



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN

COVID-19 Reopening Safety Plan

Name of Business: *P. W. The Wood Office & Son, Inc.*

Industry: *Insurance*

Address: *2333 N Triphammer Rd, Suite 501, Ithaca, NY 14850*

Contact Information: 607-266-3303 or Jamie@thewoodoffice.com

Owner/Manager of Business: **Jamie A. Ferris**

This document serves as the written safety plan outlining how P. W. Wood & Son, Inc. (The Wood Office) will aid in the prevention of the spread of COVID-19 during recovery and re-opening.

The following procedures have been developed to facilitate the transitioning staff back to their primary place of work in response to the Governor's New York Forward phased approach to re-open New York State. This plan is a living document and will be updated and modified as preparation for future phases of the plan are rolled out and additional requirements are outlined by regulatory agencies.

This plan will be adapted and updated by THE WOOD OFFICE based on local needs, best practices and changes in phased re-openings. All plans will be developed in coordination with the following:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://forward.ny.gov/>

<https://www.ny.gov/>

<https://www.health.ny.gov/>



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN

This plan addresses the following areas of concern as documented by NYS [Linked Here](#).

GENERAL GUIDELINES

Overview

The following are general guidelines THE WOOD OFFICE will be adhering to for the safety of our Agency, Staff, Carrier Partners, Clients, and the General Public. Per NYS Department of Health, Center for Disease Control, and local Health Departments recommendations, the following plan has been enacted:

Please note that if the office lacking or un-able to procure required PPE or cleaning procedures will not be open to Non-essential staff or the public

THE WOOD OFFICE will only have staff that NEED to be in the building, others will continue to work from home to reduce the spread.

THE WOOD OFFICE will continue the use of video or telephone conferencing instead of in-person meetings when possible, including public meetings

This plan will be updated as changes occur and will be posted for the public on our web site.

i. People

Physical Distancing. To ensure employees comply with physical distancing requirements, you agree that you will do the following:

Ensure 6 ft. distance between personnel, unless safety or core function of the work activity requires a shorter distance. Any time personnel are less than 6 ft. apart from one another, personnel must wear acceptable face coverings.

Limit in-person gatherings as much as possible and use tele- or videoconferencing (i.e. Zoom) whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.

Tightly confined spaces will be occupied by only one individual at a time unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50% of maximum capacity. Specific areas will be designated where possible by either tape and/or signage.

THE WOOD OFFICE will manage engagement with customers and visitors by the use of the doorbell for the public to enter the main office building through the front door entrance ONLY.



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN

All Deliveries will be also managed by the doorbell as well with packages left in the foyer space unless weight or item bulk requires it to be brought into reception space.

THE WOOD OFFICE may adjust workplace shifts and/or hours as needed to the following:

- Separating desks and workstations to ensure that there are 6 feet between each station and employee
- Adding partitions to open floor plan as needed
- Staggered shifts and lunch/rest breaks while compiling with the NYS Department of Labor standards
- Rotating weeks in the office and working remotely
- Flexible work arrangements
- Moving workstations to increase separation distance
- Staff will be required to wear face coverings as required by NYS in common areas of building office and shared workplace including yet not limited to hallways/corridors, printer/fax/mail room, conference rooms, break areas, kitchen, restrooms, stairways and entry way.
- Meal procedures will be as follows: no shared foods, no communal meals
- Establishing physical distancing measures of six feet within the workplace, for example:
 - Implementing one-way traffic patterns throughout workplace if possible (entrance and exits)
 - Limiting outside guests such as clients, carrier partners, vendors and the general public in the building and/or physical work locations

ii. Places: Building & Program Space

- Face coverings (cloth or disposable) as required by NYS to be worn when social distancing is not possible will be provided by THE WOOD OFFICE. Employees may provide their own as long as it meets the recommended guidelines.
- Personal hand sanitizer containing at least 60% alcohol will be provided by THE WOOD OFFICE.
- PPE is procured by THE WOOD OFFICE and the supply amount is available.



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN

- Each employee is responsible for cleaning and maintain their PPE.
- Training employees on proper use of PPE and hand washing [Linked Here](#)
- Post signage at doors and around the office to remind employees of social distancing protocols/ expectations

[Employee training is required when returning to a physical work location and will be completed by Jamie Ferris](#)

Hygiene and Cleaning

- Adhere to hygiene and sanitation requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning
- Detailing cleaning procedures and procuring ongoing supplies. Cleaning and sanitizing are two separate procedures to be followed. In addition, an outside company is hired for weekly cleaning / documented on a checklist to be filed with workplace health coordinator.
- Staff will record cleaning and sanitation in a log to be filed at the front desk.
- Modifying high-touch surfaces (e.g., propping doors open) to avoid employees unnecessarily touching surfaces.
- Limit the sharing of objects and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact.
- THE WOOD OFFICE will provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, or an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible.

Disinfecting the Workplace

Beyond the weekly cleaning done by our cleaning service, THE WOOD OFFICE will undertake daily cleaning and disinfection of the office. Cleaning staff need to wear proper PPE to eliminate exposure or contamination while cleaning. PPE is to include gloves and a mask, while cleaning the workspace. Avoid touching eyes, face or mouth, or any personal electronic devices, while cleaning.

- Clean first, then disinfect—Disinfectant works best on already clean surfaces. As such, do a general cleaning before disinfecting the office or building.



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN

- Go beyond the standard cleaning routine, and make sure to pay close attention to the following areas:
 - Entryways and exits; wipe down door handles and have hand sanitizer and/or disinfectant wipes at each entry
 - High-touch common surfaces (e.g., light switches and plate covers, doors, cabinets, sinks, stair railings, countertops, beverage machines, refrigerators and elevator buttons, if applicable)

Cleaning of Equipment

THE WOOD OFFICE devices (shared or individually issued) (laptops, keyboards, office phones, cell phones, hardware tokens, etc.) can harbor a significant amount of dirt, debris and germs, including the coronavirus. Staff will be required to keep their devices reasonably clean to both extend the life and care of each device and reduce the spread of COVID-19 and other germs.

- Personnel will effectively clean and sanitize device(s) after working on them
- For more information for cleaning of electronic devices see: [Linked Here](#)

Communication

- THE WOOD OFFICE will post signage throughout the office to remind personnel to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.
- The communication plan for employees, visitors, and customers will be posted on the THE WOOD OFFICE website and communicated to the staff via email.
- THE WOOD OFFICE will maintain a continuous log of every person, including staff and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding customers, who may be encouraged to provide contact information to be logged but are not mandated to do so.
- If an employee tests positive for COVID-19, they must communicate the results with Jamie Ferris or Rick Hartman, who will follow HIPPA guidelines and immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations.

iii. Process

The exposure-response plan addresses the following:



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN

- Isolation, containment and contact tracing procedures will be followed as requires and advised by CDC/ NYS and Local Health Department
- Stay-at-home requirements for any staff that are exhibiting any health-related symptoms such as

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

- Implement employee health screening procedures as defined by NY Forward Business Re-Opening Safety Plan

Implement mandatory health screening assessment before employees begin work each day and for essential visitors, asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days. Assessment responses must be reviewed every day and such review must be documented.

- Questionnaire: Qualtrics survey or Workday checkoff
- Temperature check

The following Exposure communications are being followed by staff: [linked here](#)

- Restricting business travel: (determine if self-quarantine is required)
- Until otherwise documented Essential Travel only. Essential travel is defined as too and from the office, bank, post office or to procure office supplies.
- Limiting the number of customers in any area at one time. There should only be one client in the office at any time, preferably as scheduled on an absolutely as needed basis. They will be restricted to the entry, reception area and small conference room only.
- No handshake greetings and remain a minimum of 6 feet apart
- Adhere to guidance of events and gathering as outlined by NYS and CDC

iv. Other



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN

Work at Home Plans

If Work from Home plans (WFH) are continued or re-implemented supervisors will regularly check in with staff as needed via Microsoft Teams and Zoom meetings. This is essential to connect with staff, communicate and review at WFH plans. Supervisors may also need to meet with some staff individually via Teams/Zoom. Questions about WFH plans should be directed to your supervisor.

All staff will acknowledge, and sign understanding compliance of the guidelines and protocols and receive a copy. Managers will review changes and provide updates as the guidelines are changed.

Travel

- All work-related travel must be pre-approved by Supervisors and should be deemed essential.

Signature Page

Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them.

Employee: _____ Date: _____

Jamie Ferris: _____ Date: _____