



COVID-19 Exposure/Crisis Response Checklist

Understanding that, even with our best prevention methods, we must be prepared to respond in the event of a COVID-19 exposure.

Consider developing a policy to provide guidance on what to do for this potential scenario so your team can:

- Be clear and confident in all communications.
- Refer to CDC guidelines in all communications.
- Express empathy for those who are infected and those who are worried about risk of infection.
- Communicate compassionately.
- Respond in a timely manner and track all inquiries.
- Ensure that staff is informed and prepared.

1. Prevention

First and foremost, we want to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, customers, visitors or others. We also want to ensure the continuity of business operations during this pandemic. Ask all employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Follow all PPE Guidelines
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces
- Participate in Employee Screening Procedures.

2. Alert

Ensure you have a process for teammates to notify their supervisor or HR of any positive test. Guidance has evolved on how long impacted teammates must quarantine. Be sure to check the OSHA website for details.

Also important in this process is protecting teammate privacy to the greatest extent. Managers can inform their teams that a possible exposure occurred without identifying the impacted teammate.

Be sensitive to teammates who may wish to self-quarantine after an exposure is communicated. While this is not required of those without COVID-19 symptoms, this question may be asked—determine what your office's response will be in advance if at all possible.



3: Practice Sterilization

Determine the criteria needed to activate a crew for deep cleaning at the practice. This will require your office to be temporarily hibernated while the cleaning is conducted. Identify what processes need to occur to effectively hibernate the office.

4: Review

Once the immediacy of the crisis has dissipated, regroup as a team to go over the process for crisis management, response, and communication.

Consider what changes should be made and update this plan with those changes. Additionally, someone should take point on documenting exactly what the process was for this crisis, alongside any successes, learnings, or shortcomings. The team should work together to grade themselves on how this situation was handled using a self-review template.

Finally, if there are any outstanding issues that need to be addressed, or if further monitoring of communication/media is necessary, delegate individuals or departments to manage those tasks in the grid below.