

# WorkSource Oregon Reopening Plan

## Local & State Signature Approval Page

### Local Area Review and Approval

1. Safety Committee Final Review Date of Review: --3/12/21-----
2. Local Leadership Team Final Review Date of Review: --3/16/21-----
  - ✓ All LLT members had a reasonable amount of time to review and provide final draft feedback.
  - ✓ Unions representing co-located team members had a reasonable amount of time to review and provide final draft feedback.
  - ✓ All Center Leadership team members were actively engaged in the draft of your plan.
  - ✓ All co-located partners had the opportunity to participate in the development of your plan.
3. One-Stop Operator (OSO) Final Review Date of Review: --3/16/21-----
4. Local Board Executive Director Review Date of Review: --3/16/21-----

*The local area's One-Stop Operator and Workforce Board Executive Director must provide signatures of plan approval to move to state-level review and approval.*

One-Stop Operator:  Date: --3/16/21-----

Local Board Director  Date --3/16/21-----

### State-level Review and Approval

1. Workforce System Executive Leadership Team (WSET) Final Review & Approval

WSET Signature:  Date: 4/16/21

Agency - Entity	Approved	Agency - Entity	Approved
HECC – Office of Workforce Investments	KMH	OR Employment Dept.	JP
Workforce Talent Development Board	TN	OR Workforce Partnership	HF
OR Commission for the Blind	KD	DHS- Vocational Rehab	HL

## Comments (Local Leadership Team's to Plan Reviewer/Approver)

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*Please include any additional comments or information (not already included in your plan) you would like plan reviewers/approvers to consider here.*

Workforce Area:

Submitted By:

Contact Information:

## Recommendations (Plan Reviewer/Approver to Local Leadership Team's)

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*Please include feedback or recommendations for plan revisions that must occur prior to full plan approval here.*

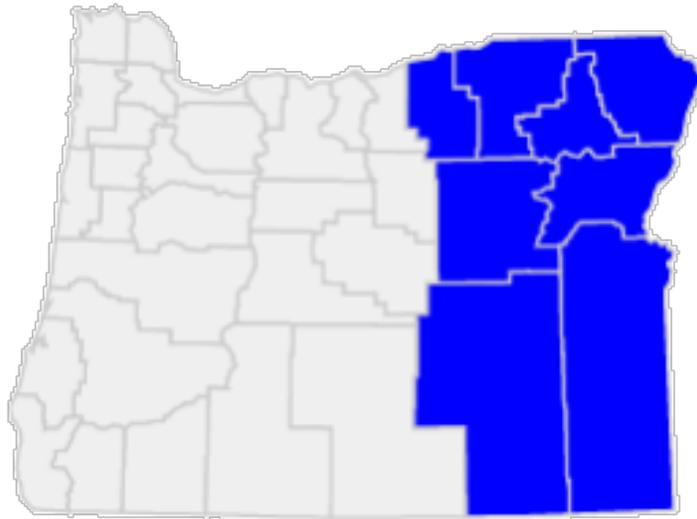
Submitted By:

Contact Information:

# WORKSOURCE EASTERN OREGON

## **Reopening Plan**

Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union,  
and Wallowa Counties



WorkSource Eastern Oregon – 2021  
Scenario 2 – By Appointment Only

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## INTRODUCTION

The purpose of the WorkSource Eastern Oregon (WSEO) Reopening Plan is to provide guidance on providing services for Oregonians and staff that help ensure safe operations, while reducing the transmission of viruses. Safe, accessible and effective workforce services are fundamental to the area's recovery efforts.

The guidelines are required for all organizations who have staff assigned in any of Eastern Oregon's WorkSource centers. Current WSEO center locations are: Baker City, Burns, Canyon City, Hermiston, La Grande, Pendleton and Ontario.

The effective date of the plan is April 1, 2021.

## Guidance

The WSEO Center Leadership Team used guidance from federal, state, and local authorities in the development of this plan. In addition, the state and local area results of the "We're Listening" Staff Feedback Survey, the Workforce System Executive Team memos and guidance, and the OSO Continuous Improvement Team templates were also considered and used in plan development.

## Scenarios

The Plan has identified three Scenarios of Reopening:

- **Scenario 1:** Most services are provided virtually, by telephone, or limited curbside. There is no direct interaction with the public inside WorkSource center buildings. In-person interactions are limited to off-site partner locations and brief curbside services outside of the buildings, where available (as of this version, all WSEO centers are currently here).
- **Scenario 2:** Services are primarily provided as in Scenario 1 with limited in-person services available in centers by appointment, where available and when unable to be achieved otherwise.
- **Scenario 3:** Services are provided as in Scenario 2, along with limited site availability to the public.

**The WSEO Reopening Plan addresses Scenario 2 only.**

## SAFETY



Safety considerations aim to ensure all staff and customers engaging with WSEO are provided the safest possible environment.

The plan applies Oregon Health Authority (OHA) and Oregon Occupational Safety and Health Administration (OR-OSHA) guidance when preparing the WSEO Centers for a safe working environment and in receiving Oregonians onsite. In response to understanding how viruses spread, OHA has identified the most effective methods to reduce the spread within a workspace environment. These methods include 1) the use of face coverings/face shields, 2) physical distancing, 3) restrictions on group size and flow, and 4) cleaning and sanitation practices.

### Employee's Health Self-Check

Employees, contractors, and volunteers who develop symptoms or who have been in close contact - as defined by OHA - with a confirmed infected person should stay home or go home. Confirmed cases are those that have received a positive COVID-19 test result.

### Use of Face Coverings

Face coverings are required by visitors and staff. The available evidence points to the importance of face coverings. Face coverings will be provided by "OED Property and Risk Management" for WSEO Center Staff - including partner staff – contractors, volunteers, customers and visitors.

As outlined in OHA's Statewide Mask, Face Covering, Face Shield Guidance, customers and visitors who have a medical condition that makes it hard to breathe or a disability that prevents the individual from wearing a mask, face-covering or face shield can request an accommodation to enable full and equal access to services. Such accommodations may include providing services virtually or by phone. Per OHA's FAQs on Statewide Mask, Face Shield, Face Covering Guidance, "a reasonable modification does not include simply allowing a customer inside without a face covering or face shield."

### Physical Distancing

OHA and OR-OSHA recommend physical distancing as one of the most effective strategies for helping to reduce the spread of viruses.

Cubicle seating in WSEO centers will follow physical distancing guidelines with floor markings representing recommended distancing around cubicle entrances, following DAS guidance.

Plexiglass shields will be installed where appropriate and will be coordinated with State procurement offices.

## Cleaning and Sanitation Practices

Cleaning of workplace and meeting rooms will follow OHA and OR-OSHA guidelines. Supplies such as surface cleaning solutions, hand sanitizer, and surface wipes will be provided for staff by organizations working in all WSEO Centers.

- OED will update janitorial contracts to align with Oregon OSHA temporary rule 437-001-00733(3)(3), specifically, to include regular cleaning of high touch surfaces. OED will also provide WSO centers with the option to have janitorial services clean surfaces and areas used by customers and visitors.
- Cleaning supplies are available in bathrooms so that staff can clean touch points after each use.
- Notices are posted in staff bathrooms, break rooms and near shared office equipment reminding staff to wipe down common areas before and after use.
- Supplies (pens, staplers, phones) will not be shared, where possible.
- Office supplies and equipment use will be limited to customers as needed. Disposable pens will be made available for customers to use and keep. Cleaning procedures will be implemented for customers use of office equipment if staff are unable to assist on their behalf.
- Managers will monitor cleaning and sanitation practices.

## Restrictions on Group Size and Employee Flow

During Scenario 2 limited curbside and one-on-one will be the only types of appointments allowed.

Room occupancy restrictions will be posted based on the required minimum physical distancing, including staff break rooms, training and meeting rooms.

## Communication

Safety specific communication will go to and all staff housed at WSEO Centers and LLT members when applicable.

- Suggested talking points will be provided for the staff on what “limited appointments” mean:  
“Due to virus spread” WorkSource Eastern Oregon will continue to provide services over the phone or via the computer. There are now a limited number of face-to-face appointments for those who CANNOT use the phone or computer.
- In the event of confirmed virus exposure, the respective agency director responsible for sharing this information will advise their staff and each affected WSEO Center’s partner agency director.
- Ad hoc communication will take place at centers in daily and weekly stand up meetings.
- The One Stop Operator will monitor the “We’re Listening” online suggestion box.
- Decisions made related to safety and reopening will be shared with the LLT.
- Revisions to this plan will be developed by the WSEO Center managers and approved by the LLT.
- Revisions of the Reopening Plan will be shared with all WorkSource Center staff by Managers.

## On-Site Security

Private security personnel are contracted for WSEO Centers, as needed.

## Safety Training

Training on existing and future safety protocols will be communicated with staff as it is available, including Safety in the Workplace through communications from supervisors and online.

Safety protocols, including those related to virus safety, are integrated into orientations of new employees.

## Self-Care and Mental Health

The following opportunities will be made available for staff in all WSEO Centers:

- Staff are encouraged to communicate to their supervisor if a break is needed. Supervisors will support the request.
- Resources available via iLearn Oregon will be communicated by supervisors.
- Information will be provided by managers on accessing any available Employee Assistance Programs (EAP).

## Monitoring Safety Protocols

Initial plan implementation will be under OHA Guidance and ongoing monitoring of the plan will be provided by WSEO Center managers and the WSEO safety committee.

In the event of a possible virus exposure, supervisors will follow the **Virus Exposure Protocol** (Appendix 1). Management for co-located staff will ensure the Protocol follows applicable guidance for known or potential virus exposure situations, including notifications.

## Signage

The following links are available for signage:

- Oregon Health Authority: <https://govstatus.egov.com/OR-OHA-COVID-19>
- Oregon Occupational Safety and Health: <https://osha.oregon.gov/covid19/Pages/default.aspx>
- Oregon Employment Office (available to OED staff only): <https://print.oregon.gov/>

## Air Quality

OHA Air Quality Guidance (PDF): <https://sharesystems.dhsoha.state.or.us/DHSForms/Served/le2748.pdf>

- All WSEO Centers will have regular cleanings of HVAC systems, maximizing the effectiveness of the air filtration system.
- Currently, MERV 13 filters are in place.

## OPERATIONS



Considerations that ensure all WSEO operational topics are viewed through the scenario 2 lens and take all co-located partners into consideration.

### UI Claim and Work Flow

Some OED staff are dedicated to processing Unemployment Insurance (UI) and Pandemic Unemployment Assistance (PUA) claims. STEP, Title I and other employment and training services will continue to be offered in all scenarios.

### Staffing and Managing Appointments

Any room used for one-on-one training or appointments will allow for a minimum of 6-foot distancing. Face coverings will be required for both staff and visitor.

Staff will utilize **Appointment Guidelines** when scheduling and conducting an appointment (see Appendix).

### Phone System

Phones at all WSEO centers will utilize an auto-attendant, sharing the following information with callers:

- UI and PUA statewide numbers
- Calls for employment and training services are referred to a designated 800# where customer calls are assigned to designated staff to follow-up with
- A phone number for business calls to reach someone on the Business Services Team

### Data Collection

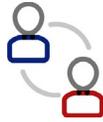
Data collection will focus on tracking who is in the building to assist with possible contact tracing efforts.

### Equipment

Excess chairs and tables have been removed or stored. Interactive displays are available in select conference rooms so that paperwork can be displayed at a safe distance, allowing staff to maintain a 6-foot or more physical distance.

Work Center Management and staff will work on identifying and securing equipment that would aid in improving workflow, such as headsets, external computer cameras and additional laptops allowing for flexibility to work in varying locations with scheduled appointments.

## SERVICE DELIVERY



Considerations that ensure all eastern Oregon residents have equitable access to services and that staff have the appropriate tools to perform the work.

Staff will use video conferencing, phone and email to deliver virtual services. Staff will be afforded time to receive training on all necessary software.

- Scenario 1: Services are offered virtually, by telephone and limited curbside.
- Scenario 2: Scenario 1 services will continue to be offered with the added option of one-on-one in-office appointments for those who are unable to access services using Scenario 1 options.

### Local Leadership Team (LLT), Co-Location and the Common Customer

The standard of a Common Customer will be adhered to and coordinated through the LLT. There will be regular partner updates at weekly WSEO standups and LLT meetings to assure all partners are aware of services currently provided. Google documents available to all partners will be used to share the status of WSEO centers.

The current level of co-location will be maintained for Scenario 2. If WSEO partners request to return to a WSEO Center, approval would be based on state and county guidelines.

Participants requiring an accommodation to obtain services may meet with staff or access technology resources at community organizations.

### Accessibility to Services

The following are in place to address accessibility for all Oregonians to WSEO Center services:

#### Bilingual and Hearing-Impaired Accessibility

- The Language line is available to assist the hearing-impaired.
- Bilingual team members are available in the Pendleton, Hermiston and Ontario offices in addition to access of the Language line.
- Training on using the Language line is included in the new employee orientation and available for review through the iLearn Oregon system.

#### Technology Accessibility

- Work will continue to address accessibility to technology by Oregonians requesting services.
- Research into other options for access to technology (including job search and other resource room related uses) will continue, such as access to public libraries.

## APPENDIX

- Appointment Guidelines
- Visitor Health Screening Checklist
- Safety Plan Checklist

# APPOINTMENT GUIDELINES

## Basic Indoor Appointment Guidelines

1. 1:1 Appointments are scheduled in advance.
2. Appointment times may be limited.
3. Meeting room must remain set up to meet current State health standards mandate.
4. Cleaning prior to and after appointments will be done by staff participating in the meeting or by a porter service provided by OED. Staff or porter service will follow posted cleaning guidelines with supplies (cleaning wipes and gloves) provided in the room.
5. The assigned room will be scheduled using the scheduling tool/process designated for that center.

## Prior to Appointment

1. **WSEO Services** customers should have completed/updated their iMatchskills profile and registration.
  - Staff can assist them with that at the time of the appointment, not to exceed the 45-minute appointment time.
2. Explain to customer prior to arrival:
  - That they (and any other family member) must wear an OHA-approved face covering or mask, if not, then services will be provided virtually or by phone *only*
  - Staff will use the **Visitor Health Screening-Checklist** (see appendix) to verbally ask customers health list questions *before* entering the building
  - That they may be required to call, text, or report to a security guard who will escort them to the door prior to the appointment
3. Staff must check ITrac, iMatchskills and/or Tracs to verify there are no *escalation/behavior issues* associated with this customer.
  - If a customer is trespassed from a building, please consult with your supervisor.

## Prior to Customer Entering the Building

1. Customer must **complete and pass** the **Visitor Health Screening Checklist**
  - a) If the visitor reports symptoms of COVID-19, they will not be permitted to enter the building
  - b) **Comment/Narration** in **iMatchskills** and any other system that staff are required to report “the customer is unable to make the appointment due to health challenges”.
  - c) Reschedule appointment according to the Visitor Health Screening Checklist.

## Post Appointment

1. Staff is to follow cleaning instructions as posted in each room.
  - If supplies are low, please email the contact listed on the cleaning instructions for each location.

## Curbside Appointment Guidelines

Curbside appointments for services such as signing documents or transferring written paperwork, will continue to be offered as in Scenario 1.

Staff will communicate with the participant to schedule the curbside appointment. The participant will stay in the car during the conversation with staff maintaining 6-foot or more physical distancing or wearing a face covering.

## Basic Guidelines

In the interest of maintaining safety and to serve our customers who MUST drop-off, pick-up, or sign documents or other materials. This is an overview of this new service.

1. A reserved parking space will be made for this purpose. Please observe the signs and do not park in the reserved space or coned-off area.
2. Customers will be instructed to stay in their vehicles and wear a face covering.
3. Service is limited to the exchange of documents or other materials. No other services or customer engagement are permitted in the parking lot.
4. An Appointment Scheduling Tool will be adopted after testing has been completed. Detailed instructions for setting, viewing, and cancelling appointments will be determined by each center.
5. Supplies and cleaning products for staff use during the drive-up visits will be maintained in a designated area.

# VISITOR HEALTH SCREENING CHECKLIST

Visitor Name: \_\_\_\_\_ Job Seeker # (or phone number): \_\_\_\_\_

Staff Name: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

During COVID-19, the following checklist should be completed by the staff by asking the visitor the following (staff MUST complete the form and document the answers).

**1. Have they been exposed to a person with a positive or presumptive case of COVID-19 in the past 14 days?**

**Visitor:** If the answer is “yes” to question 1, the visitor will need to receive services virtually or by telephone for 14 days that started when they last had contact with the COVID-19 case.

A “presumptive” case means the person was exposed to someone with COVID-19 and the presumptive person showed symptoms in the past 14 days though they have not been tested.

**2. Are they experiencing unusual cough, shortness of breath, or fever? “Unusual cough” means something not normal for this person (e.g., allergies, asthma).**

**Visitor:** If the answer is “yes” to question 2, the visitor will need to receive services virtually or by telephone for 14 days and are at least 24 hours symptom-free.

Regarding cough and shortness of breath only, if the person has been checked by a medical professional and is cleared, they can work on site following the documented direction by the medical professional. Visitors will need to provide documentation by a medical professional before entering the site.

**3. Do they have symptoms of diarrhea, vomiting, headache, sore throat, or rash?**

**Visitor:** If the answer is “yes” to question 3, the visitor will need to receive services virtually or by telephone until they are sign and symptom free for at least 24 hours or have documented direction of a medical professional.

**4. Do they have a fever greater than 101.4 degrees Fahrenheit?**

**Visitor:** If the answer is “yes” to question 4, the visitor will need to receive services virtually or by telephone for 14 days and are at least 24 hours fever free.

# WORKSOURCE EASTERN OREGON SAFETY PLAN CHECKLIST

Scenario 1 Service Delivery – Virtual, Phone and Curbside	
Scenario 2 Service Delivery – Scenario 1 and limited one-on-one in-office appointments	
Scenario 3 Service Delivery – Scenario 2, and In-office services open to public with or without appointments	
	<b>Completed</b>
<b>GENERAL SAFETY CONSIDERATIONS</b>	
Signs and symptoms check list distributed to all staff	✓
Signs and symptoms posted on staff and public entrance.	✓
Public/visitor symptom check list adopted/implemented	✓
<b>SOCIAL DISTANCING</b>	
Office Cubicles are assessed, and adjustments made to meet social distancing guidance.	✓
Social Distancing reminders are in place (marking for 6 ft distance, arrows to direct flow,etc.)	✓
Meeting rooms and common areas have capacity limits posted	✓
<b>WORKSOURCE CENTER FLOORPLAN</b>	
Rooms used for individual appointments are reconfigured to restrict capacity to meet social distancing requirements	✓
One-way directional flow implemented where possible with signage posted	✓
<b>WORKSOURCE CENTER CLEANING</b>	
OED contract with cleaning service is in place and in compliance with COVID cleaning guidance	✓
OED contract with cleaning service is in place and in compliance with COVID deepcleaning requirements in response to contamination at the center.	✓
OHA Business Signage is displayed in prominent locations throughout the centers	✓
Hand Sanitizer dispensers are located throughout the center	✓
Infographic posted to remind staff of hand hygiene and cleaning surfaces before leaving the bathroom. Cleaning supplies are available for staff use.	✓
Cleaning of common equipment reminders are posted in common areas and appropriate cleaning supplies are visible / readily accessible	✓
Cleaning supplies are available in all state vehicle with instructions for before and after use.	✓

<b>SAFETY SIGNAGE</b>	
Walk through of center completed and additional signage needs have been documented	✓
Additional signage ordered or developed	✓
All signage requirements are met	✓
<b>FACE COVERINGS</b>	
Signage in place to advise all staff and public that face covering are required	✓
Face covering or face shield provided to all center staff by OED Property and Risk Management	✓
<b>SAFETY COMMUNICATION</b>	
Weekly safety committee huddles scheduled in addition to quarterly meeting. Minutes posted / available to all staff	✓
Suggestion Box available and monitored regularly by area One Stop Operator	✓
Ombudsman process documented and form posted on the internet	✓
Reopening Safety Plan distributed to all staff	✓
COVID incident response finalized and communicated to staff	✓
Listening session conducted and input documented and assessed	
<b>NEW OR NEEDED PROTOCOLS</b>	
Emergency Response Plan reviewed to highlight response to hostile/threatening behavior	
Incident reporting process is implemented with clear roles and expectations	
Triage criteria to determine which participants will be invited for one on one appointments developed and distributed to center staff	✓
One-on-one participant scheduling procedure and guidance including instructions to participants developed and distributed to all staff and partners.	
Self-Care Resources communicated to all staff	✓
Options for working from home are evaluated based on individual circumstances and job role	✓
<b>SAFETY – TRAINING</b>	
COVID-19 precautions and safety training is incorporated into new employee orientation (including partners staff assigned to the center)	✓
iLearn is available for all center staff and attendance of annual mandatory training is documented	✓
<b>SPECIFIC TO YOUR CENTER(S)</b>	
HVAC system is certified to meet or exceed OSHA standard for filtration	✓