Federal and State Agencies Provide Guidance for Working Safely During COVID-19 Pandemic

By Dolores Quesenberry, Communications Director

During the COVID-19 pandemic, the state Occupational Safety and Health (OSH) Division issued guidance to help employers and employees understand the hazards associated with COVID-19 and how to work safely to prevent the spread of the disease in the workplace. The guidance is in accordance with federal OSHA, the Centers for Disease Control and Prevention (CDC) and the Department of Health and Human Services and is consolidated to one page for quick access and reference on the NCDOL website.

“Many industries such as construction and food processing were allowed to continue operating during the pandemic and needed guidance on how to work safely,” said NCDOL OSH Director Kevin Beauregard. “We issued guidance specifically for those industries and addressed how to properly social distance and what to do when workers cannot maintain the CDC guidelines to remain 6 feet apart.”

While there is currently no federal OSHA or state specific standard that addresses COVID-19 or other communicable diseases in the workplace, each employer has the responsibility to provide a safe and healthful workplace. The OSH Division recommends all employers develop an infectious disease and preparedness plan, if you don’t already have one.

Occupational safety and health standards are rules that describe the methods that employers must use to protect their employees from workplace hazards. There are OSHA standards for Construction, General Industry and Maritime operations and the standards books can be purchased from NCDOL. When a standard does not exist, such as one for communicable diseases, this does not mean employers are off the hook for ensuring a safe workplace. There are other occupational safety and health standards associated with hygiene and personal protective equipment (PPE) that may apply to occupational exposure to the 2019 novel coronavirus.

“All employers must perform hazard assessments in their workplaces, to identify potential hazards,” Beauregard said. “If potential hazards are identified in the workplace, then the employer has the responsibility to address them. Providing appropriate PPE, associated training and ensuring the use of PPE are some methods an employer can use to address hazards. Another method would be to engineer out hazards. Often, a combination of different methods may be required to ensure effective employee protection.”

Employers who would like assistance with assessing and identifying workplace hazards may contact the OSH Division and request a free consultative visit. The request and consultative visit findings are confidential and are not to be shared with the Compliance Bureaus.

Also, workers who think they are being exposed to workplace hazards may file a workplace safety complaint with the OSH Division. Click here to learn how to file a workplace safety complaint.

Follow Safety and Health Guidelines to Protect Yourself and Others from COVID-19
2020 will forever be remembered as the year of COVID-19. For those of you who lost your jobs or were furloughed because of the pandemic, I hope the federal CARES Act provides the much-needed financial assistance to help bridge the gap during these uncertain times.

It is hard to comprehend how this tiny virus, invisible to the naked eye, could upend how employers and employees communicate and conduct business around the world. As businesses in North Carolina begin to open back up, we face a new normal in the workplace and we all need to take personal responsibility for protecting ourselves and our loved ones from contracting the disease. Please follow the recommended guidelines from the Department of Health and Human Services, the CDC, OSHA and the state OSH Division posted on our website.

In the midst of all the executive orders issued on a state level because of COVID-19, our public inquiries increased significantly. Most of the inquiries we’ve handled concern unemployment insurance and how to file for it, so we know citizens are generally confused about which agency administers these benefits.

The confusion locally may stem from the fact that on a federal level this function is housed under the U.S. Department of Labor.

Citizens need to know that in North Carolina, unemployment insurance is administered by the Division of Employment Security, which falls under the N.C. Department of Commerce, which is a distinct and separate state agency from NCDOL. We understand the frustration that comes from being forwarded from one state agency to another; but without any regulatory or statutory authority, we cannot assist citizens other than to forward them to the correct agency. I wanted to point this out as the commissioner of labor, because it is important to me that citizens understand why NCDOL cannot assist you when you call.

NCDOL does have regulatory authority over matters concerning workplace safety and health, wage payment, youth employment certificates, inspections of elevator and amusement devices, inspections of boilers and pressure vessels, and retaliatory issues under certain protected areas. An article on Page 3 by Harriet Hopkins further explains workplace protections under the Retaliatory Employment Discrimination Act. If you would like to learn more about the Department of Labor’s overall mission, the 2019 Annual Report is available on our website.

Stay Well!

Cherie Berry
Commissioner of Labor

From Labor Commissioner Cherie Berry

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Recognition Roundup

“Recognition Roundup” identifies businesses that qualify for one of the N.C. Department of Labor’s recognition programs. Congratulations to all of the recent award recipients. For a complete list of Star and SHARP sites, visit the NCDOL website.

SHARP *Recertification

Broad River Forest Products Inc., Union Mills*
Total Fire Systems Inc., Youngsville*
Sonoco Recycling LLC, Fayetteville*
Century Furniture LLC, Plant 2, Hickory*
Edwards Wood Products Inc., Liberty*
United Methodist Retirement dba Croasdaile Village, Durham*
Gaston Skills Inc., Gastonia*
Purolator Facet Inc., Parker Hannifin Aerospace Division, Greensboro*
Whispering Pines Nursing & Rehabilitation Center, Fayetteville*
Pyrotek Inc., Salisbury*
Lutheran Home Hickory Inc. dba Trinity Village, Hickory*
Grass America Inc., Kernersville*

Cherie Berry
Commissioner of Labor

Editor .............................................................. Natalie Bouchard
Layout and Design .............................................. Jeff Wilson
Publications Bureau Chief ................................. Mike Daniels

1101 Mail Service Center, Raleigh, NC 27699-1101
1-800-625-2267 • www.labor.nc.gov

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COVID-19 and the Retaliatory Employment Discrimination Act (REDA)

By Harriet Hopkins, REDB

COVID-19 has become a household word in record time during the first quarter of calendar year 2020. Like “9/11” or “fake news” or “social media” COVID-19 is now a part of our shared, human experience. Every person has been touched by this pandemic in one way or another, worldwide. Despite the uncertainty of the changing COVID-19 landscape, people are valiantly struggling to keep themselves and their families safe.

North Carolina’s employees and employers are no exception. In these challenging times, it is difficult to know what responsibilities employers and employees have in the workplace with respect to COVID-19. And since the situation is constantly evolving, employers and employees must be vigilant, both inside and outside of our workplaces. They have to stay informed, heed the advice of the CDC and other health agencies, and comply with Gov. Cooper’s executive orders and orders from some local governments.

The N.C. Retaliatory Employment Discrimination Act (REDA) is not so well known or understood, nor is its application to situations involving COVID-19.

REDA is a North Carolina statute that protects employees from retaliation by their employers for engaging in certain protected activities. If an employee engages in conduct protected by one or more of the 11 separate statutes listed under REDA, the act prohibits the employer from retaliating against the employee because of that conduct. Retaliation under REDA means the employer has taken some adverse employment action against the employee, such as termination, demotion, or reduction in hours. Most REDA complaints filed are related to workers’ compensation, occupational safety and health, and wage and hour disputes. The Retaliatory Employment Discrimination Bureau of NCDOL investigates complaints filed under REDA.

Not surprisingly, the bureau has seen a surge in calls and complaints involving COVID-19 over the last several months. Almost 50% of the weekly calls to the bureau’s helpline involve COVID-19 questions and concerns.

To state a REDA claim, an employee must prove that:

- They are engaged in an activity protected by REDA under one of the 11 statutes;
- The employer took an adverse action against the employee;
- The employer knew about the protected activity; and
- The employer took the action because of the protected activity.

So, does REDA protect employees who complain about COVID-19? There is no precedent for complaints related to a pandemic like COVID-19. We are exploring uncharted territory, and each complaint must be analyzed on a case-by-case basis.

Complaints under REDA involving COVID-19 are most likely going to fall under the Occupational Safety and Health Act of North Carolina, which is one of the 11 REDA statutes. In general, REDA protects an employee who, in good faith, files or threatens to file a complaint with the NCDOL Occupational Safety and Health (OSH) Division about a safety or health issue at work. Examples include a complaint about the lack of a safety guard on a machine that the law requires or the presence of particulate matter in a plant that is of a higher density than allowed by law.

Both the federal and state Occupational Safety and Health Acts state that an employer has a duty to provide employees with a “place of employment free from recognized hazards that are causing or likely to cause death or serious injury or serious physical harm to his employees.” Certainly, as we learn more about COVID-19, it is clear that the virus poses serious risks to those who contract it, especially those with serious underlying medical conditions. Employers should, therefore, follow the current CDC and other health agencies’ guidance to protect the safety and health of their workers. If an employer does not, and an employee complains, and then is fired or otherwise retaliated against because of their complaint, the employee may have a claim under REDA. If the employer had a legitimate reason unrelated to the complaint, the REDA claim would fail.

Here are some examples of the complaints we are receiving involving COVID-19:

- Employee A alleged he was terminated because he complained about the lack of appropriate personal protective equipment for staff in a nursing home. Complaining about the lack of safety gear is a protected activity under REDA.

- Employee B alleged that her employer terminated her because she could not provide a negative COVID-19 test. Her physician would not test her because she was asymptomatic. While perhaps unfair, REDA does not apply to this situation because Employee B did not engage in a protected activity under one of the statutes listed in REDA.

- Employee C, a dental assistant, was allegedly told that if she did not return to work, which she felt was a violation of a stay-at-home order, she would be terminated. Unfortunately, under REDA, the threat of termination is not considered an adverse action. If she failed to return to work and was terminated, she could file a claim under REDA. Whether her refusal to work was a protected activity would be based upon the particular facts of the case.

- Employee D, a nurse’s aide, alleged that he was terminated because he asked for a different assignment than on the floor of the hospital where patients with COVID-19 were being treated. He asked for the change because he has hypertension for which he took medication. Employee D may have a claim even though he refused a work assignment because he raised her good faith concerns to his employer and offered to submit to any alternative position.

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COVID-19 and REDA

- Employee E was terminated for staying home to take care of school-age children who were out of school because of the pandemic. Employee E did not engage in any protected activity under REDA, so his employer would not be in violation of REDA. Employee E may have rights under other statutes, but he does not have a claim under REDA.

There are more questions than answers with respect to the impact of COVID-19 on the workplace. Where are the lines between legitimate and retaliatory employer decisions made in the context of COVID-19? What protections are there for employees as businesses gradually reopen? For employers? How do guidelines issued by CDC; federal, state, and local health agencies; and federal, state, and local governments affect employee and employer rights and responsibilities under REDA? How do employers struggling to maintain their businesses, keep their employees on the payroll, and provide a safe workplace, comply with the statutes and guidelines?

NCDOL is working to provide reliable, accurate and up-to-date information to the citizens of North Carolina about COVID-19 and workplace safety and health issues. Employees and employers should also be aware that other federal and state equal employment opportunity and anti-discrimination laws may also be applicable in COVID-19 related issues, such as the Americans with Disabilities Act or the federal Occupational Safety and Health Act. The EEOC, USDOL, federal OSHA, NCDOL and other agencies have published guidelines as a roadmap for employers and employees to navigate the twists and turns of maintaining a safe, healthful, and non-retaliatory workplace in the era of COVID-19.

For general questions about the work of NCDOL, call 1-800-NC-LABOR (1-800-625-2267).

For questions regarding REDA, call the Retaliatory Employment Discrimination Bureau at 919-707-7941.

For questions regarding safety and health concerns, contact the OSH division at 919-707-7876 or visit the NCDOL website.

For questions involving federal equal employment opportunity laws such as the Americans with Disabilities Act, contact the EEOC at 1-800-669-4000.

Library Update

By Nick Vincelli, NCDOL Librarian

A new COVID-19 topic page has been added to the list of topics on the library’s audiovisual, or video, database webpage. If you click on COVID-19 (Coronavirus), you will find information on accessing free online videos and recorded webinars on this topic. Please note you may need to copy and paste the URLs into your browser as the database software doesn’t allow links to appear. The topic list also includes an entry on a new DVD called Protecting Yourself Against COVID-19, which is DVD 798e. Please refer to the What’s New @ Your Library webpage which provides a list of recently acquired DVDs and books, as well as online resources.

Registered NCDOL library patrons can also access streaming safety and health and Human Resources videos via the library’s subscription to the Training Network NOW for free. Please contact the library if you have any questions by emailing dol.library@labor.nc.gov or calling 919-707-7880.
New Alpine Coaster Opens in Avery County

By Natalie Bouchard, Public Information Officer

A new coaster, the only one of its kind in North Carolina, is now certified by state inspectors and open for the public to enjoy. NCDOL’s Elevator and Amusement Device Bureau inspected the coaster on Tuesday, April 21, and it opened to the public on May 22.

Located in Banner Elk, the Wilderness Run Alpine Coaster is unique in that it runs on the force of gravity. It’s specifically located in western North Carolina, which provides the perfect environment for the coaster to operate with ease down the side of the mountain. For this reason, inclination of the track has a minimum of a 6% grade. Patrons who ride the coaster can slow the speed of their own sleds, but the coaster is also equipped with a braking system that works to prevent collisions on the track.

Because the coaster weaves between beautiful mountain foliage and trees, proper overhead clearance was an important part of the inspection process.

“Basically, they dug the side of mountain out with a lot of rock and trees to make a path for the coaster to be built on,” said Tommy Petty, interim bureau chief for the NCDOL Elevator and Amusement Device Bureau. “The coaster has a cable device that pulls you, in a sled, to the top and then you’re latched onto the track. From there it’s all gravity, there’s no motors. You come around several curbs and slopes…you have a brake device in the sled, and you have to push it forward to move.”

Petty was recently a guest on NCDOL’s podcast, Inside NC Labor, to talk about this innovative new amusement device. It’s the only one of its kind in the state, which makes it sure to be a popular destination for tourists year-round. That means thrill-seekers everywhere can ride the coaster in the winter, summer, spring, or fall, when the leaves start to change on the mountain side to create a colorful landscape. The attraction is currently open, and the owners are encouraging those who visit the attraction to be mindful of social distancing guidelines to help prevent the spread of COVID-19.

The coaster has 26 cars, with two passengers per car. Each car is propelled by gravity and utilizes a unique braking system where passengers can use a bar located inside the sled to control their speed as they cruise down the mountain. The ride is made of aluminum and stainless steel, so it won’t rust in the snow or rain.

“The cars are dispatched 80 feet apart in dry weather,” said Petty. “And in damp and wet weather they can still operate, but they have to be 160 feet apart because the brakes won’t set as quick on a wet track. Eventually [the braking system] will stop the sleds if they get too close.”

Like all amusement devices in the state, the Wilderness Run Alpine Coaster was inspected to meet 100% of the manufacturer’s specifications. That high standard is what makes North Carolina’s amusement devices so safe and fun for patrons.

“Our goal is to make these rides safe and enjoyable for visitors” said Labor Commissioner Cherie Berry. “When you see a ride is certified by our hardworking elevator and amusement device inspectors, you can rest assured that every component of the ride has been checked for optimal safety.”

You can find updates, hours of operation, and more about this exciting attraction by visiting the Wilderness Run Alpine Coaster website.

Follow NCDOL on:
DEADLY Mistakes

By Judyth Niconienko, State Plan Coordinator

Fatal Event: On Jan. 29, 2018, a 59-year-old man died after he fell 12 feet from a scaffold platform to a hard surface below.

Investigative Findings: A contractor had been hired to renovate a one-story building used as a restaurant. The external work involved installing insulation, fascia board and adding new ventilation equipment on the roof. Renovation operations on the outside of the building were done from the ground level using ladders or from standing inside a scaffold platform elevated by an industrial truck. The employee was tasked with attaching the last few bolts to the ventilation units to complete the work. He climbed into the scaffold platform, which was about 7 feet long and 4 feet wide and was moved by the operator to the front of the building. From there he was raised to roof level which was 12 feet above the paved parking lot. The employee stood in the center of the scaffold platform during the horizontal and vertical movements. Once the scaffold platform reached the roof level, he moved to the right side of the scaffold platform. The scaffold platform tilted to the right and the employee fell off the platform. The platform itself then fell from the forklift. The scaffold platform tilted to the right and the employee reached the roof level, he moved to the right side of the scaffold platform, then the employer must not use it for this function.

Discussion: When the fatality was investigated it was determined that the industrial truck was not designed by the manufacturer to lift the scaffold platform. This, along with other serious failures, contributed to the fall. The equipment operator had not received training, nor had he been certified to operate the industrial truck. The contractor’s employees had not received training to recognize the hazards associated with the type of scaffold being used nor had they been trained to understand the procedures to control or minimize those hazards. The scaffold platform also was not inspected by a competent person for visible defects or deficiencies before the work shift began. In addition to these issues, the scaffold platform was also not secured to the forklift. If a thorough inspection had been completed, it would have been discovered that the forks of the lift had not been placed in the receiving tubes on the bottom of the scaffold platform, rather they had been positioned adjacent to them. The cable that should have been used to secure the scaffold platform to the lift was hanging on the mast. It had not been locked in place around the scaffold platform and mast.

Recommendations: During job planning, employers and contractors should select the appropriate piece of equipment for each job and use each piece of equipment for the specific function that it was designed for. If materials need to be moved and employees need to be elevated, this may mean that two different pieces of equipment maybe required. Modifying or utilizing a piece of equipment against the manufacturer’s recommendation, to fulfill both purposes, does not meet the requirement to keep employees safe.

OSHA standards prohibit using platforms attached to forklifts to elevate personnel, unless approved by the manufacturer. If the owner’s manual does not specify that their industrial lift can be used for such a purpose, then the employer would either have to contact the manufacturer and get written confirmation that it can be used for that purpose or obtain a certification from a registered professional engineer stating such. If the manufacturers’ operating manual states that their industrial truck is not to be used for elevating personnel platforms, then the employer must not use it for this function.

WORKPLACE WORRIES

By Kisha Holmes, Bureau Chief, Wage and Hour Bureau

Q: My 14-year-old daughter would like to work since she is not in school as a result of COVID-19. However, she was told that she can only work three hours per day because school is still considered in session. Is this true?

A: Yes. Although students are not physically reporting in person to school, school is still in session through remote learning. Therefore, school is still in session and a 14- or 15-year-old student cannot work more than three hours on a day when school is in session.

Be sure to listen to NCDOL’s podcast, Inside NC Labor. Due to COVID-19, recent podcasts have been recorded over the phone. Episode 34 serves as a public service announcement regarding resources available pertaining to COVID-19. This episode features OSH Director Kevin Beauregard and the Communications Division. Episode 35 includes Agricultural Safety and Health Bureau Chief Beth Rodman and LaMar Graff, associate director for the N.C. Agromedicine Institute, discussing grain safety and #StandUp4GrainSafety week. Episode 36 features Tommy Petty, interim bureau chief for the Elevator and Amusement Device Bureau, as he talks about the inspection of the new Wilderness Run Alpine Coaster in Avery County. Inside NC Labor is designed to inform and educate North Carolina citizens on the role that the Department of Labor plays in state government.
A: In general, a refusal to work is a legitimate reason to terminate an employee. Here, however, you complained about the potential risk to your health if exposed to the virus because of your medical condition and were terminated when you refused to do the work. You also said you were going to call the state OSH Division. You may have a claim under the Retaliatory Employment Discrimination Act (REDA). REDA prohibits employers from retaliating against an employee because he or she complained about a job-related safety and health concern. Call NCDOL’s toll free number at 1-800-NC-LABOR and a member of our staff will try to answer your questions.

Pool Safety Hazard Alert Reminder

By Natalie Bouchard, Public Information Officer

As pools across the state begin to open for the summer season, and in accordance with COVID-19 restrictions, NCDOL urges swimming pool patrons to review the department’s Pool Safety Hazard Alert. The alert was issued in 2017 to help increase public awareness of potentially life-threatening electrical hazards in and around pool areas.

The Occupational Safety and Health (OSH) Division issued the hazard alert after a fatal accident occurred at a swimming pool in 2016 on Labor Day weekend in Raleigh. In that fatal incident, water at the neighborhood pool became electrified due to a faulty water-pump connected to a deteriorated electrical system. The electrical system had not been tested or inspected for about three decades. The incident prompted a review of the safety requirements and recommendations swimming pool operators should use when inspecting electrical systems adjacent to pool areas pools.

The OSH Division periodically develops alerts following fatal events, in an effort to prevent additional incidents from occurring. After the 2016 pool fatality, some counties in the state recommended that pool operators within their jurisdictions conduct electrical inspections at swimming pool facilities to ensure no hazards were present. In North Carolina, there is no requirement to have the electrical systems checked at public or community swimming pools. These pools receive opening inspections every year and throughout the pool season by local health departments, but these inspections do not cover the electrical systems.

Hiring a qualified licensed electrician to perform regular inspections of the entire electrical system, including upgrading outdated wiring to meet current electrical code specifications, is recommended. These inspections should be conducted whenever modifications or repairs to the electrical systems have been made. It is also recommended that electrical equipment be evaluated regularly by the pool operator.

Some signs of possible electric current in or around swimming pools may include:

- Swimmers experiencing tingling sensations or;
- Swimmers having difficulty moving in the pool or;
- The sudden onset of pain or;
- Swimmers experiencing a tingling sensation when touching a metal rail or ladder.

Swimmers experiencing any of these signs should immediately exit the pool, while being careful to avoid metal rails and ladders. They should make sure to notify the lifeguard. If possible, all electrical power equipment at the pool should be turned off immediately. Additionally, if a resident seems to be attached to a metal rail or ladder, or if a swimmer suddenly becomes motionless in the water, the swimmer may be experiencing an electrical shock. If a swimmer is suddenly motionless in the water and electrical current is suspected, do not jump in the water to rescue them.

The Swimming Pool Hazard Alert outlines the dangers associated with electricity around swimming pools.
Complying With OSHA
Construction Industry Standards
Beginners Level

July 29–30, Raleigh
Click here for more information.

This beginner’s level two-day course will cover construction industry standards, state specific standards for general industry and the recordkeeping standards. Upon completion, the attendee will know which standards apply to them, what requirements need to be met to comply with the applicable standards and most materials needed to meet the requirements. This includes a safety and health management program, PowerPoint presentations, training handouts, and an industry guide detailing the standards that have special requirements (i.e., inspections, tests, training, programs).

COVID-19 Related Pre-Recorded Webinars

- N95 Filtering Facepiece Respirator COVID-19
- Personal Protective Equipment in Construction Industry COVID-19
- Personal Protective Equipment in General Industry COVID-19
- Respiratory Protection COVID-19

OSH Webinar Courses
Visit the OSH Training Schedule Calendar to view upcoming internet training and other safety courses. Among the courses being offered include:

- Heat Stress
- Excavations and Trenching
- Bloodborne Pathogens
- Ergonomic Awareness
- Health Hazards (SEP)
- Inspection Process
- Lockout/Tagout
- Fall Protection
- Recordkeeping
- Heat Stress
- Scaffolds
- Confined Space (Construction and General Industry)

Pre-Recorded Webinars
Visit the OSH Training Schedule Calendar to view upcoming internet training and other safety courses. Among the courses being offered include:

- Toxic and Hazardous Substances
- Walking and Working Surfaces
- Respirable Crystalline Silica
- Powered Industrial Trucks
- Hazard Communication
- Stairways and Ladders
- Respiratory Protection
- Machine Guarding

North Carolina Mine Safety and Health Conference
Postponed and Rescheduled to
Oct. 14–16, 2020

Wage and Hour Presentations

Investigators from the Wage and Hour Bureau offer presentations to employers, employees, high schools and career development organizations. The presentation covers the provisions of the Wage and Hour Act, minimum wage, overtime, record keeping, wage payment and youth employment. The presentation is designed to enhance North Carolina citizens’ knowledge on labor laws and to inform employers and employees of their rights and responsibilities in wage and hour matters. Investigators conduct the presentations onsite at schools or local businesses if there is a minimum of ten attendees.

To schedule a presentation, please email whhinfo@labor.nc.gov with the following information: requesting individual or business, location, desired topics, and preferred dates for presentation.