

# WorkSource Oregon Reopening Plan

## Local & State Signature Approval Page

### Local Area Review and Approval

1. Safety Committee Final Review Date of Review: 03-09-21
2. Local Leadership Team Final Review Date of Review: 03-09-21
  - ✓ 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: 03-09-21
4. Local Board Executive Director Review Date of Review: 03-11-21

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

One-Stop Operator:  Date: 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)**

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

Workforce Area:

Submitted By:

Contact Information:

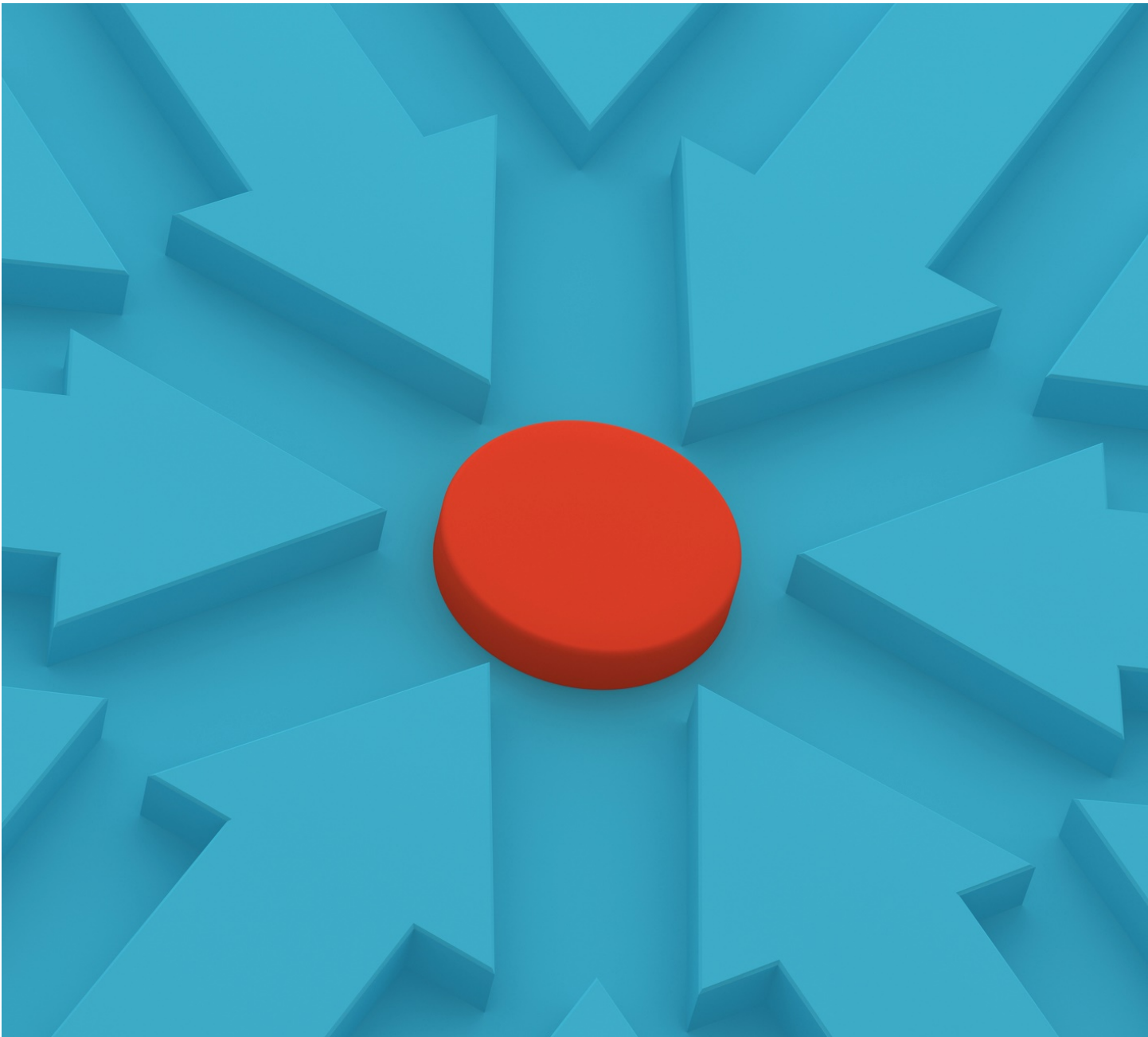
## **Recommendations (Plan Reviewer/Approver to Local Leadership Team's)**

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

Submitted By:

Contact Information:

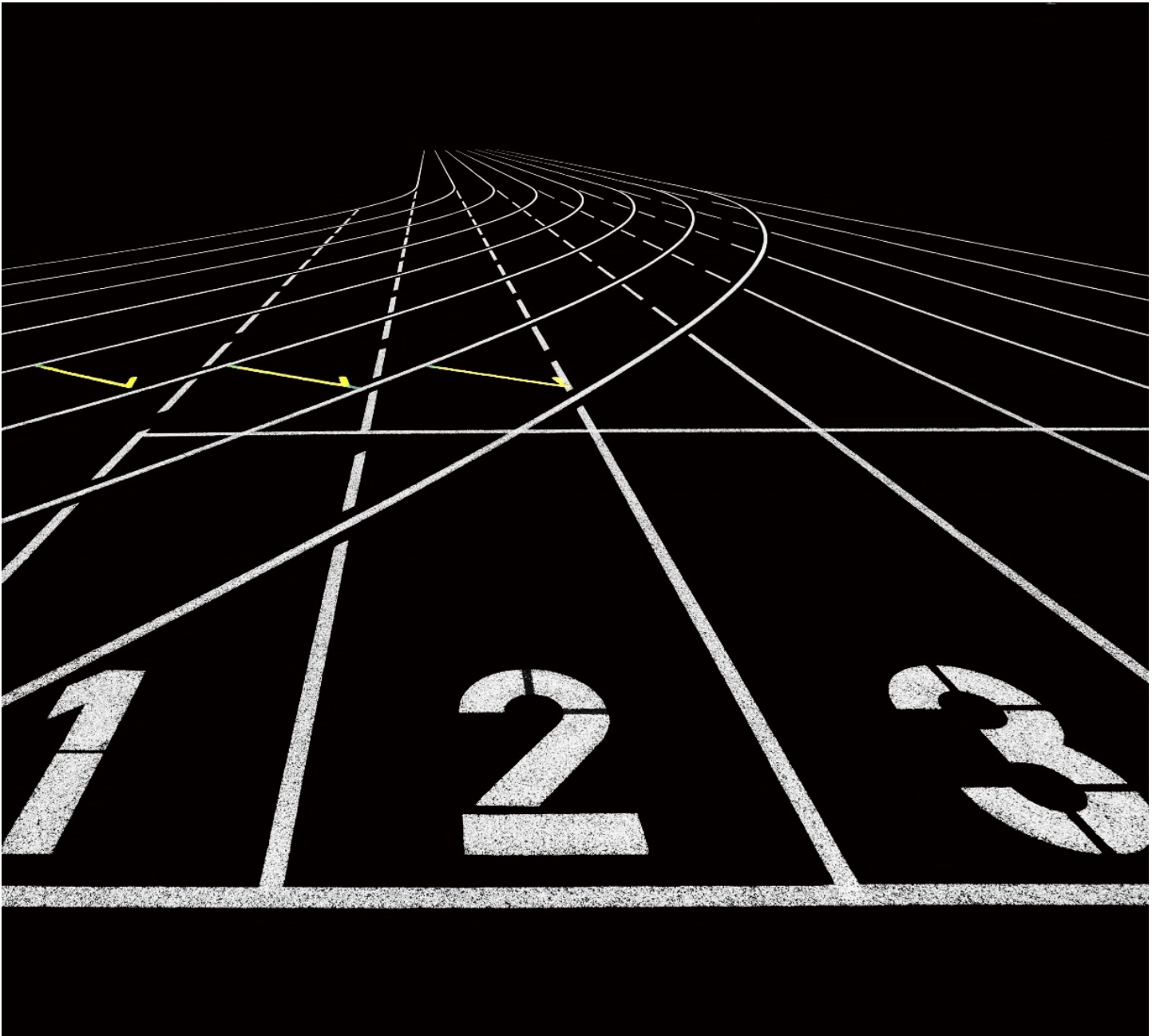


# REOPENING PLAN

WORKSOURCE NORTHWEST – 2021

*Corvallis, Newport, Lincoln City, Tillamook, St. Helens & Astoria*

SCENARIO II – BY APPOINTMENT ONLY



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## APPROACH TO REOPENING

The WorkSource Northwest Center Leadership Team (CLT) has developed a plan to safely open portions of all six WorSource Centers in the region 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.

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# NORTHWEST CENTER LEADERSHIP TEAM

Heather DeSart, Northwest Oregon Works (NOW), [heather@onwib.org](mailto:heather@onwib.org)

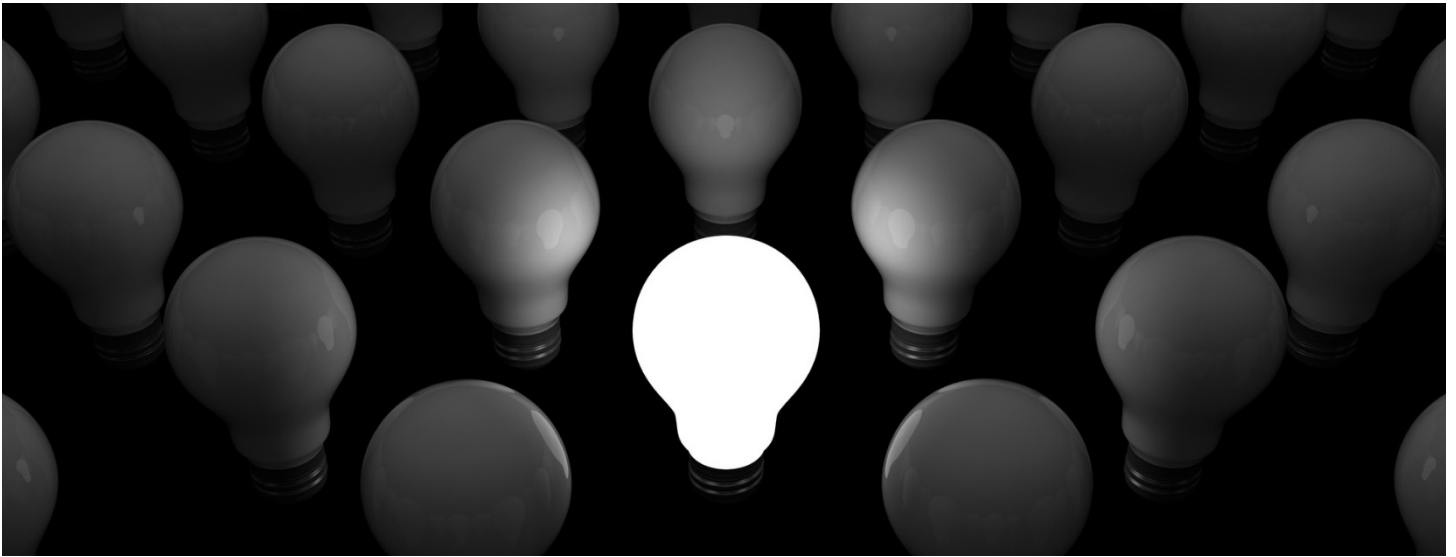
Kendall Lenhares, Oregon Manufacturing Extension Partnership, [klenhares@gmail.com](mailto:klenhares@gmail.com)

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## Guidance

The Northwest CLT 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 (WSET) memos and guidance, and the One-Stop Operator (OSO) Continuous Improvement Team templates were used in plan development.

[Oregon Employment Department](#), [Oregon Health Authority](#), [Centers for Disease Control](#),

## Scenarios

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

Scenario II will be limited to a specific space in each of the six Northwest WorkSource Centers. The team identified spaces for appointment that are separate from staff workspaces wherever possible and focus on spaces that are in the closest proximity to entrance and exit points.

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# CONSIDERATIONS

The NW CLT 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 CLT 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 will begin developing feedback mechanisms that capture real-time data. This information can be used in the continuous improvement process. For staff, the feedback mechanisms will be an extension of the 2020 “We’re Listening” Staff Feedback Survey. For business and job seeker customers, the team will review best practices implemented in other areas for consideration.

For specific plan questions, please feel free to contact: Kendall Lenhares, One-Stop Operator for the Northwest Workforce Area at 503-930-7050 or [klenhares@gmail.com](mailto:klenhares@gmail.com) or Stephanie Hurliman, Area Manager for Oregon Employment Department at 503-842-4488 or [stephanie.a.hurliman@oregon.gov](mailto:stephanie.a.hurliman@oregon.gov)



### SAFETY

Considerations that ensure all staff and customers engaging with the Northwest WorkSource Centers 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 all five Northwest counties have equitable access to services and that the staff have the appropriate tools and support to perform the work.

# SAFETY



## 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 (minimum of 14 days) 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 spaces will be required to wear a face covering at all times. If staff do not have a face covering, they will be provided one to wear. 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 coverings 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 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 covering, staff will require the customer to reschedule their appointment using one of the virtual or phone service delivery options.

### 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. The log will be developed using a daily 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 spaces. This log will be developed using the daily 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 Center Leadership Team has developed a standard process for suspected contamination of appointment areas.

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

## PHYSICAL DISTANCING

### Entrance/Exits:

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 to or from the entrance/exit, and check-in area at a time.

**Corvallis:** The main entrance will be used as the entrance and exit points for customers.

**Newport:** The southside building entrance will be used as the entrance and exit for appointment customers. This entrance/exit is in the closest proximity to the designated appointment area.

**Lincoln City:** The main entrance will be used as the entrance and exit points for customers.

**Tillamook:** The main entrance will be used as the entrance and exit points for customers.

**St. Helens:** The main entrance will be used as the entrance and exit points for customers.

**Astoria:** The main entrance will be used as the entrance and exit points for customers.

### Designated Appointment Space

**Corvallis:** : Corvallis will utilize their computer lab space as the designated appointment area. This space offers the most space for a physically distanced set-up and already has computers in place for customer/staff use during appointments. Six feet of distancing between work spaces and signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**Newport** will utilize the Matthews room located on the first floor and adjacent to the southside entrance to the building. This space offers the most space for a physically distanced set-up and already has computers in place for customer/staff use during appointments. This space is the closest space to the designated southside appointment entrance/exit. Six feet of distancing between work spaces and signage to help enforce physical distancing guidance are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**Lincoln City:** Lincoln City will utilize their computer lab as the designated appointment area. This space offers the most space to ensure adherence to physical distancing guideline and is the closest space in proximity to the center’s main entrance/exit. Six feet of distancing between appointment spaces and signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**Tillamook:** Tillamook will utilize their conference room as the designated appointment area. This space offers the most space to ensure adherence to physical distancing guidelines. Six feet of distancing between appointment spaces and signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**St. Helens:** St. Helens will utilize their Classroom 1 as the designated appointment area. This space offers the most space to ensure adherence to physical distancing guidelines and is the closest space to the center’s main entrance/exit. Six feet of distancing between appointment space and signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**Astoria:** Astoria will utilize their computer lab as the designated appointment area. This space offers the most space for a physically distanced set-up and is the closest available space to the designated appointment building entrance/exit. Six feet of distancing between appointment spaces and signage to help enforce physical distancing guidelines are marked appropriately, and table-top plexiglass will be used during appointments to separate staff and customers.

*Please see Attachment C – WorkSource Northwest 2-D Renderings (Center floorplans & appointment space layouts)*

### Employee and customer flow

The Center Leadership Team has identified appointment spaces in each center to minimize issues with employee and customer flow. This is outlined more in operational considerations under staffing plan and center appointment area layout.

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

### Restrooms

The Northwest WorkSource Centers are located in both Oregon Employment Department owned/leased buildings, as well as Oregon Department of Human Services buildings. This differentiation makes it impossible to standardize restroom access to the public region wide.

The following centers have designated their restrooms as employee only restrooms. This aligns with current physical distancing guidance.

- Newport
- Tillamook
- Lincoln City
- St. Helens

The following centers have building restrooms that are not managed by Oregon Employment Departments. These buildings have been accepting appointments for months and customers will have access to restrooms. Appropriate signage reminding staff and customers of physical distancing protocols are in place.

- Corvallis
- Astoria

### Unnecessary Equipment & Furniture

All unnecessary furniture and equipment has been removed from appointment spaces or marked “not in use” as to not encourage use when it is not pertinent to a customer appointment. This eliminates concerns regarding space management, adherence to physical distancing protocols and employee/customer flow.

## **CLEANING GUIDELINES**

### General Staff Cleaning Guidelines

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

*Please review Attachment B – WorkSource Northwest Staff Cleaning Guidelines*

### Entrance & Exit

Entrance and Exits in the center will be regularly cleaned during appointment hours in each of the six Northwest centers.

- Security Officer will take an active role in the check-in and exiting process of a customer and will ensure entrances and exits have been wiped down after use.
- Day porter services are an additional layer of support if the team feels activating this service is necessary. Cleaning of important spaces will be regularly monitored by leadership to understand if this layer is necessary moving forward.

### Designated Appointment Space

Each space designated for in-person appointments will be equipped with cleaning supplies and extra face coverings and hand sanitizer. These spaces will be cleaned 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 managed by Oregon Employment Department 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 Newport, Lincoln City, Tillamook and St. Helens. .

Oregon Department of Human Services shared buildings have building restrooms where they have current protocols in place to address physical distancing, and cleaning. Customer's will have access to these restrooms in both Corvallis and Astoria.

### **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 spaces are expected to provide their own single use pens/pencils for customers filling out paperwork.

### **Sanitation Station**

A check-in/sanitation table will be set-up at the identified appointment entrance/exit in each of the six Northwest centers. This station will be managed by assigned security officer personnel. This individual will be responsible for wiping the space down after a customer checks-in for an appointment. The station will be supplied with face coverings, hand sanitizer, cleaning wipes, and the health and safety questionnaire.

## **SIGNAGE & VISUAL TOOLS**

### **Entrance/Exit**

All centers will have their appointment 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 of the restrooms in Newport, Lincoln City, Tillamook, and St. Helens has "Employee Only" signage on the front of each door. In addition, physical distancing and cleaning reminder signs are located on the inside of each restroom

In Corvallis and Astoria, the building restrooms have similar signage to the above.

### **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 Station**

Each table will be clearly marked with a "Sanitation Station" sign.

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

### **Designated Appointment Space**

Each of the identified appointment spaces have a max capacity sign clearly posted.

Each area space has 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 = Space has been cleaned and is ready for next appointment.**

**Red = Space needs cleaning prior to next appointment.**

## **SAFETY COMMUNICATION**

### **Staff to Local Leadership Team**

The Center Leadership Team 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 regularly engaging with frontline staff to ensure they feel safe and have the most up-to-date information. This will be accomplished through daily stand-up meetings that include all partner staff and regular one-on-one engagement from supervisor to frontline staff. Leadership will elevate staff concerns to the leadership team for further exploration and discussion.

### **Local Leadership Team to Staff**

To ensure staff receive regular and consistent information from the CLT, and the larger Local Leadership Team (LLT) the areas leaders have added a standing item to their meeting agenda.

- Staff communication

The agenda item requires the team to discuss what from the CLT/LLT meetings need 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 CLT meeting.

### **Center Leadership Team to Executive Leadership (WSET)**

If important issues or topics are discussed at the frontline staff or CLT level that leadership feel are important to elevate to WSET for consideration, the One-Stop Operator will note and report these directly to WSET Team member, Julia Steinberger at [julia.steinberger@hecc.oregon.gov](mailto:julia.steinberger@hecc.oregon.gov)

### **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.

This plan has been reviewed by multiple regional safety committees as indicated on the signature page.

The CLT 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 are in place for security services in all six (6) of the Northwest centers. The security officer role and their role in scenario II has been further defined in this plan's operational considerations section under 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 "new" process will be complete by WS Northwest's & targeted scenario II date.

**Training on new process:** If the WSET releases a new process for incident reporting, the CLT 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 CLT 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 WS Northwest's targeted scenario II date.

**Training on new process:** If the WSET releases a new process for removal of customers, the CLT 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 CLT 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 CLT 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 CLT 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.

- Encouragement of staff to take breaks when needed.

- Feedback mechanism/loop from staff to local leadership and leadership to staff.

In addition, the CLT 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 CLT 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 WS Northwest 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 CLT showing that staff have had the appropriate training and offered a space to ask question and/or voice concerns, prior to working in designated appointment spaces.

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

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# OPERATIONS



## SPECIFIC TO DESIGNATED APPOINTMENT AREAS

### Appointment Hours

The CLT has determined the Scenario II, by appointment only hours of operation will be between 10:00 a.m. and 3:00 p.m., daily with the last appointment scheduled no later than 1:30 p.m. This allows time for staff to enter and exit the otherwise closed building prior to the public arriving for appointments.

Appointments will not exceed 45-60 minutes in length to allow for proper space airing and cleaning after an appointment is completed.

The appointment hours and length are standard for all six centers in the Northwest and allow timeslots for up to four (4) appointments per day/twenty (20) per week for a total of one hundred and twenty (120) appointments region wide.

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

### General Staffing Plan

The CLT has taken on the responsibility of developing and regularly monitoring staffing plans for scenario II in all six centers. Each co-located partner was asked to provide a minimum number of appointment times needed weekly to accommodate in-person services. The numbers provided were based on data and anticipated needs. Each partner is responsible for regularly monitoring evolving needs based on economic climate and communicating to the Center Leadership Team to ensure schedules and staffing plans are adjusted appropriately.

### Roles & 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.

In addition, they are responsible for ensuring appointment spaces are cleaned prior to and after a customer appointment. Day porter cleaning services may be activated to help with intermittent cleaning during appointment hours.

**Leadership:** A Center Leadership Team member will be assigned as the direct point of contact for staff. 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 personnel:** The Center Leadership Team has standardized the role of the security Officer for six of the Northwest centers.

Security Officers 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. 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**

### **Standard Appointment Space Layout**

The CLT has determined that all designated appointment spaces be set up in a standardized way. Considering each center has set appointment hours that accommodate four appointments per day and only one appointment at a time, standardizing the space layout is a way to simplify.

Each designated appointment space will be set-up with one rectangular table, two chairs (one on either side of the table), a maximum of two computers, and a tabletop plexiglass unit to divide the table space between customers and staff.

### **Scheduling Tool**

The CLT has determined they will use the partner friendly scheduling tool, MS Team Up, regionwide. Staff will be trained on this tool during plan implementation.

### **Daily Staffing Plan Communication**

Each of the six centers will use the scheduling tool to create a daily appointment list. This list will be supplied to appointment staff, leadership, and the security officer prior to the first appointment arriving at 10:00 a.m. each day.

### **Customer Appointment Criteria**

The CLT 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 appointment.

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

### **Furniture & Equipment**

Appointment areas 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 CLT 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 will be handled by the OSO and the OSO Continuous Improvement Team.

### **Staff Operational Training**

To augment the reopening plan and to provide staff with the necessary scenario II training, the CLT 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 WS Northwest 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 CLT 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 CLT 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 SERVICE MODEL (All Six Northwest Centers)

**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

**Equus Workforce Solutions - WIOA Title 1B Services:** Equus 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. The staff did not leave the WorkSource Center to work remotely.

Equus is currently providing their 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 for offering additional alternative space for appointment to customers.

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

#### **Resource Room Services:**

The CLT 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 staff assisted scheduled appointment that will not exceed the 45-60-minute time limit.

**Other Partners & Referrals:** Locally, the NW teams have 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

- Easterseals Oregon
- Job Corps
- Other community partners

### NCRC

The CLT has opted to exclude NCRC as a center offering 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 space to complete steps in accessing services, WorkSource Northwest 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 their required face covering and maintaining six feet of physical distance during their interaction. WorkSource Northwest will continue with this practice and reserve appointment space for needed in-depth, one-on-one engagements.

### SERVICE-DELIVERY COMMUNICATION

The CLT meets twice per month and have built in agenda items to ensure discussion points pertaining to WSC service-delivery are discussed at every meeting.

To ensure the information coming from these meetings reaches frontline staff (when necessary), and Executive Leadership, 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 will be handled by the One-Stop Operator (OSO) and the OSO Continuous Improvement Team.

### STAFF SERVICE DELIVERY TRAINING

To augment the reopening plan and to provide staff with the necessary scenario II training, the CLT 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 Northwest Oregon 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 CLT showing that staff have had the appropriate training and offered a space to ask question and/or voice concerns, prior to working in designated appointment areas in all six centers.

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

## **SCENARIO II SAFETY CHECKLIST (To be completed by leadership prior to scenario II reopening in each Northwest Center)**


Scenario II - Virtual + Phone + limited in-person, by appointment

**WorkSource Northwest Scenario II Safety Checklist**

	Date	Initials
<b>GENERAL SAFETY CONSIDERATIONS</b>		
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		
<b>PHYSICAL DISTANCING &amp; LAYOUT</b>		
Spaces 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.		
<b>WORKSOURCE CENTER &amp; APPOINTMENT SPACE CLEANING</b>		
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.		
<b>SAFETY SIGNAGE</b>		
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.		

<b>PERSONAL PROTECTIVE EQUIPMENT</b>		
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.		
<b>SAFETY COMMUNICATION</b>		
The Center Leadership Team meets regularly and has added standard safety communication agenda items to their agenda and a process for communicating information to staff.		
The Center Leadership Team has implemented the Staff Feedback Link Tool (virtual observation/recommendation & feedback box) for staff to voice any safety related concerns or improvement recommendation.		
The Center Leadership Team has added an all staff “town hall” meeting monthly to provide a space for on-going feedback and safety communication.		
Roseburg and Coos Bay Safety Committees have added Scenario II safety related agenda items to their standing agendas and will elevate any issues or concerns immediately to their Center Leadership Team.		
<b>STAFF TRAINING</b>		
All WorkSource staff have reviewed the NW 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 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.		
<b>HVAC SYSTEMS</b>		
All six WorkSource Center’s HVAC systems have been certified to meet or exceed OSHA standards for filtration.		





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

# WELCOME BACK

**Dear WorkSource, Northwest 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 Leadership Team has worked to develop an intentional reopening plan for all six WorkSource Centers 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 Center 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 the new information and address any questions or concerns you may have. In addition, we will offer two to three training sessions for you to participate in. This will give you and your peers the opportunity to learn about new protocols and guidelines for Scenario II in a unified way.

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

**Sincerely,**

**Your Local Leadership Team**

Heather DeSart, Northwest Oregon Works (NOW), [heather@onwib.org](mailto:heather@onwib.org)  
Kendall Lenhares, Oregon Manufacturing Extension Partnership, [klenhares@gmail.com](mailto:klenhares@gmail.com)  
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Angeline Chan-Pepper, Equus Workforce Solutions, [angeline.chan@equusworks.com](mailto:angeline.chan@equusworks.com)



# “WorkSource Northwest” 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 designated appointment spaces within any of the six NW WorkSource Centers. All items must be marked complete and initialed by the staff member trained, their direct supervisor, and submitted to the Center 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

**Appointment Space Layout**

Designated Appointment Spaces  
Customer Check-in & Sanitation Stations  
Customer Entrance/Exit  
Restrooms & Closed Office Space

**Other**

Communication  
Staff self-care & wellness

**Roles & Responsibilities**

Appointment Space Roles  
Daily Set-up Checklist

**Staff Cleaning & Supplies**

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

**Signage & Visual Tools**

Specific to Appointment Spaces

# WHAT WE WILL COVER:

The Local Leadership Team has identified designated appointment spaces in each of the six WorkSource Centers 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
- Appointment Space Layout
- Appointment Space Roles & Responsibilities
- Staff Cleaning & Cleaning Supplies
- Appointment Space Specific Cleaning
- Signage & Visual Tools
- Service-Delivery
- Referrals
- Communication
- Stand-up Meetings
- Staff self-care & wellness

## TEMPLATES & PROTOCOLS

- Appointment Scheduling Template
- Visitor Health Checklist
- Appointment Space 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 great ideas to help shape the system into the future.

# 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 **45-60 minutes**.
- 3) Space 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) Appointment spaces will be cleaned prior to and after appointments using identified cleaning protocols.
- 5) There are four daily appointments scheduled, Two morning and two afternoon. They are spaced appropriately for cleaning and airing purposes established by Covid-19 Scenario II guidelines.

## Prior to Appointment:

- 1) **WorkSource 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 45-60 minutes appointment time.
  - b. Staff must complete the **Appointment Scheduling Template** during the time of appointment scheduling.
  - c. Staff must document appointment in partner friendly MS Team Up 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, 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. This will be done by the security officer or by telephone with staff scheduling the appointment upon customer arrival.
  - c. Directions to designated entrance of Center, and customer check-in process.
  - d. No public restrooms at this time.
- 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 personnel 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 Appointment Space Area Cleaning Protocols.

# WorkSource Northwest 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)		
<ul style="list-style-type: none"> <li>Have you been exposed to a person with a positive case in the past 14 days?</li> </ul>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Have you been exposed to a person presumptive case of COVID-19 in the past 14 days.</li> </ul>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Are you experiencing any unusual cough, shortness of breath, or fever?</li> </ul>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Do you have symptoms of diarrhea, vomiting, headache, sore throat, or rash?</li> </ul>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Do you have a fever greater than 101.4 degrees Fahrenheit?</li> </ul>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Note:</b> If the customer has answered yes to any of the above questions, they will need to receive services virtually or allow 14 days before scheduling another in-person appointment.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<ul style="list-style-type: none"> <li>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?</li> </ul>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Are you currently waiting on the results of a COVID-19 test?</li> </ul>	<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

**Use the MS Team Up Calendar tool to schedule appointments.**

**Please read the following statement to the customer:**

We have scheduled your in-person appointment for \_\_\_\_\_, this appointment is not to exceed 60 minutes; 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 face covering 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.

**Corvallis**

When you arrive, park in the main parking lot of the Oregon DHS and WorkSource Center. Please call (staff member name) at 541-757-4261. At this time, your staff member will ask you the required COVID-19 Health and Safety questions. Once completed and approved to proceed, you will find the main entrance double doors. Proceed and walk to the Worksource Center, you will be greeted by security staff who will ensure you have an appropriate CDC recognized face covering. Once this is established your staff member will greet you, ask you to use hand sanitizer, and escort you to one of the center's designated appointment spaces.

**Newport**

When you arrive, park in the west main parking lot of the WorkSource Center. Please call (staff member name) at 541-265-8891. At this time, your staff member will ask you the required COVID-19 Health and Safety questions. Once completed and approved to proceed, you will find the south entrance double doors. Proceed and walk to the Worksource Center, you will be greeted by security staff who will ensure you have an appropriate CDC recognized face covering. Once this is established your staff member will greet you, ask you to use hand sanitizer, and escort you to one of the center's designated appointment spaces.

**Lincoln City**

When you arrive, park in the Lighthouse Plaza main parking lot just below the WorkSource Center. Please call (staff member name) at 541-994-9662. At this time, your staff member will ask you the required COVID-19 Health and Safety questions. Once completed and approved to proceed, you will go to the second floor of the building to the Worksource Center either using stairs or elevator. Proceed and walk to the Worksource Center, you will be greeted by security staff who will ensure you have an appropriate CDC recognized face covering. Once this is established your staff member will greet you, ask you to use hand sanitizer, and escort you to one of the center's designated appointment spaces.

**Tillamook**

When you arrive, park in the main parking lot east of the WorkSource Center. Please call (staff member name) at 503-842-4488. At this time, your staff member will ask you the required COVID-19 Health and Safety questions. Once completed and approved to proceed, you will find the main entrance double doors. You will be greeted by security staff who will ensure you have an appropriate CDC recognized face covering. Once this is established your staff member will greet you, ask you to use hand sanitizer, and escort you to one of the center's designated appointment spaces.

**St Helens**

When you arrive, park in the main parking lot south of the WorkSource Center. Please call (staff member name) at 503-397-4995. At this time, your staff member will ask you the required COVID-19 Health and Safety questions. Once completed and approved to proceed, you will find the main entrance doors. Proceed and walk to the

Worksource Center, you will be greeted by security staff who will ensure you have an appropriate CDC recognized face covering. Once this is established your staff member will greet you, ask you to use hand sanitizer, and escort you to one of the center's designated appointment spaces.

### **Astoria**

**Example:** When you arrive, park in the main parking lot east of the WorkSource Center. Please call (staff member name) at 503-325-4821. At this time, your staff member will ask you the required COVID-19 Health and Safety questions. Once completed and approved to proceed, you will find the main entrance double doors. Proceed and walk to the Worksource Center on the first floor, you will be greeted by security staff who will ensure you have an appropriate CDC recognized face covering. Once this is established your staff member will greet you, ask you to use hand sanitizer, and escort you to one of the center's designated appointment spaces.

Your appointment time will last no longer than the scheduled time. 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 in advanced for your cooperation in helping us keep you and our staff safe!**

**The WorkSource Team!**

## 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 they traveled outside the state or country in the last 14 days?**

# FLOORPLANS & APPOINTMENT AREA LAYOUTS

*Please see attachment C for all WS Northwest centers floorplans and designated appointment space layout.*

## PHYSICAL DISTANCING GUIDELINES

### Entrance/Exits

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 to or from the entrance/exit, and check-in area at a time.

**Corvallis:** The main entrance will be used as the entrance and exit points for customers.

**Newport:** The southside building entrance will be used as the entrance and exit for appointment customers. This entrance/exit is in the closest proximity to the designated appointment area.

**Lincoln City:** The main entrance will be used as the entrance and exit points for customers.

**Tillamook:** The main entrance will be used as the entrance and exit points for customers.

**St. Helens:** The main entrance will be used as the entrance and exit points for customers.

**Astoria:** The main entrance will be used as the entrance and exit points for customers.

### Designated Appointment Space

**Corvallis** will utilize their computer lab space as the designated appointment area. This space offers the most space for a physically distanced set-up and already has computers in place for customer/staff use during appointments. Six feet of distancing between work spaces and signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers

**Newport** will utilize the Matthews room located on the first floor and adjacent to the southside entrance to the building. This space offers the most space for a physically distanced set-up and already has computers in place for customer/staff use during appointments. This space is the closest space to the designated southside appointment entrance/exit. Six feet of distancing between work spaces and signage to help enforce physical distancing guidance are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**Lincoln City** will utilize their computer lab as the designated appointment area. This space offers the most space to ensure adherence to physical distancing guideline and is the closest space in proximity to the center's main entrance/exit. Six feet of distancing between appointment spaces and signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**Tillamook** will utilize their conference room as the designated appointment area. This space offers the most space to ensure adherence to physical distancing guidelines. Six feet of distancing between appointment spaces and

signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**St. Helens** will utilize their Classroom 1 as the designated appointment area. This space offers the most space to ensure adherence to physical distancing guidelines and is the closest space to the center's main entrance/exit. Six feet of distancing between appointment space and signage to help enforce physical distancing guidelines are marked appropriately and table-top plexiglass will be used during appointments to separate staff and customers.

**Astoria** will utilize their computer lab as the designated appointment area. This space offers the most space for a physically distanced set-up and is the closest available space to the designated appointment building entrance/exit. Six feet of distancing between appointment spaces and signage to help enforce physical distancing guidelines are marked appropriately, and table-top plexiglass will be used during appointments to separate staff and customers.

### Employee and customer flow

The Center Leadership Team has identified appointment spaces in each center to minimize issues with employee and customer flow. This is outlined more in operational considerations under staffing plan and center appointment area layout.

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

### Restrooms

The Northwest WorkSource Centers are located in both Oregon Employment Department owned/leased buildings, as well as Oregon Department of Human Services buildings. This differentiation makes it impossible to standardize restroom access to the public region wide.

The following centers have designated their restrooms as employee only restrooms. This aligns with current physical distancing guidance.

- Newport
- Tillamook
- Lincoln City
- St. Helens

The following centers have building restrooms that are not managed by Oregon Employment Departments. These buildings have been accepting appointments for months and customers will have access to restrooms. Appropriate signage reminding staff and customers of physical distancing protocols are in place.

- Corvallis
- Astoria

### Unnecessary Equipment & Furniture

All unnecessary furniture and equipment has been removed from appointment spaces or marked "not in use" as to not encourage use when it is not pertinent to a customer appointment. This eliminates concerns regarding space management, adherence to physical distancing protocols and employee/customer flow.

# APPOINTMENT SPACE ROLES & RESPONSIBILITIES

## General Staffing Plan

The CLT has taken on the responsibility of developing and regularly monitoring staffing plans for scenario II in all six centers. Each co-located partner was asked to provide a minimum number of appointment times needed weekly to accommodate in-person services. The numbers provided were based on data and anticipated needs. Each partner is responsible for regularly monitoring evolving needs based on economic climate and communicating to the Center Leadership Team to ensure schedules and staffing plans are 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.

In addition, they are responsible for ensuring appointment spaces are cleaned prior to and after a customer appointment. Day porter cleaning services may be activated to help with intermittent cleaning of appointment spaces.

**Leadership:** A Center Leadership Team member will be assigned as the direct point of contact for staff. 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 staff:** The Center Leadership Team has standardized the role of the security officer for six of the Northwest centers.

Security Officers 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. 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**

## Standard Appointment Space Layout

The CLT has determined that all designated appointment spaces be set up in a standardized way. Considering each center has set appointment hours that accommodate four appointments per day and only one appointment at a time, standardizing the space layout is a way to simplify.

Each designated appointment space will be set-up with one rectangular table, two chairs (one on either side of the table), a maximum of two computers, and a tabletop plexiglass unit to divide the table space between customers and staff.

TASK	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Whiteboard Daily Communication</b> Appointments for the Day Other Communication	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
<b>Cleaning – Set-up</b> All used spaces have been cleaned All cleaning supplies are stocked in appointment spaces& sanitation station	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
<b>Appointment Spaces</b> Set-up and ready for appointments based on guidelines	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
<b>Signage</b> Quick check – All signs in place Red/Green signs on are “Green”	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
<b>Schedule</b> Copy of the schedule for daily appointment for staff & security 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.					

## APPOINTMENT SPACE – SET-UP CHECKLIST

# CLEANING GUIDELINES

## [General Staff Cleaning Guidelines](#)

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

**Please review Attachment B – WorkSource Northwest Staff Cleaning Guidelines**

## [Entrance/Exits](#)

Last Update 04-09-21

Entrance and Exits in the center will be regularly cleaned during appointment hours in each of the six Northwest centers.

- Security Officers will take an active role in the check-in and exiting process of a customer and will ensure entrances and exits have been wiped down after use.
- Day porter services are an additional layer of support if the team feels activating this service is necessary. Cleaning of important spaces will be regularly monitored by leadership to understand if this layer is necessary moving forward.

### Designated Appointment Space

Each space designated for in-person appointments will be equipped with cleaning supplies and extra face covering and hand sanitizer. Staff utilizing these spaces are responsible for cleaning after each appointment. Day porter cleaning services may be activated to help with intermittent cleaning during appointment hours.

*Note: A laminated green/red sign to indicate if a space has been cleaned (green) or not cleaned (red) will be placed in each space. 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 enter the space until they see the sign flipped to green, or they must clean the space prior to use.*

### Restrooms

The center restrooms managed by Oregon Employment Department 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 Newport, Lincoln City, Tillamook and St. Helens. .

Oregon Department of Human Services shared buildings have building restrooms where they have current protocols in place to address physical distancing, and cleaning. Customer's will have access to these restrooms in both Corvallis and Astoria.

### 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 spaces for are expected to provide their own single use pens/pencils for customers filling out paperwork.

### Sanitation Station

A check-in/sanitation table will be set-up at the identified appointment entrance/exit in each of the six Northwest centers. This station will be managed by assigned security officer staff. This individual will be responsible for wiping the space down after a customer checks-in for an appointment. The station will be supplied with face coverings, hand sanitizer, cleaning wipes, and the health and safety questionnaire.

## 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 covering 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

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

**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, face covering and cleaning 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.](#)

# Appointment Space Suspected Contamination Protocols

Operation		Prepared By	Date	
Suspected contamination Protocol for designated appointment space.		WS Northwest CLT	February 2021	
WHAT	WHO	HOW		WHY
(Important Step - What to Do)		(Key Point - How to Do it)		(Reasons - Why do it like that?)
<b>Notification of suspected contamination:</b> <ul style="list-style-type: none"> <li>Notify supervisor to activate protocol</li> </ul>	Staff and/or center supervisor	Staff that are suspicious of a possible contamination are to immediately notify the center supervisor to activate suspected contamination protocol		To ensure contamination protocol is activated immediately after there is a suspected contamination.
<b>Freeze activity:</b> <ul style="list-style-type: none"> <li>Staff and/or supervisor stops all activity in appointment space.</li> </ul>	Staff and/or center supervisor	Staff ensures all names of customers/staff currently in appointment space 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.
<b>Lockdown:</b> <ul style="list-style-type: none"> <li>Visually notify staff and customers the appointment space is locked down.</li> </ul>	Staff	Staff to flip green/red signs posted on both doors into the appointment space to red indicating nobody outside the room is to enter.		To ensure suspected contamination is isolated to the appointment space.
<b>Leadership Communication:</b> <ul style="list-style-type: none"> <li>Notify the CLT and other building partners of suspected contamination.</li> </ul>	Center Supervisor	The center supervisor in charge will use the Emergency Communication List of all partners to include all WS Northwest CLT members of suspected contamination.  Staff not located in the appointment may be asked to leave immediately.		To ensure all appropriate people/organizations are notified of suspected contamination.
<b>Leadership Documentation:</b> <ul style="list-style-type: none"> <li>Speak with all appointment space staff and document suspected contamination</li> </ul>	Center Supervisor	The center supervisor to speak with all appointment space staff and document suspected contamination.  Note: May use COVID-19 Possible Exposure Questionnaire.  It is also recommended that if the supervisor was not working in the appointment 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.

	<b>Appointment Space Staff Release</b> <ul style="list-style-type: none"><li>• Remining staff instructions</li></ul>	Center Supervisor	Upon completion of all necessary protocol steps, the center supervisor will excuse the remaining appointment space staff to gather their personal belongings and leave the center.	To ensure all steps are complete before staff leave.
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# SIGNAGE & VISUAL TOOLS

## South Entrance

All centers will have their appointment 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 of the restrooms in Newport, Lincoln City, Tillamook, and St. Helens has “Employee Only” signage on the front of each door. In addition, physical distancing and cleaning reminder signs are located on the inside of each restroom

In Corvallis and Astoria, the building restrooms have similar signage to the above.

## 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 Station

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

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

## Designated Meeting/Appointment Space

Each of the identified appointment spaces have a max capacity sign clearly posted.

Each area space has 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 = Space has been cleaned and is ready for next appointment.**

**Red = Space needs cleaning prior to next appointment.**

# SERVICE-DELIVERY

The CLT 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 SERVICE MODEL

**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

**Equus Workforce Solutions - WIOA Title 1B Services:** Equus 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. The staff did not leave the WorkSource Center to work remotely.

Equus is currently providing their 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 for offering additional alternative space for appointment to customers.

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

The CLT 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 staff assisted scheduled appointment that will not exceed the 45-60-minute time limit.

## NCRC

The CLT has opted to exclude NCRC as a center offering 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 space to complete steps in accessing services, WorkSource Northwest 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 their required face covering and maintaining six feet of physical distance during their interaction. WorkSource Northwest will continue with this practice and reserve appointment space for needed in-depth, one-on-one engagements.

## NON-CO-LOCATED PARTNERS SERVICE MODEL

**Other Partners & Referrals:** Locally, the NW teams have 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
- Easterseals Oregon
- Job Corps
- Other community partners

## Other Important Information

### Staff to Local Leadership Team Communication

The CLT meets twice per month and have built in agenda items to ensure discussion points pertaining to WSC service-delivery are discussed at every meeting.

To ensure the information coming from these meetings reaches frontline staff (when necessary), and Executive Leadership, 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 will be handled by the One-Stop Operator (OSO) and the OSO Continuous Improvement Team.

### Local Leadership Team to Staff Communication

To ensure staff receive regular and consistent information from the CLT, and the larger Local Leadership Team (LLT) the areas leaders have added a standing item to their meeting agenda.

- Staff communication

The agenda item requires the team to discuss what from the CLT/LLT meetings need 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 CLT meeting.

### Staff self-care & wellness

The CLT 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.

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

In addition, the CLT 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.

# WorkSource Staff Cleaning & Disinfecting Guidelines

## Based on CDC Guidelines

### What is the difference?

#### Cleaning:

- Reduces germs, dirt, and impurities from surfaces or objects and works by using soap (or detergent) and water to physically remove germs from surfaces
- Cleaning, followed by disinfection, is a best practice measure for prevention of the spread of COVID-19.

#### Disinfecting:

- Kills (or inactivates) germs on surfaces or objects
- Works best by using chemicals, as directed, on surfaces after they have been cleaned
- Any EPA-approved disinfectant against COVID-19 can be used. Visit <http://epa.gov/listn> to view

# Staff Cleaning & Disinfecting Guidelines

## General Guidelines

### What do I need?

- ┌ Cleaning and disinfecting solution/wipes
- ┌ Safety Data Sheet (SDS) for all cleaning products
- ┌ Dedicated binder for SDS easily accessible by staff

### Cleaning & Disinfecting Safely?

- ┌ Read product label and SDS
- ┌ Follow manufacture's instructions
- ┌ Wear disposable gloves
- ┌ Wash hands before and after
- ┌ Do not share gloves
- ┌ Ensure product is suitable for the surface

### What surfaces do I need to clean and disinfect?

(Clean visibly soiled areas before disinfecting)

- ┌ Tabletops
- ┌ Desks
- ┌ Kitchen Surfaces
- ┌ Cupboard handles
- ┌ Shared office machines
- ┌ IT equipment at workstations

### When do I need to clean and disinfect?

- ┌ Amenity and shared space: area
- ┌ When you are done using the
- ┌ Workstation cleaning: at the

### What can I use to clean and disinfect?

- ┌ To clean—use cleaning wipes (see OED Approved Product List)
- ┌ Preferred disinfectant is TB-CIDE QUAT (provided by Safety & Risk

Management)

- ┌ Any EPA-approved disinfectant against COVID-19 can be used if TB-CIDE QUAT is unavailable (see OED Approved Product List)

# Staff Cleaning & Disinfecting Guidelines

## OED Preferred Disinfectant

### TB-CIDE QUAT

(KIMTECH Wettask system container pictured, may be in different container)



- ┌ SDS in dedicated binder in a location accessible by staff.
- ┌ Gloves MUST be worn while using TB-CIDE QUAT.
- ┌ Wash hands before and after use.
- ┌ Place wipes and gloves in garbage bag and dispose of after use.
- ┌ **SAVE YOUR BUCKETS!**
  - ┌ Mail empty buckets to Donna Erickson in Property and Risk Management at Central Office as they are emptied to ensure an adequate supply. They will be refilled and sent back. If more are needed, let Donna know.

Required HAZMAT Label for TB-CIDE QUAT (Print at 4.5"x2")

Wiper Code, Code d'essuie-tort, Código del paño <b>#06411</b>									
<b>Chemical Name</b> Nom chimique Nombre químico	<b>TB-CIDE QUAT</b>								
<b>Hazardous Ingredients</b> Ingrédients dangereux Ingredientes peligrosos	Diethylene glycol monobutyl ether, Tetrasodium ethylene diaminetetraacetate, Alkyl dimethyl benzyl ammonium chloride, Alkyl dimethyl ethyl bezyl ammonium chloride								
<b>Manufacturer</b> Fabricant Fabricante	<b>Spartan Chemical</b>  <b>Company, Inc.</b>								
<table border="1"> <tr> <td>HEALTH /SANTÉ/SA LUD</td> <td>2</td> </tr> <tr> <td>FLAMMABILITY /INF LAMMABLE/INFLAMABLE</td> <td>0</td> </tr> <tr> <td>REACTIVITY /REACTIVITÉ/REACTIVIDAD</td> <td>0</td> </tr> <tr> <td>PERSONAL PROTECTION /PROTECCIÓN PERSONAL/PROTECCIÓN PERSONAL</td> <td>See SDS</td> </tr> </table>		HEALTH /SANTÉ/SA LUD	2	FLAMMABILITY /INF LAMMABLE/INFLAMABLE	0	REACTIVITY /REACTIVITÉ/REACTIVIDAD	0	PERSONAL PROTECTION /PROTECCIÓN PERSONAL/PROTECCIÓN PERSONAL	See SDS
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SEE MATERIAL SAFETY DATA SHEET VOIR LA FICHE SIGNALÉTIQUE CONSULTE LA TABLA DE ESPECIFICACIONES DE SEGURIDAD									

# Staff Cleaning & Disinfecting Guidelines

## OED Approved Product List



Healthcare VersaSure Cleaner Disinfectant Germicidal Wipes



Healthcare Bleach Germicidal Wipes



Healthcare Hydrogen Peroxide Cleaner Disinfectant Germicidal Wipes



Unimed-Midwest Sani-Cloth Bleach Wipes



Commercial Solutions Disinfecting Wipes, Lemon Fresh Scent



Disinfecting Wipes, Lemon Lime Blossom / Ocean Fresh Scents



Wypall Waterless Cleaning Wipes, Orange Citrus Scent



Genuine Joe All Purpose Cleaning Wipes



\*Items available for purchase from Office Depot or Staples, per State Purchasing Contract

# Staff Cleaning & Disinfecting Guidelines

## Workstation (Daily)

It is **your responsibility** to clean and disinfect your workstation daily, including:

- ┌ Wipe down (using designated products):
  - ┌ keyboard
  - ┌ mouse
  - ┌ phone
  - ┌ headphones
  - ┌ desktop
  - ┌ chair arms
  - ┌ any other high-touch surfaces

# Staff Cleaning & Disinfecting Guidelines

## Common Use Areas / Shared Equipment

It is **your responsibility** to clean and disinfect common areas / shared equipment after every time you use it, including:

- └ Wipe down (using designated products):
  - └ Breakroom appliances
  - └ Faucets
  - └ Countertops
  - └ Tabletops
  - └ Desktop
  - └ Chairs
  - └ Printers/copiers (see specific instructions for Ricoh machines)
  - └ Radios
  - └ Drinking fountains
  - └ Handles
  - └ Vehicles (see specific DAS instructions in vehicle)
  - └ Any other high-touch surfaces

# Staff Cleaning & Disinfecting Guidelines

## Items to avoid having / using in office

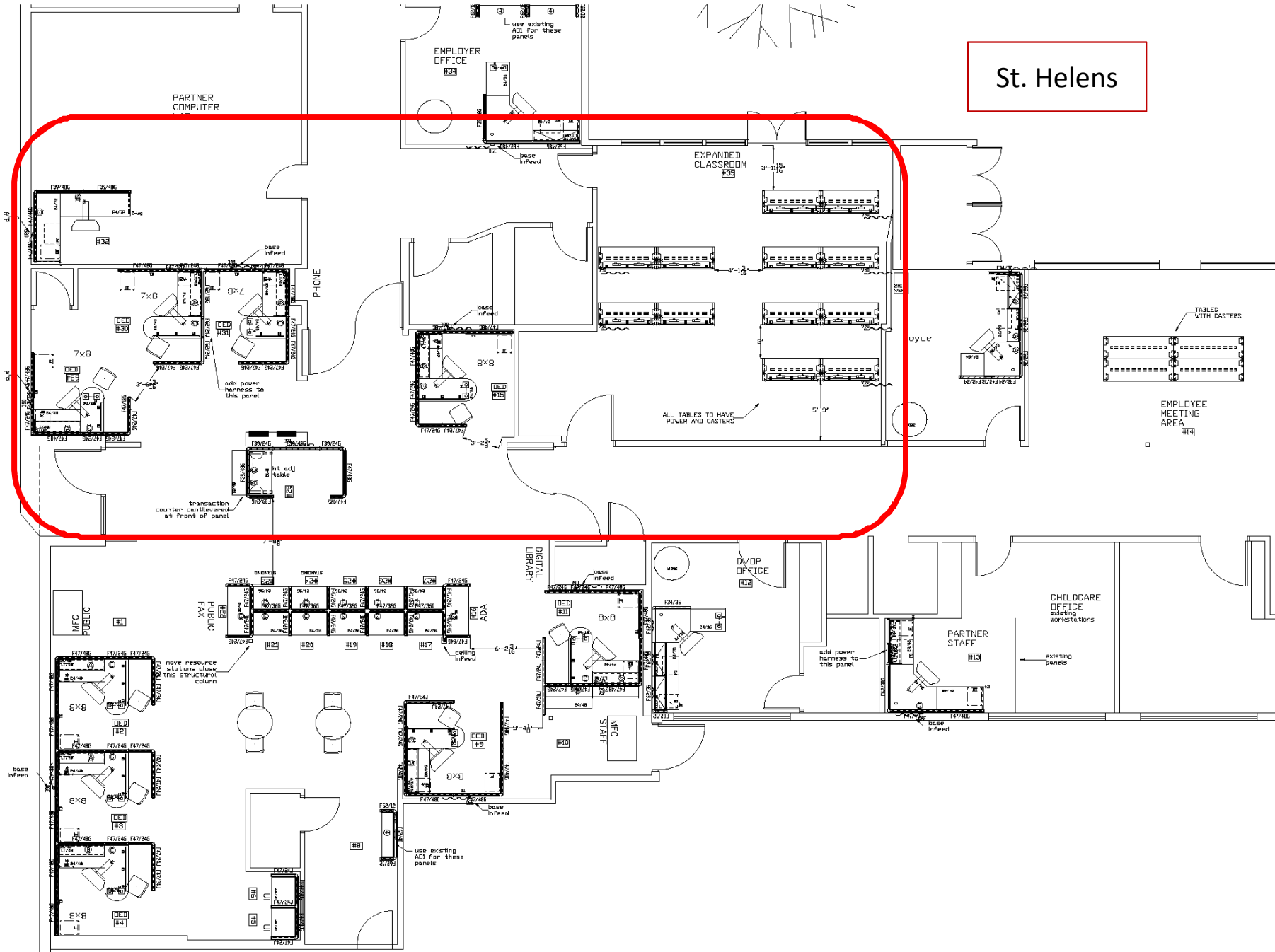
Communal food is not allowed based on COVID-19 guidelines and includes, but not limited to (Per DAS Recommendations for Work Place Reopening Guidelines):

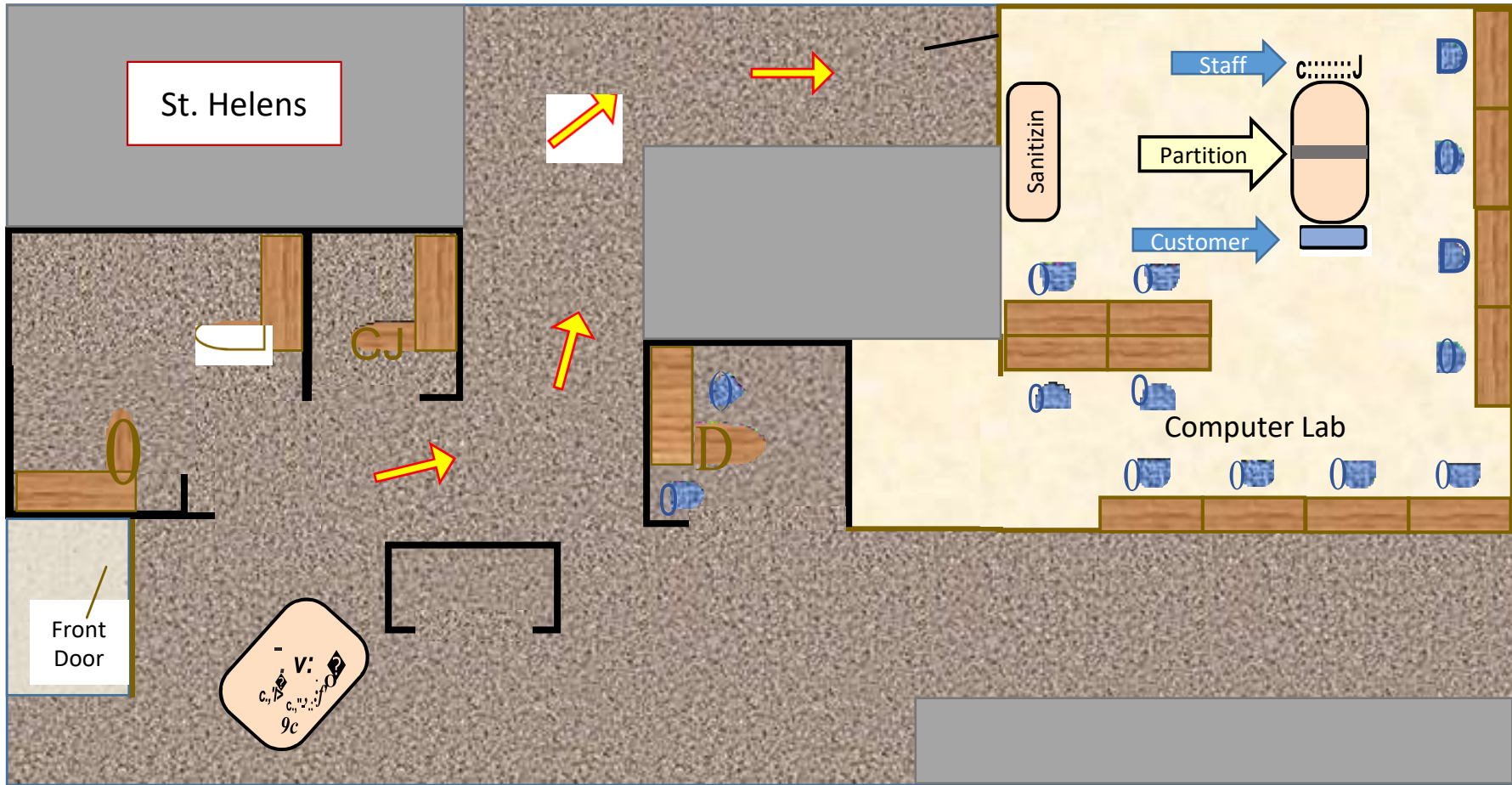
- ┌ Potlucks
- ┌ BBQ Picnics
- ┌ Shared Candy Dishes
- ┌ Food Trays
- ┌ Plates
- ┌ Platters

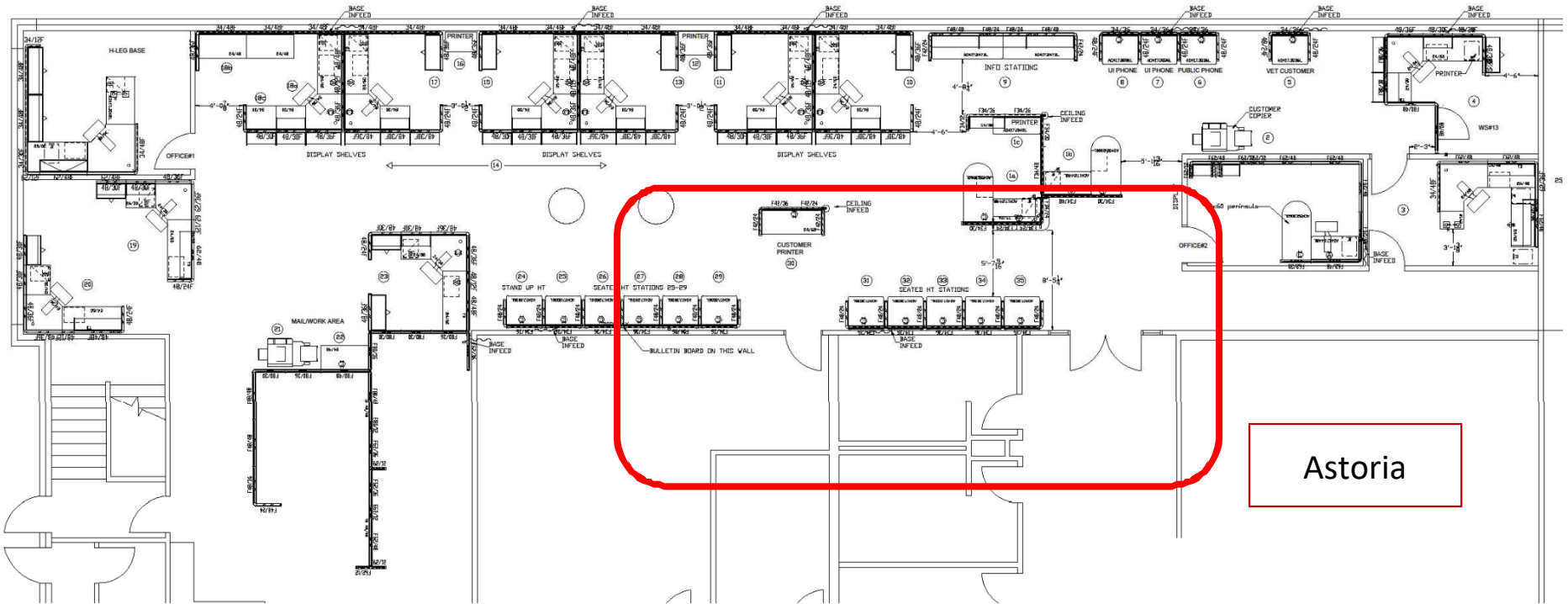
Any food item brought into the building to be shared, must be prepackaged store bought items. If items are in a box, bag, or other container, they need to be unboxed and placed onto an easily accessible and hard cleanable surface so individuals do not reach into the same container or touch other items. (Per OED Building Holiday Guidelines email, 10/26/2020):

- ┌ Encourage staff to bring their own water to minimize use and touching of water fountains/coolers
- ┌ Aerosols

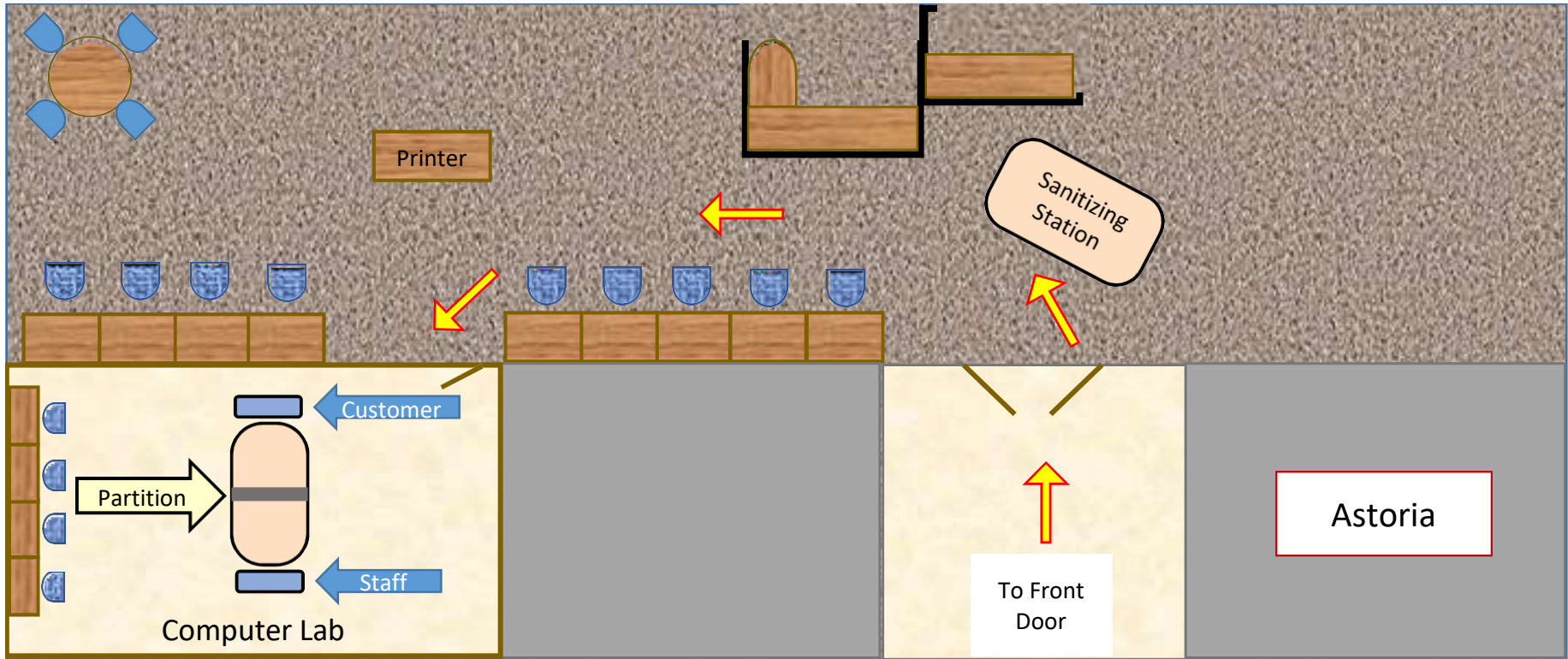
# St. Helens



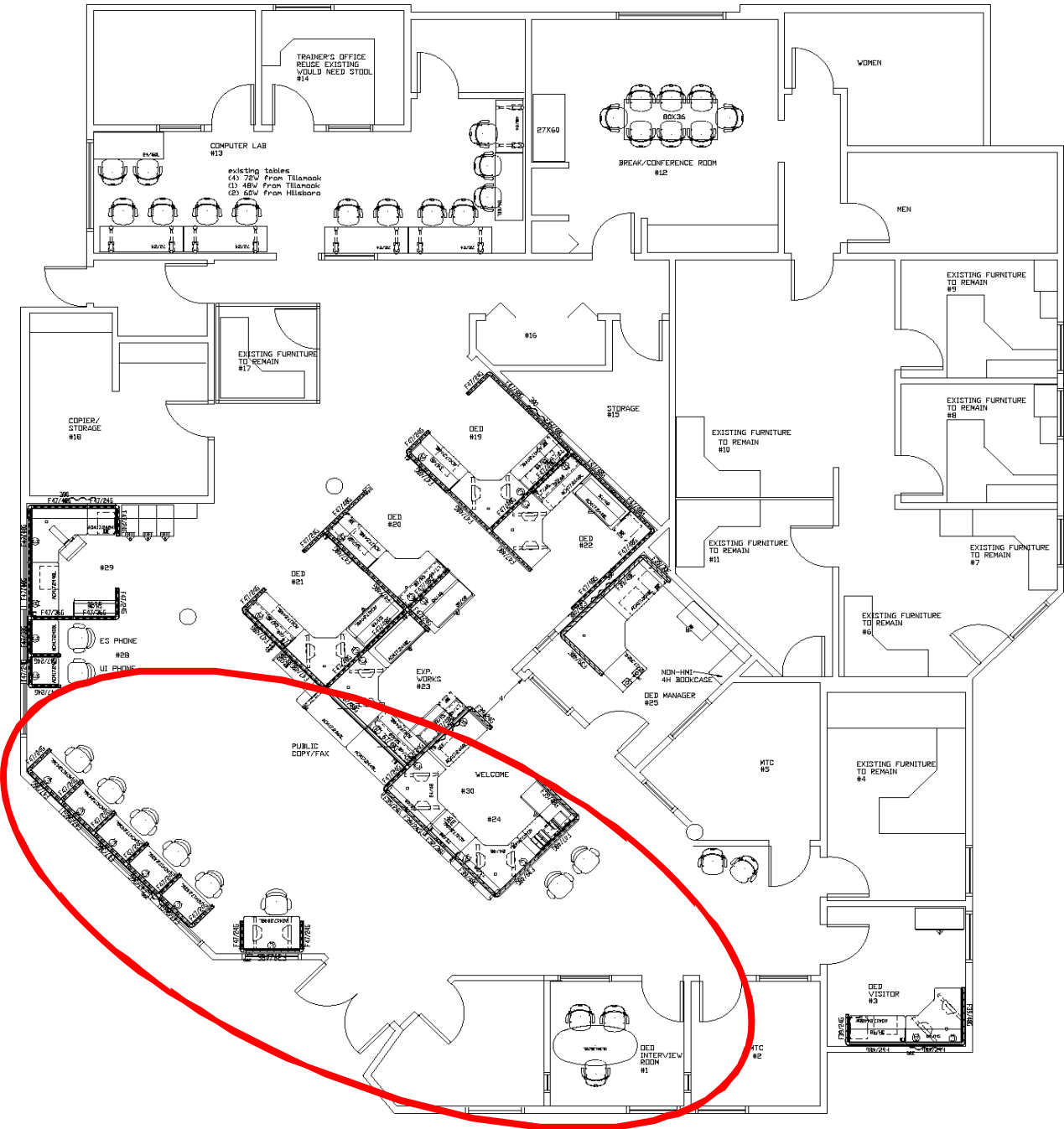


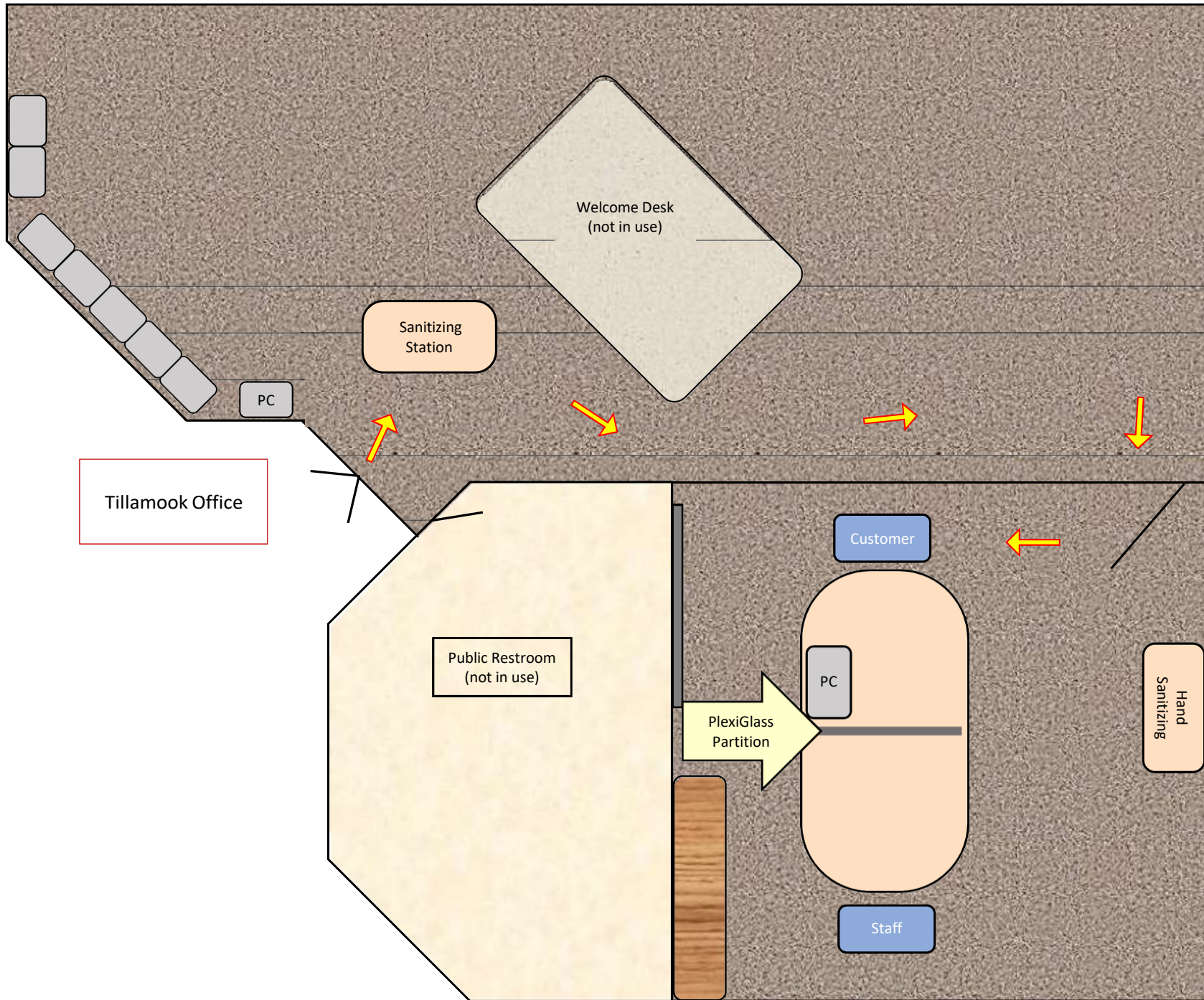


Astoria

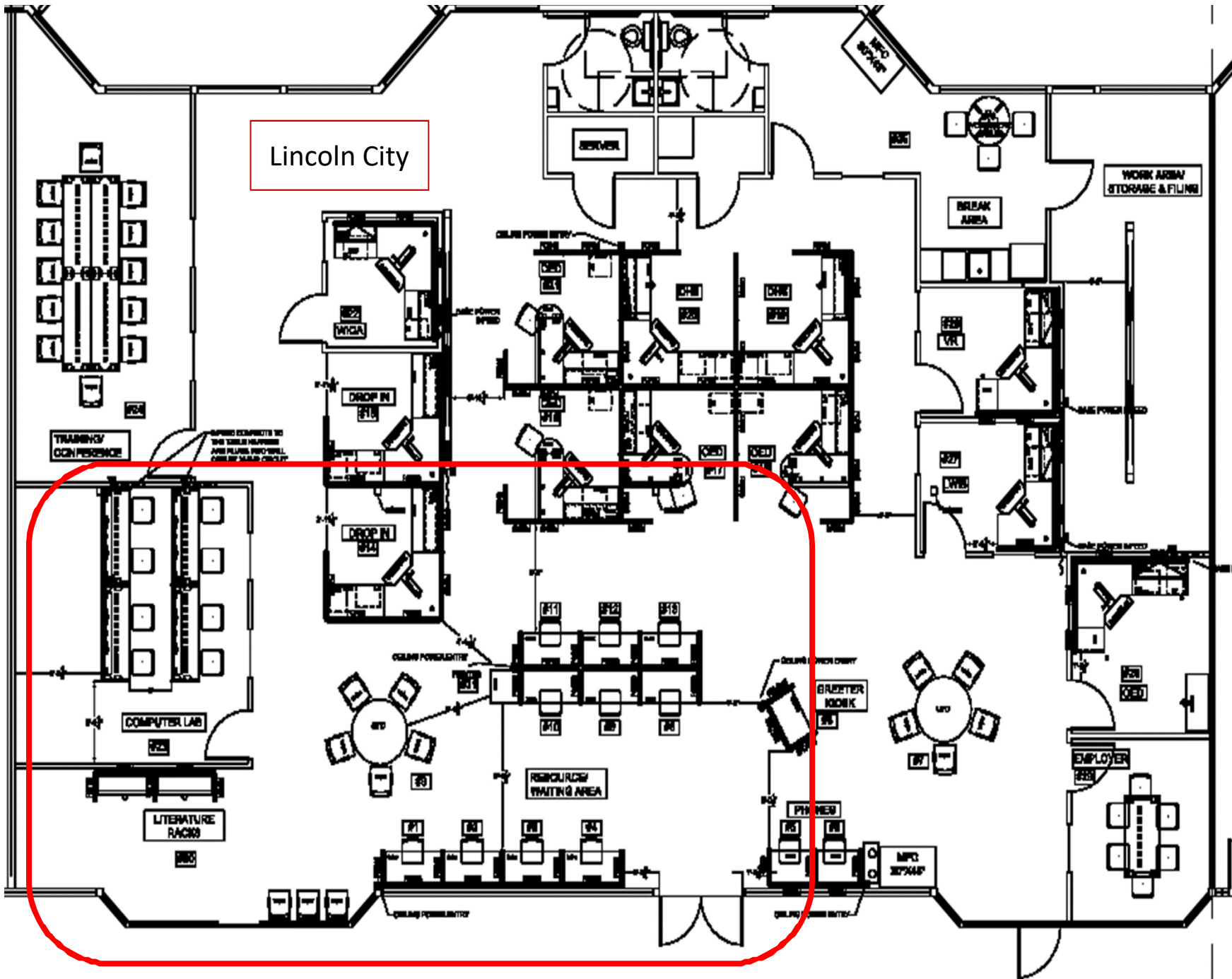


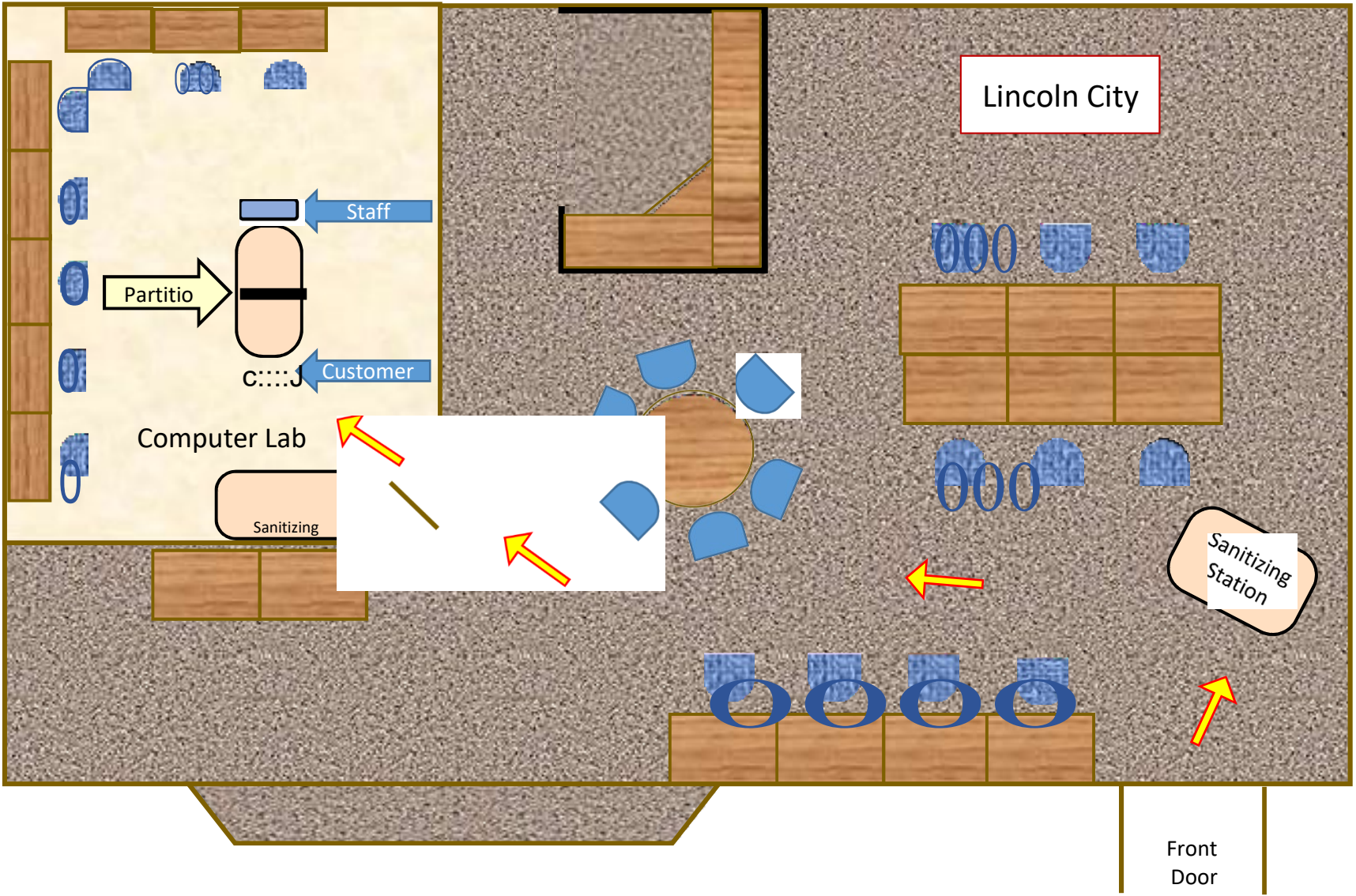
Tillamook

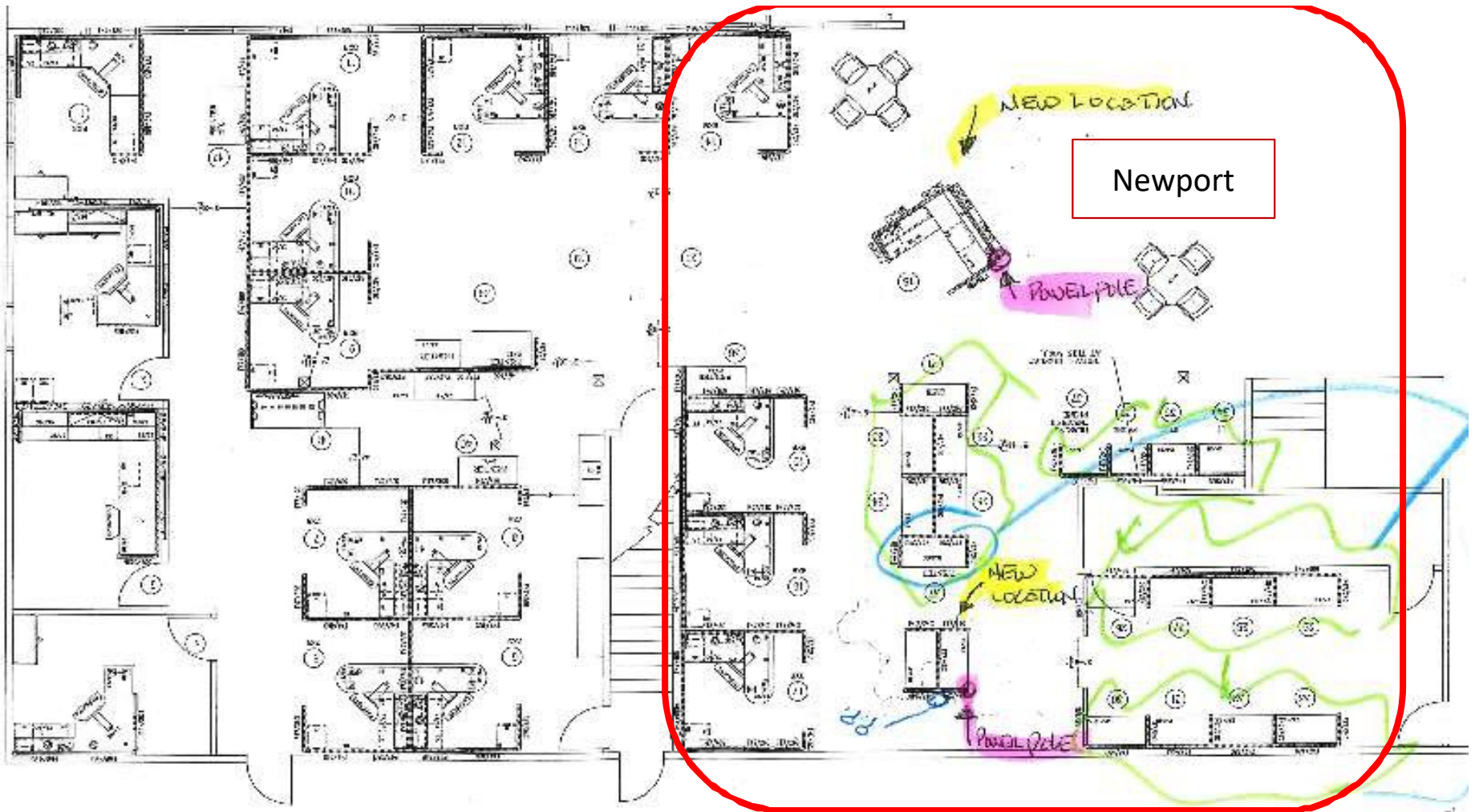




Lincoln City







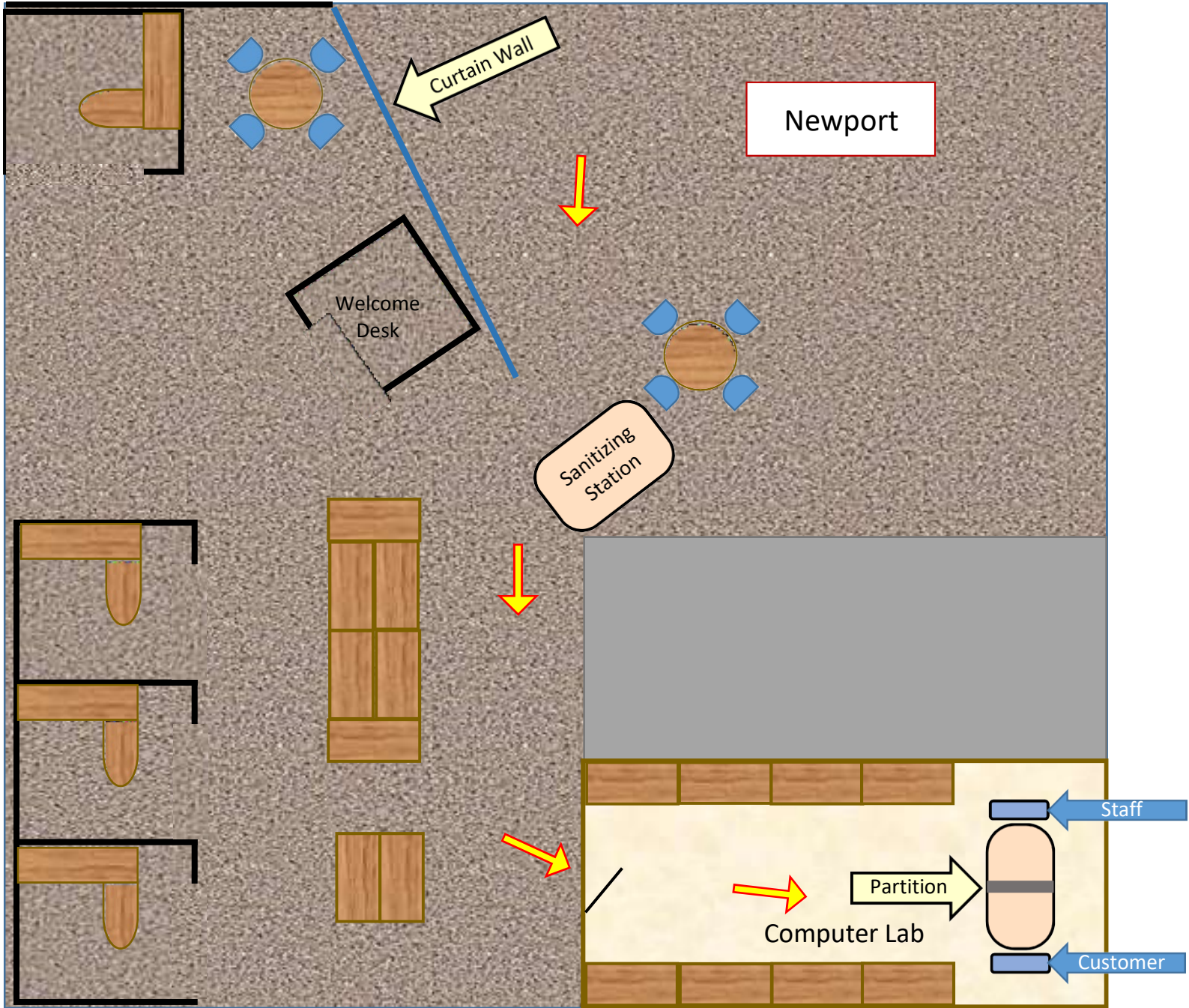
Newport

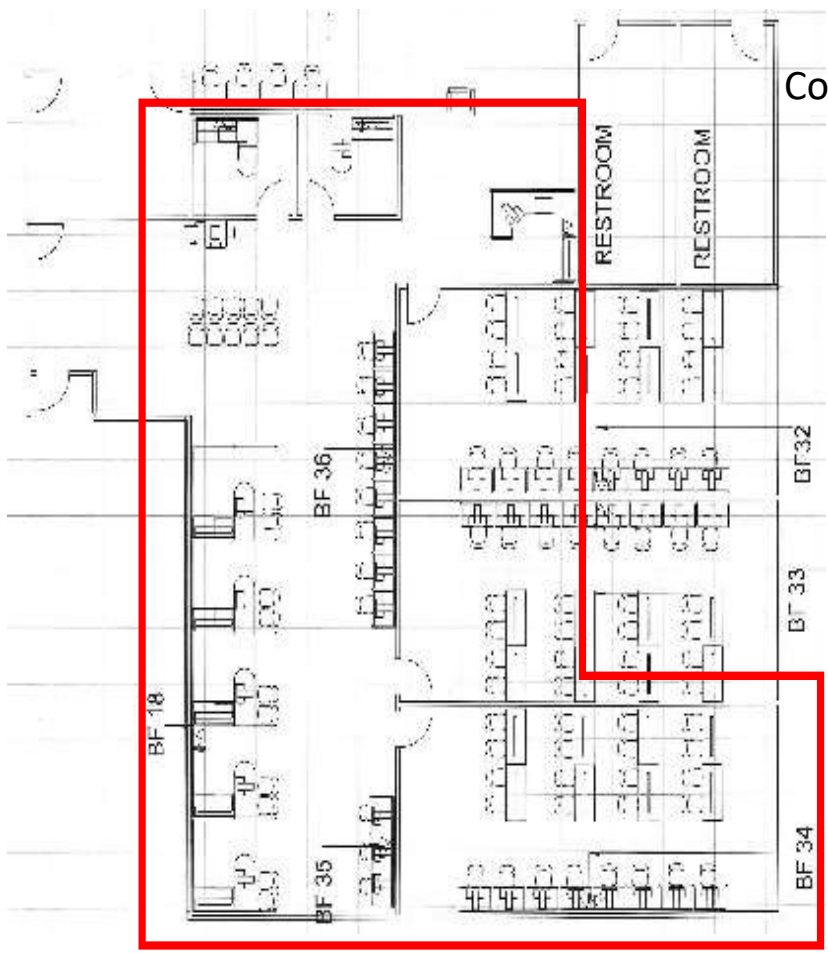
NEW LOCATION

POWER POLE

NEW LOCATION

POWER POLE





Corvallis



