

# **Safety Guidelines and Initial Reopening Plan for Portage County Job and Family Services (PCJFS)- 6/2/2020**

## **Purpose**

The purpose of this plan is to establish PCJFS safety guidelines and communicate initial reopening guidelines for Ohio Means JOBS. PCJFS is committed to ensuring safety of our employees and the public in the wake of the COVID-19 pandemic.

This plan relies on a common understanding of a “multiple barrier approach” to reduce exposure and transmission of the COVID-19 virus. Simply put, people will be safer and the agency will be stronger when multiple barriers separate them from the virus. Barriers include:

- Personal health & hygiene – be aware & stay home if you are sick and avoid touching your face
- Hand washing - effective and frequent
- Masking – face masks as recommended by CDC
- Social distancing – aware of yourself and others, maintain 6 feet of separation
- Cleaning of workspace – effective and frequent
- Work planning – to maximize social distancing
- Workplace health screening – a collective commitment to others in the workplace
- Personal Protective Equipment (PPE) – as appropriate
- Workplace policies & procedures – to support and encourage implementation of multiple barriers

PCJFS is currently working with the Portage County Health Department to train all employees on aspects of the “multiple barrier approach” listed above. All Children and Adult Protective Services Staff will participate in training offered by the Portage County Health District on COVID-19 and training of all employees should be completed by Friday, June 5, 2020. All other JFS employees that are in the field interfacing with clients and / or are not teleworking from home will have completed this training by Friday, June 5, 2020 as well. Staff that transition back into the agency over the next months will be required to attend this training prior to returning to the agency. Additionally, this plan offers further guidance on reopening as well as safety guidelines. We will be actively updating and managing this plan and our response as the agency receives new information or updated guidance.

## **Responsibility of PCJFS Employees**

### **Management**

- Business Services will ensure each division has needed PPE and cleaning supplies in common areas within each building/division
- Review this plan with all current employees upon release
- Ensure training for COVID-19 protections have been scheduled and follow up on completion
- Visually monitor employee safety behavior at regular intervals throughout the day
- Immediately correct employee behavior when they do not adhere to the safety steps laid out in the Plan.
- Enforce compliance with this plan; employees that fail to follow guidelines may be subject to progressive discipline process
- Participate in ongoing discussions with all agency employees including AFSCME 1696 leadership to address questions or concerns of employees

## **Employees**

- Follow all rules and practices created by the agency, including, but not necessarily limited to:
  - Take temperature daily before entering agency building or working with a client (must be below 100.4)
  - Participate in all trainings relative to COVID-19
  - Stay home if you are sick
  - Wash hands frequently
  - Practice Social Distancing – 6 foot minimum
  - Report to your supervisor if you feel sick, have a temperature, or you have had close contact with a person suspected of having COVID 19
  - Wear protective PPE in the office and in the field
  - Keep office and work area clean by sanitizing surfaces regularly

## **Reopening Phases**

All four of the JFS divisions (Children Services, Public Assistance, Child Support and OhioMeansJobs) have lobby offices that have remained closed to the public since the governor's stay at home order was put in place back in March. As the agency transitions to a new normal, reopening will occur in phases. Tentatively, the first phase includes OhioMeansJobs (OMJ) offering lobby hours to the public beginning on June 22, 2020. While the other three divisional lobbies will remain closed during this phase, each division's customers will have access to services through the OMJ lobby. Additionally, each division will have access to office space to arrange one-on-one appointments as needed. Future phases include bringing additional staff back to the office and opening other divisional lobbies.

### **Phase One: Reopening of OMJ Lobby**

**When:** The OMJ Lobby will be tentatively set to reopen to the public on June 22, 2020. This date may be adjusted based on the installation of necessary safety equipment (Plexiglas shields). However, once reopened, the center will remain at reduced capacity through July 31, 2020. At that time we will review and make necessary changes.

**Time:** The Lobby will be open to the public Monday-Friday for 4 hours per day. However, to sanitize appropriately, hours of public access will be limited to 9AM-11AM and then 1PM-3PM.

**What:** In this phase, only OMJ Center services will be available to the public. These include job searching; resume writing, assistance with OhioMeansJobs.com, referrals, etc. This does NOT include other programs or services such as CCMEP, Work Activity, etc. Those services will continue to be offered virtually throughout this phase.

One-on-One Appointments can be arranged for WIOA Adult and Dislocated Worker Services throughout this phase as needed. Additionally, each of the other three JFS divisions will have access to meeting space for their one-on-one needs. Designated space is as follows: PA-Carly's Old Office, CSEA-Office between Job Club Room and front restroom, PCSA-OMJ Room.

**Coverage:** Coverage during phase one will require three front-line employees to work the center. One individual to answer phones, a second individual monitoring the front door and enforcing COVID safety regulations, and a third individual to work with customers in the center. Additionally there will be a need for a supervisor y presence as well.

**Center Structure:** The center has been restructured so the following is in place when we reopen:

- Limited number of computers available to the public (5) at a time

- Plexiglass shields at new front desk and counter workspaces
- Plexiglass in between each computer station and at the worktables
- New front desk moved to the front of the room to monitor the front door
- Kiosk relocated to be near the door/new front desk.
- 6 Foot indicators put on the floor and social distancing signage displayed
- Also display signage on check in requirements (Answer questions, wear mask, take temp, sanitize hands, check in at desk)
- Insert sanitation stations that remain stocked with extra masks, gloves, hand sanitizer, Lysol wipes and spray
- Creating a virtual access room for customers (Computer, camera, mic, phone)

Responsibility of individual monitoring OMJ Center Check-In: The OMJ center room capacity is being limited to 10. This number will include the OMJ staff working in the center. Before an individual comes in to the OMJ Center, the check in process must include:

- Temperature check to be completed by monitor (any temperature above 100.4 will be denied),
- COVID assessment (Is anyone in the home currently ill with a condition that is potentially contagious? Does anyone in the home have a chronic medical condition that compromises their health or may put them at higher risk for infection or illness? Does anyone in the home have a fever (100.4 or higher) and/or a cough and/or shortness of breath? Has anyone in the home been in contact with persons with COVID-19? Is anyone in the home a healthcare worker caring for patients with COVID-19? Has anyone in the home recently travelled to countries of elevated risk of exposure, including China, Iran, Italy, South Korea, Japan, Hong Kong; or to Europe? (This list is subject to change per CDC guidelines.) If yes, has it been less than 14 days since they returned to the United States?) If an individual responds affirmatively, they are unable to access the center services in-person and will be referred for virtual services.
- Ensure PPE is in place (mask)
- Hand sanitize and kiosk check-in/kiosk cleaning
- Social distance within the center (6 feet)

Sanitation Stations: Sanitation stations will be located throughout the OMJ Resource Center. They will include wipes, disinfectant spray cleaner, gloves, masks and hand sanitizer. Customers should hand sanitize before entering the center and at any time they feel necessary as they are working. Employees will be expected to frequently wash hands/sanitize throughout the day as well. Additionally, they will need to offer PPE to anyone wishing to utilize services and does not have PPE available. Employees will also need to disinfect and wipe down surfaces between customers (desks, keyboard trays, computer areas, etc.). In the two hour gap between center public access to the center, staff will need to also sanitize the area. This will include but is not limited to: wiping down surfaces, spraying light switches, cleaning copier/printers, phones, door handles, etc to ensure all necessary steps are being taken to keep the center clean.

### **Cleaning/Sanitizing While in the Office:**

**Employee Responsibility** – Please be responsible for your own health and ensure you participate in our “multiple barrier” prevention efforts while at work. To minimize the spread of COVID-19 at our agency, everyone must play their part. We are instituting various housekeeping, physical distancing, and other best practices to prevent the spread of COVID-19. All workers must follow these practices. Specific question about this plan or COVID-19, should be directed to your manager or supervisor. You are expected to report to your managers if you are experiencing signs or symptoms of COVID-19, as described below. The following symptoms are consistent with COVID-19 and may be cause for heightened safety measures. A display of these symptoms as identified below is called “COVID-like illness” until an official COVID-19 test and diagnosis is made. One of the following symptoms: • Cough • Shortness of breath or difficulty breathing Or at least two of the following symptoms: • Fever (subjective or measured) • Chills • Repeated shaking with chills • Muscle pain • Headache • Sore throat • New loss of taste or smell.

**If you have any of these symptoms or a combination of these symptoms you must stay home. Do not come to work until you are free of symptoms for at least 72 hours, without the use of medicine, as recommended by the CDC.**

Best practices for control and prevention, regardless of exposure risk are: • frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol • Avoid touching your eyes, nose, or mouth • Cover your mouth and nose with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your elbow, not your hands. Then wash hands or use sanitizer • Avoid close contact (standing within 6 feet) with others at all times • Use a face mask or covering when you must have close contact with others.

In addition to duties assigned, every employee should also wipe down all high touch areas in their workspace at a minimum of two times each day. Those areas include your keyboard, mouse, desk phone, chair and desktop. If you are in an office, you should also sanitize door knobs, guest chairs and small tables. If you utilize a common area or office for any reason, you should sanitize the space and clean all high touch areas before/after use. You are required to wear a mask while walking through all common areas. You are permitted to remove your mask while sitting at your desk in your office/cubicle.

**Agency's Responsibility** – The agency's maintenance worker continues to perform daily tasks such as cleaning of restrooms, conference areas, break rooms and lunchrooms, sweeping and mopping of floors, trash pickup and disposal and replenishing supplies. Additionally, JFS Maintenance and County Maintenance are cleaning and disinfecting high touch areas throughout the Administration Building such as elevators, high frequented doors, counter tops, break room sinks, refrigerator handles, water coolers and light switches on a daily basis.

All PCJFS employees are encouraged to perform sanitization in their own personal work areas on a daily basis. PCJFS employees that host or facilitate meetings are asked to wipe down all tables and chairs in meeting rooms and conference areas after each use. Child and Adult Protective Services staff should follow this practice when children are in the agency and subsequently leave. Lobbies will be sanitized every two hours upon opening and a rotating cleaning schedule will be developed and forthcoming. Chemicals capable of disinfection will be used on surfaces to eliminate COVID-19. All disinfectants will be provided by the agency.

JFS Maintenance will resume maintenance service at Ohio Means JOBS (OMJ) upon opening of this building. During phase one, the Administrative building and OMJ will be deep cleaned daily. (Once other areas open to the public/staff they will be included in the cleaning rotation.) These areas include but are not limited to restrooms, common spaces and break rooms.

## **EXPOSURE PLAN**

Recognizing COVID-19 Symptoms COVID-19 symptoms include a fever, persistent cough, and shortness of breath, but may also include headache, sore throat, chills, or loss in taste or smell. If you think you have these symptoms, contact your supervisor or administrator and go home, self-isolate, and contact your health provider. If you think someone in your workplace has these symptoms, contact your supervisor or administrator on follow-up procedures. NOTE: Response Protocol for a confirmed COVID-19 Case In the event a worker or customer tests positive for COVID-19, the agency will perform cleaning and disinfection of areas and buildings frequented by this individual. The agency will contact others who may have come into contact with this individual and follow exposure follow up actions as stated above. Except for circumstances in which the agency is legally required to report workplace occurrences of communicable disease, **the confidentiality of all medical conditions will be maintained in accordance with applicable law and to the extent practical under the circumstances.** When it is required, the number of persons who will be informed that an unnamed worker has tested positive will be kept to the minimum needed to comply with reporting requirements and to limit the potential for transmission to others. We reserve the right to inform other workers that an unnamed co-worker has been diagnosed with COVID-19 if the other workers might have been exposed to the disease so the workers may take measures to protect their own health. We also reserve the right to inform subcontractors,

vendors, suppliers, customers or visitors that an unnamed worker has been diagnosed with COVID-19 if they might have been exposed to the disease so those individuals may take measures to protect their own health.