifts and start times to maximize distancing.
 - Allow 30-minute buffers between shifts if possible so that employees don't come into contact during transition.
 - Cross-train teams, so that teams can better stagger shifts.
- Provide visual markers on floors for six-foot distancing, per CDC guidance.
- Stagger breaks and lunch schedules.
- Offer lunch breaks in vehicles instead of shared cafeterias or break rooms.
 - Employees need to bring their own meals and be able to eat them without use of microwave.
- Restrict movement between departments and/or functions (e.g. don't allow traffic between production and office workspaces).
- Conduct phone/email/virtual meetings instead of in-person meetings, even when at office.
- Limit meetings to no more than 10 individuals, provided appropriate spacing is possible.
- Hold meetings in large spaces where people can spread out at six-foot intervals.
- Space out desks and work stations; construct temporary walls between workstations.

Vendor engagement

- Request health and travel assessments for vendors/contractors coming on-site.
- Separate contractors and vendors from the workforce (have them use separate bathrooms, entrances if possible).

TODAY'S SPEAKERS



DOUG LOON

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**KRIS KOWALSKI
CHRISTIANSEN**

KOWALSKI'S
MARKETS



ERIC PETERSON

CRAGUN'S
RESORT ON
GULL LAKE



JILL RENSLOW

MALL OF
AMERICA



KRIS KOWALSKI CHRISTIANSEN

KOWALSKI'S MARKETS

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ERIC PETERSON

CRAGUN'S RESORT ON GULL LAKE

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Cragun's Front Desk

Processes for Reopening in the Post “Stay at Home” Coronavirus World

Contents

The goal of these processes is to welcome our guests and also help them feel safer by reducing potential risks to staff and guests.

1. Reservation/Booking
2. Check-in Process
3. Check-out Process
4. Lobby Cleaning Processes
5. Guest communication
6. Staff

Reservation Booking/Payment

- Old Process - when guests arrived we swiped their card and final payment was charged at checkout.
- New Process – Guests will be contacted prior to arrival to confirm the card they want the balance due charged to. We will charge this balance day of arrival and email a receipt.

This eliminates the touchpoint for staff and guests handing over cards

Check In Process

The check in area is traditionally crowded at peak times with lots of touch points in the actual check-in process. The following proposals would alleviate this.

- We will create an “express packet” for all of our guests. This envelope will contain their room keys, a map showing their room/cabin location and any other information pertinent to their stay. The card they have on file with us will have been charged for their stay. Their registration card will be attached to the outside of their envelope.
- When they arrive at the resort there will be signage in the drive and at busy times staff at the entrance to greet and direct them to the remote check-in area.
- Parking spaces will be have a sign with the space ID number and a phone number to text their name and parking space ID to. A staff member will then bring the packet to that space, they need to see ID (guest can just show it) and ask the guest to sign their registration card. (See pen sanitation process in CV-19 Processes section)

Check In Process ctd.

- We do not have many “walk-in” guests at the resort, in that instance those guests would come into the lobby and we would have to scan their credit card, our staff member would clean their hands after the transaction and there will be sanitizer on the counter for guests to use.

The new remote check-in process may evolve, ideas will be considered such as arrival time slots to spread the flow.

We will communicate the new check in system with guests prior to their arrival date.

Check Out Process

Guests can call the front desk to inform them they are departing. Keys can be left in their rooms.

We will email a final statement/receipt to the guest.

CV-19 Processes – Lobby Area

The front desk team will sanitize the lobby area frequently, this encompasses public areas, check in desk and gift shop/store. Frequency will vary according to how much traffic is coming through. When we have steady traffic coming through we will have a front desk staff member in the lobby area dedicated to cleaning. We currently use disinfectant 10324-155 which is EPA approved against SARS-CoV-2.

- Public area – We will be focused on door handles, stair rails and countertops. Furniture will be cleaned with disinfectant sprays.
- Check in Desk - The staff side will be sanitizing phones, computer workstations, key card machines, point of sale terminal and work surfaces.
- Gift shop – The coffee/vending area will be sanitized, coffee pots, microwave and pizza oven. Fridge handles and glass.



CV-19 Processes – Lobby Area ctd.

- There will be hand sanitizer in all areas of the lobby for guests to use.
- We will encourage guests to use room charges for transactions to avoid contact with cards or cash.
- We will have containers of sanitized and used pens, each time a guest uses a pen it will be placed in the used container until sanitized.
- There will be a 6ft mark on the floor to maintain distance from the counter, as guests step forward to sign paperwork staff can move back to maintain distancing.
- Masks will be provided to staff if requested or mandated.
- Bathrooms are cleaned twice daily by housekeeping and as needed
- Lobby is thoroughly vacuumed each day and touched up as needed.

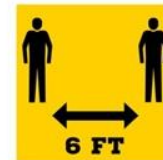
Guest Communication

Samples of signs that have been created and have been/will be posted around the resort and in restrooms



SOCIAL DISTANCING

We ask that all guests follow the six foot rule.



HOW CAN I PROTECT MYSELF?

Wash your hands often with soap and water for at least 20 seconds.

Avoid touching your eyes, nose, or mouth with unwashed hands.

Avoid close contact with people who are sick.

Cragun's
RESORT ON GULL LAKE

Front Desk Staff

- Staff levels will be appropriate to facility activity
- (i.e. fewer staff when possible to limit possible exposure)
- All face-to-face and meetings will follow social distancing suggestions
- Meetings are in bigger rooms where the team is standing apart from one another
- Educate guests and staff as to the protocol of social distance, hand washing and other best practice recommendations put forth by the CDC.
- Encourage guests and staff to recognize proper social distance of six feet or more from others to limit physical contact such as handshakes.
- Staff feeling sick will be sent home and told not to return until symptom free for three days per CDC guidelines
- Protective face masks and gloves available to all staff who handle cash or credit cards





JILL RENSLOW

MALL OF AMERICA

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QUESTIONS?

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THANK YOU!



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