

WorkSource Oregon Reopening Plan

Local & State Signature Approval Page

Local Area Review and Approval

1. Safety Committee Final Review Date of Review: 03-05-21
2. Local Leadership Team Final Review Date of Review: 03-05-21
 - ✓ 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: 03-08-21
4. Local Board Executive Director Review Date of Review: 03-12-21

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: Kendall Lenhart Date: 03-08-21

Local Board Director: Bridget Dancy Date: 03-12-21

State-level Review and Approval

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

WSET Signature: Karen M. Hamellbaugh Date: 4/15/21

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)

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)

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

Submitted By:

Contact Information:

Reopening Plan WorkSource Clackamas

Prepared March 2021

Scenario II - By Appointment Only



Approach to Reopening

The WorkSource Clackamas Leadership Teams have developed a plan to safely open a portion of WorkSource Clackamas to accommodate Scenario II, by appointment only services, in a safe and equitable way.

The plan was developed with fluidity and continuous improvement at the forefront of the team's decision-making process. The leadership team has committed to regular, monitoring of the plan to ensure the changes in guidance and evolving needs of the community are always reflected in the plan and are communicated at all layers of the local and state-level system.

CLACKAMAS LEADERSHIP TEAM

Bridget Dazey, *Clackamas Workforce Partnership*
Kendall Lenhares, *Oregon Manufacturing Extension Partnership*
Brent Balog, *Clackamas Workforce Partnership*
Amy Black, *Clackamas Workforce Partnership*
Tracy Calderon, *Oregon Employment Department*
Tom Previs, *Oregon Employment Department*
Seth Lyon, *District 15, Oregon Department of Human Services*
Cristina Gonzalez-Perry, *District 15, Oregon Department of Human Services*
Cindy Moon, *District 15, Oregon Department of Human Services*
Irene Carrillo, *Clackamas Community College*
Marc Goldberg, *Clackamas Community College*
Molly Burns, *Clackamas Community College*
Molly Aleshire, *CTEC Youth Services*
Jennifer Harvey, *Clackamas County Children, Family, & Community Connections*
Kenny Bietzcheck, *Clackamas County Children, Family & Community Connections*
Derek Hill, *Vocational Rehabilitation*
Illana Fontal, *Northwest Family Services*
Josie Majuri, *Immigrant and Refugee Community Organization (IRCO)*
Ken Dodge, *Oregon Commission for the Blind*
Kathy Wilcox, *Higher Education Coordinating Commission (HECC)*

GUIDANCE

The WorkSource Clackamas 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 Leadership memos and guidance, and the OSO Continuous Improvement Team templates were also considered and used in plan development.

SCENARIOS

The WS Clackamas Reopening Plan addresses, Scenario II only. The plan allows services to be provided primarily by virtual or phone service delivery, with limited in-person services available by appointment for those that have limited or no other option.

Scenario II will be limited to a specific space in the Clackamas center. This space offers suitable ways to isolated entrances and exits and provides separate space to accommodate appointments. Utilizing the smaller area eliminates the need to reopen entire centers in scenario II.



CONSIDERATIONS

The WS Clackamas leadership teams utilized all available templates and tools to help develop their plan and ensure all possible considerations were discussed and addressed in the final draft.

KEY CONSIDERATIONS

- Safety
- Operations
- Service-Delivery

SUB-CATEGORIES

- Communication
- Training
- Monitoring & Continuous Improvement

The sub-categories are embedded in each of the key consideration areas throughout the plan. The leadership team will monitor the plan on a regular basis. They will look for needed adjustments and continuous improvement opportunities when protocols or processes need changes or refinement, based on guidance and feedback.

Additionally, the team utilized the results of the 2020 Staff Feedback Survey while working through reopening considerations and have currently assigned the WS Clackamas Continuous Improvement Team a new project that will identify long-term, sustainable feedback mechanisms to eliminate any local level communication gaps between leadership teams and WorkSource staff.

For specific plan questions, please feel free to contact:

Kendall Lenhares, One-Stop Operator
503-930-7050 | klenhares@gmail.com

Brent Balog, Program Manager
Clackamas Workforce Partnership
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SAFETY

Considerations that ensure all staff and customers engaging with the WorkSource Clackamas are provided the safest possible environment.



OPERATIONS

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



SERVICE-DELIVERY

Considerations that ensure all residents of Clackamas County have equitable access to services and that the staff have the appropriate tools and support to perform the work.

SAFETY



SAFETY OVERVIEW

The WorkSource Clackamas Center's doors are locked to the public, but staff have remained working in the center throughout COVID-19, primarily Oregon Employment Department staff to help support unemployment claims.

Adjustments to address staff and safety have been implemented to align with guidance. Social distancing, cleaning and signage protocols have been adopted and implemented throughout WorkSource Clackamas.

This plan addresses the addition of Scenario II considerations and focuses on designated spaces in the center to accommodate customer appointments, and the reintegration of partner staff.

COVID-19 | GENERAL

SIGNS & SYMPTOMS

WorkSource Staff: Staff are required to perform daily self-checks prior to working in the center for the day. If staff begin to experience symptoms while working in the center, they are to immediately notify their supervisor and exit the WorkSource Center.

WorkSource Customer: Customer's requesting an in-person appointment will be required to answer COVID-19 questions included in the **Appointment Scheduling Template** at the time the appointment is scheduled. Upon arrival of scheduled appointment, they will again answer COVID-19 questions from the **Visitor's Health Checklist**.

The Appointment Scheduling Template & the Visitor's Health Checklist are included in Attachment A: Staff Training & Orientation Guide

If a customer's answers differ from their original pre-appointment questionnaire, staff will require the customer to reschedule their appointment for a future date or offer other virtual or phone service-delivery options. Staff will not permit a customer to enter the building on the day of their appointment if they do not pass/meet the criteria on the **Visitor's Health Checklist**.

FACE COVERING PROTOCOLS

WorkSource Staff: All staff working inside the designated appointment areas will be required to wear suitable face covering at all times (as outline in CDC and OHA guidance). If staff do not have a face covering, they will be provided one.

If staff have documented medical conditions, they will be encouraged to work remotely and will not be assigned to the appointment area for in-person appointments.

NOTE: Current guidance instructs staff to wear suitable masks at all times in the WorkSource Center. The Center Leadership Team will continue to monitor face covering guidance and adjust their plan where appropriate.

WorkSource Customer: All customers that are eligible for an in-person appointment are required to wear a face covering (as outlined in CDC and OHA guidance) during their appointment. This information will be explained during appointment scheduling. If a customer does not have a face covering upon arrival, they will be provided one prior to admittance into the building.

If a customer refuses to comply with wearing a face mask, staff will require the customer to reschedule their appointment using one of the virtual or phone service delivery options.

SAFETY



CONTACT TRACING PROCESS

WorkSource Staff: Staff are required to adhere to a WorkSource Center and Appointment area schedule and may not enter the center during unscheduled times without consent from their direct supervisor.

A staff log will be monitored and maintained daily by a designated leadership team member. This log will be developed using the weekly schedule and monitored (attendance checks and periodic center walk throughs) by the supervisor in charge for any variance, and to ensure all scheduled staff members are accounted for.

WorkSource Customer: A separate customer log will be monitored and maintained daily by a designated staff person assigned to the appointment areas. This log will be developed using the weekly schedule and all precautions to keep customer information confidential will be taken.

Example: A name and customer # will be the only identifiers included on the daily log.

SUSPECTED CONTAMINATION PROCESS

The Leadership Team has developed a specific process for suspected contamination of appointment areas.

Suspected Contamination Protocol is included in Attachment A: Staff Training & Orientation Guide

PHYSICAL DISTANCING & LAYOUT

ENTRANCE & EXIT

The security officer will be responsible for the customer check-in process and will be stationed during appointment hours outside the main entrance. Once a customer has checked in, the security officer will hand-off to assigned staff member. Each staff member assigned to the appointment area for the day will be responsible for their scheduled appointments. This will ensure only one staff member is escorting a customer from the entrance to check-in and the appointment areas, and from the appointment area to the exit.

The main WS Clackamas entrance will be used as the entrance for customer in-person appointments. Customers will exit through an emergency exit door that is directly across from the appointment area. The customer exit is located near the public restrooms. Appropriate signage and directional arrows will be used inside the breezeway, near the check-in and appointment areas, and near the customer exit to indicated customer flow.

The main WS Clackamas entrance will be used as the entrance and exit for customer in-person appointments. Appropriate signage and directional arrows will be used inside the breezeway

MEETING ROOMS / APPOINTMENT SPACE

The Willamette Room has been identified as the designated scenario II appointment space. The room is set-up in an appropriate layout to ensure six (6) feet of distance is maintained at all times, and each station is retrofitted with table-top plexiglass dividers. Signage and directional flow arrows will be as a visual reminder for staff and customers.

SAFETY



EMPLOYEE AND CUSTOMER FLOW

A maximum of one staff members will utilize the appointment space at a time. This will decrease the risk of problematic employee and/or customer flow.

Staff not assigned to the appointment room areas will be required to stay in assigned spaces during in-person appointment hours.

RESTROOMS

All Oregon Employment Department owned/leased centers have restrooms that are designated as employee only restrooms. No public use will be permitted in Scenario II. Appointments are kept to a maximum of one hour and customers will be notified during scheduling that a public restroom will not be available to them during their appointment.

UNNECESSARY EQUIPMENT & FURNITURE

All unnecessary furniture and equipment has been moved as to not encourage use when it is not pertinent to a customer appointment and eliminates additional cleaning. If there is not sufficient storage, unused furniture and equipment will be marked with signage indicating “not in use.”

CLEANING GUIDELINES

GENERAL STAFF CLEANING GUIDELINES

The Oregon Employment workgroup dedicated to identifying staff cleaning guidelines has provided WS Clackamas with generalized, standard cleaning guidelines staff can refer to for all areas of the centers.

Please review Attachment B – WS Clackamas Staff Cleaning Guidelines

ENTRANCE & EXIT

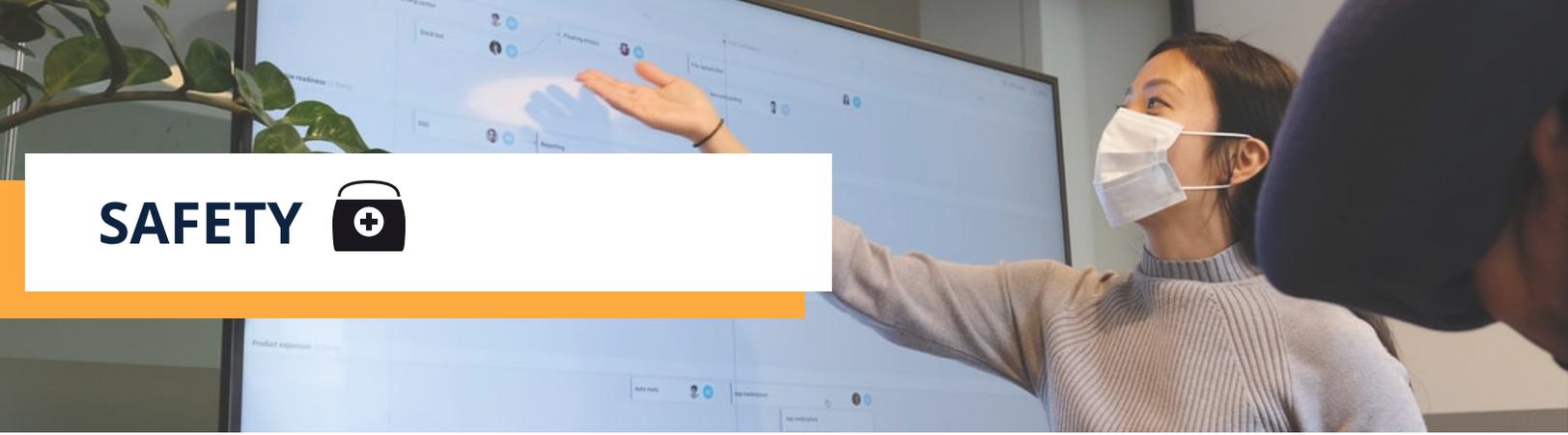
The security guard doing customer check-in during appointment hours will ensure the entrance and exit doors are wiped down after each customer enters and/or exits after their appointment. Cleaning supplies will be stocked at the check-in/sanitation station located outside of the main entrance to the center.

MEETING / APPOINTMENT SPACE

The Willamette Room will be equipped with cleaning supplies and extra facing coverings and hand sanitizer. Staff utilizing these rooms are responsible for cleaning after each appointment.

Note: A laminated green/red sign to indicate if a space has been cleaned (green) or not cleaned (red) will be placed at each appointment station. Staff will be responsible to ensure the sign is always in the green position prior to an appointment, and in the red position if they leave the area and have not yet cleaned. This will signal to other staff not to utilize the station until they see the sign flipped to green, or they must clean the area prior to use.

SAFETY



RESTROOMS

The center restrooms are designated as employee only restrooms. Cleaning supplies and signage are placed in each restroom to remind staff to clean the common areas after each use. This protocol has already been implemented in Clackamas.

SHARED EQUIPMENT / SUPPLIES

Staff will be expected to clean after each use of shared equipment. Cleaning supplies will be kept next to any shared printers, fax machines, and shared computers. Signage will also be present to remind staff to clean after each use.

Shared supplies will be kept to an absolute minimum. Each partner utilizing the appointment rooms for will be expected to provide their own pens/pencils for customers filling out paperwork.

SANITATION / CUSTOMER CHECK-IN STATION

A sanitation/check-in station will be set-up just outside the main entrance to the center. The station will be stocked with supplies (face coverings, gloves, pens and sanitizer).

SIGNAGE & VISUAL TOOLS

ENTRANCE / EXIT

WorkSource Clackamas will have the entrance/exits doors clearly marked.

To eliminate the risk of customer confusion, staff will utilize the **Appointment Scheduling Template** to further prepare a customer for their visit. This template will include parking lot and appropriate entrance/exit instructions.

The Appointment Scheduling Template is included in Attachment A: Staff Training & Orientation Guide

RESTROOMS

Each restroom will have Employee Only signage on the front of each door and equipped with cleaning reminder signage and supplies.

SHARED EQUIPMENT / SUPPLIES

Each piece of equipment and/or area that is considered shared or common will be equipped with signage to remind staff to clean after each use.

SAFETY



SANITATION/CUSTOMER CHECK-IN STATION

The sanitation/customer check-in station will be clearly marked with a sign.

Each supply at the sanitation station will be clearly marked/identified with a sign. These supplies will be monitored and stocked by the daily floater.

MEETING / APPOINTMENT SPACE

The appointment space will have max capacity signs posted just outside the entrance door. The appointment space will have cleaning reminder, signs & symptom, and social distancing signs clearly posted. Each appointment/workstation will have a laminated green/red sign to indicate if the space has been cleaned.

Green = Room has been cleaned and is ready for next appointment.

Red = Room needs cleaning prior to next appointment.

WHITEBOARD

The appointment room is equipped with a whiteboard for daily, visual communication with staff. There is a section for daily appointments, important reminders and assigned staff for the day. The staff assigned for the day is responsible for populating this information on the board prior to any appointments.

SAFETY COMMUNICATION

STAFF TO LOCAL LEADERSHIP TEAM

The Local Leadership Team understands the importance of communication at all levels of the local system. As a result of the “We’re Listening” Staff Feedback Survey, leadership has committed to conducting quarterly, anonymous surveys with staff.

The information/data gathered from these surveys will be used at Local Leadership Team meetings in the decision-making and continuous improvement process of the local one-stop delivery system.

the time of COVID-19, specific safety related questions will be included in each survey to better understand how leadership can continue to support staff’s great work while continually During ensuring their environment is safe.

LOCAL LEADERSHIP TEAM TO STAFF

To ensure staff receive regular and consistent information from the leadership, the team has added a standing item to their meeting agenda.

- Staff communication

The agenda item requires the team to discuss what from the leadership meeting needs to be shared with staff. A united message is agreed upon by all team members and the communication template is sent out to frontline staff from each supervisor within 24 hours of the meeting.

SAFETY



LOCAL LEADERSHIP TEAM TO EXECUTIVE LEADERSHIP (WSET)

If important issues or topics are discussed at the frontline staff or leadership level that are important to elevate to Workforce System Executive Leadership Team (WSET) for consideration, the One-Stop Operator will note and report these directly to this body.

SAFETY COMMITTEE

Safety Committee meets regularly and follows standard DAS guidance. There is participation from partners and meeting minutes are captured and posted in areas for staff review.

The leadership team will continue to explore how the Safety Committee can become more involved in on-going safety concerns and/or issues.

OTHER SAFETY

ON-SITE SECURITY

Contracts have been executed for security services in Clackamas. The leadership team has incorporated the security officer into their scenario II plan to ensure staff feel supported. This position will be focused on supporting the entrance/exit and appointment space and check-in process during appointment hours.

INCIDENT REPORTING

Currently, the WSET is in the process of revising the incident reporting process to include one process reflective of all partner requirements. It is unclear if this “new” process will be complete by WorkSource Clackamas targeted scenario II reopening date.

Training on new process: If the WSET releases a new process for incident reporting, the leadership team will adjust this plan to reflect the new process and ensure all supervisory staff and frontline staff are trained appropriately.

As a workaround and to eliminate the risk of stalling scenario II, the leadership team will utilize the current incident reporting process (which is dependent on whom reports/documents the issue) as to which process/ template is used. All partners will be responsible for adhering to their appropriate process for documenting and reporting an incident in the center.

REMOVAL OF AGGRESSIVE OR NON-COMPLIANT CUSTOMER

Currently, the WSET is in the process of revising the “removal of a non-complaint or aggressive customer” process to include one process reflective of all partner requirements. It is unclear if this “new” process will be complete by WorkSource Clackamas target scenario II reopening date.

SAFETY



Training on new process: If the WSET releases a new process for removal of customers, the leadership team will adjust this plan to reflect the new process and ensure all supervisory staff and frontline staff are trained appropriately.

As a workaround and to eliminate the risk of stalling scenario II, the leadership team will utilize the current removal of an aggressive customer process (which is dependent on whom reports/documents and or resolves the issue) as to which process is used. All partners will be responsible for adhering to their appropriate process.

The leadership team is recommending to each partner that a “no tolerance clause” is implemented for the following issues:

- Non-compliance with COVID-19 related safety protocols
- Abusive and/or threatening behavior (verbal and physical) towards staff or other customers.

STAFF SELF-CARE & WELLNESS

The leadership team is committed to providing self-care and mental health resources and/or opportunities to staff as we continue to navigate this new and challenging environment. Based on the “We’re Listening” staff feedback results, leadership has identified options that can be immediately implemented and continually evaluated for improvement or additional opportunities.

- Designated decompression room for staff. This room will follow all safety protocols to include: Maximum capacity signage, social distanced furniture, and cleaning supplies.
- Encouragement of staff to take breaks when needed.
- Feedback mechanism/loop from staff to local leadership and leadership to staff.

In addition, local leadership has committed staff to participate in any state-level trainings offered on topics such as: De-escalation Training, Conflict Resolution, Trauma Informed Care, or any other topic related to the above staff requested training opportunities.

STAFF SAFETY TRAINING

To augment the reopening plan and to provide staff with the necessary scenario II training, the leadership team developed a Scenario II Staff Training & Orientation Guide. All topics outlined in the reopening plan are covered in the guide, including specific templates, and new processes and protocols.

All staff will be required to review the WorkSource Clackamas Scenario II Plan and the Staff Training & Orientation Guide with their supervisor. There are checklists that must be signed by staff and their supervisor and returned to the Local Leadership Team showing that staff have received the appropriate training and offered a space to ask question and/or voice concerns, prior to working in designated appointment room space.

All scenario II staff safety training and tools can be found in Attachment A: Staff Training & Orientation Guide.



OPERATIONS



APPOINTMENT HOURS

The Local Leadership Team has determined the Scenario II, by appointment only hours of operation will be 9:00 a.m. and 3:00 p.m., daily with the last appointment scheduled for no later than 1:30 p.m. This allows time for staff to enter and exit the otherwise closed building prior to public arriving for appointments.

Local leadership will regularly revisit appointment hours of operation as needs continue to evolve and will adjust when the team feels it is appropriate.

STAFFING PLAN

The Local Leadership Team has taken on the responsibility of developing and regularly monitoring a staffing plan for scenario II.

Each co-located partner was asked to provide a minimum number of appointment times they will need weekly to accommodate customer in-person appointments. The numbers provided were based on data and projected needs. Each partner is responsible for regularly monitoring evolving needs based on economic climate to ensure the staffing plan is adjusted appropriately.

ROLES AND RESPONSIBILITIES

Appointment Staff: WorkSource staff members who have scheduled appointments are required to assist and monitor their customer for the duration of their appointment. This includes escorting customers to and from the designated center entrance/exit.

Leadership: A Leadership Team member will be assigned as the direct point of contact for staff. In the centers. This responsibility will be shared between all co-located partner leadership and ensure that even if leadership is not present in a particular center that all staff have an appropriate contact should an issue or need arise.

Security Officer: Security Officer will participate in the check-in process for customer appointments. They will be stationed at the check-in/sanitation station located at the entrance/exit of each center during appointment hours. This role will support staff in the following ways:

- Customer appointment confirmation
- Health & Safety Questionnaire
- Supply face coverings & hand sanitizer supplies to customer if needed

DAILY STAFFING PLAN COMMUNICATION

Each appointment area whiteboard will be utilized to communicate the daily staffing plan and other important information.



OPERATIONS



SCHEDULING TOOL

The LLT has determined Microsoft Team Up will be used as the partner friendly scheduling tool in Scenario II.

CUSTOMER APPOINTMENT CRITERIA

The Local Leadership Team adapted a form originally created by the WorkSource Salem team for staff use when scheduling an in-person appointment. The template includes COVID-19 health, safety, and exposure questions, and identifies if there is an alternative to an in-person customer appointment prior to scheduling. The template also includes information that once an appointment is scheduled must be communicated to the customer prior to their arrival to the center.

The Basic Appointment Guidelines and Appointment Scheduling Template are located in Attachment A: Staff Training & Orientation Guide.

FURNITURE & EQUIPMENT

Appointment space will be equipped with all basic (only what is necessary) furniture and equipment to accommodate in-person appointments. Anything needed in addition to, will be the responsibility of the organization that scheduled the appointment and must meet the standard COVID-19 health and safety state-and-federal-level guidance at the time of the appointment.

OPERATIONAL COMMUNICATION

The Local and Center Leadership Teams meets twice per month and have built in agenda items to ensure discussion points pertaining to operations are discussed at every meeting.

To ensure the information coming from these meetings reaches frontline staff (when necessary), and Executive Leadership (WSET), the team closes their meeting with what discussion points need to be elevated or communicated to staff. The One-Stop Operator (OSO) will place critical pieces into a template and leadership will distribute to staff. Any topics needing to be elevated to the WSET will be handled by the OSO and the state-level One-Stop Operator Continuous Improvement Team.

STAFF OPERATIONAL TRAINING

To augment the reopening plan and to provide staff with the necessary scenario II training, the Local Leadership Team developed a **Scenario II Staff Training & Orientation Guide**. All topics outlined in the reopening plan are covered in the guide, including specific templates, and outlined protocols.

All staff will be required to review the WorkSource Clackamas Scenario II Plan and the Staff Training & Orientation Guide with their supervisor. There are checklists that must be signed by staff and their supervisor and returned to the Local Leadership Team showing that staff have had the appropriate training and offered a space to ask question and/or voice concerns, prior to working in appointment areas.

All scenario II staff operational training and tools can be found in Attachment A: Staff Training & Orientation Guide.

SERVICE-DELIVERY



SCENARIO II OVERVIEW

The Local Leadership Team which includes leadership representation from co-located partners has determined that the scenario II, service-delivery model will be reflective of current condition, both community needs, and COVID-19 conditions have been considered. The scenario II model will be reviewed regularly and adjusted appropriately based on data, relevant state and federal guidance, staff feedback and state vaccination rollout.

They have opted to start small, while continually revisiting community needs and the needs of partners semi or not co-located.

CO-LOCATED PARTNERS SCENARIO II SERVICES

Oregon Employment Department (OED): For Scenario II, OED has identified specific service needs they imagine will require use of appointment space for more barriered individuals that do not have the ability to access services, otherwise.

- Snap Training and Employment Program (STEP)
- Migrant Seasonal Farmworker (MSFW)
- Reemployment Services and Eligibility Assessment (RESEA)
- Veteran Services
- NCRC

Clackamas Community College (CCC) – WIOA Title 1B Services: CCC adjusted their service model to accommodate in-person appointments outside of the WorkSource Centers months ago. However, their leadership is interested in both supporting and participating in offering WorkSource Center appointments in scenario II.

CCC is currently providing their full scope of services to clients in alternative spaces and will continue to do so, while reintegrating staff into the scenario II plan for offering additional alternative space for appointment to customers.

- Career Services
- Training Services
- NCRC
- On-the-job Training

Easter Seals Oregon: Easter Seals has identified a need to accommodate approximately five in-person appointments per week (60 minutes in duration) in Clackamas. This need has been worked into the scenario II staffing and scheduling plan.

RESOURCE ROOM SERVICES:

The Local Leadership Team has opted to not include traditional resource room or open computer space for customers in scenario II. Customer access to a computer for career services related activities will be available in scenario II, but only as a scheduled appointment that will not exceed the 60-minute time limit.

SERVICE-DELIVERY

Other Partners & Referrals: Locally, the team has worked through referring to semi or non-co-located partners in a COVID environment and will continue to follow and refine these processes. Those partners include:

- Department of Human Services – Self Sufficiency
- Department of Human Services – Vocational Rehabilitation
- Oregon Commission for the Blind
- Job Corps
- Other community partners

DROP IN CUBES/PARTNERS

Partners normally providing drop-in services will be phased in at a later time. These partners can request appointment timeslots for future appointments. They will be required to follow-up the appointment criteria in determining if their customers meet the scenario II appointment criteria.

NATIONAL CAREER READINESS CERTIFICATE – NCRC

The Leadership Team has opted to include NCRC in their scenario II reopening plan due to community needs. Designated appointment space will be used to provide NCRC testing 1-2 times per month. Both spaces will use their outlined four corner set-up to provide proctored testing, offering a maximum of four tests per session. This eliminates the need to shift any of the safety protocols already in place to accommodate offering this service.

SERVICE-DELIVERY COMMUNICATION

The Local and Center Leadership Teams meets twice per month and have built in agenda items to ensure discussion points pertaining to operations are discussed at every meeting.

To ensure the information coming from these meetings reaches frontline staff (when necessary), and Executive Leadership (WSET), the team closes their meeting with what discussion points need to be elevated or communicated to staff. The One-Stop Operator (OSO) will place critical pieces into a template and leadership will distribute to staff. Any topics needing to be elevated to the WSET will be handled by the OSO and the state-level One-Stop Operator Continuous Improvement Team.

STAFF SERVICE DELIVERY TRAINING

To augment the reopening plan and to provide staff with the necessary scenario II training, the Local Leadership Team developed a Scenario II Staff Training & Orientation Guide. All topics outlined in the reopening plan are covered in the guide, including specific templates, and outlined protocols.

All staff will be required to review the WorkSource Clackamas Scenario II Plan and the Staff Training & Orientation Guide with their supervisor. There are checklists that must be signed by staff and their supervisor and returned to the Local Leadership Team showing that staff have had the appropriate training and offered a space to ask question and/or voice concerns, prior to working in appointment areas.

All scenario II staff service-delivery training and tools can be found in Attachment A: Staff Training & Orientation Guide.



SCENARIO II SAFETY CHECK LIST

General Safety Considerations	Date Completed	Initials
Signs and Symptoms posted on staff and public entrance.		
Public/Visitor Symptom checklist adopted/implemented		
Contact Training daily protocol adopted/implemented		
Appropriate face covering guidance and protocol have been adopted/implemented		
Social Distancing & Layout		
Rooms used for individual appointments are reconfigured to restrict capacity to meet social distancing requirements.		
Social Distancing reminders are in place (marking for 6 ft distance, arrows to direct flow, etc.)		
One-way direction flow implemented where possible with signage posted.		
WorkSource Center staff are trained to social distancing and layout guidance and protocols.		
WorkSource Center & Appointment Space Cleaning		
Oregon Employment Department cleaning contracts are in place to include COVID deep cleaning requirements in response to contamination and have the addition of day porter services available if needed.		
Sanitizing station is set-up and stocked in designated space.		
Green/Red laminated cleaning visual tool are placed in each appointment workstation/pod.		
WorkSource Staff are trained to all new and existing cleaning protocols for designated appointment space.		
Safety Signage		
Walk through of center complete and signage reflects what is outlined in the scenario II reopening plan.		
WorkSource Staff are trained to all new and existing signage for the center, specifically the additions to designated appointment space.		
Staff and Customer Safety Protocols		
Sanitation/Check-in space are stocked with face masks and appropriate face mask signage		
Appointment spaces are retrofitted with tabletop plexiglass dividers at each appointment workspace in both centers.		
WorkSource Staff are trained to all new and existing signage for the center, specifically the additions to designated appointment space.		



SCENARIO II SAFETY CHECK LIST

Safety Communication	Date Completed	Initials
<p>The Local and Center Leadership Teams meets regularly and has added standard safety communication agenda items to their agenda and a process for communicating information to staff.</p>		
<p>The WorkSource Clackamas Safety Committees has added Scenario II safety related agenda items to their standing agendas and will elevate any issues or concerns immediately to their Center Leadership Team.</p>		
Staff Training		
<p>All WorkSource staff have reviewed the Scenario II Reopening plan and the Staff Training & Orientation Guidebook.</p>		
<p>All WorkSource staff have met one-on-one or in a team environment to review the information with their direct supervisors.</p>		
<p>All WorkSource staff have been trained on new and/or changed protocols, specifically in the designated appointment room spaces in each center. This includes a walk-through and full orientation of each space.</p>		
<p>All WorkSource staff have a clear understanding of roles and responsibilities in Scenario II.</p>		
HVAC Systems		
<p>Oregon Employment Department cleaning contracts are in place to include COVID deep cleaning requirements in response to contamination and have the addition of day porter services available if needed.</p>		
<p>The WorkSource Clackamas HVAC systems have been certified to meet or exceed OSHA standards for filtration.</p>		



WORKSOURCE CLACKAMAS
STAFF TRAINING & ORIENTATION GUIDE
Scenario II – By Appointment Only

WELCOME BACK

Dear WorkSource Clackamas Staff Member,

First and foremost, your Local Leadership Team wants to thank you for your continued hard-work and dedication in providing meaningful, equitable and quality services to your community during this incredibly challenging time. Over the last several months your perseverance through the evolving and changing environment, inspires us and we could not be prouder of you and all of your hard work.

For months, your Local Leadership Team has worked to develop an intentional reopening plan for WorkSource Clackamas that holds safety in the highest of priorities, while allowing you to provide services to those in need and have no other way to engage outside of an in-person appointment.

It is critical to leadership that you feel safe and prepared for the journey ahead. The following Staff Training & Orientation Guide was written to ensure that every WorkSource Clackamas staff receives the same information and training, prior to reopening in scenario II, by appointment only.

Your supervisor will schedule a time to go over all of the information and address any questions or concerns you may have. Please take time to review the WS Clackamas Reopening Plan and the WorkSource Clackamas Staff Training & Orientation Guide prior to this meeting.

On behalf of your Local Leadership Team, Welcome Back!! We've missed you and look forward to your brilliance and continued contribution to selflessly serving your community.

Sincerely,

Your Local Leadership Team

Bridget Dazey, Clackamas Workforce Partnership
Kendall Lenhares, Oregon Manufacturing Extension Partnership
Brent Balong, Clackamas Workforce Partnership
Amy Black, Clackamas Workforce Partnership
Tracy Calderon, Oregon Employment Department
Tom Previs, Oregon Employment Department
Seth Lyon, District 15, Oregon Department of Human Services
Christina Gonzalez-Perry, District 15, Oregon Department of Human Services
Cindy Moon, District 15, Oregon Department of Human Services
Irene Carrillo, Clackamas Community College
Marc Goldberg, Clackamas Community College
Molly Burns, Clackamas Community College
Molly Aleshire, CTEC Youth Services
Jennifer Harvey, Clackamas County Children, Family, & Community Connections
Kenny Bietzcheck, Clackamas County Children, Family & Community Connections
Derek Hill, Vocational Rehabilitation
Illana Fontal, Northwest Family Services
Josie Majuri, Immigrant and Refugee Community Organization (IRCO)
Ken Dodge, Oregon Commission for the Blind
Kathy Wilcox, Higher Education Coordinating Commission (HECC)

Last Updated 04-09-21



“Willamette Room” Staff Training Checklist

STAFF NAME:

SUPERVISOR NAME:

DATE:

Supervisors are to complete all required scenario II, reopening by appointment orientation and training items prior to a staff working in the Willamette Room in the WorkSource Clackamas Center. All items must be marked complete and initialed by the staff member trained, their direct supervisor, and submitted to the Local Leadership Team.



In-person Appointment Guidelines & Templates

- Basic Appointment Guidelines
- Appointment Scheduling Template
- Visitor Health Checklist

Service-Delivery

- Core & co-located partner services
- By appointment only services
- Referrals & contact information

Willamette Room Layout

- Appointment Space
- Customer Check-in & Sanitation Station
- Customer Entrance/Exit
- Restrooms & Closed Office Space

Other

- Communication
- Stand-up Meetings
- Staff self-care & wellness

Willamette Room Roles & Responsibilities

- WS Clackamas Daily Supervisor
- Appointment Staff
- Security Officer role
- Willamette Room Daily Set-up Checklist

Staff Cleaning & Supplies

- General Staff Cleaning Guidelines
- Willamette Room Specific
- General COVID-19 Exposure
- Possible Exposure Questionnaire
- Suspected/Known Contamination Protocol

Signage & Visual Tools

- Specific to the Willamette Room

WHAT WE WILL COVER:

The Local Leadership Team has identified the Willamette Room as the designated space to provide scenario II in person appointments. Appointments will be limited to a maximum of 60 minutes in length and are required to be scheduled as a last resort for customers who don't have access to virtual or phone service-delivery options. At this time, there will be no open "Resource Room" computer access. All appointments must be staff involved, and intentionally service driven.

The Staff Training & Orientation Guide alongside the Scenario II Reopening Plan will provide you important information on safety, operational and service-delivery guidelines that were developed to ensure we keep staff and customers safe, while continuing to offer equitable services to the community. Your knowledge of and adherence to these protocols is critical.

This guide will cover the following scenario II guidelines and templates and should be considered an extension of the reopening plan.

GUIDANCE:

- Basic Appointment Guidelines
- Willamette Room Layout
- Willamette Room Roles & Responsibilities
- Staff Cleaning & Cleaning Supplies
- Willamette Room Specific Cleaning
- Signage & Visual Tools
- Service-Delivery
- Referrals
- Communication
- Stand-up Meetings
- Staff self-care & wellness

TEMPLATES & PROTOCOLS

- Appointment Scheduling Template
- Visitor Health Checklist
- Willamette Room Daily Set-up Checklist
- General Staff Cleaning Guidelines (Attachment A)
- Possible Exposure Questionnaire
- Suspected/Known Contamination Protocol

Information will continue to change, so your leadership team is committed to regularly reviewing the Reopening Plan, as well as this document to ensure it is always up to date and following the most recent guidance provided. All adjustments and/or changes will be communicated to staff in a united way to ensure you are all receiving the same information, at the same time.

As we continue to walk through a lot of unknowns, we would like to encourage staff to share any improvement recommendations you may have with your leadership team. We are currently in the process of developing feedback mechanisms, both in person and virtual that will help us better capture this

information from all of you. We will continue to heavily rely on your knowledge and brilliance to help shape the system into the future.

WILLAMETTE ROOM APPOINTMENT GUIDELINES

Basic Guidelines:

- 1) 1:1 Appointments are scheduled **only after** all other options have been exhausted.
 - a. Customer does not have access to a phone, smart phone, or computer to execute the appointment over the phone or virtually.
- 2) Appointments are limited to **60 minutes**.
- 3) Room must remain set up to meet COVID-19 and State health standards mandate.
 - a. Any paperwork provided for the customer is set on the customer desk space prior to appointment.
- 4) Staff is responsible for cleaning prior to and after appointment.
 - a. Staff will follow posted cleaning guidelines with supplies (cleaning wipes and gloves) provided in the Willamette Room.
- 5) There are four appointments scheduled one half hour apart for cleaning and airing purposes established by Covid-19 Scenario II guidelines.

Prior to Appointment:

- 1) **WorkSource Clackamas Services staff:** If possible, customer should have **completed/updated their iMatchskills** profile and registration.
 - a. Staff can assist them with that at the time of the appointment, not to exceed the 60-minute appointment time.
 - b. Staff must complete the **Appointment Scheduling Template** during the time of appointment scheduling.
 - c. Staff must document appointment in “all partner” scheduling tool and any other system they are required to document.
- 2) **Explain to customer prior to arrival:**
 - a. That they (and any other approved person) must wear a CDC approved face covering or mask, if not, then services will be provided virtually or by phone only.
 - b. The Visitor Health Checklist will be reviewed and that they will be asked the questions specific to COVID-19 before entering the building.
 - c. Directions to South entrance of WS Clackamas, and customer check-in process.
- 3) Staff must check **ITrac, and/or iMatchskills** to verify there are no escalation/behavior issues associated with this customer.
 - a. If customer is trespassed from building, please consult with your supervisor.

Prior to Customer entering the building:

- 1) Customer must **complete and pass** the Visitor Health Screening Check List
 - a. If the visitor reports symptoms of Covid-19, they will not be permitted to enter the building.
 - b. Security Officer to identify if customer is wearing an appropriate CDC approved face covering. If not, one will be offered from the check-in sanitation station. If they refuse, services will be provided virtually or by phone and they will be asked to leave immediately.
 - c. **Comment/Narration** in **iMatchskills** and/or any other system that staff are required to report “customer unable to make appointment due to health challenges”.
 - d. Reschedule appointment at a minimum of 2 weeks in the future.

Post Appointment:

- 1) Staff is to follow cleaning instructions as identified in Willamette Room Cleaning Protocols.
 - a. If supplies are low, please email: **Tracy Calderon** at tracy.k.calderon@oregon.gov

Willamette Room: Appointment Scheduling Template

Customer Name: _____

Staff Name: _____

Email: _____

Phone number: _____

Address (if no email): _____

Appointment date and time: _____

COVID-19 QUESTIONNAIRE

Questions to read to customer (circle their answer)		
Have you experienced any of the following symptoms in the past 48 hours:		
• Fever or chills	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Cough	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Shortness of breath or difficulty breathing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Fatigue	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Muscle or body aches	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Headache	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• New loss of taste or smell	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Sore throat	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Congestion or runny nose	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Nausea or vomiting	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Diarrhea	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Within the past 14 days, have you been in close physical contact (6 feet or closer for a cumulative total of 15 minutes with:		
• Anyone who is known to have laboratory-confirmed COVID-19?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Anyone who has any symptoms consistent with COVID-19?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you isolating or quarantining because you may have been exposed to a person with COVID-19 or are worried you may be sick with COVID-19?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are you currently waiting on the results of a COVID-19 test?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did customer answer NO to ALL questions?	<input checked="" type="checkbox"/> Yes - Schedule appointment	<input checked="" type="checkbox"/> No - Notify customer they are not eligible for an in-person and suggest an alternative.
Did customer answer Yes to any questions?	<input type="checkbox"/> Yes - Notify customer they are not eligible for an in-person and suggest an alternative.	<input checked="" type="checkbox"/> No - Schedule appointment

SCHEDULE APPOINTMENT

(Please note this is a last resort, customers are required to use their phone or computer/tablet to complete 1-on-1 services if they have them available)

Do you have access to a phone?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have access to a computer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Will another person be present? *if yes, note the number of persons accompanying the job seeker:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you need to request a reasonable accommodation? Explain:	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Use the partner friendly tool Microsoft Team Up to schedule the appointment

Please read the following statement to the customer:

We have scheduled your in-person appointment for _____, this appointment is 1 hour long; an email/mail confirmation will be sent to _____.

Please note that we are following the Governor’s orders in regard to COVID-19. You are required to wear a mask that covers your nose and your mouth as well as maintain 6 feet distance from other customers and staff at all times indoor and outdoor. Additionally, public restrooms will not be available for you to use while you in the Center. Food and drinks cannot be brought into the Center.

When you arrive, please come to the main entrances of the WorkSource Clackamas Center. This is located at the front of the building. You will stop at the check-in/sanitation station located just outside the entrance doors. You will find a set of glass double doors. Please wait inside the first set of doors (marked appointment check-in). The security officer will greet you, and first ask you a series of required COVID-19 questions to screen for exposure, and check that you are wearing an appropriate face covering. If you do not bring a face covering, you will be given one to wear and take with you after your appointment. In addition, you will be asked to use hand sanitizer prior to entering the center for your appointment. These items will be conveniently located at the sanitation station in the customer appointment check-in area. Once the check-in process is complete, your assigned staff member will meet you and escort you to our designated appointment space.

Your appointment time will last no longer than 60 minutes. If a follow-up is required, your assigned staff member will work with you to schedule additional time. Once your appointment time has ended, we ask that you leave promptly to allow time for cleaning and disinfecting before the next appointment arrives. Your cooperation and understanding is very much appreciated.

Thank you,

The WorkSource Clackamas Team!

Last Updated 04-09-21

Visitor Health Checklist – Appointment Check-in

Visitor Name: _____ Date: ___/___/___

Job Seeker # (or phone number): _____

Staff Name: _____

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).

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

Visitor: If the answer is “yes” to either 1 or 2, 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.

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

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.

Visitor: If the answer is “yes” to either 1 or 2, 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.

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 3, the visitor will need to receive services virtually or by telephone for 14 days and are at least 24 hours symptom-free.

In regard to 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.

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

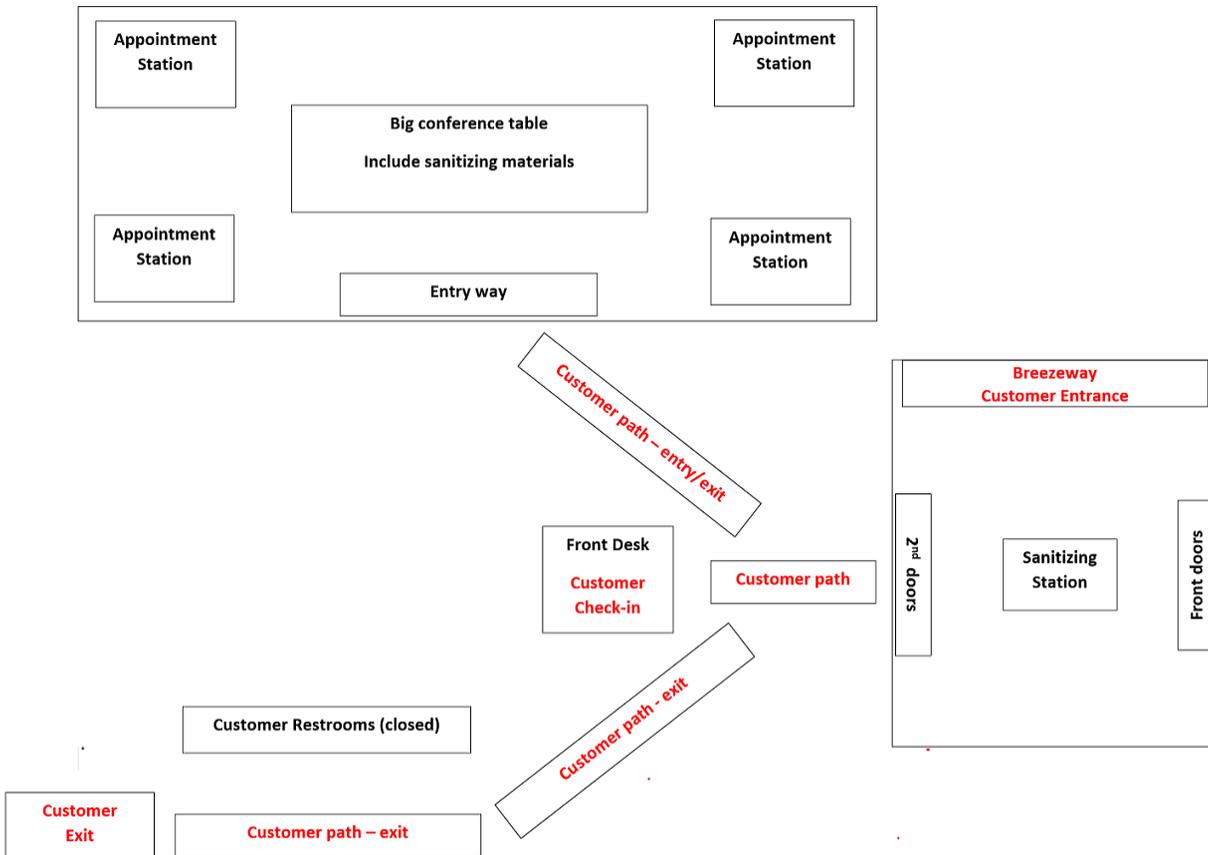
Visitor: If the answer is “yes” to 4, the visitor will need to receive services virtually or by telephone until they are sign and symptom free for at least 24 hours or have documented direction of a medical professional.

Do they have a fever greater than 101.4 degrees Fahrenheit?

Visitor: If the answer is “yes” to question 5, the visitor will need to receive services virtually or by telephone for 14 days and are at least 24 hours fever free.

Have you traveled outside of the state or country in the last 14 days?

WORKSOURCE CLACKAMAS SCENARIO II LAYOUT



LAYOUT & PHYSICAL DISTANCING GUIDELINES:

Entrance/Exit:

The security officer will be responsible for the customer check-in process and will be stationed during appointment hours outside the main entrance. Once a customer has checked in, the security officer will hand-off to assigned staff member. Each staff member assigned to the appointment area for the day will be responsible for their scheduled appointments. This will ensure only one staff member is escorting a customer from the entrance to check-in and the appointment areas, and from the appointment area to the exit.

The main WS Clackamas entrance will be used as the entrance for customer in-person appointments. Customers will exit through an emergency exit door that is directly across from the appointment area. The customer exit is located near the public restrooms. Appropriate signage and directional arrows will be used inside the breezeway, near the check-in and appointment areas, and near the customer exit to indicated customer flow.

Meeting Rooms/Appointment Space

The Willamette Room has been identified as the designated scenario II appointment space. The room is set-up in an appropriate layout to ensure six (6) feet of distance is maintained at all times, and each station is retrofitted with table-top plexiglass dividers. Signage and directional flow arrows will be as a visual reminder for staff and customers.

Employee and customer flow

A maximum of one staff members will utilize the appointment space at a time. This will decrease the risk of problematic employee and/or customer flow.

Staff not assigned to the appointment room areas will be required to stay in assigned spaces during in-person appointment hours.

Restrooms

All Oregon Employment Department owned/leased centers have restrooms that are designated as a employee only restrooms. No public use will be permitted in Scenario II. Appointments are kept to a maximum of one hour and customers will be notified during scheduling that a public restroom will not be available to them during their appointment

Unnecessary Equipment & Furniture

All unnecessary furniture and equipment has been moved as to not encourage use when it is not pertinent to a customer appointment and eliminates additional cleaning. If there is not sufficient storage, unused furniture and equipment will be marked with signage indicating "not in use."

WILLAMETTE ROOM ROLES & RESPONSIBILITIES

Staffing Plan

The Local Leadership Team has taken on the responsibility of developing and regularly monitoring a staffing plan for scenario II. Each co-located partner was asked to provide a minimum number of appointment times they will need weekly to accommodate customer in-person appointments. The numbers provided were based on data and projected needs. Each partner is responsible for regularly monitoring evolving needs based on economic climate to ensure the staffing plan is adjusted appropriately.

Roles

Appointment Staff: WorkSource staff members who have scheduled appointments are required to assist and monitor their customer for the duration of their appointment. This includes escorting customers to and from the designated center entrance/exit.

Leadership: A Leadership Team member will be assigned as the direct point of contact for staff. In the centers. This responsibility will be shared between all co-located partner leadership and ensure that even if leadership is not present in a particular center that all staff have an appropriate contact should an issue or need arise.

Security Officer: The security officer will participate in the check-in process for customer appointments. They will be stationed at the check-in/sanitation station located at the main entrance of the center during appointment hours. This role will support staff in the following ways:

- **Customer appointment confirmation**
- **Health & Safety Questionnaire**
- **Supply face coverings and hand sanitizer to customer if needed**

Daily Staffing Plan Communication

Each appointment area whiteboard will be utilized to communicate the daily staffing plan and other important information.

Scheduling Tool

The Center Leadership Team has chosen to use the partner friendly scheduling tool, Microsoft Team Up for all Willamette Room appointment scheduling.

TASK	Monday	Tuesday	Wednesday	Thursday	Friday
DAILY LEAD INITIALS:					
Whiteboard Daily Communication Assigned Staff & Supervisor Appointments for the Day Other Communication	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Cleaning – Set-up All used spaces have been cleaned All cleaning supplies are stocked in appointment rooms & sanitation station	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Appointment Room Set-up and ready for appointments based on guidelines	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Signage Quick check – All signs in place Red/Green signs on are “Green”	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Schedule Copy of the schedule for daily appointment for staff	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
Any non-emergency issues you would like leadership to know about for improvement opportunities.					

WILLAMETTE ROOM – SET-UP CHECKLIST

WEEK OF: _____

WILLAMETTE ROOM CLEANING GUIDELINES

[General Staff Cleaning Guidelines](#)

The Oregon Employment workgroup dedicated to identifying staff cleaning guidelines has provided WS Clackamas with generalized, standard cleaning guidelines staff can refer to for all areas of WS Clackamas.

Please review Attachment A – WS Clackamas Staff Cleaning Guidelines

[Entrance/Exits](#)

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The security officer will do the customer check-in during appointment hours and will ensure the entrance and exit doors are wiped down after each customer enters and/or exits after their appointment. Cleaning supplies will be stocked at the check-in/sanitation station located outside of the main entrance to the center.

Meeting/Appointment Space – WILLAMETTE ROOM

The Willamette Room will be equipped with cleaning supplies and extra face coverings and hand sanitizer. Staff utilizing these rooms are responsible for cleaning after each appointment.

Note: A laminated green/red sign to indicate if a space has been cleaned (green) or not cleaned (red) will be placed at each appointment station. Staff will be responsible to ensure the sign is always in the green position prior to an appointment, and in the red position if they leave the area and have not yet cleaned. This will signal to other staff not to utilize the station until they see the sign flipped to green, or they must clean the area prior to use.

Restrooms

The center restrooms are designated as an employee only restrooms. Cleaning supplies and signage are placed in each restroom to remind staff to clean the common areas after each use. This protocol has already been implemented in Clackamas.

Shared Equipment/Supplies

Staff will be expected to clean after each use of shared equipment. Cleaning supplies will be kept next to any shared printers, copiers, fax machines, and shared computers. Signage will also be present to remind staff to clean after each use.

Shared supplies will be kept to an absolute minimum. Each partner utilizing the Willamette Room for in-person customer appointments will be expected to provide their own single use pens/pencils for customers filling out paperwork.

Sanitation Station

A sanitation/check-in station will be set-up just outside the main entrance to the center. The station will be stocked with supplies (face coverings, gloves, single use pens and sanitizer).

Supply Reordering

If you notice supplies are running low, please notify the person in charge of ordering and distributing supplies for WS Clackamas. Name: Tracy Calderon at tracy.k.calderon@oregon.gov

General COVID-19 Exposure Protocol

COVID-19 has been identified as having a particularly long incubation period (up to 14 days) and many people carrying it and passing it along to others never show any symptoms at all. Additionally, an individual may choose not to share that they have been exposed to or been tested for COVID-19. **Therefore, we should not rely on a positive test to begin safe behavior** – especially since exposure has likely already occurred by the time a COVID-19 test is requested, and even more time has passed before a positive test result is confirmed (depending on the area, recently it has taken up to 21 days to get test results back).

Because of this, we all need to be proactive by protecting ourselves and those around us by following proper distancing, face coverings, hand sanitizer

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and cleaning guidelines and protocols.

What to do if you believe you have had close contact with someone who has COVID-19, but have no symptoms:

- Contact your immediate supervisor or Human Resource Department
- Work with your supervisor or Human Resource Department to determine if **additional measures** should be taken to protect your co-workers.*

What to do if you have COVID-19 or other flu-like symptoms:

- Stay at home if you are sick
- Contact your immediate supervisor or Human Resource Department

If an employee has received a positive COVID-19 test result
The employer will:
<ul style="list-style-type: none">• Consult with organizations Human Resources Department or Senior Management and the Local Health Department.• Request all office surfaces be cleaned that the individual may have come into contact with.• WorkSource Center employees who have been in close contact with the sick employee that possible exposure has occurred will be notified within 24 hours. It is required by law that employers protect the identity of the employee with COVID-19 when notifying other employees.
Employees will be asked to:
<ul style="list-style-type: none">• Follow guidelines recommended by your organization’s Human Resources policies and/or your local public health official.
The WS Clackamas Local Leadership Team believes that we can implement this protocol proactively to keep our employees safe even before exposure has been identified by:
<ul style="list-style-type: none">• Encouraging employees to maintain recommended physical distancing in WorkSource Centers to the greatest extent possible,• Enforcing employees wearing masks in accordance with the current state mandate,• Establishing protocol for regularly cleaning commonly used surfaces with disinfectant, and• Recommending frequent hand washing.

Examples of “Additional measures” may be a more thorough cleaning protocol, accessing accrued leave, teleworking (as defined/available by your organization), contacting Human Resources Department to determine eligibility for emergency paid sick leave, or other measures identified to be helpful in protecting others by limiting virus transmission. Subject to a collective bargaining agreement or contract of employment. Ideally, no employees will have had “close, prolonged contact” if everyone is following distancing and face covering guidelines.

COVID-19 Possible Exposure Questionnaire

(To be completed by supervisor)

1. Confidentiality of information is critical. Reassure the affected employee that although you may need to share a possible exposure with their coworkers, you will not disclose the employees name and only the minimum necessary amount of health information will be shared. Human Resources will not share the name of the affected individual.

2. Complete the following questions so it can be determined the level of risk and whether or not an exposure notification necessary.

- a) Name of the employee
- b) OR #:
- c) Work Location:
- d) Program & or District:
- e) Date of acknowledgment (employee told their manager):
- f) Date of notification:
- g) How many employees work in the office?
- h) Who may have been exposed? (Clarify if some employees have been teleworking and not in the workplace
- i) Did the employee get tested? Yes No
- j) When was the employee tested?
- k) If tested, was the result: Positive Negative Pending
- l) If positive, has the employee reported any medical documentation? Yes No
 - a) If no medical documentation has been reported, how does the employee know they have COVID-19? They do not know. They are reporting COVID like symptoms. Cough, sore throat, and fever.
 - b) Is the employee medically mandated to remain home? Yes
 - c) What was the last day of employee was in the workplace?
 - d) What was the possible date of exposure?
 - e) If known, was exposure due to Employee Co-worker or Client
 - f) Did the employee exhibit symptoms Yes No

Name of person completing Report:

Position:

Date: [Click or tap here to enter text.](#)

Willamette Room Suspected Contamination Protocol

Operation		Prepared By	Date	
Suspected contamination Protocol for WS Clackamas Willamette Room		WS Clackamas LLT	February 2021	
WHAT	WHO	HOW	WHY	
(Important Step - What to Do)		(Key Point - How to Do it)	(Reasons - Why do it like that?)	
Notification of suspected Willamette Room contamination: <ul style="list-style-type: none"> Notify daily supervisor to activate protocol 	Appointment staff and daily supervisor	Staff that are suspicious of a possible contamination are to immediately notify the daily supervisor to activate suspected contamination protocol	To ensure contamination protocol is activated immediately after there is a suspected contamination.	
Freeze activity: <ul style="list-style-type: none"> Staff stops all activity in the Willamette Room. 	Appointment staff and daily supervisor	Staff and daily supervisor ensures all names of customers/staff currently in the Willamette Room are documented and asks all customers to leave through the exit (door that leads directly outside).	To immediately stop activity, ensure all individual names are documented and remove all customers from the center.	
Lockdown: <ul style="list-style-type: none"> Visually notify WSC staff and customers the Willamette Room is locked down. 	Daily Supervisor	Daily supervisor is to flip green/red signs posted on both doors into the Willamette Room to red indicating nobody outside the room is to enter.	To ensure suspected contamination is isolated to the Willamette Room.	
Communication: <ul style="list-style-type: none"> Notify WS Clackamas Daily Supervisor 	Appointment Staff	Appointment staff will notify the assigned daily Supervisor to begin leadership portion of the center contamination protocol.	To ensure Leadership are notified to begin their portion of the contamination protocols.	
Leadership Communication: <ul style="list-style-type: none"> Notify the LLT and other building partners of suspected contamination. 	Daily Supervisor	Daily Supervisor in charge will use the Emergency Communication List of all partners to include all WS Clackamas LLT members of suspected contamination. Staff not located in the Willamette Room may be asked to leave immediately.	To ensure all appropriate people/organizations are notified of suspected contamination.	

	Leadership Documentation: <ul style="list-style-type: none"> • Speak with all appointment staff and document suspected contamination 	Daily Supervisor	Daily Supervisor to speak with all Appointment Room staff and document suspected contamination. Note: May use COVID-19 Possible Exposure Questionnaire. It is also recommended that if the WS Clackamas Supervisor was not working in the Willamette Room that they conduct these staff communications appropriately distanced or over the phone to avoid potential exposure.	To thoroughly document the suspected contamination and appropriately advise remaining center staff as to next steps.
	Appointment Room Staff Release <ul style="list-style-type: none"> • Remining staff instructions 	Daily Supervisor	Upon completion of all necessary protocol steps, the daily supervisor will excuse the remaining appointment staff to gather their personal belongings and leave the center.	To ensure all steps are complete before staff leave.

SIGNAGE & VISUAL TOOLS

Entrance/Exit

WorkSource Clackamas will have the entrance/exits doors clearly marked.

To eliminate the risk of customer confusion, staff will utilize the **Appointment Scheduling Template** to further prepare a customer for their visit. This template will include parking lot and appropriate entrance/exit instructions.

Restrooms

Each restroom will have “Employee Only” signage on the front of each door and equipped with cleaning reminder signage and supplies.

Shared Equipment/Supplies

Each piece of equipment and/or area that is considered shared or common will be equipped with signage to remind staff to clean after each use.

Sanitation/Check-in Station

The table will be clearly marked with a “Sanitation Station” sign.

Each supply at the sanitation station will be clearly marked/identified with a sign.

Meeting/Appointment Space

The appointment space will have max capacity signs posted just outside the entrance door.

The Appointment space will have cleaning reminder, signs & symptom, and physical distancing signs clearly posted.

Each appointment/workstation will have a laminated green/red sign to indicate if the space has been cleaned.

Green = Room has been cleaned and is ready for next appointment.

Red = Room needs cleaning prior to next appointment.

Whiteboard

The appointment space is equipped with a whiteboard for daily, visual communication with staff. There is a section for daily appointments, important reminders and assigned staff for the day. The staff assigned for the day is responsible for populating this information on the board prior to any appointments.

SERVICE-DELIVERY

The LLT which includes leadership representation from all co-located partners has determined that the scenario II, service-delivery model will be reflective of current condition, both community needs, and COVID-19 conditions have been considered. The scenario II model will be reviewed regularly and adjusted appropriately based on data, relevant state and federal guidance, staff feedback and state vaccination rollout.

CO-LOCATED PARTNERS SCENARIO II SERVICES

Oregon Employment Department (OED): For Scenario II, OED has identified specific service needs they imagine will require use of appointment space for more barriered individuals that do not have the ability to access services, otherwise.

- Snap Training and Employment Program (STEP)
- Migrant Seasonal Farmworker (MSFW)
- Reemployment Services and Eligibility Assessment (RESEA)
- Veteran Services
- NCRC

Clackamas Community College (CCC) – WIOA Title 1B Services: CCC adjusted their service model to accommodate in-person appointments outside of the WorkSource Centers months ago. However, their leadership is interested in both supporting and participating in offering WorkSource Center appointments in scenario II.

CCC is currently providing their full scope of services to clients in alternative spaces and will continue to do so, while reintegrating staff into the scenario II plan for offering additional alternative space for appointment to customers.

- Career Services
- Training Services
- NCRC
- On-the-job Training

Easter seals Oregon: Easter Seals has identified a need to accommodate approximately five in-person appointments per week (60 minutes in duration) in Clackamas. This need has been worked into the scenario II staffing and scheduling plan.

IRCO: IRCO has identified a need to accommodate in-person appointments (60 minutes in duration) in Clackamas. This need has been worked into the scenario II staffing and scheduling plan.

Resource Room Services:

The Local Leadership Team has opted to not include traditional resource room or open computer space for customers in scenario II. Customer access to a computer for career services related activities will be available in scenario II, but only as a scheduled appointment that will not exceed the 60-minute time limit.

Other Partners & Referrals: Locally, the team has worked through referring to semi or non-co-located partners in a COVID environment and will continue to follow and refine these processes. Those partners include:

- Department of Human Services – Self Sufficiency
- Department of Human Services – Vocational Rehabilitation
- Oregon Commission for the Blind

- Job Corps
- Other community partners

[DROP IN CUBES/PARTNERS](#)

Partners normally providing drop-in services will be phased in at a later time. These partners can request appointment timeslots for future appointments. They will be required to follow-up the appointment criteria in determining if their customers meet the scenario II appointment criteria.

[NATIONAL CAREER READINESS CERTIFICATE – NCRC](#)

The Leadership Team has opted to include NCRC in their scenario II reopening plan due to community needs. Designated appointment space will be used to provide NCRC testing 1-2 times per month. Both spaces will use their outlined four corner set-up to provide proctored testing, offering a maximum of four tests per session. This eliminates the need to shift any of the safety protocols already in place to accommodate offering this service.

Other Important Information

[Staff to Local Leadership Team Communication](#)

The LLT understand the importance of communication at all levels of the local system. As a result of the “We’re Listening” Staff Feedback Survey, leadership has committed to conducting quarterly, anonymous surveys with staff.

The information/data gathered from these surveys will be used at Local Leadership Team meetings in the decision-making and continuous improvement process of the local one-stop delivery system.

During the time of COVID-19, specific safety related questions will be included in each survey to better understand how leadership can continue to support staff’s great work while continually ensuring their environment is safe.

[Local Leadership Team to Staff Communication](#)

To ensure staff receive regular and consistent information from the LLT, the team has added a standing item to their meeting agenda.

- Staff communication

The agenda item requires the team to discuss what from the LLT meeting needs to be shared with staff. A united message is agreed upon by all team members and the communication template is sent out to frontline staff from each supervisor within 24 hours of the LLT meeting.

[Staff self-care & wellness](#)

The leadership team is committed to providing self-care and mental health resources and/or opportunities to staff as we continue to navigate this new and challenging environment. Based on the “We’re Listening” staff feedback results, leadership has identified options that can be immediately implemented and continually evaluated for improvement or additional opportunities.

- Designated decompression room for staff. This room will follow all safety protocols to include: Maximum capacity signage, removal of unnecessary furniture, and stocked cleaning supplies.

- Encouragement of staff to take breaks when needed.
- Feedback mechanism/loop from staff to local leadership and leadership to staff.

In addition, local leadership has committed staff to participate in any state-level trainings offered on topics such as: De-escalation Training, Conflict Resolution, Trauma Informed Care, or any other topic related to the above staff requested training opportunities.