**COVID-19 prevention and protection program**

The organization is committed to providing a safety and healthy work environment to employees and visiting members of the public during the novel coronavirus pandemic. To ensure facilities remain a safe and healthy work environment, the organization has implemented the following prevention and protection protocols. Management and staff are all responsible for the successful implementation of this program; only through cooperative effort can the organization meet its goals of maintaining a safe and healthy workplace and protect staff and members of the public.

The COVID-19 program is administered by [insert position title and name here]. As administrator, they will maintain overall responsibility and authority to ensure this program and associated protocols meet the Safe Start guidelines and associated responsibilities and that implementation follows this program. Management and workers are equally responsible for supporting, implementing, complying with and providing recommendations to further improve all aspects of this COVID-19 program.

Our workers are our most important assets. The organization is serious about staff engaging in safety and health programs. Worker involvement is essential in developing and implementing a successful COVID-19

program. Staff have an opportunity to provide suggestions on how the organization can better protect employees and prevent transmission of the coronavirus. [Describe how worker suggestions and

feedback have been solicited or requested, how worker concerns have been addressed and how such

suggestions have been integrated into developing the plan].

All accommodations and changes to employment due to COVID-19 and the organization’s response protocols will comply with [*Proclamation 20-46 High-Risk Employees – Workers’ Rights*](https://www.governor.wa.gov/sites/default/files/20-46%20-%20COVID-19%20High%20Risk%20Employees.pdf?utm_source=thestand.org). If any high-risk employee is concerned about a breach of their rights, they are encouraged to speak with Human Resources immediately.

**Program sections**

* Screening employees and visitors for COVID-19
* Procedures for sick employees
* Social distancing
* Face coverings and respiratory protection
* Worker hygiene
* Cleaning and sanitizing, and associated housekeeping schedule
* Employee education and training
* Public health authority notification and cooperation
* Posting of signage and information on facial coverings and other rules

**Employee and visitor screening for COVID-19**

Symptom screening is a way the organization can lower the chance of COVID-19 transmission in our facilities. Screening will not identify people not showing symptoms yet, or who may be infected but show no symptoms. However, screening employees and visitors will have a marked impact on the city’s ability to prevent transmission.

[Describe the format of your screening (online, paper, etc.), where they can obtain the screening, and where/how they should submit it]. Employees must complete the screening questionnaire each time they initially enter a city facility for the day, regardless of the duration of time in the facility.

Employees should self-administer a temperature prior to arriving at work. If an employee has a fever (100.4°F or higher), they must email their supervisor and not come to work. If employees answer yes to any screening question, they should not enter the workplace. If an onset of symptoms occurs while at work, the affected employee should notify their supervisor by email and leave work.

Visitors who go into non-public-facing areas should also be screened for COVID-19 symptoms. This includes family members and personal guests of staff. Members of the public who are at city facilities to conduct business in public-facing areas (e.g. clerk’s or planning desks) are not required to undertake symptom screening. However, to maintain a safe work environment signage will be posted at all public entrances that will contain advisory language regarding symptoms and not entering if they have presented with symptoms or had exposures noted in the screening questionnaire.

A copy of the screening questionnaire is included as an appendix to this program.

Note: AWC Retro has a sample screening questionnaire available on the COVID-19 resource page. This questionnaire is based on guidance from the WA Dept. of Health.

**Procedures for sick employees**

The organization has implemented leave policies and provided paid leave benefits that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. [Include relevant information on provided benefits, policies, or use guidance for the Families First Coronavirus Response Act].

Note: The [FFCRA](https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave) provides for two categories of leave. The first expands existing FMLA coverage to provide up to 12 weeks of partially-paid Public Health Emergency Leave (“PHEL/FMLA”) for eligible employees forced to miss work due to closure of their child’s school or the unavailability of the child’s childcare provider for reasons related to COVID-19. The second provides up to 10 days of Emergency Sick Leave (“ESPL”) for various reasons related to the COVID-19 outbreak. Details regarding each category of leave are provided in the sections below.

If employees answer “yes” to any symptom screening question, they must not come to work, or must leave work at the onset/presenting of symptoms while at work. Employees who present with symptoms at work and/or who stay home because of symptoms listed in the questionnaire will be instructed by [Human resources, supervisor, other personnel] to call their healthcare provider for further instructions, including about COVID-19 testing.

Employees must inform Human Resources [or insert other position] if they have a sick household member at home diagnosed with COVID-19. If an employee has a household member sick with COVID-19, that employee must follow the [isolation/quarantine requirements](https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/IsolationQuarantine_English.pdf) as established by the State Department of Health. If an employee has had contact with a family member or anyone else diagnosed with COVID-19, the employee should quarantine at home or another site until 14 days after last exposure.

Employees must notify Human Resources [or insert other position] as soon as possible after receiving test confirmation of COVID-19; this notification must be made no more than eight hours after receiving test results confirming a COVID-19 diagnosis. This notification allows the organization to initiate cleaning and contact tracing protocols, notify impacted/potentially infected employees if appropriate, and notify health officials if need be. Note: remove items/procedures in this list that your organization will not utilize and add those not listed by the template present in your organization

If an employee is tested for COVID-19 and the test results are positive, the employee should isolate until all the following conditions have been met:

* 10 days have passed since positive test/symptom onset, and
* Until the employee has been fever-free for 24 hours without use of drugs, and
* Other symptoms have resolved

The organization has policies in place to ensure the protection and privacy of workers’ health status and information. [Describe your policy and procedures to ensure the protection of employee health information and status. It can be appropriate to link to your broader HIPAA policy here, too.]

**Social distancing**

Transmission of COVID-19 is reduced when adequate space between individuals is maintained. To this end the organization requires all employees and public visitors to maintain a six-foot buffer between themselves and any other individual. If there are circumstances that make recommended social distancing impossible, barriers and other proven prevention methods will be implemented to ensure employee safety. Whenever possible, the organization will arrange work areas to maintain minimum six-foot separation between employees and/or other employees and visitors in all interactions.

The organization tracks all long-term instances where social distancing is not feasible and monitors what methods are used to ensure employee and public safety. It is the responsibility of department directors to provide to the COVID-19 program administrator information on these instances and the methods/protocols of protection. Potential prevention methods which are proven may include the use of barriers, minimization of service providers or clients in narrow, enclosed areas and waiting rooms, staggered breaks, and/or work shift starts.

Note: AWC Retro recommends a simple spreadsheet to capture this information. Columns might include facility, department, affected employees, and implemented method of protection.

Include any other rules implemented to help maintain social distancing. These might include rules like established routes through buildings to reduce passing in halls, requiring travel in separate vehicles, staggered shifts/days in office for workers in shared work areas, and disallowing use of conference rooms for non-essential in-person meetings.

**Face coverings and respiratory protection**

The potential exists for respiratory transmission of COVID-19. The city will provide appropriate face coverings to all employees. Face coverings will be appropriated based on identified hazards of specific job positions and guidance from federal and state authorities. In circumstances where exposure dictates a higher level of protection, masks or respirators will be provided to employees. The city will immediately replace an employee’s mask if they request it, or if it becomes contaminated, wet, dirty, damaged, or when recommended by the manufacturer.

Note: LNI offers [multiple](https://www.lni.wa.gov/agency/_docs/wacoronavirushazardconsiderationsemployers.pdf) [resources](https://lni.wa.gov/forms-publications/F414-168-000.pdf) to assist in determining the appropriate respiratory protection device for employees during the pandemic. OSHA [guidance](https://www.osha.gov/Publications/OSHA3990.pdf) [documents](https://www.osha.gov/Publications/OSHA3993.pdf) outlining worker exposure levels also provide good information on when additional respiratory PPE may be appropriate for employees.

**Face coverings for employees**

Face coverings are required in all public areas inside buildings, including all places of business. Face coverings are also required of employees working outdoors when they are not working alone or can reasonably anticipate interaction with another employee or a member of the public. Employees working outdoors who are sufficiently isolated from others may work without a face covering. The department director/direct supervisor/other identified personnel is responsible for making determinations on when face coverings must be worn outside if there is uncertainty. It is the duty of all field employees to ask [insert identified personnel] if they are unsure if face coverings are required for specific tasks/duties.

It is the responsibility of all direct supervisors and lead workers to ensure compliance with the face covering rule. If non-compliance is identified, the supervisor should discuss the issue with the employee and ensure they understand the reason for the rule and the expectation of the organization.

If employees claim that a physical condition or disability prevents them from, they must request accommodation to Human Resources with an accommodation statement from their medical professional specifying that a face covering, or mask should not be worn due to their present health condition. The city will not allow non-compliance with the face covering rule without an accommodation statement. Upon receipt of a valid accommodation statement, management will work with individual employees to find an adequate solution that keeps them and other employees and visitors safe at city facilities.

If the city receives an accommodation request, management will assess any negative impacts that face coverings might have on employees with disabilities and make accommodations per the Americans with Disabilities Act (ADA).

While in city facilities, employees may remove their face coverings if they are working alone. Someone is considered to be working alone when they're isolated from interaction with other people and have little or no expectation of in-person interruption. How often a worker is able to work alone throughout the day may vary.

Examples of working alone include:

* A lone worker inside the enclosed cab of heavy equipment, a vehicle, or harvester.
* A person by themselves inside an office with 4 walls and a door.
* A lone worker inside of a cubicle with 4 walls (one with an opening for an entryway) that are high enough to block the breathing zone of anyone walking by, and whose work activity will not require anyone to come inside of the cubicle.
* A worker by themselves outside in an agricultural field, the woods, or other open area with no anticipated contact with others.

The use of barriers does not negate the face coverings requirement. Employees who interact with the public through plexiglass barriers or similar engineering controls must still comply with the face coverings rule. Likewise, face shields are not an appropriate substitute for cloth face coverings and cannot be traded out.

Delivery drivers and other vendors visiting city facilities must wear face coverings to enter.

Face coverings may be removed during lunch breaks. During such breaks social distancing must be maintained by employees and visitors.

Law enforcement officers are required to wear cloth face coverings when interacting with the public. Masks or face coverings are required when law enforcement officers are in a station house or other administrative building with frequent in-person interactions. In narrow circumstances, public safety concerns may necessitate removing a mask for improved communication or to avoid the mask being a hazard. [Inset information on when it is permissible for LEOs to remove their mask]. Fire department personnel do not need to wear face coverings when sleeping at the station. Six feet of distance must be maintained between bunks, and where bunk beds are used, only the bottom bunk should be occupied.

**Face coverings for public visitors**

The city will post prominent customer mask policy signage at entrances, and they will be in the languages of their main customer base. Signs will be provided in the following languages: [insert languages of signage]. When available, disposable masks will be provided at public entrances for visitors to use.

If a member of the public comes to city facilities to conduct business and does not comply with face covering rules, the employee engaging with the visitor will ask them to comply with the rule. Employees should avoid creating potentially violent situations; if visitors are aggressively refusing to comply with the face coverings rule, the employee should [insert guidance and rules employees should follow in these circumstances].

Note: organizations have latitude in how they want to handle this situation. We recommend strongly you consult with your city attorney and risk manager about viability of options related to refusing service to such individuals.

Public transportation agencies are expected to enforce the customer face coverings order. Public transportation providers are expected to display signs that inform riders they need to wear a face covering or mask. When riders do not wear face coverings or masks, the operator should inform the rider of the mask policy and ask that they comply. The transit business may have specific steps for operators to take, but operators should avoid actions potentially creating violent situations.

**Respirators**

Some circumstances may require the city to provide certain work groups with greater levels of protection. Respirators provide significantly higher protection levels against respirable agents and hazards. Respirators, including filtering facepiece respirators (i.e. dust masks or disposable respirators) are considered personal protective equipment (PPE), unlike face coverings and masks. This designation requires additional oversight and program administration. For this reason, administration of all instances of respirator use – including voluntary use instances – will be managed under the respiratory protection program of the city.

The following are the identified circumstances related to COVID-19 that require respirator use:

|  |  |  |
| --- | --- | --- |
| Department | Job position | Job duty or circumstance requiring respirator use |
|  |  |  |
|  |  |  |

In instances where employees ask to voluntarily use a filtering facepiece respirator [insert information on your organization’s policy/decision and how the process will work].

Note: when considering a request for voluntary use, AWC Retro recommends you consider a variety of issues, including current and expected stock of PPE, whether you currently have a voluntary use program in place, and who would be administering such a volunteer program.

Note: Mandatory use and voluntary respiratory protection program templates are available on the AWC Retro site.

**Worker hygiene**

Basic infection prevention measures are required at all city facilities. Workers are required to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. All visitors to facilities are required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. It is the obligation of all employees to notify facility services if soap or sanitizer stations need refilling.

Workers and visitors are instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands. Employees are expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and other persons entering the workplace.

**Cleaning, sanitizing, and housekeeping**

Cleaning and sanitizing is approached by the organization in a two-prong method: deep cleaning by custodial staff and regular cleaning by staff after use of specific facilities. Custodial staff maintain a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, vehicles and areas in the work environment, including restrooms, break rooms, lunchrooms, meeting rooms, checkout stations, and drop-off and pick-up locations. Frequent cleaning and disinfecting is to be conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc.

Staff are required to clean after themselves when they use break and restroom facilities.

Note: this may not be desired or feasible in some circumstances, and so may be removed if impractical in your individual settings.

All cleaning and sanitizing until otherwise designated will be done with a cleaner on the [EPA N-list](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19); these are cleaning products that meet the EPA’s requirements for use against the virus that causes COVID-19. If an N-list cleaner is not available, then diluted bleach may be used until some can be sourced for cleaning.

**Cleaning after infection at facility**

In circumstances where employees of members of the public have been in city facilities and have then tested positive for COVID-19, sanitizing of facilities is required. In such circumstances, the areas where the infected person was known to be will be cordoned off until cleaned. When cleaning is done, it will follow the [CDC guidelines for cleaning and disinfecting facilities](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html) after someone is sick. If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.

**Employee education and training**

All employees continuing to work or returning to city facilities must take basic training on COVID-19 and the city’s implemented program to protect employees and the public. This training should be completed within a week of returning to work facilities.

The training will include:

* Basic information on the novel coronavirus and COVID-19
* Information on how the virus is transmitted
* Expectations for both the organization and individual employee as outlined in this program
* Basics of COVID-19 safety (social distancing, face coverings, hygiene, cleaning/sanitizing)
* Sick employee policy (what an employee should do if they become sick with COVID-19 symptoms)
* Add any other important points of training for your organization

Training records will be made by department managers and will be submitted to the COVID-19 program administrator.

If needed at that time, this training should be presented again on an annual schedule until the city deems it is no longer necessary. If employees are witnessed by co-workers or supervisors not complying with protocols of this program, they should be counseled by their direct supervisor. If after such counseling repeated issues arise retraining will be required for that individual employee. This determination for re-training will be made by department management.

**Public health authority notification and cooperation**

When there is a confirmed case of COVID-19 in a facility, the city will contact the local public health authority [insert information on who that is for your organization] to report the case transmission. This reporting will be done by the COVID-19 program administrator. Per the state Safe Start guidelines the organization must notify the local health jurisdiction within 24 hours if we suspect COVID-19 is spreading in the workplace, or if we are aware of 2 or more employees who develop confirmed or suspected COVID-19 within a 14-day period.

The organization intends to cooperate with public health authorities in the investigation of cases, suspected cases, outbreaks, and suspected outbreaks of COVID-19; cooperate with the implementation of infection control measures, including but not limited to isolation and quarantine and environmental cleaning; and comply with all public health authority orders and directives.

Cooperation and compliance includes, but is not limited to:

* Returning phone calls within 4 hours,
* Meeting with public health officials promptly and answering questions from public health officials to help determine if and where transmission might be occurring in the workplace,
* Sharing lists of employees with their contact information and other relevant documents, if requested,
* Allowing immediate and unfettered access to any workplace and facility, as well as to all employees without threatened or actual retaliation against those employees,
* Following public health recommendations for testing and disease control measures, and
* Engaging in respectful and productive conversations regarding public health interactions

**Signage and information posting**

To help ensure a safe and healthy work environment the city will post signage both at public entrances and on employee-accessible bulletin boards providing information on the organization’s COVID-19 protocols and information on screening.

At public entrances signage will be posted advising the visiting public of facility rules regarding face coverings being required to enter, hygiene, and not entering if symptomatic. These signs will be posted in the following languages: [insert info on languages signage will appear in].

In employee-accessible locations, signage will include that information provided to visitors, as well as information on cleaning [if applicable, remove this if not], sick employee policies, and [insert other information you will have posted for employees about COVID-19 protocols/programs].