

SAR 2020 Re-opening Plan



MAY 12

The National Society
Sons of the American Revolution

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Definition of a Pandemic

A pandemic is a virulent outbreak, to which humans have little or no immunity, which mutates and develops the ability to transmit easily between people, spreading internationally. Pandemics, on average, occur every 30-40 years and have varying levels of severity.

Viruses range in severity from mild to severe, and the same virus can vary greatly in how it affects different age groups or at-risk groups, depending on its unique characteristics.

SAR Headquarters' COVID-19 Response

What happened on March 16, 2020 and the days following?

The decision was made on March 16, 2020 to close the National Headquarters in response to the COVID-19 pandemic situation. This closure was approved by the President General, John T. (Jack) Manning and later reaffirmed by the Executive Committee the following Friday, March 20, 2020. Shortly after this the Governor of the Commonwealth of Kentucky issued a "Stay Healthy at Home" Order on March 26, 2020. This type of order was also issued by the Governor of Indiana on March 24, 2020. Several of our employees live in Southern Indiana.

On March 16, 2020, the Post Office was instructed to hold NSSAR mail for the next 30 days. The janitorial service (FMS) was contacted and instructed to put a hold on janitorial services until further notice. All other services and the ordering of supplies were put on hold.

The SAR takes the safety of its staff and members as a serious concern. Working to ensure everyone's safety according to federal and state issued mandates during this trying time.

Also, on March 23, 2020, it was decided to create a “temporary suspension” page for the Merchandise Online Store. At that time, we did not have a date to return to “normal” operations at the SAR Headquarters. The initial date of re-opening was scheduled for April 11, 2020. This date came and went with no official changes to the current status-quo. We established a protocol of sending a text message to all staff members each Sunday to update them on the following week.

A few essential staff members continued to come to the Headquarters, to process the financial needs, along with building repair service calls and Executive Committee required functions. The mail was also picked up twice a week.

We held staff meetings via FreeConferenceCall every two weeks, both to check on staff members and to give any updates that were available at that time. This pattern has continued into the month of May.

What happened in the building after March 16, 2020?

The first two full days of closure, March 17-18, 2020, all office spaces were disinfected with Lysol disinfectant spray. All keyboards, telephones, and computer mice at each individual workspace were wiped down using Lysol disinfectant wipes.

FMS (janitorial service) was contacted the second week after the closure on March 23, 2020 to resume services. Upon FMS’ staff returning to the building on March 24, 2020, all spaces were cleaned thoroughly using a bleach solution. All open flat surfaces, counter tops, doorknobs/handles, bannisters, restroom faucets, toilets, light switches, and communal spaces on each floor were cleaned utilizing a bleach solution. The hardwood and concrete floors were wet mopped where possible, with a bleach solution.

We continue to clean any areas that are used by essential staff and returning staff.

“Back to work” is not a bad thing

What could possibly go wrong?

As we move into the phased approach of re-opening the states, cities, and businesses, there is a lot of apprehension from SAR leaders and employees. What do we need to do? Who is doing what? When do we start coming back to work? These are just a few of the questions heard in telephone calls, Zoom meetings or GoToMeeting groups.

What do the Governors say?

Indiana’s Governor’s phased plan has office settings re-opening by May 4, 2020. Kentucky’s Governor’s phased plan has office settings re-opening by May 11, 2020. We will quickly reach or pass those dates.

What is the SAR doing to prepare?

We have ordered the recommended Personal Protection Equipment (PPE) for the staff to use upon returning. Due to the backlog at PPE sources, there may be a delay in some of the material. It has been ordered and will be arriving as quickly as possible. Remember every other business is ordering this same material during this time to also be ready to re-open.

What will be different when I return to my work?

This is the big question on everyone’s mind. Obviously, it will not be your “normal” workflow and work habits. We all will need to learn new things and a new way of working in our environments. The basics that every employee will need to know will be spelled out in the next section. Followed by a more detailed approach for each department or functional area.

The suggested basics upon returning

Phase 1

The following section will list the Recommended Operational Best Practices developed by Greater Louisville Inc for Phase 1 of re-opening. It will also include some additional comments (highlighted by the “○”) directed at SAR Operational Practices.

- Limit the number of customers or visitors in a facility to better utilize best practices for social distancing.
 - *In the short term, the SAR will be closed to visitors until such a time as the Staff have become accustomed to the changes.*
- Restrict entry once the safe social distancing capacity is reached.
 - *This will need to be determined once the workspace has been adjusted to SAR staffing needs.*
- Reduce on-site work hours to minimum needed to sustain operations.
 - *This will be determined by department and functional area needs.*
- Establish an adequate supply and determine necessary allocation of PPE for employees: masks, gloves, etc.
- Limit in-person meetings to fewer than 10 employees.
 - *This may be adjusted with the use of the Gallery for full staff meetings.*
- Limit non-essential incoming deliveries and visitors.
 - *This may be a challenge for Merchandise delivery needs. **Any** visitors are to be required to enter through the Main Street Library entrance – no exceptions.*
- Implement social distancing strategy based on the layout and workflow of the facility.
 - *With the current office space settings, the only area of concern for this issue is the Genealogy function.*
- Close congregation areas such as breakrooms.
 - *For obvious reasons, closing the kitchen area on the lower level and breakroom area is not a possibility. We will need to remember to*

social distance when utilizing these areas. Tables will be re-arranged to allow for social distancing.

- Recognizing this will not exclusively identify or prevent the spread of the virus from asymptomatic individuals, conduct on-site temperature screening for employees to detect temperatures of 100.4+ degrees Fahrenheit.
 - *This requirement may have been restructured or relaxed some by the Kentucky Governor's office.*
- Require employees to report symptoms or known contact with someone who tests positive for COVID-19 to their manager.
 - *This would be reported to Department Directors.*
- Maintain adequate supply of preventative materials (soap, sanitizer, etc.) and ensure accessibility to employees and visitors.

Phase 2

- Limit the number of customers or visitors in the facility to better utilize best practices for social distancing.
 - *Restrict entry once the safe social distancing capacity is reached.*
- Establish an adequate supply of PPE for employees and visitors.
- If not already established, work on the strategy of social distancing based upon the layout and workflow of the facility, including break areas.
- Continue to conduct on-site temperature screening for employees to detect temperatures of 100.4+ degrees Fahrenheit.
- Continue to require employees to report symptoms or known contact with someone who tests positive for COVID-19 to their manager.
 - *This would be reported to Department Directors.*
- Continue to maintain adequate supply of preventative materials (soap, sanitizer, etc.) and ensure accessibility to employees and visitors.

Phase 3

- Return to normal operating procedures.

The SAR phased return to operations

Phase 1 – May 18, 2020

- If you are currently unable to come to work due to illness, or taking care of a family member(s), or lack of childcare options due to Kentucky's Phased approach to re-opening, discuss this immediately with your Department Director or the Executive Director for considerations.
 - *As required by the "Healthy at Work" directive issued by the Governor of Kentucky, if you display symptoms of COVID-19 you may be directed to report to your health care provider for testing.*
 - *If your test comes back as a positive, you will be asked to stay home, and SAR will be required to make a report to the Public Health Department.*
 - *If your test comes back as a negative, you may be asked to stay home, until you have recovered. This is more for peace of mind for other staff at this point.*
 - *The SAR may institute a temperature check upon arrival or may request each staff member to check their own temperature before leaving their residence.*
 - *If you encounter someone outside of the work environment that has recently tested as COVID-19 positive, please notify your Department Director as soon as possible. This is simply to make SAR aware and may require additional temperature testing and of course the question of "How are you feeling?" This is to remain on the side of safety.*
- The SAR will expect staff to begin returning to the Headquarters starting with May 18, 2020. Provided the PPE supplies have arrived.
- The SAR will continue to operate in the short-term with remote or home-based staff working for a couple of functional areas. The determination of remote or home-based working will be on a case by case basis.
 - One functional area involved with short-term remote working is Genealogy, due to time required to work on social distancing and in office time schedules.

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- One requirement will be that office visits will be required, with a minimum of once a week.
 - *The SAR cannot allow office staff (who are in the office) to complete duties assigned to another staff member unless approved by the Department Director. This is to prevent possible cross-contamination.*
 - *This does not apply if you are a staff member under a COVID-19 quarantine situation. It will still require approval by a Department Director.*
 - The SAR will be enforcing social distancing rules as directed by the Center for Disease Control (CDC). The minimum distance is currently six feet.
 - *The SAR expects all staff members physically present at the office to remain a minimum of six (6) feet away from other employees and visitors unless closer interaction is absolutely required.*
 - *The exception to this is the presence of a physical barrier, such as an office wall or cubicle wall.*
 - *The SAR expects all staff members to wear their mask when not within your normal work area.*
 - *Normal work areas are your office or desk space.*
 - *Primarily they are to be worn when going from one location in the building to another where social distancing space may be crossed. i.e. workroom, boardroom, break area, etc.*
 - *Enforcing the social distancing requirements, the SAR will need to restrict the use of the elevator to one person at a time, due to the size of the passenger car.*
 - Initially the SAR will not be open to the general public, including members.
 - *While this will probably be a challenge for some of our membership to understand, this initial phase of re-opening is to allow the SAR staff to become accustomed to the “new normal” in dealing with visitors.*
 - The SAR will be having staff meetings and training or other smaller group sessions utilizing the Gallery area.
 - *These meetings will still adhere to the social distancing requirements. The Gallery area is large enough to allow for staff meetings to adhere to social distancing requirements.*

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- *The 2nd floor Boardroom will only be used for six (6) or fewer at this time and still adhere to social distancing requirements.*
 - The SAR will make available Personal Protective Equipment (PPE) for staff members.
 - *Masks – This will include a surgical style mask. The SAR will allow the use of a personal self-provided mask for staff.*
 - *If the self-provided mask includes images, logos or other imagery, the SAR may want to review before allowing this to be used. It must be business appropriate.*
 - *Gloves – These will be a latex or nitrile glove of various sizes.*
 - *Disinfectant wipes – Cannisters will be located in areas around the multiple floors. Locations will be determined more by each department or function.*
 - *Disinfectant sprays – Bottles of disinfectant sprays will be located on each floor with the same idea as above that locations will be determined by each department or function.*
 - *Anti-bacterial hand soap – This is already available in each of the restrooms.*
 - *Hand Sanitizer – The SAR is acquiring a supply with intentions to place at least an 8 oz bottle at each desk. Larger bottles will be available in common work areas or the Library floor.*
 - The SAR will have a training session for staff members to explain this plan and the requirements expected of them as staff members.
 - The SAR will also require staff to remember to “Wash Your Hands” upon exiting a restroom. There will be reminder signs placed near each restroom door to assist in reminding you.
 - The SAR will require Merchandise staff to run any outgoing mail to decrease the number of staff coming and going into Merchandise during the day.
 - *A mail bin will be located at the entrance to Merchandise to collect outgoing mail.*
 - The Lower Level breakroom/kitchen will need a common-sense approach.
 - *We asked that the kitchen area be used by one (1) person at a time.*
 - *If someone else is using the kitchen area, please wait and remember to keep the social distancing rules in mind.*

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- *The breakroom area has been adjusted to allow for social distancing while eating. Please adhere to the requirements.*
 - *Please do not share food.*
 - *Please remove your K-cup if you use the Keurig.*
 - *Please wipe down the kitchen counters, microwave, refrigerator door handle, coffee pot handle, Keurig, staff table and chair with either the disinfectant spray or a disinfectant wipe before leaving the area.*
 - *If you used it, moved it, or otherwise came into contact with it, wipe it down.*
 - *The 2nd floor breakroom will also be a common-sense approach.*
 - *Only one staff person at a time should access this breakroom. This is to keep to the social distancing rule.*
 - *Please do not share food.*
 - *Please wipe down the counters/tables, microwave, refrigerator door handle, coffee pot handle, Keurig, staff table and chair with either the disinfectant spray or a disinfectant wipe before leaving the area.*
 - *If you used it, moved it, or otherwise came into contact with it, wipe it down.*
 - *The SAR asks that if possible when reordering and restocking supplies to combine orders for delivery. This is to reduce the number of deliveries and visitors.*
 - *The daily routine of each returning staff person should include some common-sense items like the following examples:*
 - *Use disinfectant spray or wipes on my workspace both before and after I am there for the day. Including my telephone receiver, keyboard, pens and anything else I may have come in contact with.*
 - *Wash my hands or use hand sanitizer after I have used common work areas, such as the document vault or copiers.*
 - *As I leave for the day, take a disinfectant wipe with me to wipe any door handles or elevator buttons I may need to use on the way out.*
 - *If I am using disposable gloves, take them off and place them in the garage can. Then go wash my hands.*
 - *The SAR will follow up with FMS (janitorial firm) to make sure to increase the amount of routine cleaning with a bleach solution as more and more SAR staff return to work and use the building more.*

Phase 2 – May 25, 2020

- The SAR has established this as the start date to normal operations. This will be the official staff starting date toward re-opening.
 - Any time taken off after this date will require the standard Personal Time Off (PTO) request or Vacation (VAC) request.
 - SAR staff will be required to clock in as normal, only at their respective workstation.
 - DO NOT use another staff member's workstation to clock in. This is to prevent cross-contamination of workspaces.
 - DO NOT give someone your time clock information to clock in for you. You are to clock in at your workstation so that the SAR records show you at work.
- The SAR will continue to recognize if you are currently unable to come to work due to illness, or taking care of a family member(s), or lack of childcare options due to Kentucky's Phased approach to re-opening, discuss this with your Department Director or the Executive Director for considerations.
 - *Continue to report if you encounter someone outside of the work environment that has recently tested as COVID-19 positive, and please notify your Department Director. This is simply to make SAR aware and may require additional temperature testing and of course the question of "How are you feeling?" This is to remain on the side of safety.*
 - *If the SAR has instituted a temperature check system upon arrival at work or is asking each staff member to check their own temperature before leaving their residence, this practice will continue through Phase 2.*
- The SAR will be limiting the number of customers or visitors to the facility.
 - Those that are allowed in will be required to wear a mask. The SAR will have a mask available if a visitor did not bring their own.
 - The SAR Library staff will need to act as the first line of encounter, to determine who the visitor is here to see. Once that is determined, the SAR Library staff will need to contact the person or department to ensure someone is available.

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- The following instructions have a twofold reason; one to assure the customer/visitor that the SAR is taking its role in their safety seriously; and two to assure SAR staff that we are serious in assuring the safety of our staff.
 - Visitors to the SAR Library should be shown to a table or patron computer for their use. Keeping in mind the social distancing rules.
 - If there are too many visitors for proper social distancing rules, we may open the east side emergency door and set up additional worktable space in the backroom of the Gallery side.
 - The SAR Library staff will utilize disinfectant spray or wipes as necessary in frequently touched areas.
 - The SAR Library staff will need to include wiping down the interior elevator buttons once visitors are allowed in.
 - Visitors to the Merchandise Department should be shown to the elevator.
 - Once they are in the elevator and on their way down, the elevator button on the 1st floor should be sanitized by a SAR Library staff person.
 - Upon arrival to the Merchandise area they are to be instructed to not cross the tape line on the floor. This line is set six (6) feet inside the doorway, with a second line six (6) feet away for the Merchandise staff to stand at. It may require the placement of a portable table to establish a barrier until returning visitors get use to the requirement.
 - At no time should the visitors be allowed to roam in the Merchandise area.
 - Merchandise staff involved in pulling the merchandise for a visitor should be wearing gloves and mask. This is to assure the customer that we do take his or her health seriously.
 - When finalizing a transaction use a disinfectant wipe to handle a customer's credit card.
 - As the customer finishes their visit show them to the elevator.
 - If a restroom break is needed by the customer, suggest the ones closest to the elevator.
 - After a customer uses the restroom, Merchandise staff will need to wipe the appropriate counter tops, and handles (both door and stall door).

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- Once the customer is on the elevator and on their way to the 1st floor, a Merchandise staff person is to use a disinfectant wipe on the lower level elevator button.
 - Visitors to the 2nd floor should be shown to the elevator.
 - Once they are in the elevator and on their way up, the elevator button on the 1st floor should be sanitized by a SAR Library staff person.
 - Upon arriving at the 2nd floor, the staff person, they wish to visit with should meet them at the elevator door area.
 - If that staff person has not arrived by the time the door has opened, any Genealogy staff person available should inquire as to who they wish to see. Once that is determined, direct or guide them to the Boardroom to wait and contact the staff person they wish to see.
 - The staff person meeting with the visitor should remember to wear a mask and to keep to the social distancing rules when sitting down with a visitor in the Boardroom.
 - If the visitor wishes to meet with additional staff members, the current staff person should contact the additional staff member to have them come to the Boardroom for a meeting.
 - The last staff person meeting with the visitor is to escort them back to the elevator.
 - At this point, the staff person should use a disinfectant wipe on the elevator button.
 - The staff person should also go back to the Boardroom to wipe down any chairs and table that may have had contact with both the visitor and staff persons.
 - If a visitor uses the 2nd floor restrooms, the staff person will need to wipe the appropriate counter tops, and handles (both door and stall door).
 - The SAR will continue to supply PPE for staff members and visitor use, as shown in Phase 1.
 - Social distancing requirements may force the need to change current desk locations of some staff members.

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- This may include physically moving a workspace to another area of the building. Staff members that may be affected by this will have input and any concerns will be taken into consideration.

Phase 3

- The SAR will continue to recognize if you are currently unable to come to work due to illness or taking care of a family member(s), discuss this with your Department Director or the Executive Director.
 - *Continue to report if you encounter someone outside of the work environment that has recently tested as COVID-19 positive, and please notify your Department Director. This is to continue to make SAR aware and may require additional temperature testing and of course the question of “How are you feeling?” The SAR will still want to remain on the side of safety.*
 - *If the SAR had instituted a temperature check system upon arrival at work or is asking each staff member to check their own temperature before leaving their residence, this practice may or may not continue into Phase 3. It will be more directed by what the CDC or other government agency may request.*
- The SAR will still request the wearing of mask by visitors but will be less inclined to force the issue.
- The SAR will still stock PPE materials for staff members and visitor use.
 - The SAR may take steps to make various PPE items part of the normal fixtures available in restrooms and breakroom areas.
- The SAR will continue to adhere to social distancing requirements. This will be more directed by what is suggested by the CDC or other government agency request.
- The SAR will continue to ask the staff members to follow the disinfectant wipe down duties as described in Phase 2. This is to continue assuring staff members and visitors of our concern for their safety.

The SAR Leadership and Membership

What has the SAR Leadership been doing during this time?

During the COVID-19 shut down period known as “Stay Healthy at Home” the SAR Leadership has continued to function. The Executive Committee has met every Friday during this time. They decided to continue paying the SAR staff during this Stay Healthy at Home period. The Executive Committee members are also working on the various options concerning the upcoming 130th Congress in Richmond, Virginia.

What has happened with the Membership during this time?

As the COVID-19 pandemic has moved around this country, the SAR membership has hunkered down like most of the rest of the population. The various District and Society meetings have been cancelled or switched to virtual meetings via GoToMeeting, Zoom and other video conferencing platforms. Several members have reached out to see how the SAR staff are doing.

As more governors are re-opening their respective states and relaxed the various rules, more and more members are getting out and about. Though all are still enforcing the social distancing rules established by the CDC.

What the future holds...

The SAR and the staff have weathered the pandemic of COVID-19 in 2020. It will be one to remember for the future and hopefully it has taught us things we should do to be prepared for another one should it happen.

References:

1. “Healthy at Work” issued by the Kentucky Governor’s office – May 10, 2020; <https://govstatus.egov.com/ky-healthy-at-work>
2. “Healthy at Work in Greater Louisville” issued by Greater Louisville, Inc. – April 28, 2020; http://www.greaterlouisville.com/wp-content/uploads/Healthy-at-Work-in-Greater-Louisville_4.29.20202-143pm.pdf
3. “Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease” issued by the Center for Disease Control (CDC) – May 6, 2020; <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
4. “Guidance on Preparing Workplaces for COVID-19” issued by Occupational Safety and Health Administration (OSHA) – March 2020; <https://www.osha.gov/Publications/OSHA3990.pdf>
5. “Back on Track – Indiana” issued by the Indiana Governor’s office – May 2020; <https://backontrack.in.gov/>