



## WORKSOURCE SPOKANE CAMPUS COVID-19

### EXPOSURE CONTROL, MITIGATION AND RECOVERY/RETURN TO WORK PLAN

The WorkSource Spokane Campus is committed to the health and safety of the staff and customers who work and utilize our centers and offices. This plan was created to outline procedures to help ensure we are slowing the spread of the COVID-19 virus and provide a safe environment for those working and visiting our campus upon the re-opening of WorkSource Spokane, the Spokane Resource Center, the Next Generation Zone, the Talent Solutions Center and the Spokane Workforce Council. Accordingly, the deliberate measures in this plan are in compliance with state and federal guidance, to include the CDC, WA DOSH, WA DOH, OSHA, and the office of the Washington State Governor.

All professional services offices in Washington must abide by the Phase 2/Phase 3 Professional Services COVID-19 Requirements outlined in the Governor's Phase 2/Phase 3 Resuming Professional Services – Proclamation 20-25 letter and Implementation Addendum (attached), dated May 13, 2020. The following guidelines are intended to communicate the WorkSource Spokane Campus response, and it shall be mandatory that all staff comply with the stated requirements.

#### **General Campus Requirements for all centers (WorkSource, Next Generation Zone, Spokane Resource Center, the Talent Solutions Center and the Spokane Workforce Council):**

**PPE Utilization:** Cloth or other approved facial coverings must be worn by every staff member not working alone in an office in compliance with the Department of Labor & Industries Safety and Health Rules and Guidance. The following will be in place to offer an extended level of protection for customers and staff within the centers and offices:

- Staff will be provided with face shields to utilize when performing their work within their respective center as an additional and optional level of PPE.
- Disposable masks will be provided/offered to customers who visit any WorkSource Campus Center or office.
- Latex gloves will also be available for use by staff and customers.
- Each customer-facing desk/workstation will have a plexiglass barrier in place.

**On-Location Physical Distancing:** All staff and customers are required to follow CDC recommended social distancing practices. We realize that compliance with these measures may present a challenge with some activities, but the safety of our workforce and customers must be a priority.

- All meetings should take place via phone or video conferencing whenever possible.
- Any time two or more persons must meet, ensure a minimum of six feet of separation, and/or utilization of a plexiglass barrier is required for customer interactions occurring at designated workstations.



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- All break rooms must accommodate social distancing and undergo routine disinfection of all eating surfaces and high-touch areas. Staff are approved to utilize their personal workstations for breaks and lunch.
- A cloth face covering or other required protection must be worn in situations where maintaining a six-foot distance from others is infeasible.
- Every effort to allow staff to perform their duties remotely is encouraged, if practical and approved.

**Hygiene:** All employees are required to adhere to the following hygiene practices, in accordance with CDC guidance.

- Cloth or other approved facial coverings must be worn by every individual not working alone at the location unless their exposure dictates a higher level of protection under Department of Labor & Industries Safety and Health Rules and Guidance.
- Tissues, trash cans, hand sanitizer and disinfectant will be supplied throughout the premises.
- Wash hands often with soap and water for a minimum of 20 seconds.
- Handwashing may be supplemented with hand sanitizer which is supplied to all employees.
- Do not report to work if you are sick. Anyone with symptoms of illness will be asked to leave.
- Do not shake hands or have other physical contact with others.
- Do not touch your face with unwashed hands.
- Cover your mouth if coughing or sneezing (allergies, etc.), preferably with your elbow.
- Washing hands before and after client interactions, before and after bathroom use, and before and after eating.

**Sanitation:**

- Daily disinfection and cleaning of the building by third party vendors to include common areas and high touch areas, doorknobs/handles, desks, conference tables, copy machine, guardrails, keyboard, mouse, break rooms, etc.
- Staff are to routinely disinfect and clean common 'touch points' and workspaces throughout each shift, after each customer/staff use and prior to departing for the day, using disinfectant wipes or disinfectant spray with paper towels. This includes but is not limited to:
  - Desks, conference tables, copiers, guardrails, keyboard, mouse, break rooms, etc.
  - Equipment used by multiple individuals, such as computers, keyboards, multi-function devices, writing utensils and plexiglass physical barriers.

**Symptom Monitoring:**

- ALL persons entering any WorkSource Campus Center or office must enter through the designated entry point. Upon entering, staff will be required to fill out a self-screen



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questionnaire. The list of questions on the questionnaire will ask about the following each day:

- Fever: Employees are asked to take their temperature prior to arriving at work or take your temperature at the office with a no-touch thermometer disinfected by the employee after use. Employees temperature measuring 100.4 and above will not be allowed access to the center or office.
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle aches
- New loss of taste or smell
- Known direct contact with or suspected contact with an individual who has tested positive for COVID-19
- Any employee who develops symptoms of acute respiratory illness should seek medical attention and inform their respective agency supervisor immediately.
- Customers will be screened at the designated entry point at each center or office through self-attestation prior to being permitted to enter the facility to receive services.

### **COVID-19 Safety Training:**

- The respective Center Operator or designated COVID response director will coordinate training efforts with each individual agency to ensure compliance with campus and agency procedures. This individual will conduct weekly safety training related to COVID-19. This training may include awareness (signs, symptoms and risk factors), prevention, hand washing protocol, sanitation/disinfection, social distancing protocols, respiratory etiquette, procedures, PPE requirements, updates/new information, etc. This training will be conducted via a virtual or on-line/email platform.
- Staff participation and completion of safety trainings will be logged by the respective Center Operator/Director.
- The poster *Protecting Yourself and Others in the Office from COVID-19*, which outlines CDC recommended precautions and best practices for minimizing the spread of COVID-19 shall be posted in various locations throughout each WorkSource Campus Center.

### **Specific WorkSource Spokane Requirements:**

- Remote work will be utilized to serve customers, with a minimum number of staff physically working at the center to meet customer volume. The number of staff working in the center will be determined by the One-Stop Operator, Employment Security Department Administrator, Career Path Services Program Operator and SWC COO based on center needs and agency approval.
- All staff who are working in the center will enter using the designated entry point and complete a self-screening questionnaire. This will be documented using a form which meets each of the agency protocols working within the center.



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- Customers will enter the center via the main entrance and self-attest to not having any of the COVID-19 signs or symptoms before being allowed to enter the center.
- Hand washing stations will be provided at the staff and customer entry points into the center. Signage will be provided to encourage the use of the handwashing stations.
- Customers will access services (to include use of the Resource Room/Hub) through an appointment system. Tables Ready will be utilized to create the center schedules and appointment process. Telephone, virtual and on-line appointments will be encouraged to minimize the number of customers needing to access the center. When services cannot be provided adequately to customers using telephone, virtual and on-line appointments, customers will be scheduled to meet in-person within the center with a career coach.
- Customers will only be provided face-to-face services at designated locations within the center which have been physically situated to ensure social distancing protocols are maintained.
- Appropriate signage will be posted throughout the center which reminds customers and staff of social distancing protocols and general COVID-19 prevention measures.
- Social distancing reminder floor stickers will be placed in all areas accessed by customers in the center.
- Customer access will be limited to the foyer area, lobby, resource room/Hub, public restrooms, and the designated customer-facing workstations. This will assist with the sanitation and disinfection of the center spaces.
- Workshops and classes will be delivered only virtually or on-line during Phase 2 and Phase 3 operations within the center. Customers who are unable to access workshops or classes virtually will be offered the option of checking out a laptop and/or mobile Wi-Fi device to ensure the ability of all customers to access these services.
- The glass rooms will be closed to use by staff and customers due to the inability to maintain the social distancing protocols within the space.
- The Davenport Room will be limited to usage by one staff member to ensure proper social distancing within the room.
- All staff meetings will be done via an on-line or virtual meeting platform.
- Cubicles will not be utilized for customer interactions unless otherwise designated.
- The center breakroom will be limited to four staff members to ensure social distancing protocols are met. Signage will be posted to remind staff of the maximum number of occupants in the break room and to use proper sanitation and disinfection procedures after each use.

### **Specific Spokane Resource Center Requirements:**

- Remote work will be utilized to serve customers, with a minimum number of staff physically working at the center to meet customer volume. The number of staff working in the center will be determined by the Spokane Resource Center Director/Operator and SWC COO based on center needs and agency approval.



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- All staff who are working in the center will enter using the designated entry point and complete a self-screening questionnaire. This will be documented using a form which meets each of the agency protocols working within the center.
- Customers will enter the center via the main entrance on the first floor of the building and self-attest to not having any of the COVID-19 signs or symptoms before being allowed to enter the center.
- Hand washing stations will be provided at the staff and customer entry points into the center. Signage will be provided to encourage the use of the handwashing stations.
- Customers will access services through an appointment system. Tables Ready will be utilized to create the center schedules and appointment process. Telephone, virtual and on-line appointments will be encouraged to minimize the number of customers needing to access the center. When services cannot be provided adequately to customers using telephone, virtual and on-line appointments, customers will be scheduled to meet in-person within the center with a center staff member.
- Customers will only be provided face-to-face services at designated locations within the center which have been physically situated to ensure social distancing protocols are maintained.
- Appropriate signage will be posted throughout the center which reminds customers and staff of social distancing protocols and general COVID-19 prevention measures.
- Social distancing reminder floor stickers will be placed in all areas accessed by customers in the center.
- Customer access will be limited to the foyer area, SRC lobby, public restrooms, and the designated customer-facing workstations. This will assist with the sanitation and disinfection of the center spaces.
- Workshops and classes will be delivered only virtually or on-line during Phase 2. The SRC Director/Operator will re-evaluate the need and feasibility for in-person workshops once Spokane County has moved to Phase 3 operations.
- All staff meetings will be done via an on-line or virtual meeting platform.
- Individual offices will not be utilized to have customer interactions unless otherwise designated.
- The center breakroom will be limited to eight staff members to ensure social distancing protocols are met. Signage will be posted to remind staff of the maximum number of occupants in the break room and to use proper sanitation and disinfection procedures after each use.

### **Specific Next Generation Zone Requirements:**

- Remote work will be utilized to serve customers, with a minimum number of staff physically working at the center to meet customer volume. The number of staff working in the center will be determined by the Next Generation Zone Director/Operator and SWC COO based on center needs and agency approval.



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- All staff who are working in the center will enter using the designated entry point and complete a self-screening questionnaire. This will be documented using a form which meets each of the agency protocols working within the center.
- Next Generation Zone customers will utilize a Ring System at both the first and third floor entrances to have customers self-attest to not having any of the COVID-19 signs or symptoms before being allowed to enter the center.
- Hand washing stations will be provided at the staff and customer entry points into the center. Signage will be provided to encourage the use of the handwashing stations.
- Customers will access services through an appointment system. Telephone, virtual and on-line appointments will be encouraged to minimize the number of customers needing to access the center. When services cannot be provided adequately to customers using telephone, virtual and on-line appointments, customers will be scheduled to meet in-person within the center with a center staff member.
- Customers will only be provided face-to-face services at designated locations within the center which have been physically situated to ensure social distancing protocols are maintained.
- Appropriate signage will be posted throughout the center which reminds customers and staff of social distancing protocols and general COVID-19 prevention measures.
- Social distancing reminder floor stickers will be placed in all areas accessed by customers in the center.
- Customer access will be limited to the foyer area, first floor Next Generation Zone lobby, public restrooms, and the designated customer-facing workstations. This will assist with the sanitation and disinfection of the center spaces. No in-person classes will be conducted on the 3<sup>rd</sup> floor spaces unless authorized by the Next Generation Zone Director/Operator and SWC COO.
- Workshops and classes will be delivered only virtually or on-line during Phase 2. The Next Generation Director/Operator will re-evaluate the need and feasibility for in-person workshops once Spokane County has moved to Phase 3 operations.
- All staff meetings will be done via an on-line or virtual meeting platform when social distancing precautions cannot be met.
- Individual offices will not be utilized to have customer interactions unless otherwise designated.
- The center breakroom will be limited to four staff members to ensure social distancing protocols are met. Signage will be posted to remind staff of the maximum number of occupants in the break room and to use proper sanitation and disinfection procedures after each use.

### **Specific Talent Solutions Center Requirements:**

- Remote work will be utilized to serve customers, with a minimum number of staff physically working at the center to meet customer volume. The number of staff working in the center will be determined by the One-Stop Operator, Employment Security



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Department Administrator, Talent Solutions Manager and SWC COO based on center needs and agency approval.

- All staff who are working in the center will enter using the designated entry point and complete a self-screening questionnaire. This will be documented using a form which meets each of the agency protocols working within the center.
- Customers will enter the center via the main entrance and self-attest to not having any of the COVID-19 signs or symptoms before being allowed to enter the center.
- Hand washing stations will be provided at the staff and customer entry points into the center. Signage will be provided to encourage the use of the handwashing stations.
- Customers will only be provided face-to-face services at designated locations within the center which have been physically situated to ensure social distancing protocols are maintained.
- Appropriate signage will be posted throughout the center which reminds customers and staff of social distancing protocols and general COVID-19 prevention measures.
- Social distancing reminder floor stickers will be placed in all areas accessed by customers in the center.
- Customer access will be limited to the designated customer-facing workstations. This will assist with the sanitation and disinfection of the center spaces.
- The SWC Event Center will not be utilized during Phase 2 or Phase 3 operations unless approved by the SWC COO and/or the WorkSource Spokane One-Stop Operator.
- TST Workshops and classes will be delivered only virtually or on-line during Phase 2 and Phase 3 operations within the center.
- All staff meetings will be done via an on-line or virtual meeting platform.
- Cubicles will not be utilized to have customer interactions unless otherwise designated.
- The center breakroom will be limited to two staff members to ensure social distancing protocols are met. Signage will be posted to remind staff of the maximum number of occupants in the break room and to use proper sanitation and disinfection procedures after each use.

### Attachments:

WA State COVID-19 Professional Services Memo

WA State COVID-19 Professional Services Guidance