

WorkSource Oregon Reopening Plan

Local & State Signature Approval Page

Local Area Review and Approval

1. Safety Committee Final Review Date of Review: 02-24-2021
2. Local Leadership Team Final Review Date of Review: 03-09-2021
 - ✓ 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: 03-09-2021
4. Local Board Executive Director Review Date of Review: 03-09-2021

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: 03-09-21

Local Board Director  _____ Date: 03-11-21

State-level Review and Approval

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

WSET Signature:  _____ 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:



 **WORKSOURCE
EAST CASCADES**



REOPENING PLAN – Scenario II, By Appointment Only

WorkSource East Cascades – March 2021

The Dalles, Redmond, Bend, Klamath Falls

The WorkSource East Cascades Local Leadership Teams have developed a plan to safely open certain portions of the region's four comprehensive WorkSource centers to accommodate scenario II, by appointment only services, in a safe and equitable way.

This plan was developed with fluidity, flexibility, and continuous improvement at the forefront of the decision-making process. The Leadership Team has committed to regular monitoring of the plan to ensure any changes in guidance or evolving needs of the community are reflected and communicated at all layers of the local and state-level system.

WorkSource East Cascades Local Leadership Teams

North:

Andrea Rogers, Vocational Rehabilitation, andrea.i.rogers@dhsosha.state.or.us

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Kendall Lenhares, Oregon Manufacturing Extension Partnership, klenhares@gmail.com

Mark Adams, Oregon Employment Department, mark.t.adams@oregon.gov

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Morgan Rincon, Oregon Commission for the Blind, moregan.rincon@state.or.us

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Teresa Cummings-Weir, Columbia Gorge Community College, tcummings@cgcc.edu

Stefanie Siebold, East Cascades Works, stefanie@ecworks.org

Central:

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Stefanie Siebold, East Cascades Works, stefanie@ecworks.org

Guidance

The WorkSource East Cascades Leadership Team used guidance from federal, state, and local authorities such as the Oregon Health Authority and the Centers for Disease Control to develop this plan. Additionally, the state and local area “We’re Listening” Staff Feedback Survey results, the Workforce System Executive Leadership Team (WSET) memos and guidance, and the One-Stop-Operator Continuous Improvement Team (OSOCIT) research were referenced in the development of this plan.

Reopening Scenarios

The WorkSource East Cascades Reopening Plan addresses scenario II only. This plan allows for WorkSource Center services to continue to be delivered virtually or by telephone, with limited in-person services available by appointment for those with barriers to technology or telephone. Scenario II will be limited to a designated area in each of the four comprehensive WorkSource East Cascades centers. The Local Leadership Team has identified specific areas for appointments that are isolated from staff workspaces or has identified areas that are in closest proximity to entrance and exit points to limit staff exposure.

Considerations

The WorkSource East Cascades Leadership Team utilized all available templates and tools to develop plans and ensure all possible considerations were discussed and addressed in this final draft.

Key Considerations:

- Safety – ensures all staff and customers engaging with WorkSource East Cascades center staff are provided the safest possible environment.
- Operations – ensures that all operational topics are viewed through the scenario II lens and take all co-located partners into consideration.
- Service Delivery – ensures all residents of the ten counties east of the Cascade Mountain Range have equitable access to services, and that staff are well equipped to perform the work.

Subcategories:

- Communication
- Training
- Monitoring & Continuous Improvement

The subcategories are embedded in each of the key consideration areas throughout the plan. Leadership will monitor the plan on a regular basis to identify needed adjustments or improvement opportunities when protocols or processes require attention or refinement based on guidance and feedback. The team will also begin to develop feedback mechanisms to capture real-time data. Staff feedback will be captured using an extension of the 2020 “We’re Listening” Staff Feedback Survey. The team will review best practices for other workforce areas for consideration as it relates to business and job seekers. This information will be used during the continuous improvement process.

For specific plan questions, contact Kendall Lenhares, One-Stop-Operator for East Cascades Works at 503-930-7050 or klenhares@gmail.com or Melissa Barrett, Regional Program Manager for East Cascades Works at 541-904-5033 or melissa@ecworks.org.

SAFETY

COVID-19 – GENERAL

Signs and Symptoms

WorkSource Center staff are required to perform daily self-checks prior to working in the center. If staff experience symptoms during the course of the workday, they are expected to immediately notify a supervisor and exit the center.

WorkSource Center customers requesting an in-person appointment will be required to answer a list of screening questions included in the **Appointment Scheduling Template** at the time the appointment is scheduled. Upon arrival to the scheduled appointment, they will be required to answer a list of questions from the **Visitor's Health Checklist**.

Should a customer's responses differ from the pre-appointment questionnaire, staff will require the customer to reschedule the appointment for a future date, at least 14 days following, or offer a virtual or phone service delivery option. Customers are prohibited from entering the building on the day of their scheduled appointment if they do not pass/meet the criteria outlined on the **Visitor's Health Checklist**.

Face Covering Protocols

WorkSource Center staff working inside the designated appointment areas will be required to wear a face covering at all times. If staff do not have the required face covering, one will be provided. Staff with documented medical conditions will be encouraged to work remotely and will not be assigned for in-person appointments. **NOTE:** Current guidance instructs staff to wear CDC approved face coverings, at all times in the WorkSource Center. Leadership will continue to monitor face covering guidance and adjust plans as appropriate.

WorkSource customers who qualify for in-person appointments are required to wear a face covering during their appointment. This requirement will be communicated during appointment scheduling. If a customer does not have the required face covering, one will be provided. Face covering must be in place, covering the mouth and nose, prior to entry into the building. Customers refusing to wear a face covering will be asked to reschedule their in-person appointment or invited to schedule a virtual or telephone service delivery meeting.

Contact Tracing Process

WorkSource staff are required to adhere to the WorkSource Center and appointment area schedule and may not enter the center during unscheduled work times without consent from their direct supervisor. A staff log will be maintained and monitored (attendance checks and periodic center walkthroughs) daily. The log will be developed daily and monitored by the supervisor in charge to record any variance and ensure that all staff are accounted for.

WorkSource customers will be monitored and maintained each day via a staff monitored appointment log for designated appointment areas. The log will be developed daily taking all precautions to maintain customer confidentiality (only name and customer number will be used as identifiers).

Suspected Contamination Process

Local Leadership Teams have developed a standard process for suspected contamination of the appointment areas.

PHYSICAL DISTANCING

Entrance/Exit

Staff members assigned to the appointment area will be responsible for their scheduled appointments to ensure only one staff member is escorting a customer to and from the entrance/exit points to the appointment area at one time.

The Dalles:	The center's main entrance will be used as the entrance and exit point for customers.
Redmond:	The main building entrance will be used as the entrance and exit point for customers.
Bend:	The center's main entrance will be used as the entrance and exit point for customers.
Klamath Falls:	The center's main entrance will be used as the entrance point for customers. The exit door located in the designated appointment space will be used as the exit point.

Designated Appointment Space

The Dalles will utilize the River Rock room as the designated appointment area. This room offers the most space for a physically distanced configuration and has computers for customer/staff use during appointments. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Redmond will utilize the Smith Rock room for Oregon Employment Department, Title 1B, and other partner appointments. The Mountain Quail room will be used for Department of Human Services Self-Sufficiency and Vocational Rehabilitation appointments. Both rooms provide the most space and are closest in proximity to the main building and WorkSource Center entrances. Smith Rock provides the ability to set up two computers for staff and customer use. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Bend has the largest center in the region and has the most partner co-location to consider. They will use the Billy Chinook room to accommodate all co-located partner appointments with the exception of Vocational Rehabilitation. This space is large and may accommodate multiple appointments at one time. As community needs increase in the future, it is important to identify a space that may provide the opportunity to add additional appointment blocks of time to the schedule.

The Mirror Pond room has been identified as the appointment area specifically for Vocational Rehabilitation. With multiple counselors located in Bend, and the need to accommodate support individuals who may accompany a customer, the team felt a separate space would provide comfortable separation for staff and double the weekly appointment capacity for the center. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Klamath Falls will utilize their Learning Center conference room as the designated appointment area for the center. This room is equipped with computers for staff and customer use. It provides a separate exit from the

main entrance and is in the closest proximity to the main center entrance door. This ensures customers avoid staff workspaces while in the center. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Employee and Customer Flow

Staff not assigned to the designated appointment areas will be required to stay in assigned workspaces during in-person appointment hours to avoid congestion of flow issues. Local Leadership Teams have designated spaces in all four comprehensive centers that eliminate traffic into staff workspaces as much as is possible.

Restrooms

WorkSource East Cascades centers are located in both Oregon Employment Department owned/leased buildings, and the Oregon Department of Human Services buildings. This differentiation makes it impossible to standardize restroom access to the public region wide. **Bend** and **Klamath Falls** will allow customer restroom access during appointments, one customer at a time. Accommodations for customers attending appointment with necessary support staff will be made. Appropriate signage, physical distancing reminders and cleaning protocols are put in place and align with current guidance.

The Dalles and **Redmond** have building restrooms managed by outside organizations and will continue to provide customer access. Appropriate signage reminding staff and customers of recommended physical distancing and cleaning protocols are in place.

Unnecessary Equipment and Furniture

All unnecessary furniture and equipment have been removed from appointment areas or is marked “not in use” to discourage use. This eliminates concerns regarding space management, adherence to physical distancing protocols, additional cleaning, and employee/customer flow.

CLEANING GUIDELINES

General Staff Cleaning Guidelines

The Oregon Employment Department workgroup dedicated to identifying staff cleaning guidelines has provided WorkSource East Cascades centers with general, standard cleaning guidelines that staff may refer to for all areas of the center.

Entrance/Exit

Entrance and exit points in each of the four comprehensive centers will be regularly cleaned during appointment hours.

- Security Officers will take an active role in the customer check-in and exiting process to ensure that entrance and exit points have been wiped down after use in **Bend** and **Klamath Falls**.
- Staff will take an active role in the customer check-in and exiting process to ensure that entrance and exit points have been wiped down after use in **The Dalles** and **Redmond**.
- Day Porter Service Personnel will provide an additional layer of support if the teams feel activation of this service is necessary. Consistent cleaning of high touch areas will be regularly monitored by leadership to understand if additional attention is necessary moving forward.

Designated Appointment Space

Each room designated for in-person appointments will be equipped with cleaning supplies and extra face coverings and hand sanitizer. Staff utilizing these rooms will be responsible for cleaning after each appointment. 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 for the next customer. 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

Cleaning supplies and signage are placed in each restroom to remind staff to clean common areas after each use. This protocol has already been implemented in **Bend** and **Klamath Falls**.

In Scenario II, **Bend** and **Klamath Falls** will access day porter services to provide intermittent cleaning during appointment hours to ensure designated customer restrooms are regularly cleaned.

The Oregon Department of Human Services shared buildings have restrooms where current protocols are in place to address physical distancing, and cleaning. Customers will have access to these restrooms in both **The Dalles** and **Redmond**.

Shared Equipment and Supplies

Staff are expected to clean shared equipment and supplies after each use. Supplies will be housed next to any shared printers, fax machines and computers. Signage will also be visible to remind staff to clean after each use. Shared supplies will be kept to an absolute minimum. Each partner utilizing the in-person appointment areas will be expected to provide their own, single use pens/pencils for customers completing paperwork.

Customer Check-In/Sanitation Stations

A check-in/sanitation station will be set up at the previously designated entrance/exit point in each of the four comprehensive centers. This station will be managed by Security Officers or staff who will be responsible for wiping the space clean after each customer check-in. This station will be equipped with face coverings, hand sanitizer, disinfectant wipes and the appropriate safety and health questionnaires.

SIGNAGE AND VISUAL TOOLS

Entrance/Exit

All centers will have appointment entrance/exit points 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 information and appropriate entrance/exit instructions.

Restrooms

Cleaning supplies and signage are placed in each restroom to remind staff to clean common areas after each use. This protocol has already been implemented in **Bend** and **Klamath Falls**.

The Oregon Department of Human Services shared buildings have restrooms that have current protocols in place to address physical distancing and cleaning. Customers will have access to these restrooms in both **The Dalles** and **Redmond**.

Shared Equipment and 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 Station

Each check-in/sanitation station will be clearly marked as such and equipped with all supplies for cleaning as appropriate.

Meeting or Appointment Areas

Each area will be clearly marked with maximum occupancy signage, cleaning reminders, signs and symptoms identification documentation, and physical distancing reminders. Each appointment area will be equipped with the previously mentioned **green** (clean and ready for use) or **red** (needs cleaning prior to use) signage.

SAFETY COMMUNICATION

Staff to Local Leadership Team (LLT)

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 regularly engaging with frontline staff to ensure they feel safe and have the most up-to-date information.

A new tool has been developed and implemented region wide. The “*We’re Listening*” *Feedback Mechanism* was implemented in January of 2021. This tool offers a virtual space for staff to provide anonymous feedback and suggestions for system improvement and safety considerations. The Local Leadership Team will regularly review this feedback and provide staff communication regarding submissions.

Local Leadership Team (LLT) to Staff

To ensure regular and consistent information sharing from the Local Leadership Team meetings and the larger Super Local Leadership Team meetings, area leaders have added a standing staff communication agenda item. This item requires team discussion and sign-off to craft a message to all WorkSource staff regarding submissions from the feedback mechanism and/or summary of the content of the local leadership meetings within 24 hours of any monthly meeting.

Center Leadership Team to Workforce System Executive Team (WSET)

Issues or topics that require escalation to the Workforce System Executive Team (WSET) will be noted and communicated by the One-Stop-Operator to WSET team staff, Julia Steinberger at julia.steinberger@oregon.gov.

Safety Committee

All four comprehensive center Safety Committees are actively engaged and meet regularly. There is participation from all co-located partners, as well as representation from the Local Board. Meeting minutes are captured and posted for staff to review.

This plan has been reviewed by the regional safety committees as indicated on the signature page. These teams will continue to play an active role in leadership safety considerations and the implementation of new protocols in each center.

As part of ongoing improvement efforts, the Local Leadership Team will continue to explore how the Safety Committees may become more involved in on-going safety concerns and/or issues.

OTHER SAFETY

On-Site Security

Commercial security contracts are in place for all four comprehensive centers. The Security Officer and their role in scenario II has been further defined in this plan's safety and operational considerations under the staffing plan.

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 updated process will be complete by WorkSource East Cascades targeted scenario II reopening date. If the WSET releases a new process for incident reporting, the Local Leadership Team will update this plan to reflect the new process and ensure all supervisory and frontline staff are trained appropriately.

To eliminate the risk of stalling scenario II, the Local Leadership Team will utilize the current incident reporting process respective to their agency. All partners will be responsible for adhering to their appropriate process for documenting and reporting an incident in the center and communication to appropriate parties.

Removal of Aggressive or Non-Compliant Customer

Currently, the WSET is in the process of revising the removal process to include one process reflective of all partner requirements. It is unclear if this updated process will be complete by WorkSource East Cascades targeted scenario II reopening date. If the WSET releases a new process for customer removal, the Local Leadership Team will update this plan to reflect the new process and ensure all supervisory and frontline staff are trained appropriately.

To eliminate the risk of stalling scenario II, the Local Leadership Team will utilize the current incident reporting process respective to their agency. All partners will be responsible for adhering to their appropriate process for documenting and reporting an incident in the center and communication to appropriate parties.

Staff Self-Care and Wellness

The Local 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 work environment. Based on the "We're Listening" Staff Feedback Survey results, leadership has identified options that may be immediately implemented and continually evaluated for improvement or additional opportunities. Recommendations include:

- Identifying a designated decompression room in each of the four centers,
- Encouraging staff to take breaks when needed; and
- Providing a consistent feedback loop from staff to local leadership and leadership to staff to ensure their concerns are being heard and addressed.

In addition, the Local Leadership Team has committed to encouraging and allowing staff to participate in state-level trainings related to de-escalation, 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 Local Leadership Team has 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 East Cascades **Scenario II Plan and the Staff Training & Orientation Guide** with their supervisor. Checklists must be signed by staff and supervisors and returned to the Local Leadership Team indicating that staff have had the appropriate training and provided a space to ask questions and/or voice concerns prior to working in designated in-person appointment areas.

OPERATIONS

(Specific to Designated Appointment Areas)

Appointment Hours

The Leadership Team has determined in-person appointment hours of operation will be standardized for the smaller centers, while Bend will offer extended hours to provide more appointment opportunities for partners.

The Dalles:

Monday through Friday from 9:00 a.m. to 4:30 p.m.

Appointment time blocks at 9 a.m., 10:30 a.m., 1:30 p.m., 3:00 p.m.

Redmond:

Monday through Friday from 8:45 a.m. to 4:00 p.m.

Staggered appointment time blocks.

Schedule Draft: Scenario 1

Room 1			Room 2		
Check In	Appointment	Check Out	Check In	Appointment	Check Out
8:45am – 9am	9am – 10am	10am – 10:15am	9:15am – 9:30am	9:45am – 10:45am	10:45am – 11am
10:15am – 10:30am	10:30am – 11:30am	11:30am – 11:45am	11:15am – 11:30am	11:30am – 12:30pm	12:30pm – 12:45pm
11:45am – 12pm	12pm – 1pm	1pm – 1:15pm	12:45pm – 1pm	1pm – 2pm	2pm – 2:15pm
1:15pm – 1:30pm	1:30pm – 2:30pm	2:30pm – 2:45pm	2:15pm – 2:30pm	2:30pm – 3:30pm	3:30pm – 3:45pm
2:45pm – 3pm	3pm – 4pm	4pm – 4:15pm			

Bend:

Monday through Friday from 8:45 a.m. to 4 p.m.

Staggered appointment time blocks.

Schedule Draft: Scenario 1

Room 1			Room 2		
Check In	Appointment	Check Out	Check In	Appointment	Check Out
8:45am – 9am	9am – 10am	10am – 10:15am	9:15am – 9:30am	9:45am – 10:45am	10:45am – 11am
10:15am – 10:30am	10:30am – 11:30am	11:30am – 11:45am	11:15am – 11:30am	11:30am – 12:30pm	12:30pm – 12:45pm
11:45am – 12pm	12pm – 1pm	1pm – 1:15pm	12:45pm – 1pm	1pm – 2pm	2pm – 2:15pm
1:15pm – 1:30pm	1:30pm – 2:30pm	2:30pm – 2:45pm	2:15pm – 2:30pm	2:30pm – 3:30pm	3:30pm – 3:45pm
2:45pm – 3pm	3pm – 4pm	4pm – 4:15pm			

Klamath Falls:

Monday through Friday from 9:00 a.m. to 4:30 p.m.

Appointment time blocks at 9 a.m., 10:30 a.m., 1:30 p.m., 3:00 p.m.

Appointments may not exceed 60 minutes in length in any center. Staff are encouraged to schedule appointments in the 45-60 minutes timeframe. The plan may be altered to provide flexibility for scheduling lengthier intake appointments. Region wide, this plan allows for up to 120 appointments per week with additional room to grow as community needs continue to evolve. The Leadership Team will regularly revisit appointment hours of operation in each center and adjust as appropriate.

GENERAL STAFFING PLAN

The Leadership Team has taken on the responsibility of developing and regularly monitoring staffing plans for all four comprehensive centers. Each co-located partner was tasked with providing a minimum number of appointment times required to accommodate in-person delivery of services. The numbers provided were based on data and anticipated need. Partners are responsible for regular monitoring and assessment of evolving needs based on economic climate. Regular communication will be required to ensure schedules and staffing plans are adjusted appropriately.

Roles and Responsibilities

WorkSource staff 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 entrance/exit points. In **The Dalles** and **Redmond**, staff will be responsible for the customer check-in process, while **Bend** and **Klamath Falls** customers will be attended to by the Security Officer assigned to the center.

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 leads to ensure that there is no wrong door should an issue or need arise.

Security Officers will participate in the check-in process for customer appointments in **Bend** and **Klamath Falls**. They will be stationed at the check-in/sanitation station located at the main entrance for each center. This role will be responsible for:

- Customer appointment confirmation,
- Delivery of the health and safety questionnaire; and
- Supply the appropriate face covering to customers if needed.

Standard Appointment Space Layout

Leadership has determined that all designated appointment areas be set-up in a standardized way to accommodate four appointments per day, and only one appointment at a time. Areas will have 1-2 rectangular tables, 2 chairs placed (one on either side of the table), a maximum of 2 computers and a tabletop plexiglass divider to be placed between parties. The only exception to this will be the Mirror Pond room in **Bend** as this room is set up for virtual engagements and has a large oval conference table, rather than workstations. All chairs are spaced 6 feet apart.

Scheduling Tool

All four comprehensive WorkSource centers will use the Team Up scheduling tool for scenario II. This tool was utilized pre-COVID in **The Dalles**, **Redmond** and **Bend**.

Customer Appointment Criteria

Leadership adapted a form originally created by the WorkSource Salem team for staff use when scheduling an in-person appointment. This 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 a script of information that must be communicated prior to the customer appointment.

Furniture and Equipment

Appointment areas will be equipped with only what is necessary as it relates to furniture and equipment to accommodate in-person appointments. Additional needs will be the responsibility of the scheduling agency and must meet the COVID-19 health and safety state and federal guidance at the time of the appointment.

Operational Communication

Leaderships teams meet monthly and have standing agenda items to discuss operations. All information will be assessed to determine if information must be escalated to WSET for remedy or simply needs to be synthesized for all WorkSource staff distribution.

Staff Operational Training

To augment the reopening plan and to provide staff with the necessary scenario II training, the Local Leadership Team has 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 East Cascades **Scenario II Plan and the Staff Training & Orientation Guide** with their supervisor. Checklists must be signed by staff and supervisors and returned to the Local Leadership Team indicating that staff have had the appropriate training and provided a space to ask questions and/or voice concerns prior to working in designated in-person appointment areas.

SERVICE DELIVERY

SCENARIO II OVERVIEW

Leadership from all co-located partners have determined that scenario II service delivery model will be reflective of community needs and COVID-19 conditions. This model will be reviewed regularly and adjusted based on data, state and federal guidance, staff feedback and vaccination rollout.

Co-Located Partner Service Model

Oregon Employment Department (OED) has identified specific service needs that require the use of appointment space for more barriered individuals that do not otherwise have the ability to access services.

- SNAP Training and Employment Program (STEP)
- Migrant Seasonal Farmworker (MSFW)
- Re-employment Services and Eligibility Assessment (RESEA)
- Veteran Services
- NCRC

WIOA Title 1B providers are currently providing the full scope of services to clients in alternative spaces or virtually and will continue to do so while reintegrating staff into the scenario II plan to offer additional alternative space for in-person appointments.

- Career Services
- Training Services
- On-the-job Training
- Youth Services

Resource Room

Leadership has elected to discontinue the traditional resource room offering or open computer access to customers in scenario II. Customers needing access to computers will be allowed to do so with staff assistance/supervision during their scheduled in-person appointment and not to exceed the 90-minute maximum time limit.

NCRC

Leadership has elected to exclude NCRC training/testing during scenario II. The team will continue to identify alternative solutions to make this proctored test available in the future.

Curbside Services

To provide customers a safe space to access services where virtual delivery was not feasible, WorkSource East Cascades has been providing “curbside services” to customers on an as needed basis and as a last resort. Customers who have scheduled a curbside service with staff are asked to call their staff person upon arrival. Staff meets the customer in the parking lot wearing the required face covering and maintaining six feet of physical distance during the interaction. WorkSource East Cascades will continue this practice in all four centers and reserve appointment space as needed for in-depth, one-on-one engagements.

Other Partners and Referrals

The teams have worked through referring to semi or non-co-located partners in a COVID environment and will continue to refine these processes. Partners include:

- The Department of Human Services Self-Sufficiency
- The Department of Human Services Vocational Rehabilitation
- Oregon Commission for the Blind
- Job Corps
- Other Community Partners

Building Partner Considerations

The Leadership Team feels it is necessary to address how building partners will be integrated into the scenario II reopening plan. As an example, in Bend, the Office of Administrative Hearings is a building partner and has historically utilized shared spaces in the center. Reintroduction of non-WorkSource building partners may impact scheduling and customer flow. The Leadership Team has developed a standard, region-wide approach to engage with these partners and accommodate needs in scenario II.

- Building partner additions to the safety committees,
- Integrating building partner needs into the center schedules and partner friendly scheduling tool; and
- Inviting building partner staff and leadership to participate in scenario II training and orientation.

Service Delivery Communication

Leadership meets monthly and have standing agenda items to discuss operations. All information will be assessed to determine if information must be escalated to WSET for remedy or simply needs to be synthesized for all WorkSource staff distribution.

Staff Service Delivery Training

To augment the reopening plan and to provide staff with the necessary scenario II training, the Local Leadership Team has 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 East Cascades **Scenario II Plan and the Staff Training & Orientation Guide** with their supervisor. Checklists must be signed by staff and supervisors and returned to the Local Leadership Team indicating that staff have had the appropriate training and provided a space to ask questions and/or voice concerns prior to working in designated in-person appointment areas.

SCENARIO II SAFETY CHECKLIST

This checklist must be completed by leadership prior to scenario II reopening in each of the WorkSource East Cascades comprehensive centers.

Scenario II - Virtual + Phone + limited in-person, by appointment		
WorkSource East Cascades Scenario II Safety Checklist		
	Date	Initials
GENERAL SAFETY CONSIDERATIONS		
Signs and symptoms posted on staff and public entrance.		
Public/visitor symptom check list adopted/implemented		
Contact Tracing daily protocol adopted/implemented		
Appropriate face covering guidance and protocol have been adopted/implemented		
PHYSICAL DISTANCING & LAYOUT		
Rooms used for individual appointments are reconfigured to restrict capacity to meet physical distancing requirements.		
Physical 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 physical 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 appointment spaces.		
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		

STAFF & CUSTOMER SAFETY PROTOCOLS		
Appointment spaces are stocked with face coverings and appropriate face covering 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.		
SAFETY COMMUNICATION		
The Leadership Teams meets regularly and has added standard safety communication agenda items to their agenda and a process for communicating information to staff.		
The Leadership Teams has implemented the Staff Feedback Link Tool (virtual observation/recommendation & feedback box) for staff to voice any safety related concerns or improvement recommendation.		
Safety Committees have added Scenario II safety related agenda items to their standing agendas and will elevate any issues or concerns immediately to their Leadership Teams.		
STAFF TRAINING		
All WorkSource staff have reviewed the East Cascades Scenario II Reopening plan and the Staff Training & Orientation Guidebook.		
All WorkSource staff have met one-on-one or in a team environment to review the information with their direct supervisors.		
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.		
All WorkSource staff have a clear understanding of roles and responsibilities in Scenario II.		
HVAC SYSTEMS		
All four WorkSource Centers HVAC systems have been certified to meet or exceed OSHA standards for filtration.		
Walk through of center complete and signage reflects what is outlined in the scenario II reopening plan.		



 **WORKSOURCE
EAST CASCADES**





Dear WorkSource East Cascades Staff Member,

First and foremost, your Local Leadership Team would like to thank you for your hard work and dedication in providing meaningful, equitable and quality services to your communities during this incredibly challenging time. Over the last several months, your perseverance has inspired us, and we are so proud of what you have achieved in this ever-changing work environment.

For the past many months, your Local Leadership Team has worked to develop an intentional reopening plan for the four WorkSource East Cascades comprehensive centers in The Dalles, Redmond, Bend and Klamath Falls. Safety is our highest priority in allowing you to provide services to those in need who are unable 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 **Scenario II Staff Training and Orientation Guide** was designed to ensure that every WorkSource East Cascades staff member receives the same information and training prior to reopening in scenario II, by appointment only.

Your supervisor will schedule a time to review this information in detail and address any questions or concerns you may have. Please take time to review the **WorkSource East Cascades Scenario II Reopening Plan** and this guide prior to your staff meeting.

On behalf of your Local Leadership Team, welcome back! We have missed you and look forward to your brilliance and continued contribution to selflessly serve our communities.

Sincerely,
Your Local Leadership Team

SCENARIO II STAFF TRAINING & ORIENTATION GUIDE

WorkSource East Cascades – March 2021

The Dalles, Redmond, Bend, Klamath Falls

WorkSource East Cascades Local Leadership Teams

North:

Andrea Rogers, Vocational Rehabilitation, andrea.i.rogers@dhsosha.state.or.us

Brenda Stewart, East Cascades Works, brenda@ecworks.org

Kendall Lenhares, Oregon Manufacturing Extension Partnership, klenhares@gmail.com

Mark Adams, Oregon Employment Department, mark.t.adams@oregon.gov

Melissa Barrett, East Cascades Works, melissa@ecworks.org

Morgan Rincon, Oregon Commission for the Blind, moregan.rincon@state.or.us

Neil Friedrich, Oregon Department of Human Services, neil.friedrich@dhsosha.state.or.us

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Central:

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Cortney Gibson, Vocational Rehabilitation, cortney.gibson@dhsosha.state.or.us

Dana Dunlap, Central Oregon Intergovernmental Council, ddunlap@coic.org

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Maurita Johnson, Department of Human Services, Maurita.johnson@dhs1ha.stat.or.us

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Perry Andrews, Oregon Department of Human Services, perry.j.andrews@dhsoha.state.or.us

Randy Norris, Oregon Employment Department, randal.l.norris@oregon.gov

Stefanie Siebold, East Cascades Works, stefanie@ecworks.org

SCENARIO II STAFF TRAINING CHECKLIST

Supervisors are tasked with completing all scenario II reopening by appointment orientation and training items prior to staff working in a designated in-person appointment area within the WorkSource Center. Completed training will be indicated as such by staff member and supervisor signatures on this form. Completed forms must be returned to the One-Stop Operator, Kendall Lenhares at klenhares@gmail.com.

In-Person Appointment Guidelines & Templates <ul style="list-style-type: none"> <input type="checkbox"/> Basic Appointment Guidelines <input type="checkbox"/> Appointment Scheduling Template <input type="checkbox"/> Visitor Health Checklist 	Appointment Area Layout <ul style="list-style-type: none"> <input type="checkbox"/> Appointment Area <input type="checkbox"/> Customer Check-In/Sanitation Stations <input type="checkbox"/> Customer Entrance/Exit Points <input type="checkbox"/> Restrooms & Closed Office Spaces
Scenario II Roles & Responsibilities <ul style="list-style-type: none"> <input type="checkbox"/> Daily Supervisor <input type="checkbox"/> Appointment Staff <input type="checkbox"/> Security Officer <input type="checkbox"/> Appointment Area Daily Set-Up Checklist 	Staff Cleaning & Supplies <ul style="list-style-type: none"> <input type="checkbox"/> General Staff Cleaning Guidelines <input type="checkbox"/> Appointment Area Specific <input type="checkbox"/> General COVID-19 Exposure <input type="checkbox"/> Possible Exposure Questionnaire <input type="checkbox"/> Suspected/Known Contamination Protocol
Signage & Visual Tools <ul style="list-style-type: none"> <input type="checkbox"/> Appointment Area Specific 	Service Delivery <ul style="list-style-type: none"> <input type="checkbox"/> Co-Located Partner Services <input type="checkbox"/> By Appointment Only Services <input type="checkbox"/> Referrals
Other <ul style="list-style-type: none"> <input type="checkbox"/> Communication <input type="checkbox"/> Staff Self-Care & Wellness 	

Staff Name & Signature:	Supervisor Name & Signature:	Date:
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WHAT WE WILL COVER

The Local Leadership Team has identified appointment areas in each of the four comprehensive centers, (The Dalles, Redmond, Bend and Klamath Falls), to provide scenario II in-person appointments. Appointments will be limited to a maximum of 60 minutes in length. In-person appointments are intended as a last resort for customers who may have barriers to technology or telephone, making virtual service delivery impossible. At this time, we have elected to forego our previously open computer access or resource room options for customers. All in-person appointments are intentionally service driven.

The Scenario II Staff Training & Orientation Guide, in conjunction with the **Scenario II Reopening Plan**, will provide important safety, operational and service delivery guidelines that were developed to ensure both staff and customer safety, while continuing to promote equitable access to services in our communities. Your knowledge of, and adherence to, these protocols is critical.

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

GUIDANCE:

- Basic Appointment Guidelines
- Appointment Area Layout
- Appointment Area Roles & Responsibilities
- Staff Cleaning Protocols & Cleaning Supplies
- Appointment Area Specific Cleaning
- Signage & Visual Tools
- Service Delivery
- Referrals
- Communication
- Staff Self-Care & Wellness

TEMPLATES & PROTOCOLS

- Appointment Scheduling Template
- Visitor Health Checklist
- Appointment Area Daily Set-Up Checklist
- General Staff Cleaning Guidelines
- Possible Exposure Questionnaire
- Suspected/Known Contamination Protocol

Information will continue to change. As such, your Leadership Team is committed to regular review of the reopening plan, as well as this document, to ensure it is current and aligned with the most recent guidance provided. Adjustments and/or changes will be communicated to staff in a unified way to ensure all are receiving the same information, at the same time. As we continue to walk through many unknowns, we encourage you to share improvement recommendations with the Local Leadership Team, using the “We’re Listening Feedback Mechanism” at <https://www.eastcascadesworks.org/we-re-listening.html>. We will continue to rely on your knowledge and brilliant ideas to help shape the system.

APPOINTMENT AREA GUIDELINES

Basic Guidelines

- 1:1 appointments may be scheduled **only** after all other options have been explored, meaning that the customer does not have access to a telephone, smart phone, computer or any other technology required to receive virtual service delivery.
- In-person appointments are limited in duration. Please refer to the WorkSource East Cascades Reopening Plan for center specific hours and appointment blocks.
- In-person appointment areas are set-up to meet current COVID-19 state health standards and mandates. This includes appropriate physical distancing and set up of customer materials prior to the appointment.
- Staff is responsible for cleaning the workspace prior to and following the appointment. Day porter services will be activated for intermittent cleaning. Staff must follow posted cleaning guidelines with provided supplies (gloves and disinfectant wipes).

Prior to the Appointment

- Customers should have registered or updated their profile in iMatchSkills prior to appointment. If not, staff may assist customers with that service, included in the maximum appointment time limit.
- If a profile already exists, staff must review I-Trac and/or iMatchSkills notes to verify that there have been no escalation or behavioral issues associated with this customer prior to scheduling the appointment. If the customer is trespassed from the building, staff must immediately consult with a supervisor.
- Staff will be required to complete the Appointment Scheduling Template when scheduling the customer appointment.
- Staff must document the appointment in the Team Up scheduling tool and any other system that may require documentation.
- The following must be explained to the customer, so they are aware of our procedures prior to their appointment:
 - At no time will a customer or representative of the customer be permitted entry without the appropriate CDC approved face covering. Face coverings must be securely placed over the nose and mouth and must remain on, at all times while inside the center. Removal of the face covering will result in expulsion from the center and only virtual delivery of services in the future.
 - Customers will be required to respond to a list of questions from the Visitor Health Questionnaire before entry to the center.
 - Customers must be notified of any parking instructions and process for entry/exit to the center and what to expect during check-in.

Prior to the Customer Entering the Building

- Customers will be required to complete the Visitor Health Screening Questionnaire.
- If any symptoms are reported, they are not permitted to enter the building, but invited to reschedule their appointment for 14 days after the initially scheduled appointment or provided options for virtual service delivery.
- Security Officers in Bend and Klamath must identify if customers are wearing CDC approved face coverings, and staff will make that identification in The Dalles and Redmond. If customers do not have

face coverings, we will provide one for their use. Should they refuse a covering, they will be denied the in-person appointment and provided options for virtual service delivery.

- Any customer refusals or rescheduled appointments as a result of failure to meet/pass the health and safety protocols must be documented in I-Trac or iMatchSkills as appropriate.
- Rescheduled in-person appointments as a result of health concerns must be rescheduled for at least 14 days after the initially scheduled appointment.

Post Appointment

Staff is responsible for cleaning the appointment area before the next customer is to arrive. All protocols are outlined in the Appointment Area Cleaning Protocols and supplies will be housed in the designated in-person appointment areas. As supplies run low, staff must notify supervisors or responsible persons for restocking.

APPOINTMENT SCHEDULING TEMPLATE

Customer Name:	
Customer Email Address:	
Customer Phone Number:	
Address (if no email address provided)	
In-Person Appointment Time/Date:	
In-Person Appointment Staff Name:	

PRE-APPOINTMENT HEALTH SCREENING CHECKLIST:

QUESTION	YES	NO
Have you been exposed to a person with a positive COVID-19 test result in the past 14 days?		
Have you been exposed to a person with a presumptive positive COVID-19 test result in the past 14 days?		
Are you experiencing any unusual cough, shortness of breath, or fever?		
Do you have any symptoms of diarrhea, vomiting, headache, sore throat, or rash?		
Do you have a fever greater than 101.4 degrees Fahrenheit?		
Are you isolating or quarantining because you may have been exposed to a person with a positive COVID-19 result?		
Are you worried that you may be infected with the COVID-19 virus?		
Are you currently awaiting results of a recent COVID-19 test?		
NOTE: If the customer has answered YES to any of the above questions, they will be required to receive virtual service delivery or allowed to reschedule an in-person appointment 14 days from the date of this questionnaire.		

Customer answered "NO" to ALL questions

- YES – Continue with scheduling an in-person appointment.
- NO – Notify the customer they are not eligible for an in-person appointment and offer an alternative.

Customer answered "YES" to ANY question:

- YES – Notify the customer they are not eligible for an in-person appointment and offer an alternative.
- NO – Continue with scheduling an in-person appointment.

SCHEDULE APPOINTMENT (In-person appointments are a last resort for those with tech barriers)

QUESTION	YES	NO
Do you have access to a telephone or smart phone?		
Do you have access to a computer?		
Will another person be present for your appointment? This applies only to customers needing support person(s) to assist during the appointment. If so, note the total number of guests.		

- Participant record has been reviewed to see if customer has been previously aggressive or trespassed.
- Team Up partner friendly scheduling tool has been updated with approved appointment.

Scheduling Script

We have scheduled your in-person appointment for [TIME & DATE], and a confirmation of this appointment will be sent to [EMAIL or STREET ADDRESS] following this call.

Please note that we are adhering to the Governor's COVID-19 mandates, which include requiring all customers and staff to wear a CDC approved face covering that fully covers the nose and mouth, and maintaining six feet of physical distance between individuals, both in and outdoors. Additionally, neither food, nor drink will be permitted in the center.

When you arrive, please enter:

The Dalles – Please enter the main door of the building. WorkSource The Dalles center is the first door on your left. A staff member will meet you at the door at your designated in-person appointment time. If you arrive early, please wait until the appointment time outside of the building or in your vehicle.

Redmond – Please enter the main door of the building. Walk through the lobby and take your first right. WorkSource Redmond is located in the far-right corner of the building. A staff member will meet you at the door at your designated in-person appointment time. If you arrive early, please wait until the appointment time outside of the building or in your vehicle.

Bend – Please check-in with the security officer at the main door to the building. The security officer will ask you a series of COVID-19 related health and safety questions and ensure you have an appropriate face covering. Once these steps are completed, you will be greeted by a staff member that will escort you to the designated in-person appointment area. If you arrive early, please wait until the appointment time outside of the building or in your vehicle.

Klamath Falls – Please check-in with the security officer at the main door to the building. The security officer will ask you a series of COVID-19 related health and safety questions and ensure you have an appropriate face covering. Once these steps are completed, you will be greeted by a staff member that will escort you to the designated in-person appointment area. If you arrive early, please wait until the appointment time outside of the building or in your vehicle.

Your appointment time is expected to last for [TIME IN MINUTES]. If follow-up services are 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 disinfecting and set-up before our next customer arrives. Your cooperation and understanding is very much appreciated.

We look forward to seeing you!

VISITOR HEALTH CHECKLIST

(To be completed by staff during in-person appointment check-in prior to building entry)

Customer Name:	
Job Seeker # or Phone Number:	
In-Person Appointment Time/Date:	
In-Person Appointment Staff Name:	

QUESTION	YES	NO
Have you been exposed to a person with a positive COVID-19 test result in the past 14 days?		
Have you been exposed to a person with a presumptive positive COVID-19 test result in the past 14 days?		
Are you experiencing any unusual cough, shortness of breath, or fever?		
Do you have any symptoms of diarrhea, vomiting, headache, sore throat, or rash?		
Do you have a fever greater than 101.4 degrees Fahrenheit?		
Are you isolating or quarantining because you may have been exposed to a person with a positive COVID-19 result?		
Are you worried that you may be infected with the COVID-19 virus?		
Are you currently awaiting results of a recent COVID-19 test?		
NOTE: If the customer has answered YES to any of the above questions, they will be required to receive virtual service delivery or allowed to reschedule an in-person appointment 14 days from the day of this questionnaire.		

Customer answered “NO” to ALL questions

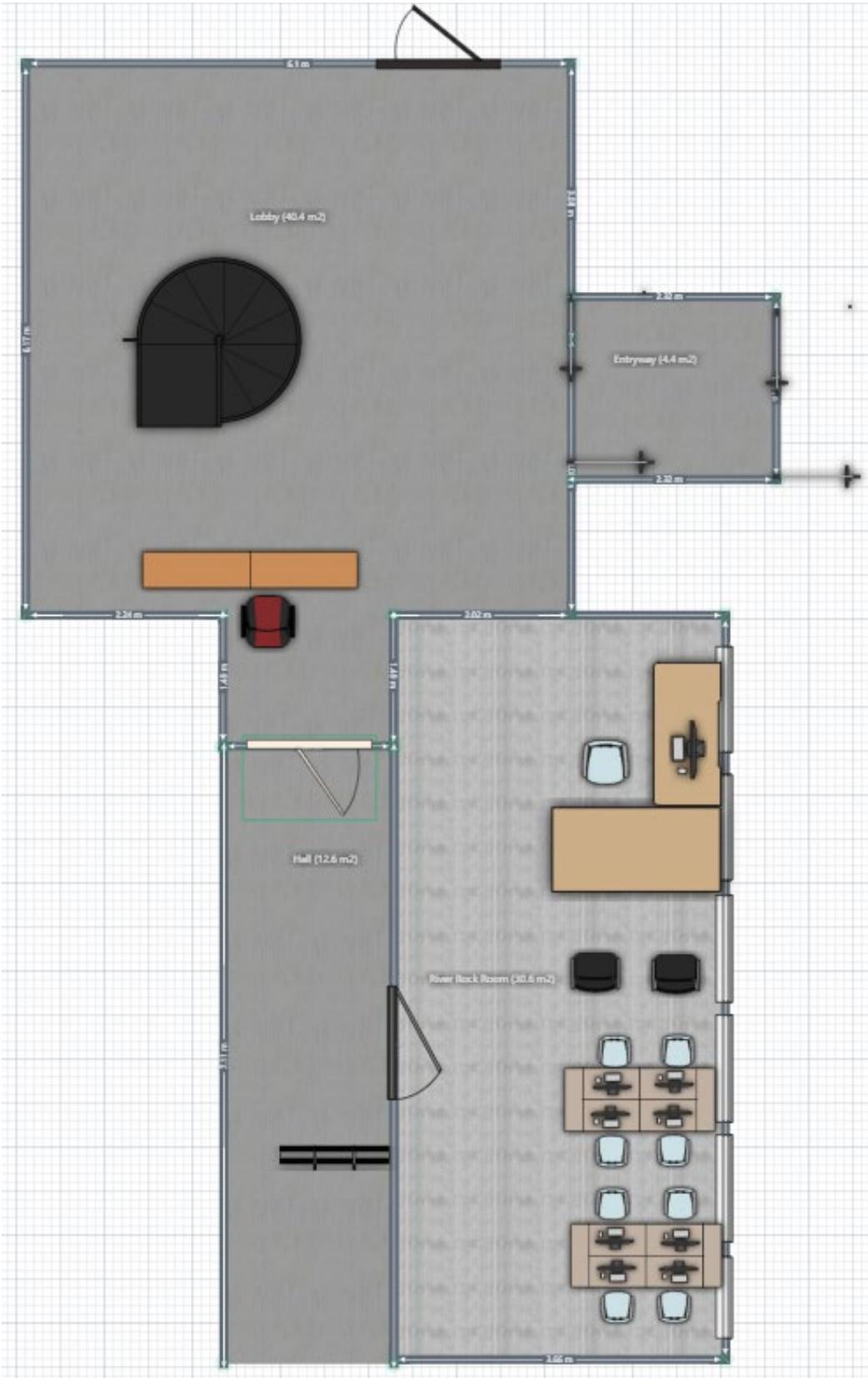
- YES – The customer may enter the building for their scheduled in-person appointment.
- NO – Notify the customer they are no longer eligible for their in-person appointment and offer an alternative.

Customer answered “YES” to ANY question:

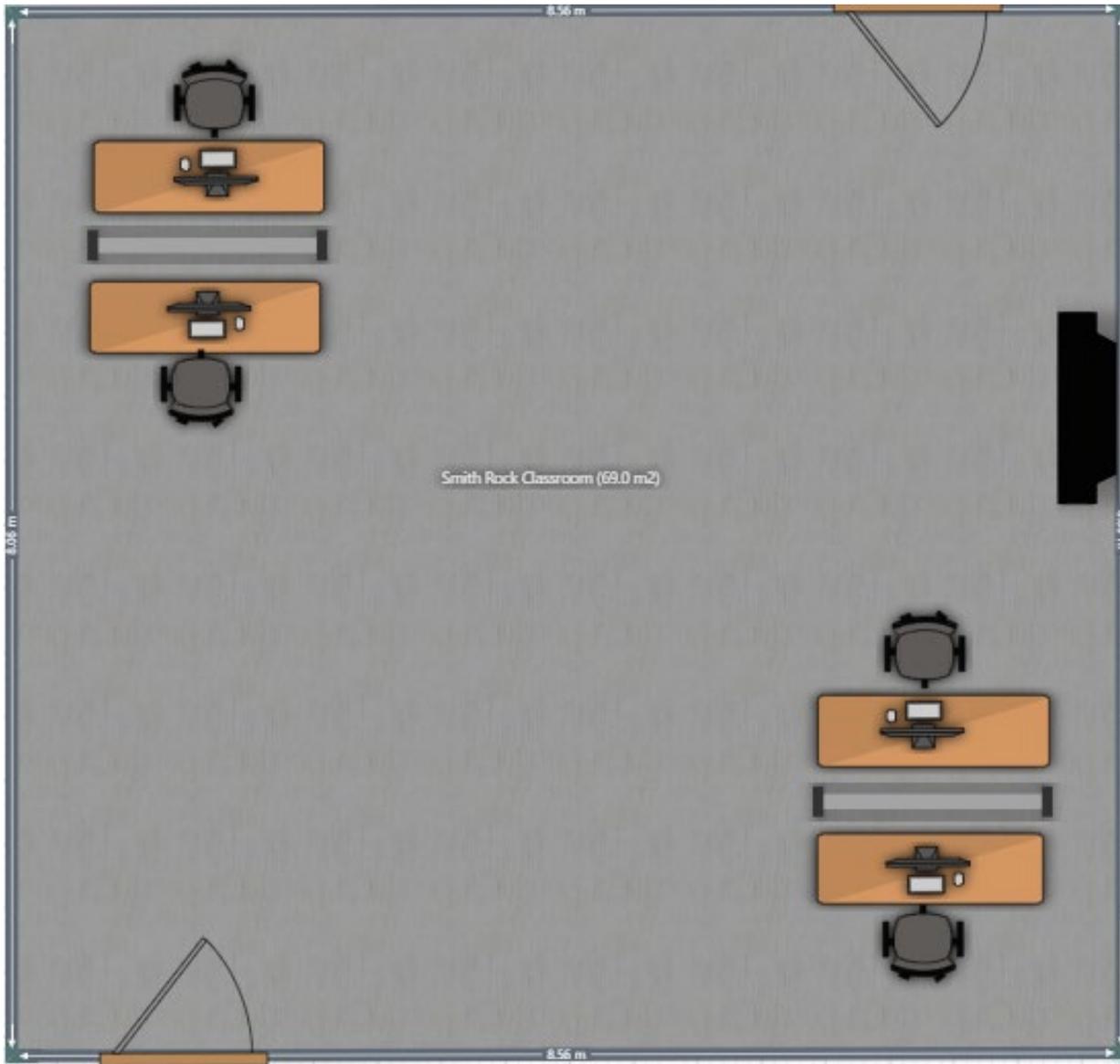
- YES - Notify the customer they are no longer eligible for their in-person appointment and offer an alternative.
- NO – The Customer may enter the building for their scheduled in-person appointment.

LAYOUT AND PHYSICAL DISTANCING GUIDELINES

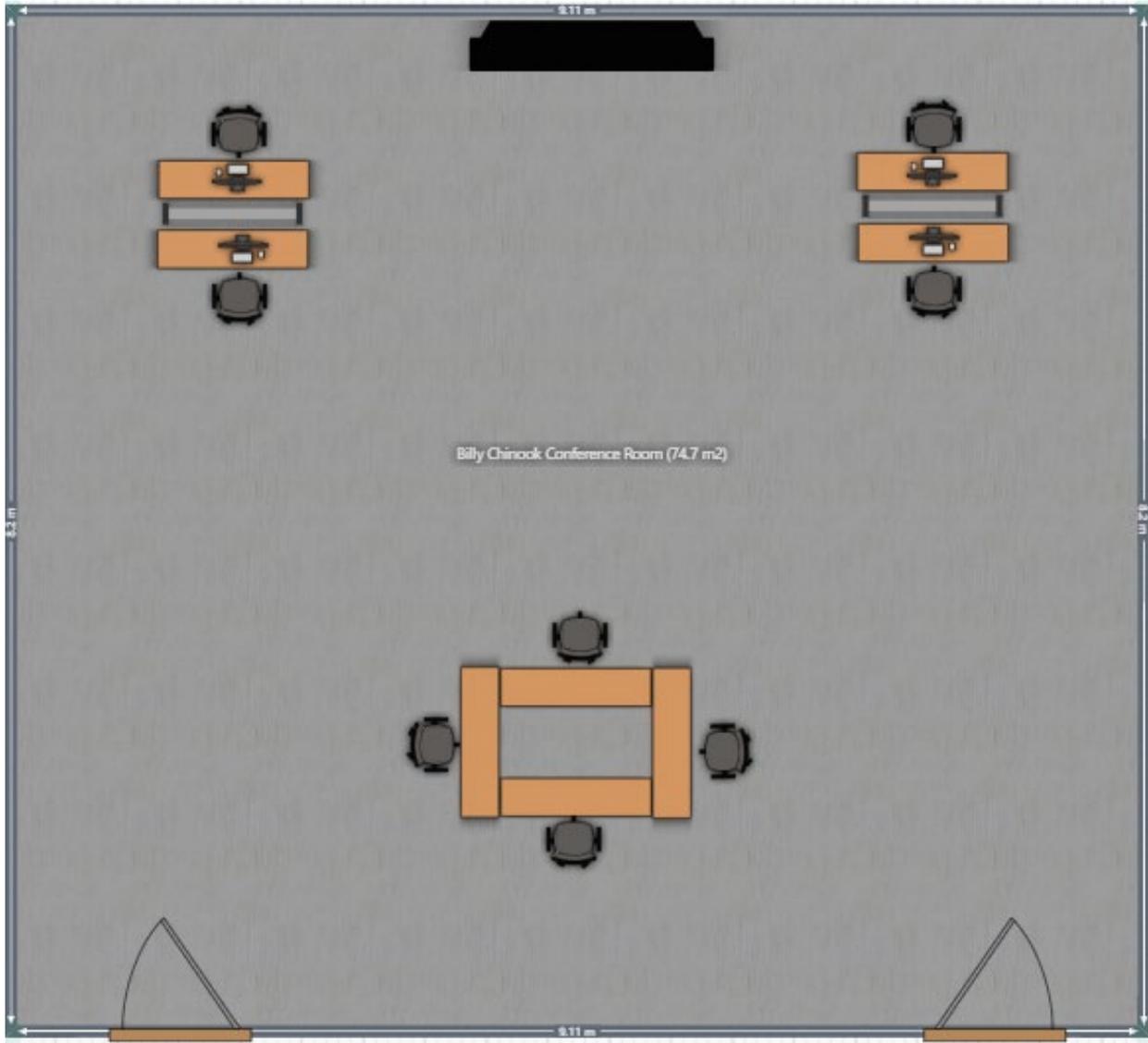
WorkSource The Dalles:

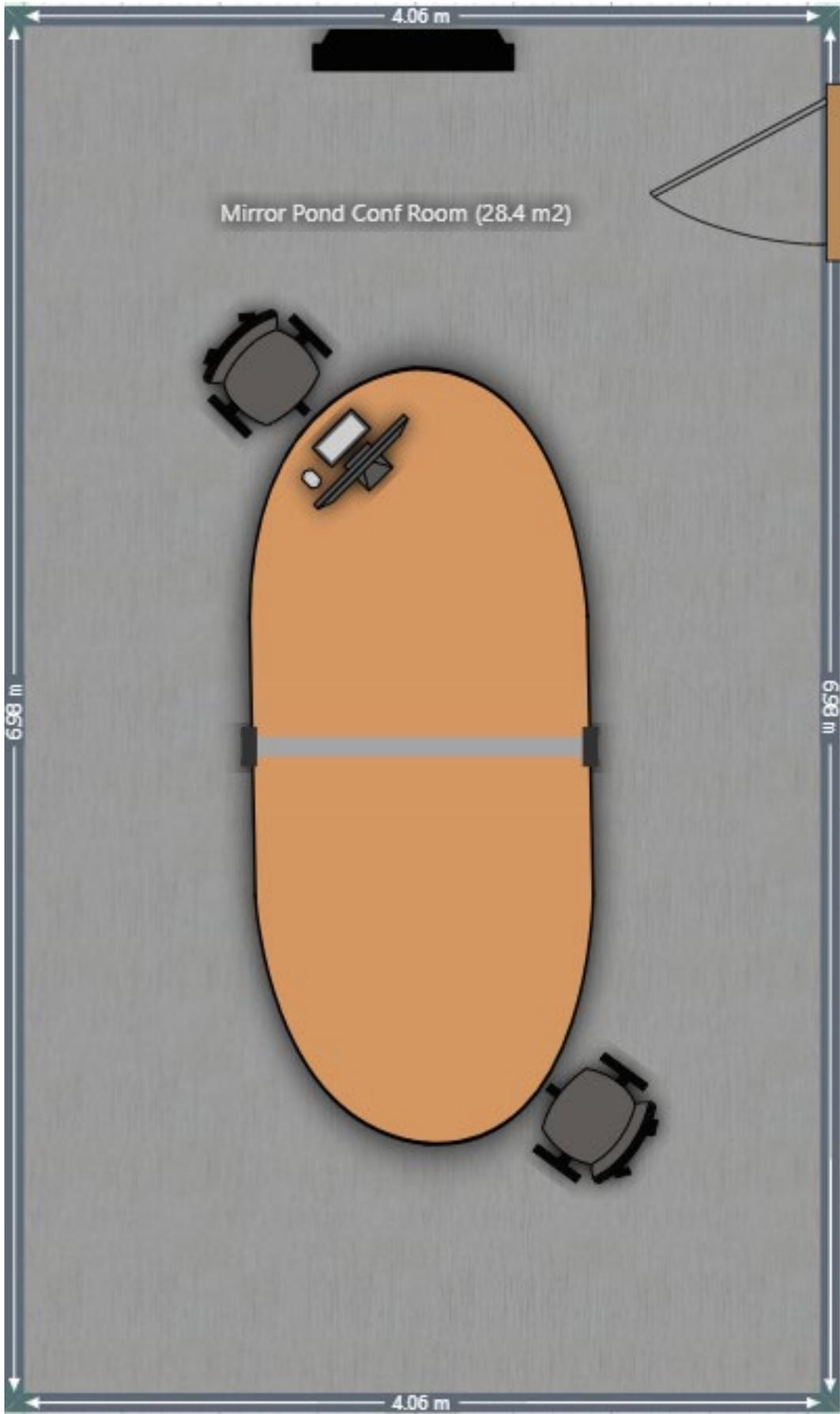


WorkSource Redmond:

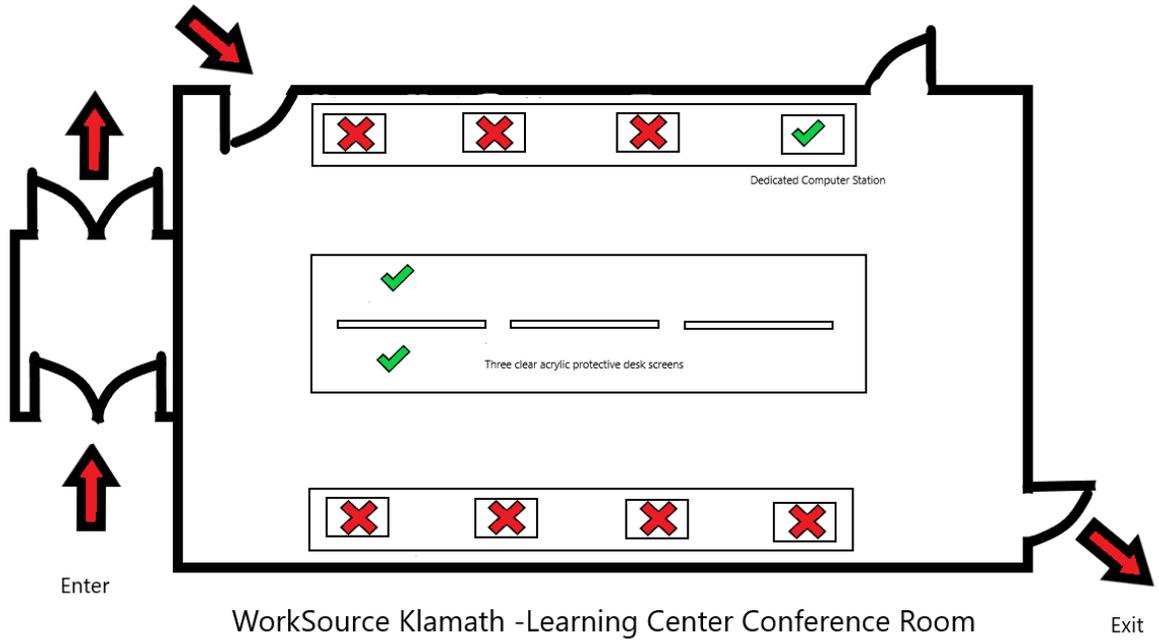


WorkSource Bend:





WorkSource Klamath Falls:



Entrance/Exit

Staff members assigned to the appointment area will be responsible for their scheduled appointments to ensure only one staff member is escorting a customer to and from the entrance/exit points to the appointment area at one time.

The Dalles:	The center's main entrance will be used as the entrance and exit point for customers.
Redmond:	The main building entrance will be used as the entrance and exit point for customers.
Bend:	The center's main entrance will be used as the entrance and exit point for customers.
Klamath Falls:	The center's main entrance will be used as the entrance point for customers. The exit door located in the designated appointment space will be used as the exit point.

Designated Appointment Space

The Dalles will utilize the River Rock room as the designated appointment area. This room offers the most space for a physically distanced configuration and has computers for customer/staff use during appointments. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Redmond will utilize the Smith Rock room for Oregon Employment Department, Title 1B, and other partner appointments. The Mountain Quail room will be used for Department of Human Services Self-Sufficiency and Vocational Rehabilitation appointments. Both rooms provide the most space and are closest in proximity to the main building and WorkSource center entrances. Smith Rock provides the ability to set up two computers for staff and customer use. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Bend has the largest center in the region and has the most partner co-location to consider. They will use the Billy Chinook room to accommodate all co-located partner appointments with the exception of Vocational Rehabilitation. This space is large and may accommodate multiple appointments at one time. As community needs increase in the future, it is important to identify a space that may provide the opportunity to add additional appointment blocks of time to the schedule.

The Mirror Pond room has been identified as the appointment area specifically for Vocational Rehabilitation. With multiple counselors located in Bend, and the need to accommodate support individuals who may accompany a customer, the team felt a separate space would provide comfortable separation for staff and double the weekly appointment capacity for the center. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Klamath Falls will utilize their Learning Center conference room as the designated appointment area for the center. This room is equipped with computers for staff and customer use. It provides a separate exit from the main entrance and is in the closest proximity to the main center entrance door. This ensures customers avoid staff workspaces while in the center. Six feet of distance between workspaces and signage to help enforce physical distance guidelines are marked appropriately, and table-top plexiglass shields will be used during in-person appointments to further separate staff and customers.

Employee and Customer Flow

Staff not assigned to the designated appointment areas will be required to stay in assigned workspaces during in-person appointment hours to avoid congestion or flow issues. Local Leadership Teams have designated spaces in all four comprehensive centers that eliminate traffic into staff workspaces as much as is possible.

Restrooms

WorkSource East Cascades centers are located in both Oregon Employment Department owned/leased buildings, and the Oregon Department of Human Services buildings. This differentiation makes it impossible to standardize restroom access to the public region-wide. **Bend** and **Klamath Falls** will allow customer restroom access during appointments, one customer at a time. Accommodations for customers attending appointment with necessary support staff will be made. Appropriate signage, physical distancing reminders and cleaning protocols are put in place and align with current guidance.

The Dalles and **Redmond** have building restrooms managed by outside organizations and will continue to provide customer access. Appropriate signage reminding staff and customers of recommended physical distancing and cleaning protocols are in place.

Unnecessary Equipment and Furniture

All unnecessary furniture and equipment have been removed from appointment areas or is marked “not in use” to discourage use. This eliminates concerns regarding space management, adherence to physical distancing protocols, additional cleaning, and employee/customer flow.

APPOINTMENT AREA ROLES & RESPONSIBILITIES

Staffing Plan

The Local Leadership Team is responsible for developing and regularly monitoring staffing plans for all four comprehensive centers. Each co-located partner was asked to provide a minimum number of appointment times required weekly to accommodate in-person service delivery. These numbers were determined using data and carefully considered individual partner needs. Each agency partner is responsible for regular monitoring to identify evolving needs based on economic climate and communication to the Leadership Team to ensure schedules and staffing plans are adjusted as appropriate.

Roles and Responsibilities

WorkSource staff 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 entrance/exit points. In **The Dalles** and **Redmond**, staff will be responsible for the customer check-in process, while **Bend** and **Klamath Falls** customers will be attended to by the Security Officer assigned to the center.

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 leads to ensure that there is no wrong door should an issue or need arise.

Security Officers will participate in the check-in process for customer appointments in **Bend** and **Klamath Falls**. They will be stationed at the check-in/sanitation station located at the main entrance for each center. This role will be responsible for:

- Customer appointment confirmation,
- Delivery of the health and safety questionnaire; and
- Supply the appropriate face covering to customers if needed.

Scheduling Tool

All four comprehensive WorkSource centers will use the Team Up scheduling tool for scenario II. This tool was utilized pre-COVID in **The Dalles**, **Redmond** and **Bend**. Please visit <http://solutions.teamup.com/getting-started-guide-for-administrators/>.

APPOINTMENT ROOM SET-UP CHECKLIST

TASK	MON	TUE	WED	THU	FRI
Whiteboard Daily Communication <input type="checkbox"/> Daily Assigned Staff & Supervisor <input type="checkbox"/> Appointments for the Day <input type="checkbox"/> Other Communication	<input type="checkbox"/> YES <input type="checkbox"/> NO				
Cleaning/Set-Up <input type="checkbox"/> All Used Surfaces Wiped with Disinfectant <input type="checkbox"/> Cleaning Supplies Stocked in Appointment Area <input type="checkbox"/> Cleaning Supplies Stocked at Check-In/Sanitation Station	<input type="checkbox"/> YES <input type="checkbox"/> NO				
Appointment Area <input type="checkbox"/> Clean, Set-Up and Ready to Receive Customers	<input type="checkbox"/> YES <input type="checkbox"/> NO				
Signage <input type="checkbox"/> All Signs in Place and Visible <input type="checkbox"/> Red/Green Signs Set to Green	<input type="checkbox"/> YES <input type="checkbox"/> NO				
Schedule <input type="checkbox"/> Visible Posted Copy of Daily Appointment Schedule	<input type="checkbox"/> YES <input type="checkbox"/> NO				
Non-Emergency Communication <input type="checkbox"/> Visible Notes for Leadership Related to Needs or Improvements	<input type="checkbox"/> YES <input type="checkbox"/> NO				

CLEANING GUIDELINES

General Staff Cleaning Guidelines

The Oregon Employment Department workgroup dedicated to identifying staff cleaning guidelines has provided WorkSource East Cascades centers with general, standard cleaning guidelines that staff may refer to for all areas of the center.

Entrance/Exit

Entrance and exit points in each of the four comprehensive centers will be regularly cleaned during appointment hours.

- Security Officers will take an active role in the customer check-in and exiting process to ensure that entrance and exit points have been wiped down after use in **Bend** and **Klamath Falls**.
- Staff will take an active role in the customer check-in and exiting process to ensure that entrance and exit points have been wiped down after use in **The Dalles** and **Redmond**.
- Day Porter Service Personnel will provide an additional layer of support if the teams feel activation of this service is necessary. Consistent cleaning of high touch areas will be regularly monitored by leadership to understand if additional attention is necessary moving forward.

Designated Appointment Area

Each room designated for in-person appointments will be equipped with cleaning supplies and extra face coverings and hand sanitizer. Staff utilizing these rooms will be responsible for cleaning after each appointment. 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 for the next customer. 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

Cleaning supplies and signage are placed in each restroom to remind staff to clean common areas after each use. This protocol has already been implemented in **Bend** and **Klamath Falls**.

In Scenario II, Bend and Klamath Falls will access day porter services to provide intermittent cleaning during appointment hours to ensure designated customer restrooms are regularly cleaned.

The Oregon Department of Human Services shared buildings have restrooms where current protocols are in place to address physical distancing, and cleaning. Customers will have access to these restrooms in both **The Dalles** and **Redmond**.

Shared Equipment and Supplies

Staff are expected to clean shared equipment and supplies after each use. Supplies will be housed next to any shared printers, fax machines and computers. Signage will also be visible to remind staff to clean after each use. Shared supplies will be kept to an absolute minimum. Each partner utilizing the in-person appointment areas will be expected to provide their own, single use pens/pencils for customers completing paperwork.

Customer Check-In/Sanitation Stations

A check-in/sanitation station will be set-up at the previously designated entrance/exit point in each of the four comprehensive centers. This station will be managed by Security Officers or staff who will be responsible for wiping the space clean after each customer check-in. This station will be equipped with face coverings, hand sanitizer, disinfectant wipes and the appropriate safety and health questionnaires.

Supply Reordering:

The Dalles – Mark Adams, mark.t.adams@oregon.gov

Redmond – Soledad Haines, Soledad.v.haines@oregon.gov

Bend – Amy Gibbs, amy.l.gibbs@oregon.gov

Klamath Falls – Randy Norris, randy.l.norris@oregon.gov

GENERAL COVID-10 EXPOSURE PROTOCOL

COVID-19 has been identified as having a particularly long incubation period, (up to 14 days) and many individuals carrying the virus and passing it to others may be asymptomatic. Some individuals may elect not to share a possible exposure, positive diagnosis or that they have even been tested for the virus. Given that, we should not rely on a positive test result to begin practicing general health and safety protocol. The period between when an exposure may have occurred, when a test was performed and when test results are received by an individual can vary greatly. It is critical that we be proactive in protecting ourselves and our customers via physical distancing, face covering, and cleaning guidelines and protocols.

What do I do if I have been in close contact with an individual who has COVID-19, but I am not exhibiting any symptoms?

- Contact your immediate supervisor and Human Resources Department,
- Work with your supervisor and/or Human Resources Department to determine if additional measures should be taken to protect yourself or your co-workers.

What do I do if I have COVID-19 or other flu-like symptoms?

- Stay home if you are feeling ill,
- Contact your immediate supervisor and Human Resources Department.

What happens when a WorkSource staff receives a positive COVID-19 test result?

The employer will:

- Consult with the organization's Human Resources Department, senior management, and the local County Health Department,
- A deep clean of all office surfaces and possible exposure areas will be scheduled; and
- WorkSource center staff who may have been in close contact with the ill individual 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.**

The employee will:

- Follow all recommended guidelines provided by the organization's Human Resources policies and/or the local County Public Health official.

The Local Leadership Team will:

- Encourage employees to maintain the recommended physical distancing to the greatest extent possible,
- Enforce covering in accordance with current state mandates,
- Establish protocols for regular cleaning and commonly used surfaces with disinfectant; and
- Reiterate the importance of frequent hand washing.

Examples of additional measures may include a more thorough cleaning protocol, accessing accrued leave, teleworking, contacting organizational Human Resources Departments or referencing collective bargaining agreements to determine eligibility for paid sick leave and virus transmission education initiatives. Ideally, no one will have experienced close or prolonged contact if we all follow physical distancing and covering guidelines.



COVID-19 POSSIBLE EXPOSURE QUESTIONNAIRE

(To be completed by supervisor)

Confidentiality is critical. Reassure the affected employee that although you may need to share a possible exposure with their co-workers and agency partners, you will not disclose the employee's name or any identifiable information. Only the minimum amount of information is to be shared. Human Resources will also not share the name of the affected individual. The following questions must be completed to determine the level of risk, and whether or not an exposure notification is necessary.

Employee Name:	
OR #:	
Work Location:	
Program and/or District:	
Date of Supervisor Notification:	
How many employees work in office location?	
Who may have been exposed?	
Was the employee tested for COVID-19?	
When was the employee tested?	
What was the result of the test?	
If positive, has the employee provided documentation?	
If no documentation has been provided, how does the employee know they tested positive?	
Is the employee medically mandated to quarantine?	
What was the last day the employee was in the workplace?	
What was the possible exposure?	
If known, was exposure due to the employee, co-worker, agency partner or customer?	
Did the employee exhibit symptoms?	

Supervisor Name/Title/Agency

Date

APPOINTMENT AREA SUSPECTED CONTAMINATION PROTOCOL

OPERATION	PREPARED BY	DATE
Suspected contamination protocol for WorkSource East Cascades	WorkSource East Cascades Local Leadership Team	February 2021

WHAT?	WHO?	HOW?	WHY?
<i>What is to be done?</i>	<i>Who is responsible?</i>	<i>How to remedy situation?</i>	<i>Why it is done that way?</i>
Notification of suspected appointment area contamination: Notify daily supervisor to activate protocol	Appointment staff and Daily supervisor	Staff should immediately notify the daily supervisor to activate suspected contamination protocol	To ensure contamination protocol is activated immediately after a suspected contamination
Freeze activity: Staff ceases all activity in the appointment area	Appointment staff and Daily supervisor	Staff and daily supervisor ensures all customer and staff names currently in the appointment area are documented and that customers are asked to leave through the nearest exit	To immediately stop activity, ensure all individual names are documented and remove all customers from the center
Lockdown: Visual notification to staff and customers that the area is locked down	Daily supervisor	Daily supervisor is to flip appropriate signage to indicate that no one is to enter the appointment area	To ensure suspected contamination is isolated to the appointment area only
Communication: Notify the Center Supervisor	Appointment staff	Appointment staff will notify the assigned Daily supervisor to begin leadership contamination protocol	To ensure leadership are notified to begin elevated contamination protocol
Leadership Communication: Notify the LLT and other building agency partners of suspected contamination	Daily supervisor	Daily supervisor will use the emergency communication list to notify all building agency partners and WorkSource East Cascades LLT of suspected contamination	To ensure all appropriate people/agencies are notified of suspected contamination

		Staff not located in the appointment space may be asked to leave the building	
<p>Leadership Documentation: Notify all appointment staff and document suspected contamination</p>	Daily supervisor	<p>Daily supervisor will speak with all Appointment area staff and document the details</p> <p>The COVID-19 Possible Exposure Questionnaire may be a useful tool for documentation</p> <p>If the Daily supervisor was not working in the appointment space that they conduct staff communications appropriately distanced or via telephone to avoid potential exposure</p>	To thoroughly document the suspected contamination and appropriately advise remaining center staff as to next steps
<p>Appointment Room Staff Release: Excuse all remaining Appointment staff to collect their belongings and leave the center</p>	Daily supervisor	Upon completion of all necessary protocol steps, Daily supervisor will excuse remaining staff for the day	To ensure all steps are complete before staff are excused

SIGNANGE AND VISUAL TOOLS

Entrance/Exit

All centers will have appointment entrance/exit points 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 information and appropriate entrance/exit instructions.

Restrooms

Cleaning supplies and signage are placed in each restroom to remind staff to clean common areas after each use. This protocol has already been implemented in **Bend** and **Klamath Falls**.

The Oregon Department of Human Services shared buildings have restrooms that have current protocols in place to address physical distancing and cleaning. Customers will have access to these restrooms in both **The Dalles** and **Redmond**.

Shared Equipment and 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 Station

Each check-in/sanitation station will be clearly marked as such and equipped with all supplies for cleaning as appropriate.

Meeting or Appointment Areas

Each area will be clearly marked with maximum occupancy signage, cleaning reminders, signs and symptoms identification documentation, and physical distancing reminders. Each appointment area will be equipped with the previously mentioned **green** (clean and ready for use) or **red** (needs cleaning prior to use) signage.

Whiteboard

The appointment area shall be equipped with a whiteboard for daily visual communication with staff with 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 prior to any appointments.

SERVICE DELIVERY

SCENARIO II OVERVIEW

Leadership from all co-located partners have determined that scenario II service delivery model will be reflective of community needs and COVID-19 conditions. This model will be reviewed regularly and adjusted based on data, state and federal guidance, staff feedback and vaccination rollout.

Co-located Partner Service Model

Oregon Employment Department (OED) has identified specific service needs that require the use of appointment space for more barriered individuals that do not otherwise have the ability to access services.

- SNAP Training and Employment Program (STEP)
- Migrant Seasonal Farmworker (MSFW)
- Re-employment Services and Eligibility Assessment (RESEA)
- Veteran Services
- NCRC

WIOA Title 1B providers are currently providing the full scope of services to clients in alternative spaces or virtually and will continue to do so while reintegrating staff into the scenario II plan to offer additional alternative space for in-person appointments.

- Career Services
- Training Services
- On-the-job Training
- Youth Services

Resource Room

Leadership has elected to discontinue the traditional resource room offering or open computer access to customers in scenario II. Customers needing access to computers will be allowed to do so with staff assistance/supervision during their scheduled in-person appointment and not to exceed the 60-minute maximum time limit.

NCRC

Leadership has elected to exclude NCRC training/testing during scenario II. The team will continue to identify alternative solutions to make this proctored test available in the future.

Curbside Services

To provide customers a safe space to access services where virtual delivery was not feasible, WorkSource East Cascades has been providing “curbside services” to customers on an as needed basis and as a last resort. Customers who have scheduled a curbside service with staff are asked to call their staff person upon arrival. Staff meets the customer in the parking lot wearing the required face covering and maintaining six feet of physical distance during the interaction. WorkSource East Cascades will continue this practice in all four centers and reserve appointment space as needed for in-depth, one-on-one engagements.

Other Partners and Referrals

The teams have worked through referring to semi or non-co-located partners in a COVID environment and will continue to refine these processes. Partners include:

- The Department of Human Services Self-Sufficiency
- The Department of Human Services Vocational Rehabilitation
- Oregon Commission for the Blind
- Job Corps
- Other Community Partners

Building Partner Considerations

The Leadership Team feels it is necessary to address how building partners will be integrated into the scenario II reopening plan. As an example, in Bend, the Office of Administrative Hearings is a building partner and has historically utilized shared spaces in the center. Reintroduction of non-WorkSource building partners may impact scheduling and customer flow. The Leadership Team has developed a standard, region-wide approach to engage with these partners and accommodate needs in scenario II.

- Building partner additions to the safety committees,
- Integrating building partner needs into the center schedules and partner friendly scheduling tool; and
- Inviting building partner staff and leadership to participate in scenario II training and orientation.

Service Delivery Communication

The Local Leadership Team meet monthly and have built in agenda items to ensure discussion points pertaining the WorkSource East Cascades service delivery. To ensure the information discussed in these meetings reaches all levels, the Leadership Team closes the meeting with an agreed upon communication that will be sent to all WorkSource Center staff. The One-Stop Operator will input the agreed upon communication into a standard template and forward to the Regional Program Manager for distribution. Any topics that require escalation will be handled by the One-Stop Operator and the One-Stop Operator Continuous Improvement Team.

Local Leadership Team (LLT) to Staff

To ensure regular and consistent information sharing from the Local Leadership Team meetings and the larger Super Local Leadership Team meetings, area leaders have added a standing staff communication agenda item. This item requires team discussion and sign off to craft a message to all WorkSource staff regarding submissions from the feedback mechanism and/or summary of the content of the Local Leadership Team meetings within 24 hours of any monthly meeting.

Safety Committee

All four comprehensive center Safety Committees are actively engaged and meet regularly. There is participation from all co-located partners, as well as representation from the Local Board. Meeting minutes are captured and posted for staff to review.

This plan has been reviewed by the regional Safety Committees as indicated on the signature page. These teams will continue to play an active role in leadership safety considerations and the implementation of new protocols in each center.

As part of ongoing improvement efforts, the Local Leadership Team will continue to explore how the Safety Committees may become more involved in on-going safety concerns and/or issues.

Staff Self-Care and Wellness

The Local 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 work environment. Based on the “We’re Listening” Staff Feedback Survey results, leadership has identified options that may be immediately implemented and continually evaluated for improvement or additional opportunities. Recommendations include:

- Identifying a designated decompression room in each of the four centers,
- Encouraging staff to take breaks when needed; and
- Providing a consistent feedback loop from staff to local leadership and leadership to staff to ensure their concerns are being heard and addressed.

In addition, the Local Leadership Team has committed to encouraging and allowing staff to participate in state-level trainings related to de-escalation, conflict resolution, trauma-informed care, or any other topic related to the above staff requested training opportunities.