

WorkSource Oregon Reopening Plan

Local & State Signature Approval Page

WorkSource Portland Metro - Review and Approval

1. Safety Committee Final Review Date of Review: -----3/10/21-----
2. Local Leadership Team Final Review Date of Review: -----3/11/21-----
 - ✓ All LLT members had a reasonable amount of time to review and provide final draft feedback.
 - ✓ Unions representing co-located team members had a reasonable amount of time to review and provide final draft feedback.
 - ✓ All Center Leadership team members were actively engaged in the draft of your plan.
 - ✓ All co-located partners had the opportunity to participate in the development of your plan.
3. One-Stop Operator (OSO) Final Review Date of Review: 3/11/21
4. Local Board Executive Director Review Date of Review: 3/12/21

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

One-Stop Operator:  Date: 3/11/21
 Date: 3/12/21
 Local Board Director ----- Date:-----

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 |

WorkSource Portland Metro (WSPM)

REOPENING PLAN

March 2021

This document was prepared by Jesse Aronson.

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Overview: The Portland Metro workforce region spans Multnomah and Washington Counties. There are two WorkSource Centers in Washington County (Tigard and Beaverton/Hillsboro) and three Centers in Multnomah County (N/NE, SE and Gresham.) There is also one WorkSource Express Center in each County with one located inside the Washington County Jail and another in downtown Portland serving the downtown homeless community. The Oregon Employment Department owns or leases three of the Centers. PCC owns the Beaverton/Hillsboro location and SE Works is the building lessor of the WorkSource SE Center.

All five Portland Metro WorkSource Centers have been delivering services remotely since the beginning of the pandemic. All Centers will continue providing services remotely. This reopening plan covers virtual service provision as well as a plan for one-on-one by appointment services out of the WorkSource Gresham Center. Similar plans for one-on-one appointment services will be developed for the other four Portland Metro WorkSource Centers in the coming months.

Development: This document was developed by the Local Leadership Team serving the WorkSource Portland Metro region, with consultation and support from WSET and the OMEP One-Stop-Operator.

Purpose and Use: This document outlines considerations, action items, and changes to service-delivery in response to COVID-19. The document will guide the LLT and frontline staff in accommodating services to the public in a safe, accessible manner. This document is fluid and will be changed, updated, and implemented to reflect changes in infection rates, health and safety guidance, and local need.

Effective Date: Effective date for use and implementation of the full plan is not yet determined due to the uncertainty of changing infection rates, state-mandated “pauses” and shutdowns, and guidance on re-opening for the Tri-County Area (Clackamas, Multnomah and Washington Counties). Staff willingness to provide in-person services, staff being vaccinated, and individual partner organization policies will also be deciding factors on when, where, and who will be reopening and providing in-person services.

Individual building lessors and owners will decide when staff are able to return to Centers and when individual Centers will reopen to the public.

Guidance: The Portland Metro LLT used guidance from federal, state, and local authorities, including:

[Oregon Employment Department](#) and the [Oregon Health Authority](#)

Re-opening Scenarios:

Scenario I: All WSPM services are provided through virtual platforms or by phone.

Scenario II: WSPM services are provided primarily by virtual or phone services, with limited in-person services available by appointment and with capacity and time limit considerations.

Section I: Safety Considerations

1. General Health & Safety Considerations:

- **Staff Face Coverings:** All staff will wear approved face coverings over their mouth and nose while in WorkSource facilities (documentation needed for medical exemptions must be obtained through appropriate processes and channels. Staff with medical exemptions should work remotely if possible.)
- **Customer Face Coverings:** Customers will adhere to expectations for face coverings; those with medical exemptions may receive phone or digital services.
- **Self-Reporting:** All staff will self-report signs/symptoms of COVID-19 and report sign/symptoms present in customers.

2. Facility Capacity and Spacing Considerations

- **Capacity Limits:** WSPM capacity limits will be developed with consideration of each reopening phase, as needed.
- **Entrances and Exits:** There will be a designated entry and exit points for WSPM staff (not interchangeable). They will be clearly labeled for use.
- **Shared Workspace:** Shared desks, offices, meeting rooms, etc. will have restricted or limited availability; use of these spaces must be scheduled in advance. These spaces may be repurposed to accommodate spacing guidelines for staff cubicles, etc.
- **Shared Materials:** Office supplies, printers, scanners, and other “common use” items will have limited availability and will be “checked out” or requested for use in advance, when possible.
- **Cubicle Spacing:** All staff cubicles will be appropriately spaced to ensure a 6-foot distance between staff. Spacing will be demarcated by use of blue tape or other indicators. Common areas will be used as temporary workspaces, as needed.
- **Staff Safety Materials:** Each cubicle will have appropriate face coverings, cleaning materials, hand sanitizer, and protective shielding.
- **Foot Traffic:** Facilities will be arranged for safe flow of foot traffic, including use of blue tape and other indicators to designate direction and flow of foot traffic within the facility through single-direction aisles.
- **Staff Restrooms:** Occupation of a restroom will be indicated with a sign on the outside of the door. Appropriate cleaning protocol and health/safety guidance for the restroom will be developed and posted on the inside and outside of the doorway. Staff are expected to follow sanitary and cleaning protocol before and after use.

- **Kitchen and Breakrooms:** Use of the kitchen and breakrooms will be limited and available only during designated times of day and during (pre-scheduled) staff breaks. Kitchen cleaning protocol will be developed and posted with a cleaning log. Use of shared appliances will be limited to break times; kitchen seating will be appropriately distanced and marked by blue tape or other indicators.

3. Sanitation, Safety, and Security Protocols and Processes:

- **Spread, Prevention, and Reporting of COVID-19:** All staff will receive training on the signs and symptoms of COVID-19, transmission, and prevention practices. A process will be developed to monitor possible contamination and appropriate reporting and will reflect state reporting requirements. This information will be included on signage throughout the facility (see *Signage* section) and in additional communications with staff and customers.
- **Contamination Reporting:** Verified or suspected contamination of the WSC facility with the COVID-19 virus will be reported immediately to the Worksystems WorkSource Services Manager and the OED Local Area Manager, who will report possible contamination to local partner leadership and relevant state and local agencies. The LLT, Worksystems WorkSource Services Manager and the OED Local Area Manager will develop and implement a process for reporting contamination and train frontline staff on appropriate actions/processes
- **Safety and Sanitation Guidelines:** Guidance will be taken from the Oregon Health Authority. These will be changed and updated to reflect changes in infection rates and in accordance with each phase of the re-opening process.
- **General Safety and Sanitation:** Safety and sanitation protocols will be developed, implemented, and evaluated by the Local Leadership Team and WSPM Safety Committees. Staff will be trained on safety, sanitation, and prevention practices and have sanitary items at their workspace.
- **Customer Interactions:** Appropriate processes will be developed for scheduled in-person services for customers in later phases, including protocols for distancing, use of materials or appliances, entry/exit, restroom policy, etc.
- **Shared Spaces and Materials:** Protocols and processes specific to certain areas and activities will be developed and implemented by the LLT and WSPM Safety Committees (such as use and cleaning of the kitchen, restrooms, etc.)
- **Daily Cleaning Duties:** Cleaning duties for center staff will be developed and implemented by the LLT and Safety Committees as appropriate. These will require scheduled sanitation of individual workspace at specific times of day (such as Stand Up or as part of an end-of-day closing procedure).
- **Posting Guidelines:** All sanitary and safety guidelines will be posted throughout WSPM Centers. Protocols for specific areas or activities will be posted in relevant locations. Guidelines and other safety/sanitary expectations will also be outlined in other communications with frontline

staff, leadership, customers, and the public.

- **On-Site Security:** On-site security monitors the outside perimeter of the WSPM facilities. Additional safety and security measures include designated entry/exit points, entry badges, capacity limits, and scheduled in-person appointments.
- **Staff Training:** Staff will receive training on the signs/symptoms/prevention of COVID-19; conflict management and de-escalation; trauma-informed service delivery; safety/sanitation practices; and mental health and wellness.
- **Mental Health and Wellness:** Staff will receive regularly scheduled breaks and access to a quiet space for decompression; staff will receive information and resources via iLearn and localized resources for mental health and wellness. Flexible scheduling, work-from-home, peer support groups, and other practices are encouraged when possible.
- **Air Quality:** HVAC and filtration technologies and systems will be used to minimize air-borne transmission; upgrades, regular cleanings, filter replacements, and viral spray treatments will take place as needed.

4. Safety Signage

- Signage will be procured from relevant state and local agencies including [OED](#) and [OHA](#). Signage will be updated (as needed) monthly to reflect changes in information.
- Signage will be posted in areas visible to both customers and staff members; signage will outline the signs and symptoms of COVID-19; signage will outline prevention and safety practices; signage will outline vulnerable populations; signage will be made available in multiple languages; signage will be at a fifth grade reading level or below and use images to compliment text.
- Signage will be posted outlining expectations for customers during in-person services, including: face covers, distancing, use of materials, foot traffic flow, etc.

5. Communication to Staff:

- **Return to Work Letter** – All persons working full or part time within WSPM Centers will receive a Return to Work Letter prior to resuming in-person service delivery. The RTW letter will outline expectations for staff conduct and service delivery with regards to COVID-19, including information on: viral signs/symptoms, viral spread and prevention; expectations for personal protective equipment; cleaning protocol; reporting contamination; service delivery; customer interactions; work from home procedures; communication processes; miscellaneous information as needed.
- **Interfacing with Customers:** Staff will receive scripts or appropriate resources for sharing information and expectations for customers during each phase of the re-opening process,

including procedures for virtual and phone-based services, appointments and scheduled in-person appointments, expectations for safety and sanitation, facility capacity, etc.

- **Feedback Mechanisms:** Feedback mechanisms for staff will be developed by the local LLT and Continuous Improvement Team. These will allow for anonymous reporting or constructive feedback through comment boxes, surveys, message boards, and other processes.
- **Processes for Safety, Sanitation, Security, and COVID reporting:** These processes will be outlined for staff continuously and in multiple formats, including: Return to Work Letter; Signage and Postings; and delivered as individual, subject-specific communications from both the LLT and individual organizations.
- **Ad Hoc:** Ad hoc communications will take place via daily Stand Ups, one-on-ones, and other interactions, along with a monthly or quarterly update from the WSPM LLT and other groups, as needed.
- **Lines of Communication:** Major changes to the facility, service delivery, or operations logistics will be filtered through the LLT and communicated by the LLT to all frontline staff at all partnering agencies; follow-up communications will go out to agency-specific staff from their agency leadership.

6. Communication to Customers

- Customers must make appointments for in-person services by phone or online.
- Signage will highlight expectations for customers receiving in-person services
- Expectations for service delivery will be developed and shared with community partners and referring agencies (and updated to reflect phases of re-opening)

Section 2: Operations

1. Staffing in Advanced Phases

- **Contractors and Mandated Partners:** Contracted, mandated, and co-located partners with designated workspace will be integrated into WSPM Centers for in-person service delivery. Priority will be given to organizations with staff working full time at WSPM Centers.
- **Drop-In Services:** Partners normally providing drop-in services will be phased in at a later time (dependent on infection rates, health/safety recommendations, etc.) Appointments with customers must be made in advance.
- **Staggered Scheduling:** Capacity limits will be maintained through staggered scheduling. Service providers will receive specific days and times for in-person service delivery. This will be determined by the LLT and will prioritize co-located partners with fulltime staff placed at WSPM Centers.

2. Phone Systems Services, Appointments, and Workshop Scheduling

- A “**Virtual Front Door**” **Workgroup** has been formed to review and streamline customer access to WSPM Center services. The workgroup will be developing and implementing processes to improve customer access and virtual navigation to WorkSource registration, workshops, staff, services and scheduling for 1:1 appointments.

Section 3: Service Delivery

1. Service Delivery Considerations and Monitoring In-Person Services

- **Virtual Service Delivery** – All services that can be, must be offered virtually and this opportunity must be given/encouraged to all new customers. Video chat platforms will be utilized alongside email and phone services.
- **Service Accessibility:** Customers in need of services in other languages or alternative formats will be serviced by bi-lingual/bi-cultural staff, the Language Line, translated documents, and other methods of information-delivery. All materials will be at a fifth grade reading level or below (when/if possible).
- **Technology Access:** Technology will be available to customers during later phases through scheduled use and appropriate cleaning protocols. The LLT will coordinate internally and with community partners to provide additional opportunities for technology use and access.
- **Co-Location and Scheduling:** Co-located partners will be phased in, with set days/times for use of workspace at the WSPM Centers. Days and times will be pre-determined by the LLT and will not be altered without prior planning by the LLT.

2. Alignment of Services

- **Common Customer:** The LLT will ensure continuation of “common customer” practices, warm hand-offs, and efficient referrals. Tools and resources will be developed and utilized for impactful referrals through virtual platforms, email, and referral software. Training on new tools/processes will be provided to staff and included in a staff guidebook.

3. Career Services: Exploratory, Welcome, Career Planning, Job Search/Placement

- **Scenario I:** Virtual workshops or by phone, email or video conferencing tools
- **Scenario II:** Virtual will be the primary mode of service delivery, with in-person services scheduled in advance, as needed, with regard to capacity limits.

4. Assessment & Skills Validation:

- **Scenario I:** Skills assessments are provided virtually
- **Scenario II:** NCRC and other skills assessments will be implemented as needed and in a scheduled format monitored for safety guidelines

5. Training Services:

- **Scenario I:** Training Services are provided virtually

- **Scenario II:** Continued virtual service delivery and scheduled in-person appointments as need, capacity permits

6. Talent Development:

- **Scenario I:** Career Coaching is provided virtually
- **Scenario II:** Continued virtual service delivery and scheduled in-person appointments as needed and as capacity permits

7. Work-Based Learning: Work-based learning opportunities will be explored virtually, with in-person opportunities developed as needed, including OJTs, internships, etc.

8. Business Services and Recruitment Services: Designated staff provide Business Services and coordinate with Regional Business Services for virtual and in-person hiring events, employer spotlights, recruitment, and placement services.

9. Rapid Response: Rapid Response workshops are offered virtually on an on-going basis.

Section 4: One-on-One Services at WorkSource Gresham

The WorkSource Gresham Local Leadership Team has developed a plan to safely open certain portions of the WorkSource Portland Metro Gresham Center to accommodate scenario II, by appointment only services, in a safe and equitable way. The region's four other WorkSource Centers will follow a similar planning process to offer appointment only services following WSET approval of the WSPM reopening plan.

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

Additional work will be completed for implementation of one-on-one, appointment-based services such as customer scheduling, staff scheduling and training.

WorkSource Gresham Local Leadership Team

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Reopening Scenario

The WorkSource Gresham Reopening Plan addresses scenario II only. This plan allows for WorkSource Center services to continue to be delivered virtually or by telephone, with limited in-person services available by appointment only for those with barriers to technology or telephone. We have identified specific areas for

appointments that are isolated from staff workspaces and that are in close proximity to entrance and exit points to limit staff exposure. It is anticipated that 1:1 appointment-based services may include:

- Support with WorkSource registration
- Support navigating and registering for virtual workshops
- 1:1 career and training services
- Referral to Regional Business Services and employment opportunities

Considerations

The WorkSource Gresham Leadership Team was guided by the considerations below:

Key Considerations:

- Safety
- Operations
- Service Delivery
- Continuous Improvement
- Staff Training

Components:

- Communication
- Training
- Monitoring & Continuous Improvement

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

COVID-19 – GENERAL

Signs and Symptoms

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

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

Should a customer's responses differ from the pre-appointment questionnaire, staff will require the customer to reschedule the appointment for a future date, at least 14 days following, or offer a virtual or phone service

delivery option. Customers are prohibited from entering the building on the day of their scheduled appointment if they do not pass/meet the criteria outlined on the **Visitor's Health Checklist**.

Face Covering Protocols

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

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

Contact Tracing Process

WorkSource staff are required to adhere to the WorkSource Center and appointment area schedule and may not enter the Center during unscheduled work times without consent from their direct supervisor. OED Office Specialist will maintain and monitor a Center visitor/staff log. The log will record both staff and visitor entry and exit times, and highlight any variance in staff schedules. The log will maintain customer confidentiality by using only customer first name and customer job seeker ID number.

Suspected Contamination Process

WorkSource Gresham will develop a standard process for suspected contamination of the appointment areas that will be included in staff training materials and procedures.

PHYSICAL DISTANCING

Entrance/Exit

Staff members assigned to the appointment area will be responsible for their scheduled appointments to ensure only one staff member is escorting a customer to and from the entrance/exit points to the appointment area at one time. WorkSource Gresham's main entrance (north side) will be used as the entrance for customers, and they will exit through the first-floor conference room onto SE Stark Street (south side off the building).

Designated Appointment Space

WorkSource Gresham will utilize the first-floor conference room as the designated appointment area for the Center. This room is equipped with four computers, two for staff and two for customer use. The room layout provides a separate exit from the main entrance of the building. The WorkSource staff workspace will be six feet away from the customer. Table-top plexiglass shields will be used during in-person appointments to further separate staff and customers. By using the conference room on the first floor, customers will have no need to enter the second floor, where staff workstations are located.

Employee and Customer Flow

Staff not assigned to the designated appointment areas will be required to stay in assigned workspaces during in-person appointment hours to avoid congestion and flow issues.

Restroom

WorkSource Gresham is located in an Oregon Employment Department leased building. There is a unisex restroom across the hall from the first-floor conference room. Appropriate signage, physical distancing reminders and cleaning protocols will be in place.

Unnecessary Equipment and Furniture

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

CLEANING GUIDELINES

General Staff Cleaning Guidelines

The Oregon Employment Department workgroup dedicated to identifying staff cleaning guidelines has provided WorkSource Gresham Centers with general, standard cleaning guidelines that staff may refer to for all areas of the Center.

Review Attachment A: WorkSource Gresham Staff Cleaning Guidelines

Entrance/Exit

Entrance and exit points in the Gresham Center will be regularly cleaned during appointment hours.

- Security Guard or designated staff will be available to direct customers to the conference room.
- Staff will take an active role in the customer check-in and exiting process to ensure that entrance and exit points have been wiped down after use. Staff will sanitize all exposed staff and customer areas and surfaces after a one-on-one customer visit (tabletop, doorknobs, etc.).
- Janitorial Service will provide an additional layer of cleaning of high touch areas every evening when the building closes to the public, including the restroom.

Conference Room Space

The conference room for in-person appointments will be equipped with cleaning supplies and extra face covering supplies. Staff utilizing this room will be responsible for cleaning after each appointment. A door handle sign saying “This area has been sanitized” will indicate when and who cleaned the room. Staff will be responsible to ensure the sign is always on the doorknob after appointments and completed with the proper information. This will signal to other staff not to utilize the station until they see the sign on the doorknob.

Restroom

The Center restrooms available to customers on the first floor of the WorkSource Gresham Center are single occupancy restrooms. If a client uses the restroom, staff will use sanitizing wipes to clean the door, toilet and sink handles.

Shared Equipment and Supplies

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

Customer Check-In/Sanitation Stations

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

SIGNAGE AND VISUAL TOOLS

Entrance/Exit

WorkSource Gresham entrance and exits will be clearly marked.

SAFETY COMMUNICATION

Local Leadership Team (LLT) to Staff

The Local Leadership Team understands the importance of communication at all levels of the local system. Leadership has committed to regularly engaging with frontline staff to ensure they feel safe and have the most up-to-date information.

Center Leadership Team to Workforce System Executive Team (WSET)

Issues or topics that require escalation to the Workforce System Executive Team (WSET) will be noted and communicated by the Worksystems' center lead to Worksystems' WorkSource Services Manager, Jesse Aronson at jesse.aronson@worksystems.org, to elevate to the WSET.

Safety Committee

WorkSource Gresham moved in September of 2020. Staff from the previous Safety Committee have left WorkSource and a new committee will be formed in Spring of 2021. The Safety Committee will meet regularly and follow standard DAS guidance. Multiple building partners will be included on the Safety Committee and meeting minutes will be captured and posted in areas for staff review.

OTHER SAFETY

On-Site Security

The Security Guard for the Center is on site during regular business hours.

Incident Reporting

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

Removal of Aggressive or Non-Compliant Customer

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

The local Leadership Team will utilize the current incident reporting process respective to their agency. All partners will be responsible for adhering to their appropriate process for documenting and reporting an incident in the Center and communication to appropriate parties.

Staff Self-Care and Wellness

The local Leadership Team is committed to supporting employee self-care. Mental health resources and/or opportunities for staff are available through each agency's Employee Assistance program (EAP).

Staff Safety Training

To augment the reopening plan and to provide staff with the necessary training, the local Leadership Team has directed staff to review each agency's COVID safety protocol trainings.

OPERATIONS

(Specific to Designated Appointment Areas)

Appointment Hours

Monday through Friday from 9:00 a.m. to 4:45 p.m.

Appointment time blocks at 9 a.m., 10:45 a.m., 1:30 p.m., 3:15 p.m.

| Conference Room One | Conference Room Two |
|----------------------------|----------------------------|
| Appointment | Appointment |
| 9am – 10:30am | 9am – 10:30am |
| 10:45am – 12:15pm | 10:45am – 12:15pm |
| 1:30pm – 3:00pm | 1:30pm – 3:00pm |
| 3:15pm – 4:45pm | 3:15pm – 4:45pm |

Appointments may not exceed 90 minutes in length. Staff are encouraged to schedule appointments in the 45-60 minutes timeframe. A 90-minute maximum provides flexibility for scheduling lengthier intake appointments. The Leadership Team will regularly revisit appointment hours of operation and adjust as appropriate.

GENERAL STAFFING PLAN

The Leadership Team has taken on the responsibility of developing and regularly monitoring staffing plans for WorkSource Gresham and staff located at Centers in Multnomah and Washington Counties. Each co-located partner will have a minimum number of appointment times required to accommodate in-person delivery of services. Partners are responsible for regular monitoring and assessment of evolving needs based on

economic climate. Regular communication will be required to ensure schedules and staffing plans are adjusted appropriately.

Roles and Responsibilities

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

A Leadership Team member will be assigned as the direct point of contact for staff in the Center. This responsibility will be shared between all co-located partner leads.

The Security Guard or Greeter will greet customers at arrival and contact staff for the 1:1 appointment. WorkSource staff will then conduct the initial health and safety screening prior to directing customer to the designated conference room. WorkSource staff will be responsible for:

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

Scheduling Tool

WorkSource Gresham will use a shared Google document to make appointments for clients.

Customer Appointment Criteria

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

Furniture and Equipment

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

Operational Communication

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

CONTINUOUS IMPROVEMENT

Once the WorkSource Gresham conference rooms are opened for service delivery, a WorkSource Gresham daily stand-up structure, format, supporting whiteboard and virtual visual management tool will be developed. A standing agenda item for "Center Safety" will be included and provide a space where leadership and frontline staff can communicate in regard to safety topics or concerns in real-time.

Meeting facilitation structures will be adjusted to encourage all teams to consider the use of visual management when creating and improving processes.

Concerns raised at stand-ups that should be elevated to a full leadership team level will be brought to the attention of the Local Leadership Team and addressed immediately.

STAFF TRAINING

A staff training guide is currently in development and will be finalized after WSET approval of the plan. The WorkSource Gresham Leadership Team will be reviewing other Oregon workforce area training tools to inform what is developed and applicable to WSPM Centers.

SAFETY CHECKLIST

This checklist must be completed by leadership prior to reopening at WorkSource Gresham.

| WorkSource Gresham Safety Checklist | | |
|---|------|----------|
| | Date | Initials |
| GENERAL SAFETY CONSIDERATIONS | | |
| Signs and symptoms posted on staff and public entrance. | | |
| Public/visitor symptom check list adopted/implemented | | |
| Contact Tracing daily protocol adopted/implemented | | |
| Appropriate face covering guidance and protocol have been adopted/implemented | | |
| Safety committee is formed and trained on expectations and duties | | |
| PHYSICAL DISTANCING & LAYOUT | | |
| Conference room used for individual appointments is 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 with signage posted | | |
| WorkSource Center staff are trained to physical distancing and layout guidance and protocols. | | |
| WORKSOURCE CENTER & APPOINTMENT SPACE CLEANING | | |
| Oregon Employment Department cleaning contracts are in place to include COVID deep cleaning requirements in response to contamination | | |
| Sanitizing station is set-up and stocked in designated appointment spaces | | |
| Door handle signage is placed on the conference room door handle after each appointment | | |

| FACE COVERINGS AND DIVIDERS | | |
|--|--|--|
| Appointment spaces are stocked with face coverings and appropriate face covering signage | | |
| Appointment spaces are retrofitted with tabletop plexiglass dividers at each appointment workspace in both Centers. | | |
| WorkSource Staff are trained to all new and existing signage for the Center, specifically the additions to designated appointment space | | |
| SAFETY COMMUNICATION | | |
| The Leadership Teams meets regularly and has added standard safety communication agenda items to their agenda and a process for communicating information to staff | | |
| STAFF TRAINING | | |
| Staff training guide with reopening SOPs and forms is complete | | |
| 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, including a walk-through of conference room areas | | |
| All WorkSource staff have a clear understanding of roles and responsibilities | | |
| WorkSource Staff are trained to all new and existing cleaning protocols for designated appointment space | | |
| CONTINUOUS IMPROVEMENT | | |
| Structures in place for gathering reopening process feedback and improvement ideas from all staff and communicating guidance and procedure changes from leadership on a frequent and timely basis. | | |
| HVAC SYSTEMS | | |
| WorkSource Gresham HVAC systems have been certified to meet or exceed OSHA standards for filtration | | |

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 COVID-19 transmission.

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 manufacturer'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 #06411 | | | | | | | | | |
| <p>Chemical Name Nom chimique Nombre químico TB-CIDE QUAT</p> <p>Hazardous Ingredients <u>Diethylene glycol</u> Ingrédients dangereux <u>monobutyl ether,</u> Ingredientes peligrosos <u>Tetrasodium ethylene</u> <u>diaminetetraacetate, Alkyl dimethyl benzyl ammonium chloride, Alkyl dimethyl ethyl bezyl ammonium chloride</u></p> <p>Manufacturer Fabricant Fabricante Spartan Chemical Company, Inc.</p> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e0e0e0;">HEALTH /SANTÉ/SA LUD</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="background-color: #ff0000;">FLAMMABILITY /INF LAMMABLE/INFLAMABLE</td> <td style="text-align: right;">0</td> </tr> <tr> <td style="background-color: #ffff00;">REACTIVITY /REACTIVITÉ/REACTIVIDAD</td> <td style="text-align: right;">0</td> </tr> <tr> <td>PERSONAL PROTECTION /PROTECCIÓN PERSONAL/PROTECCIÓN PERSONAL</td> <td style="text-align: right;">See SDS</td> </tr> </table> <p>Hazards Dangers Riesgos</p> <p style="text-align: center;"><u>CAUSES SKIN AND EYE IRRITATION</u> <u>HARMFUL IF SWALLOWED</u> <u>INHALATION OF SPRAY MIST MAY CAUSE RESPIRATORY IRRITATION</u></p> <p style="text-align: center; font-size: small;">SEE MATERIAL SAFETY DATA SHEET VOIR LA FICHE SIGNALÉTIQUE CONSULTE LA TABLA DE ESPECIFICACIONES DE SEGURIDAD</p> | 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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| PERSONAL PROTECTION /PROTECCIÓN PERSONAL/PROTECCIÓN PERSONAL | See SDS | | | | | | | | |

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