

# COVID-19

**The SwipedOn guide to keeping employees safe at work**

How a visitor management system can be used as a visitor screening and contact tracing tool for your workplace; all of that with the option of contactless sign in.

**swipedon**



# AT A TIME OF INTERNATIONAL MEDICAL CRISIS, WE NEED TO BE REACTIVE AS A GLOBAL SOCIETY TO PREVENT AND MONITOR WIDESPREAD INFECTION.

In March 2020, COVID-19 was declared a pandemic by the World Health Organisation, and now it's more important than ever to comply with legislation in your country. If your office, facility or business is still operating you'll need the right tools to screen visitors entering the building.

Hosted on an iPad, the SwipedOn visitor management solution offers features which will help you maintain a risk-free workplace via the use of contactless sign in, visitor and employee screening, plus alerts which will prompt you to take action according to company policy. In this comprehensive guide, you'll find all the information you need for managing COVID-19 Coronavirus in the workplace, using a visitor management tool; including time-stamping for accurate visitor records and contact tracing purposes, and preventative measures you can take at your front desk.

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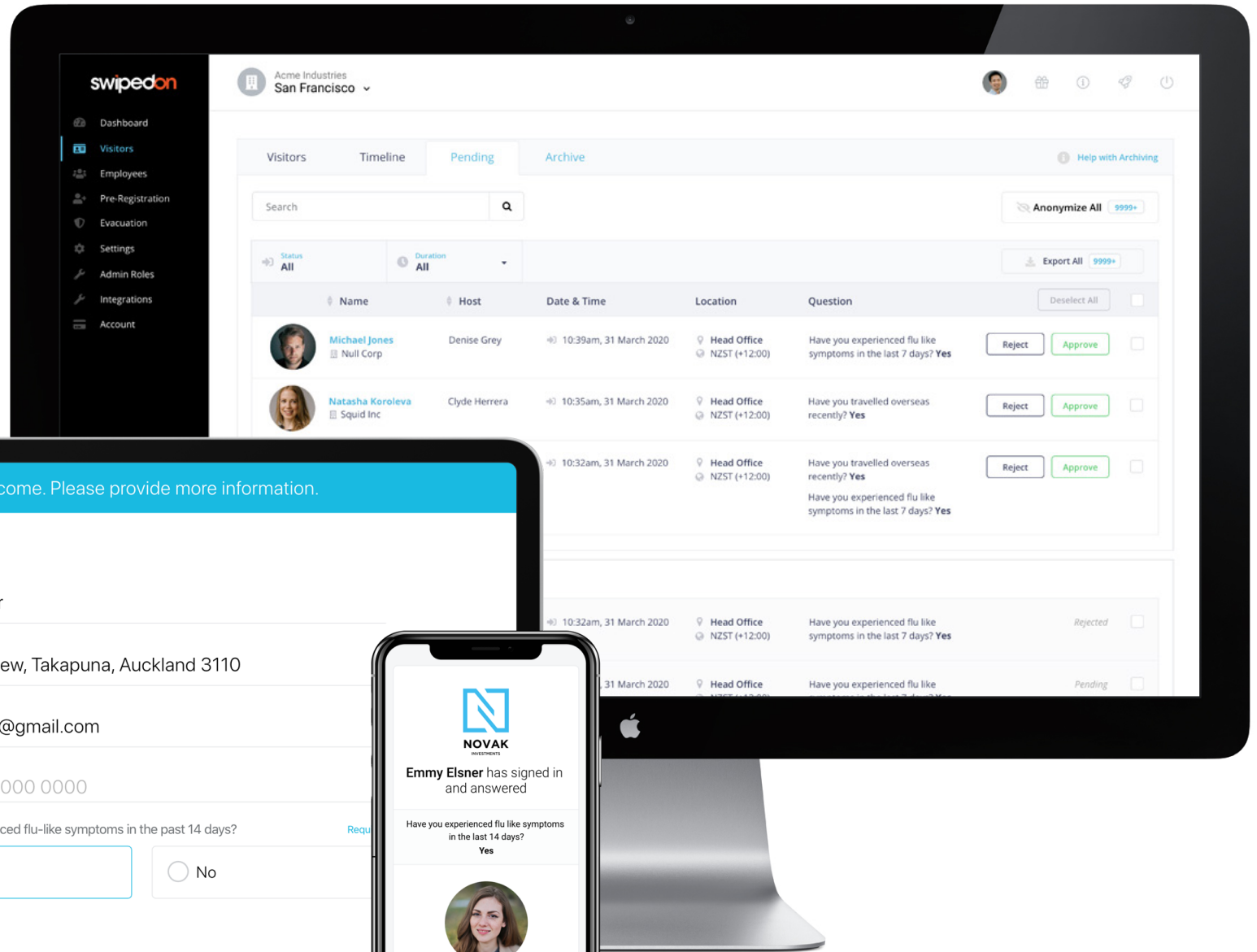
# 01

## VISITOR SCREENING

While you can manage preventative measures among staff in the workplace, it's not so easy with visitors you're looking to host. If someone who may be a risk to the health and safety of staff in your business enters your premises, you need to be able to identify them and take action. Whether that's to allow them entry or to ask them to kindly reschedule and return at a later date - whatever your own company protocol is for denying entry to high-risk individuals.

If your staff become unwell or contract the virus, inevitably your business will suffer. Preventative measures need to be put in place for any visitors entering the building. Using the SwipedOn visitor screening feature you can use your visitor sign in system to ensure this process runs as smoothly as possible, in line with your health and safety requirements for COVID-19.





## How the SwipedOn visitor screening feature works

First, you must update your iPad with the latest version of the SwipedOn iOS app. If you haven't already done so, navigate to the iOS App Store on your iPad and update now.

➤ **If you're unsure how to update  
see our support article here**

Now that you've updated your iPad you'll see the 'visitor fields' page is available to you in the web dashboard. In here, you can specify which visitor fields are required before the visitor can proceed such as email address and phone number.

Create a yes-no question up to 100 characters in length. Here you could ask if visitors have been to any specific countries recently or have experienced any flu-like symptoms.

You can now select which answer triggers the alert. If you want both answers to trigger an alert, this is also possible.

This alert can be sent to up to three chosen e-mail addresses such as your health and safety officer, office manager, security team or school nurse and you can also add the option of setting up the alert to go to the visitors host. If you have SMS notifications enabled, a text message alert will also be sent to these contacts, providing you've added a contact telephone number.

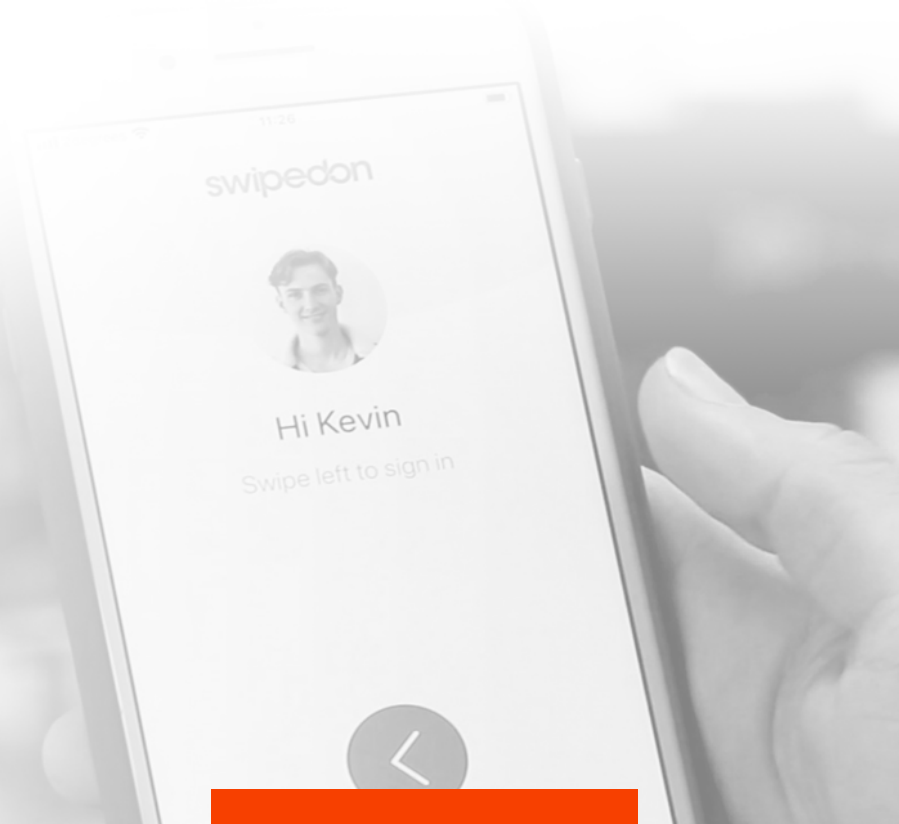
You'll also have the option to make the visitor wait until their visit is approved (regardless of which answer they choose). The visitor goes through the sign in flow, but doesn't receive approval until someone says they are able to enter.


## EMPLOYEE SCREENING

Screening your employees is just as important as screening your visitors to ensure the safety of your entire workforce; if your employees pose a potential risk to the business, you'll need to know about it.

Using a visitor management system as a digital in out board for employees not only allows you to have a full oversight of who is in your building, but also means you can carry out contact tracing effectively should the need arise and ask important employee screening questions at point of arrival.

SwipedOn offers an employee sign in app called SwipedOn Pocket, which is dedicated entirely to employee in out and allows your staff to sign in via a contactless experience using their smartphone. (See more on pages 15-16)





# WORKPLACE ADVICE FOR HOLDING MEETINGS DURING COVID-19 CORONAVIRUS PANDEMIC

While it's advised to cancel any gatherings or large meetings that cannot be coordinated online, there might be business critical meetings that you need to facilitate. SwipedOn allows you to monitor who is entering and exiting your building and the web dashboard allows you easy and full visibility on names of those people and time and date of when they visited.

If there is any concern around a particular name, the correct action can be taken quickly and effectively. The World Health Organisation advises the following for visitors participating in meetings, but can be applied to any visitor coming into your business:

## 01

### **Retain names and contact details**

Retain the names and contact details of all participants for at least one month. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event.

## 03

### **Say thanks**

Thank all the participants for their cooperation with the provisions in place.

## 02

### **Contact tracing and communication**

If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day.

If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.

## AMEND YOUR DIGITAL AGREEMENT

# 04

With the advice of the World Health Organisation in mind, it would also be beneficial to update your digital agreement to cover COVID-19 Coronavirus preventative measures. You can now add a one-page PDF to your digital agreement provided by SwipedOn. We've also created a printable version for you to put up on the wall in your reception area,

> [Download the wall poster here](#)



# PREVENTATIVE MEASURES IN THE WORKPLACE

**While offices might lockdown and ask employees to work from home, there are facilities and businesses that will remain open. And even after isolation and getting back to business, we need to take preventative measures to ensure COVID-19 Coronavirus does not become a risk to employees.**

## **COVID-19 Coronavirus lifespan on different surfaces**

A study by medRxiv, published on 13 March 2020, shows COVID-19 Coronavirus can last for up to 24 hours on cardboard, and 2-3 days on plastic and stainless steel. How long the COVID-19 Coronavirus lasts on the glass-based iPad screen remains an unknown entity at time of writing.

Using research and guidelines from the World Health Organisation, we've put together this chapter to help you understand how to take preventative measures against the spread of viral infections in your workplace, including disinfecting your iPad regularly.



## Investing in technology

If you do not yet have an iPad for visitors to sign in at your front desk, and you're still using a visitor log book, you might be considering updating your processes to include a digital visitor management system, which features a visitor screening option as part of the sign-in flow. You'll be able to disinfect an iPad using alcohol based screen wipes. Easily disinfecting a paper logbook and pen could prove more challenging.

With that in mind, it's more important than ever to be aware of the surfaces we use, particularly the iPad where visitors sign in. Follow the five steps below to take preventative measures and help manage the potential spread of COVID-19 in the workplace.

### 01

#### Keep a hand sanitiser next to the iPad

Ask visitors to sanitise their hands as a preventative measure before using the iPad to sign in. If they wish to, ensure they also know they can use the sanitiser afterwards. Keep a hand sanitiser next to the iPad via a push-down dispenser to make this as easy to use as possible for your visitors. Better yet, use a contactless sign in solution to prevent the iPad being touched.

### 02

#### Frequent hand washing

Encourage all employees and visitors to regularly wash their hands for at least 20 seconds. While COVID-19 Coronavirus is highly contagious, the World Health Organisation advises to use an alcohol-based hand rub or wash your hands with soap and water for at least 20 seconds. This kills viruses that may be on your hands and helps prevent the spread of the viral infection.



## 03

### Wipe down the surface of the iPad regularly

How long the COVID-19 Coronavirus lasts on the glass-based iPad screen is still an unknown entity. To be safe, it's recommended to wipe down frequently touched surfaces regularly with an alcohol-based sanitiser. As per Apple guidelines:

Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, you may gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces. Don't use bleach. Avoid getting moisture in any opening, and don't submerge your Apple product in any cleaning agents. Don't use on fabric or leather surfaces.

## 04

### Wipe down other surfaces regularly

Encourage people to wipe down the surface of cellphones and other devices regularly. Your iPhone is a breeding ground for bacteria.

"Studies have shown that smartphones surfaces are covered in bacteria, including bacteria that can cause serious infections like Staphylococcus species," says Judy Guzman-Cottrill, an infectious disease expert at Oregon Health & Science University.

While you might be adhering to best practice of washing your hands regularly, all that work unravels when you then pick up your smartphone. You're also encouraged to wipe down door handles, elevator buttons, your front desk and other frequently touched surfaces around the office.

## 05

### **Prominently display COVID-19 Coronavirus prevention best practice**

Prominently display information regarding COVID-19 Coronavirus prevention for visitors at your reception desk. You can download the SwipedOn PDF which kindly advises visitors they might be denied entry to the building should they be considered a risk to the business.

You might also want to display this information internally for employees. The World Health Organisation offer a wealth of printable resources that you can use internally within your workplace, which you can find [here](#).

## 06

### **Be kind, be supportive**

While it's a tough time, it's important to be kind. Ensure you communicate to your visitors that their health and safety - along with that of your staff - is your highest priority. Practicing social distancing and denying entry to anyone who might pose a risk to the business is best for everyone. Reassure visitors and employees alike not to take offence at these measures.



# BEST PRACTICES FOR REMOTE WORKERS

The idea of remote working might sound glamorous to some; we've all watched our favourite travel influencers remote working in the likes of Bali, complete with primo coffee and smoothie bowls for breakfast. But for most of the world's population, physically going to work is the reality of life. Not to mention that they also enjoy it (yes, people actually enjoy having a job and going to work!)

While it suits some people who might enjoy cutting the commute out of the daily routine for a while, for those who enjoy the social side of going to work, the idea of isolating in their home could make them feel anxious. For most of us, our home is our sanctuary, a place that we escape to after work. While some people might be able to set themselves up in a spare bedroom, a study or home office, for others it'll be a corner in a shared flat or the kitchen table.

During this time of medical uncertainty, we might need to embrace working from home for the good of our community and colleagues. And in some countries, due to government-enforced regulations.

Here at SwipedOn, we are no strangers to remote working. Our flexibility for employees means that working from home is something that every member of the team does frequently. With that in mind, we want to share our favourite remote working tips and tricks to help you through and set you, and your team, up for success.

06



## Combating loneliness

This is one of the real challenges for remote workers, especially the social butterflies among us. Stay in contact regularly with team mates, friends and family via social channels like Facebook Messenger, Whatsapp, Instagram and any other channels you use regularly. Don't let this be a distraction from your work so be sure to allocate yourself break out times when you can use your phone for social networking.

## Keeping the team communications active

While social networking is important to combat loneliness, there's still a job to get done. Most of us work in a collaborative work environment and rely upon instant communication. Stay in regular contact with the team via platforms like Slack, Zoom, Gotomeeting and Whereby.com to hold a team meeting. Be sure to mute your microphone if you're not speaking to prevent unnecessary background noise in the conversation.

## Actually get up and get dressed

Don't even think about working with your pyjamas on or worse, working from bed or the couch; in the words of Dizzee Rascal - fix up, look sharp. Carry out your normal morning routine to help set you up for the day and get dressed as if you're going to an office. Ensure you're presentable for those video calls with the team and potential clients - pyjamas and scruffy hair just doesn't cut it in the office so don't let your standards slide in the home office.

## Desk feng shui

Aim for a space where you can set up the ergonomics correctly with the correct sitting posture and natural light and set up your space so you feel productive. We love desk feng shui! You can find some top tips on desk and home office feng shui in the following resources.

- **How to Feng Shui your desk by The Spruce**
- **7 Expert Feng Shui Home Office Design Ideas**
- **Marie Kondo : How To Tidy Your Office Desk**



## Children in the office

Schools in your area might be shutting down or you might have small children at home; if you can, you'll need to have a dedicated space away from the children. Set boundaries with the kids and be sure they know that your work space is out of bounds during the working day.

## Use the ironing board as a stand-up desk

The best remote working hack we know! And it's tried and tested by team SwipedOn (we have photographic evidence). Simply use your ironing board as a standing desk and easily move it up and down. You might even need to use it as a sitting desk if you don't currently have this option at home.

## But save the ironing (and other household chores) for later

Getting distracted by the chores can take away from actually getting the job done. Hoovering the house, doing the laundry and the dishes are all just ploys for procrastination. Set a designated time later in the day (after work hours are complete) to get the job done.

## Alpha wave stimulating music

Be sure to have some soft background music to help you stay focused. Some people love listening to the radio or their favourite playlist, but if you're looking for something new why not try alpha wave stimulating music which has been hypothesized to help productivity - we think it's worth a try! Why not try the album from the Brain Stimulation Music Collective on Spotify.

## Take lots of breaks and get some fresh air

Take breaks regularly. At work, it's unlikely you're working at 100% all the time - you'll sometimes stop for a chat with colleagues, go to meetings, go for a walk and fresh air to get a coffee.

## Set your working hours and stick to them

Overworking can easily happen at home as your working day blends seamlessly into you-time. Don't let this happen. You'll want to feel fresh everyday so set those times and be strict with yourself; perhaps set an 'end of working day' alarm, and set yourself an action to perform. Along with shutting down the laptop, have something you do. Perhaps you do those chores you've been waiting for all day or go out for a walk in a local park or on the beach (isolation rules and regulations permitting).





# HOW TO PROTECT YOU AND YOUR EMPLOYEES' MENTAL HEALTH DURING A TIME OF CRISIS

**Here's the lowdown from the World Health Organisation for those in isolation:**

## **Stay connected and maintain your social networks**

Even in situations of isolation, try as much as possible to keep your personal daily routines. If health authorities have recommended limiting your physical social contact to contain the outbreak, you can stay connected via email, social media, video conference and telephone.

## **During times of stress, pay attention to your own needs and feelings**

Engage in healthy activities that you enjoy and find relaxing. Exercise regularly, keep regular sleep routines and eat healthy food. Keep things in perspective. Public health agencies and experts in all countries are working on the outbreak to ensure the availability of the best care to those affected.

A near-constant stream of news reports about an outbreak can cause anyone to feel anxious or distressed. Seek information updates and practical guidance at specific times during the day from health professionals and WHO website and avoid listening to or following rumors that make you feel uncomfortable.

# VISITOR SCREENING & COVID-19 CORONAVIRUS FAQs

**Q. With the recent outbreak of COVID-19, how do I add the questionnaire to the tablet so visitors can disclose the information?**

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Using the new visitor screening feature, you can easily add a yes/no question to the visitor flow and base an outcome.

**Q. What is contact tracing?**

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Contact tracing is used to identify individuals who may have come in contact with an infected person (“contacts”) and subsequent collection of further information about these contacts. The goals of contact tracing are to interrupt the ongoing transmission, reduce spread of an infection and alert contacts to the possibility of exposure to COVID-19.

**Q. How to sanitise the iPad?**

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As with all surfaces where viral infections can lie dormant, the iPad is no exception. You can easily disinfect your iPad using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, you may gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces. Don't use bleach. Avoid getting moisture in any opening, and don't submerge your Apple product in any cleaning agents. Don't use on fabric or leather surfaces.

**Q. I need to figure out who was on the premises at a specific time as a way of contact tracing should someone enter the building and later test positive for COVID-19. How do I do this?**

You can easily find this in the web dashboard of the SwipedOn App. If someone has attended your building and tests positive for COVID-19 Coronavirus at a later date, you'll be able to easily trace when they were in your building, along with all other visitors to the premises, using accurate visitor records and time-stamping in the web dashboard.

**Q. How do I add another page to the visitor agreement to warn visitors they may not be permitted entry into the building if they answer unfavourably to the questions?**

We've created a document which you can add into your digital agreements page. Previously the maximum amount of pages you could use was five. However in our recent update, we've increased this to 10 in order to accommodate additional pages to your agreements that will cover COVID-19 Coronavirus policy in your workplace.

- > Download the PDF to add to your digital visitor agreement
- > Learn how to add this to your current visitor agreement
- > Download a PDF for the wall of your reception area





## CONTACTLESS SIGN IN



When it comes to business, a hand shake is likely to be off the cards for some time. And while you can easily carry out contact tracing using a visitor management app, the necessity to sanitize after every use could become a little laborious. Which is why we've developed contactless. Visitors, contractors or customers are able to easily sign in by scanning a QR code and following the instructions on their own mobile device. Here's everything you need to know about the new contactless feature.



## Contactless on your visitor's smartphone

When a visitor arrives, they simply need to open the camera on their mobile device to scan the QR code on the iPad. This will prompt them to open the sign in form on their default web browser where they can enter their details and complete the contactless sign in process.

## Additional Safety & Security with a dynamic QR code

The QR code generated on the iPad is a dynamic code, meaning that every time the iPad is refreshed, a new code is generated. If the iPad is not refreshed, each QR code expires after 30 minutes. This is an additional safety and security measure for the contactless feature to prevent misuse of the QR code at your workplace.

## Do it all without an iPad

You don't need an iPad (said no visitor management system ever, but we're going there!) If you don't need an iPad, why should the need for contactless sign in drive you to get one? For some facilities, bars, restaurants and event venues, an iPad might be an unnecessary tool for performing contactless sign in. For this reason, we've designed our Contactless feature with a variety of workplace's needs in mind. Simply print out the QR code if you don't have an iPad and display it somewhere visible at your entrance to check in visitors.

## Contactless for employees

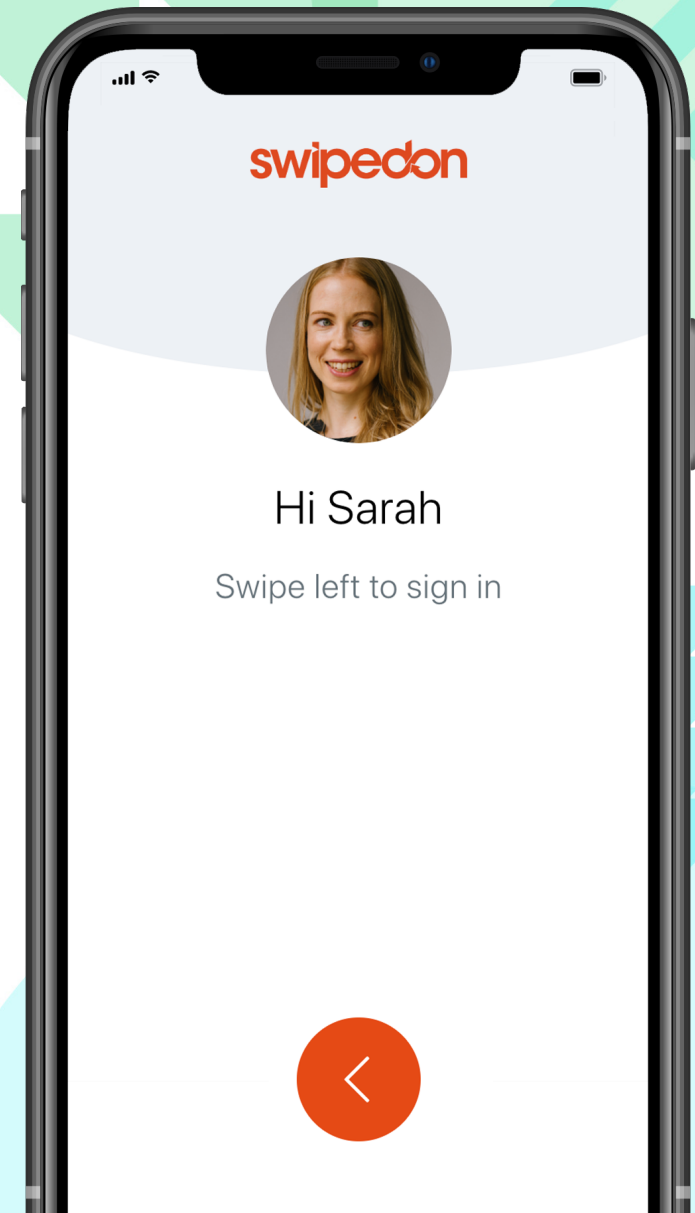
The contactless sign in experience for employees is easier than ever thanks to the SwipedOn Pocket app. Employees can easily download the app to their smartphone either from the Google Play store or the Apple App store before following the quick authentication set-up steps. When an employee arrives at work, they will need to open the app on their phone and swipe the arrow to sign in. You can optionally ask them screening questions which they must answer before completing the sign in process. To sign out, an employee simply needs to open the app and swipe, they can even leave out messages and set their return time. Easy!

# THE CONTACTLESS SIGN IN EXPERIENCE FOR EMPLOYEES

**SwipedOn Pocket enables your employees to sign into your workplace using their smartphones and offers the following benefits, all aimed at keeping your employees safe at work:**

- Ask screening questions to ensure your employees do not pose a health risk to the business
- Available on Android and iOS meaning that all employees have access to download the app on their smartphone
- Employees have the option to add custom status and return time upon sign out
- Employee movements are all logged and time stamped in the web dashboard, giving you a full oversight of who is in your building at any one time; visitors and employees included.

swipedon  
pocket



# 10

# FINAL THOUGHTS

It's more important than ever to know who is entering your building and when they enter as well as having the ability to screen them via a simple question that will determine whether they are a risk to you, your employees and your business. With the SwipedOn App visitor screening feature, you can easily monitor the status of every visitor entering your business. Start a free trial today or contact our world-class customer support team via the chat icon, in the bottom right of your browser, on the SwipedOn website.

# 11



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Are you ready to revolutionize your front  
desk with a smart, digital solution?

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