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A Message on Behalf of the Baptist Health Recovery Task Force

To Our Valued Corporate and Community Partners:

The COVID-19 global pandemic has caused a severe disruption of normal health services provided by Baptist Health and other providers across the country. As we now begin to look past the peak of the pandemic, we have begun resuming elective procedures and other important healthcare services.

Throughout this process, the health and safety of our patients, physicians, staff and community remain our number-one priority. Our recovery plans are conditioned around being in full compliance with all laws, regulations and executive orders and having our staff and facilities fully prepared from a safety perspective. Our community can return to our facilities with confidence.

We are here for you as you reopen and ramp up your own business. The Baptist Health Recovery Task Force has developed this Corporate Recovery Playbook to support our business and community partners as we implement our COVID-19 recovery plans. This practical guide contains critical information, protocols and resources that have been developed across Baptist Health, and other state and federal organizations, to help you with your business operations.

Our recovery task force is led by Nancy Batista-Rodriguez, chief executive officer of Baptist Outpatient Services, and Jonathan Fialkow, M.D., Baptist Health South Florida’s chief population health officer. The recovery plan draws on information from the Centers for Disease Control and Prevention, the World Health Organization, the Florida Governor’s Office, the White House’s Opening Up America Again guidelines, and local government recommendations. Note: Recommendations might vary or require additional detail depending on the needs of your business or the county in which you operate.

You can access the entire contents 24/7 from your desktop computer or mobile device. Please bookmark this address: https://BaptistHealth-Coronavirus.com/

For more information, please contact your Baptist Health representative or call 1-833-MY BAPTIST.

On behalf of Baptist Health South Florida, I would like to express our gratitude for the many ways you serve the community every day. Please let us know how we can assist you further as we continue to move forward together.

Bo Boulenger
Executive Vice President
and Chief Operating Officer
Baptist Health South Florida
Because We Care

We know this is a challenging time and some of our communities may feel anxious or worried about visiting a healthcare facility. We want to assure you that Baptist Health has taken necessary precautionary actions to enable us to serve you during this unprecedented time. The health of our patients, caregivers, families and visitors is our top priority. This includes taking steps consistent with Centers for Disease Control and Prevention (CDC) guidelines for everyone who enters our facility.

Enhanced Screenings

- We are screening patients and staff for COVID-19 through daily body temperature, signs and symptoms checks, and by asking a series of questions related to potential exposure to the novel coronavirus.

Universal Masks

- Everyone who enters our facilities will be required to wear a mask, which we will provide to all employees, medical staff, patients, visitors and vendors. We request that all personal masks be removed inside our facilities.

Infection Prevention

- Hand hygiene is always a priority for us. Hand sanitizer and handwashing stations are available throughout our facilities, and we encourage you and our caregivers to wash hands frequently.
- We have removed frequently touched items, such as magazines, toys, coffee and snacks.
- We have instituted extra disinfection practices of the most frequently touched common areas — light switches, door handles, bathroom faucets and more.

Personal Protective Equipment (PPE)

- To ensure your safety and that of our caregivers, we have an adequate supply of PPE, including masks, gloves, gowns and face shields for all of our team members and medical staff. This helps protect you and our team from COVID-19 transmission.

Enhanced Patient Safety Procedures

Social Distancing

- We are adhering to social distancing guidelines throughout all phases of care during your stay. Our lobbies and common areas are appropriately marked to identify areas where it is permissible to sit and stand.
- We invite you to wait where you feel most comfortable. If you prefer to wait in your car, please feel free to do so, and we will contact you when it is your turn.

Visitor Precautions

- As an additional safety measure to reduce overall exposure, we will continue to follow our limited visitor guidelines. We are asking that only the patient come inside the facility with the exception of a parent that is accompanying their minor child or other limited special circumstances.

COVID-19 Patient Isolation

- A patient who is suspected or confirmed of being COVID-19 positive will be isolated in a dedicated area to avoid cross-contamination with other patients. We take every precaution that only limited caregivers with the proper personal protective equipment (PPE) care for those patients in the designated areas.

Following Safety Protocols

- We are following Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS) and appropriate state guidelines to keep you and our teams safe.

Thank you for trusting us with your healthcare needs. Together we will get through this.
Because we care, this is how we’re taking action to put safety first.

For Our Patients

- Virtual Care
- Contactless Registration
- Social Distance-designed Lobbies
- Visitor Precautions
- Point-of-Entry Screening
- Infection Prevention
- Universal Mask Use
- COVID-19 Patients Treated in Separate Area
- Enhanced Cleaning
- Wait Where You Feel Comfortable

For Our Caregivers

- Personal Protective Equipment
- Daily Wellness Checks
- Safety Training
THANK YOU HEALTHCARE WORKERS
Opening Up America Again
On April 16, the White House announced a series of federal guidelines for *Opening Up America Again*. The guidelines assist states through the process of getting their institutions and economies back up and running, with the approval of governors.

*Opening Up America Again* recommends an approach of easing restrictions in three phases, based on the advice of public health experts. States must meet certain requirements, or “gating criteria,” before advancing to each phase.

### Proposed State or Regional Gating Criteria

**Satisfy Before Proceeding to Phased Opening.**

<table>
<thead>
<tr>
<th>SYMPTOMS</th>
<th>CASES</th>
<th>HOSPITALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downward trajectory of influenza-like illnesses (ILI) reported within a</td>
<td>Downward trajectory of documented cases within a 14-day period.</td>
<td>Treat all patients without crisis care.</td>
</tr>
<tr>
<td>14-day period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AND</strong></td>
<td><strong>OR</strong></td>
<td><strong>AND</strong></td>
</tr>
<tr>
<td>Downward trajectory of COVID-19-like syndromic cases reported within a</td>
<td>Downward trajectory of positive tests as a percent of total tests within</td>
<td>Robust testing program in place for at-risk healthcare workers, including</td>
</tr>
<tr>
<td>14-day period.</td>
<td>a 14-day period.</td>
<td>emerging antibody testing.</td>
</tr>
</tbody>
</table>

Certain basic guidelines apply to all three phases of the program and should be considered standard practice at all times. Restrictions are gradually eased as states or regions progress through the three phases.

### Guidelines for All Phases

<table>
<thead>
<tr>
<th>INDIVIDUALS</th>
<th>EMPLOYERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to practice good hygiene.</td>
<td>Develop and implement appropriate policies, in accordance with federal, state and local regulations and guidance, and informed by industry best practices.</td>
</tr>
<tr>
<td>People who feel sick should stay home.</td>
<td>Monitor workforce for indicative symptoms. Do not allow symptomatic people to physically return to work until cleared by a medical provider.</td>
</tr>
<tr>
<td></td>
<td>Develop and implement policies and procedures for workforce contact tracing following employee COVID-19+ test.</td>
</tr>
</tbody>
</table>
# Phase One Guidelines

For states and regions that satisfy the Gating Criteria.

<table>
<thead>
<tr>
<th><strong>INDIVIDUALS</strong></th>
<th><strong>EMPLOYERS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>All vulnerable individuals* should continue to shelter in place.</td>
<td>Continue to encourage telework, when feasible.</td>
</tr>
<tr>
<td>All individuals, when in public, should maximize physical distance from others.</td>
<td>If possible, return to work in phases.</td>
</tr>
<tr>
<td>Avoid socializing in groups of more than 10 people in circumstances that do not allow for distancing.</td>
<td>Close common areas where personnel are likely to congregate and interact. Enforce strict social distancing protocols.</td>
</tr>
<tr>
<td>Minimize non-essential travel.</td>
<td>Minimize non-essential travel.</td>
</tr>
<tr>
<td></td>
<td>Strongly consider special accommodations for personnel who are members of a vulnerable population.</td>
</tr>
</tbody>
</table>

---

**Healthcare facilities:** Visitors should be prohibited. Elective surgeries can resume, as clinically appropriate, on an outpatient basis at facilities that adhere to CMS guidelines.

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# Phase Two Guidelines

For states and regions with no evidence of a rebound and that satisfy the Gating Criteria a second time.

<table>
<thead>
<tr>
<th><strong>INDIVIDUALS</strong></th>
<th><strong>EMPLOYERS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>All vulnerable individuals* should continue to shelter in place.</td>
<td>Continue to encourage telework, when feasible.</td>
</tr>
<tr>
<td>All individuals, when in public, should maximize physical distance from others.</td>
<td>Close common areas where personnel are likely to congregate and interact. Enforce moderate social distancing protocols.</td>
</tr>
<tr>
<td>Avoid socializing in groups of more than 50 people in circumstances that do not allow for distancing.</td>
<td>Non-essential travel can resume.</td>
</tr>
<tr>
<td>Non-essential travel can resume.</td>
<td>Strongly consider special accommodations for personnel who are members of a vulnerable population.</td>
</tr>
</tbody>
</table>

**Healthcare facilities:** Visitors should be prohibited. Those who do interact with residents and patients must adhere to strict protocols regarding hygiene. Elective surgeries can resume, as clinically appropriate, on an outpatient and in-patient basis at facilities that adhere to CMS guidelines.
## Phase Three Guidelines

For states and regions with no evidence of a rebound and that satisfy the Gating Criteria a third time.

<table>
<thead>
<tr>
<th>INDIVIDUALS</th>
<th>EMPLOYERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerable individuals* can resume public interactions, but should practice physical distancing, minimizing exposure to social settings where distancing may not be practical. Low-risk populations should consider minimizing time spent in crowded environments.</td>
<td>Resume unrestricted staffing of worksites. <strong>Healthcare facilities:</strong> Visits to senior care facilities and hospitals can resume. Those who interact with residents and patients must be diligent regarding hygiene.</td>
</tr>
</tbody>
</table>

* Vulnerable individuals:
  1. Elderly individuals.
  2. Individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy.
Helpful Resources and Links

For your convenience, we have compiled various resources that provide federal, state and local guidance related to COVID-19.

The links below offer updates, tips on prevention, and valuable information that may be of benefit to you, your employees, and customers. Please click on the links below to access up to date information from each source.

**Federal Resources**
- Center for Disease Control and Prevention: [www.CDC.gov](http://www.CDC.gov)
- World Health Organization: [www.WHO.int](http://www.WHO.int)

**State Resources**

**Local Resources by County**

**Broward**
- Broward County Government: [www.Broward.org/Coronavirus/Pages/default.aspx](http://www.Broward.org/Coronavirus/Pages/default.aspx)
- Broward League of Cities: [Discover.PbcGov.org/Coronavirus/Pages/default.aspx](http://Discover.PbcGov.org/Coronavirus/Pages/default.aspx)

**Miami-Dade**

**Monroe**

**Palm Beach**
- Palm Beach County Government: [Discover.PbcGov.org/Pages/default.aspx](http://Discover.PbcGov.org/Pages/default.aspx)
- Palm Beach League of Cities: [Discover.PbcGov.org/Coronavirus/Pages/default.aspx](http://Discover.PbcGov.org/Coronavirus/Pages/default.aspx)
- Palm Beach County COVID-19 Business Recovery Resources: [BizHelpPbc.com](http://BizHelpPbc.com)

For more information about how Baptist Health can continue caring for you, your employees, and their families when you need us, please visit: [BaptistHealth-Coronavirus.com/](http://BaptistHealth-Coronavirus.com/)
Employee Health and Safety
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Here are the best ways to protect yourself and others from COVID-19

**Wear a face mask**
Protect yourself and others when you’re out in public by wearing a face covering, especially in places where it’s difficult to keep a six-foot distance from others.

**Wash your hands — a lot**
Keep germs from spreading by washing your hands with soap and water often, or use hand sanitizer if soap and water aren’t available.

**Cover your coughs and sneezes**
When you cough or sneeze, cover your mouth and nose with a tissue or your sleeve instead of your hands. Try to avoid touching your face.

**Clean and disinfect**
Use a virus-killing disinfectant to clean frequently touched surfaces such as phones, keyboards, doorknobs, handles and faucets.

**Practice social and physical distancing**
Work from home, if possible, engage in social distancing, keep a six-foot distance from others and avoid crowded places and group gatherings.

**Maintain healthy habits**
Keep your immune system strong by getting enough sleep, eating healthy foods, drinking plenty of water and exercising.

Following these simple steps can make a huge difference. Thank you for caring.

If you are experiencing any flu-like symptoms, please see our doctors online with the Baptist Health Care On Demand app. Use a QR code to link to the app store.
# We Are Here for You When You Need Us: Medical Visit Options

## Call 911 if you’re having heart attack or stroke symptoms

### Heart Attack Symptoms
- Chest pain
- Difficulty breathing
- Discomfort in your chest, arms, back, neck, shoulder or jaw

### Stroke Symptoms
- Numbness, weakness or loss of movement in your face, leg or arm, especially on one side
- Confusion, trouble speaking or understanding
- Loss of balance

### ER
- Emergency injuries, such as seizure, severe bleeding, head injuries, broken bones
- In-person visits

### Urgent Care
- Minor illnesses or injuries that are not emergencies, such as sinus symptoms, sprains, fever, rash, allergies and earaches
- In-person and virtual visits

### Primary Care
- Support your health with required shots, wellness exams, health screenings, chronic disease management (diabetes, high blood pressure, asthma)
- In-person and virtual visits

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We ask that you kindly wear a mask when visiting our locations. We will provide you with a disposable mask to wear when you enter. To find our location nearest you, please visit [BaptistHealth.net/GetCareNow](http://BaptistHealth.net/GetCareNow).

If you have a fever, cough, shortness of breath or COVID-19 symptoms, call 1-833-MYBAPTIST before your in-person visit for screening.
Help keep your teams and community safe.

If you experience any of these symptoms, please inform us immediately, as testing may be required.

The CDC has guidance for who should be tested, but decisions about testing are at the discretion of state and local health departments and/or individual clinicians.

COVID-19 symptoms, as currently defined by the CDC, include:

- Cough.
- Diarrhea.
- Fever.
- Repeated shaking with chills.
- Headaches.
- New loss of taste or smell.
- Shortness of breath.
- Chills.
- Muscle pain.
- Sore throat.
Please cover your nose and mouth when coughing or sneezing:

Always use a tissue; if you don’t have one, use your elbow or upper sleeve.

Be sure to throw the tissue away.

Be kind to others. Wear a mask if you’re coughing or sneezing often.

Wash your hands with soap and water for at least 20 seconds after coughing or sneezing, or use an alcohol-based hand sanitizer if soap and water aren’t available.

Thank you for following these simple steps to keep germs from spreading and for caring for each other.
Clean Hands Prevent Illness

1. Wet hands with warm water.
   Moje sus manos con agua tibia.

2. Apply soap and make a lather.
   Aplique jabón y haga espuma.

3. Scrub backs of hands, wrists, between fingers and under fingernails for 20 seconds.
   Frótese las palmas de las manos, las muñecas, entre los dedos y debajo de las uñas durante 20 segundos.

4. Rinse well under running water.
   Enjuague bien con agua.

5. Use a paper towel until hands are completely dry.
   Utilice una toalla de papel hasta que las manos estén completamente secas.

6. If possible, turn off the faucet with a paper towel.
   Si es posible, utilice una toalla de papel cuando cierre la llave del agua.
Face masks are essential for protecting the health and safety of your employees as your workplace reopens. Following these guidelines from the Centers for Disease Control and Prevention (CDC) will make wearing masks as effective as possible.

The CDC recommends cloth face masks to potentially help prevent the spread of germs when used in tandem with social distancing. Keep in mind that masks aren’t a substitute for adequate distancing.

A mask or face cover should:

- Be snug but comfortable against the sides of the face.
- Be secured with ties or ear loops.
- Be made with multiple layers of material.
- Allow you to breathe without restriction.
- Be able to withstand machine washing and drying and not get damaged or change shape.

How to keep masks and face covers clean:

Wash cloth face masks frequently, either by hand or in a washing machine. When removing a face mask, be careful not to touch your eyes, nose, mouth or face, and be sure to wash your hands immediately after removing a mask.
Organizers of meetings and events should think about the potential risk from people attending in person. Individuals may unwittingly bring the COVID-19 virus to the meetings, and others might be unknowingly exposed. Consider the following guidelines when hosting meetings:

- Use videoconferencing or teleconferencing, when possible, for work-related meetings and gatherings.
- When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces and follow social distancing guidelines by spacing individuals six feet apart.
- Cancel, adjust or postpone large work-related meetings or gatherings that can only occur in person.

If the meeting is in person, consider the following:

- Social distancing should be observed at all times, including during interactions to exchange information or quick meetings on the office floor space.
- Pre-order sufficient supplies and materials, including tissues and hand sanitizer, for all participants.
- Have surgical masks available for participants to use.
- Advise participants in advance that if they have any symptoms or feel sick, they should not attend.
- Try to avoid telephone use in conference rooms.
- Implement protocols for sanitizing meeting spaces between uses throughout the workday and post documentation of the last time the meeting spaces were cleaned.
- Make sure the cleaning procedure includes cleaning frequently touched surfaces like light switches and doorknobs. Conference room telephones must be disinfected as well.
Social Distancing Guidelines

Social distancing is a highly effective mechanism that relies on simple distance to prevent infection. The practice of social distancing should be observed in cafeterias and cafés, common areas, entrance/exit areas of work locations and offices. To practice social distancing, follow these guidelines:

- Stay six feet away from others.
- Eliminate personal contact, such as handshakes or embracing coworkers, visitors or friends.
- Avoid touching surfaces touched by others, to the extent feasible.
- Avoid anyone who is coughing, sneezing or appears to be sick.
- Stagger lunch start and end times to limit the number of people within the lunch area at a given time.
- Avoid non-essential gatherings.

Workspaces

Leaders should analyze personal physical spaces by focusing on three key factors: distancing, safety and the ability to perform the work. Individual office and workspace layout may require modification.

- Conduct a detailed evaluation of the physical workspace layout with senior leaders and define ways to distribute the new layout of your office space to follow social distancing protocols.
- Assess every floor plan for distancing and safety.
- Consider whether furniture or work equipment can be reconfigured to facilitate social distancing. For example, removing tables and chairs in meeting rooms may facilitate social distancing and compliance with the CDC guidelines of at least six feet of distance between seats.
- Determine if certain workplace modifications are required to maintain social distancing and compliance with other government-issued guidelines, including anticipated modifications to workstations that include desks, rewiring, computers, phones, cabling, etc.
- If returning a single department, unit or group is a priority, consider whether to implement new seating or work arrangements. If any employees work at stations that are within six feet of each other, make reassignments to different stations to ensure the minimum distancing.

- For employees who work alongside each other on a regular basis, increase the goal to keep these workers nine to 12 feet apart.
- If available space does not allow this much separation, evaluate options for staggering schedules as an alternative or adding physical barriers between stations.
- For other small space and tightly knit groups with open-concept workspaces, consider the addition of cubicles.
- If employees work at a group station with connected tables, move around as many as possible to create spaces between them. If the setup was a grouping of small tables together to form a large work area in the center of the room, move the small tables to the walls. Employees could still be facing the center, with their back to the wall, but with more space in between. Avoid close back-to-back or face-to-face configurations.
- A good idea may be to make a rough sketch of the room and desk dimensions and draw out your options before you start moving furniture and rerouting wires.
- Consider continuing remote-work practices, leaving some workspaces lightly populated and making it easier for workers to spread out.

Kitchens and Break Rooms

- Follow CDC social distancing guidelines by spacing tables and chairs six feet apart, facing away from each other. Be sure to remove additional furniture not required in the new layout to secure the space.
- Restrict use or remove shared items such as toasters, coffee machines and refrigerators.
- Have sanitizing wipes accessible for employees to clean their space after using the kitchens and break rooms.
- Stagger break times to minimize the amount of people using the common areas.
- Encourage employees to follow CDC guidelines of wearing face masks or coverings when in public to keep each other safe.
Social Distancing Guidelines

- Post hand-washing signs following Baptist Health guidelines.
- Ensure soap is available at all sinks with paper towels for drying and/or touchless hand sanitizer to clean hands regularly and minimize the spread of the virus.

Cafeterias and Cafés

All staff should follow the protocols established by your entity or department when visiting common areas. Below are some best practices:

- Stagger lunch breaks to help reduce the number of employees in the cafeterias/cafés.
- There will be limited food service items offered to help reduce the amount of people and time spent in the cafeteria/café.
- Use plastic-wrapped utensils only and single-service condiments, such as packets of ketchup, mayonnaise, mustard, etc.
- Select pre-packaged grab-and-go food items.
- Use electronic forms of payment to avoid hand-to-hand cash exchange.
- Follow CDC social distancing guidelines by spacing tables and seating six feet apart in all dining areas and limiting one person per table.
- Follow CDC social distancing guidelines of six-foot spacing at all food stations and register wait lines.
- Instruct employees to follow CDC recommendations of wearing face coverings and other PPE in all public areas to help keep each other safe.
- When possible, bring your own lunch to avoid crowds in the cafeteria.

Elevators

Elevators are typically small and tight spaces and staff should follow the protocols established by the entity.

- Encourage staff to avoid using the elevators and take the stairs when possible.
- Instruct employees to avoid using elevators with more than three riders.
- When using elevators, instruct employees to follow CDC’s social distancing guidelines of maintaining six feet from others and facing away from one another.
- Instruct employees to not use their hands to touch the elevator buttons.
- Have employee wash their hands with antibacterial soap and water or clean their hands with hand sanitizer after using the elevators.

Time Clocks

- Encourage staff to wash their hands with soap and water or apply an alcohol-based hand sanitizer before clocking in or out.
- Add hand sanitizing stations nearby.
- Post signs with guidelines for sanitizing hands and social distancing at time-clock stations.
- Arrange for frequent cleaning of time-clock stations.

Bathrooms

Leaders should implement the following best practices for bathroom use:

- Remind staff to continue practicing good hand hygiene.
- Encourage staff to open doors and turn faucets on/off using a paper towel rather than touching the handles.
- Continue to encourage social distancing by reminding staff to not gather in bathrooms and to remain six feet apart when waiting for a stall.
- Remind staff that face masks must be worn in bathrooms as well.
- Encourage staff to not use sinks that are directly next to each other and instead use every other sink.
# General Cleaning and Disinfecting Instructions

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs every two hours.
  - If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
  - For disinfection, EPA-approved disinfectants should be effective. Follow the manufacturer’s instructions (e.g., concentration, application method and contact time, etc.) for all cleaning and disinfection products.
- Discourage staff from using other’s phones, desks, offices or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces (e.g., doorknobs, keyboards, remote controls, desks, other work tools and equipment) can be wiped down by employees before each use.

<table>
<thead>
<tr>
<th>Plan</th>
<th>Implement</th>
<th>Maintain and Revise</th>
</tr>
</thead>
</table>
| - Areas unoccupied for seven or more days need only routine cleaning.  
- Maintain existing cleaning practices for outdoor areas.  
- Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants. | - Clean visibly dirty surfaces with soap and water prior to disinfection.  
- Use the appropriate cleaning or disinfectant product. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.  
- Always follow the directions on the label. The label will include safety information and application instructions. **Keep disinfectants out of the reach of children.** | - Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces.  
- Maintain safe practices such as frequent handwashing, using face mask, and staying home if you are sick.  
- Continue practices that reduce the potential for exposure. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects. |

**Electronics:** for electronics, such as tablets, touch screens, keyboards, vending machines and ATM machines:

- Consider putting a wipeable cover on electronics.
- Follow manufacturer’s instruction for cleaning and disinfecting.
- If no guidance, use alcohol-based wipes/disinfectant with at least 70 percent alcohol. Dry surface thoroughly.

**High touch surfaces include:** tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
Join us on Zoom!

These complimentary programs are available on Zoom in Eastern Standard Time (EST). Download the Zoom app at Zoom.us.

For more information, please visit Events.BaptistHealth.net or email Programs@BaptistHealth.net

Use the password: zoom (lowercase letters) to join Virtual Community Health Classes.

In an effort to continue engaging our community and fulfilling our mission in the area of health and wellness, Community Health is now offering FREE virtual classes and seminars via Zoom.

Topics include:

- **Exercise Classes** *(Tai Chi, Zumba®, Pilates, Yoga, Line Dancing)*

- **Support for emotional well-being** *(meditation and stress management)*

- **Family-friendly interactive activities**

- **Nutrition education**

- **Physician-led lectures**
Emotional Well-being and Support Resources

Baptist Health Care On Demand

Baptist Health mental health professionals available for employees and the community.
BaptistHealth.net/CareOnDemand

The Recovery Village at Baptist Health Advanced Recovery Systems

Offering virtual tele-health and confidential treatment services for substance abuse and co-occurring mental health disorders.
For appointments:
Call center is available 24/7: 855-387-3291
Miami contact: Daisy Barroso, call 305-240-1425
TheRecoveryVillage.com

Online Recovery Meetings and Chat Rooms:
TheRecoveryVillage.com/Treatment-Program/Online-Counseling/Recovery-Meetings

211

211 is a vital service that connects millions of people to help every year. To get expert, caring help 24/7, simply call 211 today or search for your local 211 by ZIP code on the website.
Call 2-1-1.
211.org

NAMI | National Alliance on Mental Health

Offering free virtual support groups for individuals and family members of individuals living with mental illness. Education and support groups are available for your specific locations/counties.
The NAMI HelpLine
Mon.–Fri., 10 a.m.–6 p.m., EST
Call 800-950-NAMI (6264).
NAMI.org/Home
Online urgent care visits with Baptist Health Care On Demand

You watch movies on demand. You order food on demand. Why not get your medical care on demand? Download the Baptist Health Care On Demand app today, and next the time you’re not feeling well, see one of our medical experts from your mobile device.

Quick access to care
- Board-certified providers
- Prescriptions, if necessary, sent to your pharmacy
- Use for colds and flu, allergies, rashes, infections and more

Enjoy the following benefits:
- Available 24/7 nationwide
- No surprise bills
- Schedule virtual visits for mental health, psychiatry, diet and nutrition counseling, breastfeeding support and more.

Seeing a doctor just got easier
Download the Baptist Health Care On Demand app on your mobile device, or visit BaptistHealth.net/CareOnDemand, and get the care you need whenever and wherever you need it.
Getting Started
To start, our team will work with you to schedule your first virtual visit. Once confirmed, you will receive an email confirmation which will include the details of your upcoming appointment and guidance for preparing for your first visit.

Before Your Visit
Prior to your appointment time you will need to complete your enrollment.

- **Step 1:** On your computer, smartphone, or tablet, open your web browser and navigate to www.baptisthealthcareondemand.net. If you are on a mobile device, you’ll be directed to download the Baptist Health Care On Demand app.

- **Step 2:** Click “Sign Up” to create your account and enter your details.

- **Step 3:** Remember or save your login information – your email address is your username!

Starting Your Visit

- **Step 1:** We recommend that you open the Baptist Health Care On Demand app on your mobile device or navigate to www.baptisthealthcareondemand.net to login on a desktop or laptop computer.

- **Step 2:** Navigate to the calendar icon to see your list of upcoming appointments

- **Step 3:** To start your visit, select your appointment to check in. A link to access your appointment will also be provided in your appointment confirmation email.

- **Step 4:** Once you’ve completed intake you will arrive in the virtual waiting room. Your provider will appear via video at your scheduled appointment time.

Privacy and Safety
Just like an in-person visit, Baptist Health Care On Demand is designed to be private, secure and HIPAA-compliant to safely and confidentially connect you with your health care team online.

If you have questions about your upcoming visit or need help with preparing, contact us at 877-824-5854.
Baptist Health Care On Demand: Preparing for a Scheduled Virtual Doctor Visit

Baptist Health Care On Demand is Baptist Health South Florida’s premier virtual health platform. The Baptist Health Care On Demand service is now available for multiple specialties to treat patients’ needs. Whether patients have a sore throat or need support with counseling services — doctors are waiting 24/7 to help.

Before your visit, you will receive an email from Baptist Health Care On Demand about your upcoming appointment. If you do not see the email, please check your junk mail folder. You will not be able to access your appointment until 15 minutes before the scheduled appointment time.

To prepare for your virtual doctor visit using Baptist Health Care On Demand:

- Set up in a quiet location with minimal background noise and adequate privacy for you to speak freely with your provider.
- Be sure your computer or mobile device has enough charge to last throughout your visit.
- If you have any photos or copies of lab or imaging reports that you want to share with your provider, have them ready on your computer or mobile device so you can upload them when prompted.
- Your scheduled appointment window will be open for 15 minutes. After that, the system automatically closes the secure virtual session and you will not be able to access it. If this happens, call the office to reschedule the appointment.
- If you are new to Baptist Health Care On Demand, you will have to complete a few brief steps to create a secure account. Please access your appointment 10-15 minutes before your scheduled start time to allow ample time to move through the steps.
Virtual Friends and Family Accompaniment During Outpatient Visits

Invite your loved one or caregiver to your next doctor’s appointment.

Involving a loved one or caregiver in your care is vital to your health and well-being. Due to COVID-19 and our concern for your safety, Baptist Health currently has restrictions in place that may limit who can accompany you to your doctor appointments. But that doesn’t mean you can’t include them; many phones, tablets and computers have free and easy ways to connect — either virtually or by using the speaker option on your phone.

**Tips for Virtually Connecting Using Your Personal Device**

**Step 1: Find an App for That**
If your smartphone, tablet or computer has a camera, there’s a good chance you have an app already installed to connect virtually. You and the person you are trying to connect with must use the same app.

**Common and Secure Video Chat Apps on Smartphones and Devices***

<table>
<thead>
<tr>
<th>Apple Devices</th>
<th>Android Devices</th>
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<tbody>
<tr>
<td>FaceTime</td>
<td>Google Duo</td>
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*Recording visits is not permitted due to privacy concerns.

If your personal device has a camera but does not have FaceTime or Google Duo, you can download one of the apps below to connect with a loved one or caregiver via video, voice or text.

- Facebook Messenger (Messenger.com)
- Skype (Skype.com)
- Google Hangouts (Hangouts.Google.com)
- Signal Private Messenger (Signal.org)
- WhatsApp (WhatsApp.com)
Printable Signage and Resources
Printable Signage and Resources

For your convenience, we have included some printable resources that may be useful to you and your staff as you open up to the public.

- Restrooms Unavailable
- Beverage Station Closed
- No Visitors Allowed
- Social Distancing Floor Decal
- Social Distancing
- Social Distancing — Floor Decal
- Discard Tissue in Trash
- Please Do Not Sit
- Number of People per Area
- Number of People per Area, Spanish
- Tables Policy
- Water Fountain
Your health is so important to us.
Please understand while this restroom is temporarily unavailable.
Thank you for caring.

Su salud es sumamente importante para nosotros.
Por este motivo, este baño está temporalmente cerrado.
Gracias por ayudarnos a cuidar de la salud de todos.
Because your health and safety are important to us, our complimentary beverage and snack stations are closed for now. Thank you for caring.

Porque su salud y su seguridad son importantes para nosotros, nuestros puestos de bebidas y refrigerios gratuitos permanecerán cerrados por ahora. Gracias por ayudarnos a cuidar de nuestra salud.
No Visitors Allowed

For the health and safety of our customers and employees, visitors are not allowed.

Visitors and family members are not permitted to wait in hallway. Please have them remain in office reception area. Thank you.

Visitor policy is subject to change.

No Se Permiten Visitas

Por la salud y la seguridad de nuestros clientes y empleados, no se permiten visitas.

No se permite a los visitantes y familiares esperar en el pasillo. Les solicitamos que esperen en la sala de espera del consultorio. Gracias.

Esta política de visitantes está sujeta a cambios.
Thank you for practicing social distancing.

Gracias por practicar el distanciamiento social.
For the health and safety of everyone,
please wear your mask at all times
and maintain 6 feet of separation.

Thank you for caring. #STOPTHESPREAD

Por la salud y seguridad de todos,
le rogamos que lleve puesta la mascarilla en todo momento y mantenga una distancia de 6 pies.

Gracias por ayudarnos a cuidar de la salud de todos.

#DETENGALAPROPAGACIÓN
A Friendly Reminder:

Because your health and safety are important to us, we kindly ask that you practice social distancing by staying 6 feet apart in conference rooms and lounges.

Por Favor Recuerde:

Porque su salud y su seguridad son importantes para nosotros, le pedimos que tenga la amabilidad de practicar el distanciamiento social manteniéndose a 6 pies de distancia en las salas de conferencias y demás salas.
For everyone’s health and safety, kindly dispose of used tissue in the trash.

Thank you for caring.

Por la salud y la seguridad de todos, le pedimos que deseche los pañuelos de papel en el basurero.

Gracias por ayudarnos a cuidar de la salud de todos.
Your health is so important to us.
So please don’t take this seat. And please practice social distancing. Thank you for caring.

Su salud es sumamente importante para nosotros.
Por eso le pedimos que no tome este asiento y que por favor practique el distanciamiento social.
Gracias por ayudarnos a cuidar de la salud de todos.
Because your health and safety are important to us,

we kindly ask that you limit the occupancy in this area to X people.

Please practice social distancing by staying 6 feet apart.
Porque su salud y su seguridad son importantes para nosotros,

le pedimos que tenga la amabilidad de respetar el límite de ocupantes en esta área a no más de X personas.

Le pedimos que practique el distanciamiento social manteniendo una distancia de 6 pies.
For everyone’s health and safety, please limit tables to two people.

Thank you for caring.

Por la salud y la seguridad de todos, le pedimos que limite a dos la cantidad de personas por mesa.

Gracias por ayudarnos a cuidar de la salud de todos.
For everyone’s health and safety, please refrain from using the water fountain. The front desk has bottled water for your convenience. Thank you for caring.

Por la salud y la seguridad de todos, por favor absténgase de usar la fuente de agua. Para su comodidad, en el mostrador de recepción se ofrecen botellas de agua. Gracias por ayudarnos a cuidar de la salud de todos.