

SPRINGFIELD **REOPENING** **PLAYBOOK**

A GUIDE TO CITY STAFF RETURNING TO THE WORKPLACE

Version 3: July 27, 2020

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MESSAGE FROM THE CITY MANAGER

The health and safety of all who enter our workplace is our number one priority. It is my hope that you and your families are all doing well. While we prepare our facilities for a safe return to onsite work, we are keeping in mind all who have been impacted by the pandemic in our workplaces and in our community.

As we continue towards a new normal, you should know the changes we are implementing are the result of hours of collaboration and discussions with our Executive Team, members of the Emergency Operations Center, and numerous staff members. We want to thank all who worked collaboratively to create a Return to Onsite Work Playbook which provides an awareness of new health and wellbeing protocols, readiness for our workforce and steps to ensure our facilities are ready for your return. I also want to extend a thank you to the staff members onsite doing deep cleaning, maintenance, construction, and other projects to prepare our facilities for a larger return to the workplace.

The information contained in the Playbook represents the City's current practices regarding the operation of its facilities during this time of the unprecedented COVID-19 pandemic. The Playbook covers such topics as:

- How we're approaching the Phased Reopening of Oregon
- Guidelines for Department Action Plans
- Guidelines preparing City facilities for the return of employees and visitors
- Guidelines and recommendations for and increased frequency of hand washing
- Guidelines and recommendations for physical distancing
- Guidelines for appropriate use and application of Personal Protective Equipment
- Cleaning and disinfecting work areas and work areas

During this challenging time, I encourage all employees and their families to continue their efforts at work and home to control the spread of COVID-19 and to stay safe. I am inspired daily by your dedication and ask that you continue working together to ensure the health and safety of our team.

Please take care of yourselves and your families and together we will get through this.

COVID-19 — RETURN TO WORKPLACE GUIDE

Your Health in Mind

Your health is our top priority as we prepare to return to our workplaces. Following guidance from federal and state health experts, we've developed several resources including a Playbook, training, processes and communications.

What We've Done

To ensure you return to a safe work environment, we've implemented the following:

- Cleaned and disinfected all shared use workstations
- Cleaned all City Hall carpets
- Cleaned and disinfected all common areas – including break and lunch areas, locker rooms, restrooms and more
- Instituted daily and weekly cleaning protocols.
- Established hand sanitizer stations in areas where soap and water are not nearby
- Implemented physical distancing actions
- Developed training content in the form of a COVID-19 Playbook and job aids
- Designed measures to control the flow of people entering and exiting facilities
- Designed distancing measures in placement of workstations

Self-Check

If you have COVID-19 symptoms, do not come to work.

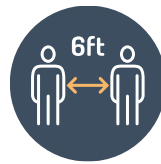
If you experience symptoms at work:

- Maintain a six-foot distance from others
- For severe symptoms, follow emergency medical process; notify your supervisor or Human Resources
- Call the Wellness Center and be evaluated if available. Go home, contact your healthcare provider
- Report confirmed cases to your supervisor or Human Resources.

Temperature Scanning

The Wellness Center is available by appointment to do temperature scans. If your temperature scan is above normal, you will be encouraged to visit your personal health care provider and must be clear of COVID-19 symptoms for 3 days before being allowed to return to onsite work.

Physical Distancing



Stay 6 feet (two arm's lengths) away from others. Workstations and office areas will continue to be evaluated to ensure 6 feet of physical distancing.

Face Coverings



Effective July 1, 2020, the state mandated face coverings, face shields, or masks be worn in all indoor public spaces in Oregon. All employees, visitors, patrons, vendors, and contractors are required to wear face coverings when in public or common spaces in City facilities, unless an exemption applies. The following persons are not required to wear a face covering, shield or mask:

- Persons under the age of 5
- Persons who require an accommodation or exemption under federal or state law.

Closure of Common Areas

Small meeting rooms and onsite fitness centers areas where physical distancing can't be maintained will be closed until further notice. Other common areas may be closed on a building-by-building basis.

Breaks and Meals



Microwaves and appliances are available for use. Employees are required to clean microwave before and after each use.

Hand Washing/Sanitizing

Regular handwashing is one of the best ways to prevent the spread of germs. CDC recommends washing hands often with soap and water for 20 seconds.



In high traffic areas where employees will not have access to soap and water, hand sanitizer stations have been added.

Workstation and Office Cleaning



You touch it, you clean it! Shared workstations and common areas should be cleaned after each use.

Cleaning disinfectants will be provided.

Employees are responsible to clean their own workstations daily.

What You Can Do

To ensure the health and safety of all, we need to start working differently and we must work together. Make the commitment to:

- Read and understand all communications
- Self-check your health daily
- Follow the processes and guidelines for physical distancing
- Participate in cleaning and disinfecting your work areas
- Practice proper handwashing and sanitizing
- Cough and sneeze into tissues or your elbow
- Ask questions and focus on your health and the health of your co-workers
- **If you experience any COVID-19 symptoms, stay home**

INTRODUCTION

Playbook Purpose

The health and safety of all who enter our workplaces is our number one priority. The information contained in the City of Springfield's Return to Onsite Work Playbook (Playbook) represents our current practices regarding the recommended operation of City-staffed facilities during this time of the unprecedented COVID-19 pandemic.

The Playbook provides general recommendations for use in all City of Springfield facilities. Recognizing there may be circumstances unique to a facility, department, or building quad, each City department may develop a Return to Onsite Work Action Plan that conforms to the criteria and expectations provided in this Playbook.

Please note: This Playbook does not constitute legal advice.

The Playbook establishes the parameters for a cautious and coordinated approach to reopening City of Springfield facilities to provide services to the Springfield community. The primary objective of the Playbook is to position the City to reconvene services in accordance with the Governor's Reopening Oregon Plan (<https://govstatus.egov.com/or-covid-19>) while reducing the risk to employees and facility visitors of contracting COVID-19. The Playbook identifies the overall hazards and risks of COVID-19 (Appendix B Situation, Assumptions, Hazards, and Risks), then applies specific personal protective equipment (PPE), physical distancing guidelines, and service delivery and workplace modifications to mitigate those risks in accordance with applicable federal, state, and local guidance.

Our understanding of COVID-19 continues to evolve and guidance continues to change accordingly. As a result, the Playbook is a working document that will be updated to reflect changes in directives and introduce new recommended practices as they become available. It is intended to provide practical information and instruction for all who enter City facilities to keep themselves and others safe.

RISK MITIGATION

The risk of contracting COVID-19 in the workplace among employees and visitors to City facilities can be reduced in a number of ways by everyone observing the recommended Centers for Disease Control (CDC) and Oregon Health Authority (OHA) guidance, including but not limited to the following:

- a. Adhere to proper physical distancing measures and/or utilize proper PPE when physical distancing becomes difficult due to the nature of work taking place.
- b. Practice proper hygiene by washing hands frequently; coughs and sneezes should be covered by elbow; wear a face shield, mask or cloth face covering; frequently use hand

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- sanitizers that have anti-bacterial properties throughout the work day.
- c. Maintain a clean and sanitary workplace by following proper sanitation and disinfection guidance.
 - d. Monitor personal health. If employees feel sick or have a fever in excess of 100.4, they will be directed to stay home, self-quarantine, and adhere to all CDC, OHA and Lane County Public Health guidance. (Informational pamphlets will be provided for each employee.)

Playbook Organization

The City's Return to Onsite Work Playbook is not a one-size-fits-all approach; however, it is based upon the guidance provided by trusted governmental and public health authorities. The Playbook is organized to provide you with the background and context to help you find the information you need:

- Introduction
- Return to Onsite Work Timeline
- Reopening Phases, Access Levels, and Implementation Steps
- The Plays:
 - Play 1 - Getting Our Facilities Ready

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- Play 2 - Getting Ready for Our Employees and Visitor
- Play 3 - Working Together after Returning to Onsite Work
- Appendices

This Playbook and additional City of Springfield COVID-19 resources is available on the City's COVID-19 Information for Employees page at <https://www.springfield-or.gov/covid-19/>.

Timeline

Effective May 15, 2020, Governor Brown authorized Lane County to transition from Baseline to Phase 1 of the Reopening Plan for Oregon, and to transition to Phase 2 effective June 5, 2020. Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming “normal” operations is not feasible. The City plans to reopen its facilities and restore onsite service delivery in a stepped approach. The City Executive Team will continue to monitor applicable state and local guidance and determine next steps for the reopening of facilities. When in doubt, check with your supervisor.

Our stepped approach to reopening will continue to reflect government and public health agency directives and guidance as provided by the Governor's Office, the Oregon Health Authority (OHA), Lane County Public Health (LCPH), the Centers for Disease Control (CDC), and the Occupational Safety and Health Administration (OSHA). You can find the most up-to-date information from these agencies linked below:

- a. [Governor's COVID-19 Resources for Oregonians](#)
- b. [OHA](#)
- c. [County](#)
- d. [CDC](#)
- e. [OSHA](#)
- f. [City of Springfield](#)

Reopening Phases, Access Levels, and Implementation Steps

To provide clarity to its stepped approach, the City has identified Reopening Phases, Access Levels, and Implementation Steps to describe its overall actions – see page 9 and refer to Table 1:

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PHASES:

Governor's Reopening Plan – presented as four Phases:

- a. Baseline Reopening – applies statewide and provides guidelines and safety measures for continuing to provide limited onsite delivery of essential government and community services.
- b. Phase 1 – Applies to counties approved by Governor Brown beginning May 15, 2020 and allows additional onsite service delivery where remote delivery isn't feasible or is severely constrained.
- c. Phase 2 – After 21 days in Phase 1, counties continuing to meet the prerequisites may be able to enter Phase 2, which will allow the City to return more employees to work onsite with physical distancing and other protective measures in place. On June 4, 2020, Governor Brown approved Lane County to move into Phase 2 Reopening effective June 5, 2020.
- d. Phase 3 – Guidance for operating under Phase 3 won't be provided until a reliable treatment or vaccine is available. As a result, the City expects to remain under Phase 2 constraints for several more months.

FACILITY/SERVICE ACCESS LEVELS:

Springfield has defined five levels of Facility and Service Access to characterize its approach to providing different levels of facility access and community services during the four Phases of the Governor's plan:

- Level V – “Stay Home”: All City facilities closed to the public. Emergency services

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	BASELINE March 23 – May 15		PHASE 1 May 15 – June 5	PHASE 2 June 5 - TBD	PHASE 3 TBD
Facility/Service Access Level					
	Level V: "Stay Home"	Level IV: "Take Out"	Level III: Restricted Access	Level II: Limited Access	Level I: Precautionary Measures
Staff in Building	Telework encouraged where possible	Telework encouraged where possible	Modify schedules, telework encouraged where possible	Minimal staff on regular shifts, Modify schedules	All staff regular shifts
Facility Open to Public	No	No	Yes, restricted access & physical distancing. All public area seating cordoned off or removed. Signage RE: COVID-19 health precautions & distancing. Encourage one-way flow of foot traffic where possible.	Yes, physical distancing; "normal" facility access. Signage RE: COVID-19 health precautions & distancing. Encourage one-way flow of foot traffic where possible	Yes, physical distancing. Signage RE: COVID-19 health precautions & distancing.
Meeting Rooms	No	No	Available to employees only, limit group size to meet 6 ft. or more distancing	Available, limit group size to meet 6 ft. or more distancing	Available
Hours of Operation	Regular Hours (virtual only)	Regular Hours (virtual); Limited Hours (pick up/drop off only)	Regular Hours (virtual) Limited Hours (physical)	Regular Hours (virtual) Limited Hours (physical)	Regular Hours
Facility/Department Implementation Steps					
Step 1: Restore these services & access first			Justice Center: Lobby open limited hours. Library: Receive circulating materials via book drop	Courts: Certain proceedings only	
Step 2: Restore these services & access next			DPW Operations: Return to full field crew staff levels with modified work schedules	Community Development: Limited hours for walk-ins. Virtual meetings by appointment only. Library: Limited hours for patrons, stacks closed.	

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employees and management presence report to work on site as directed. All other employees will telework from home if possible.

- Level IV – “Take Out”: All City facilities remain closed to the public except by appointment only to pick up or drop off items for processing. Employee access to facilities remains the same as Level V.
- Level III – Restricted Access: City facilities may open on reduced hours to provide limited services that cannot be legally or effectively delivered via employees’ teleworking. Limited staffing will be provided onsite for service delivery during the reduced hours.
- Level II – Limited Access: When departments and work groups are ready, City facilities will return to “normal” or “near-normal” service delivery but may have modified operating hours.
- Level I – Precautionary Measures: Physical distancing and other protective measures remain in effect as deemed appropriate by City leadership.

FACILITY/DEPARTMENT IMPLEMENTATION STEPS:

The Implementation Steps are used to identify planned or anticipated significant incremental facility access or service changes at a facility or by a department that may occur during the various Levels or Phases.

Department Return to Onsite Work Action Plans

Departments are encouraged to prepare Return to Onsite Work Action Plans to document the details for their efforts during each Implementation Step and to identify physical measures, IT concerns, and other resources needed to implement their Action Plan. Department Action Plans should also be prepared and submitted prior to significant changes in service levels or numbers of people in the facility. A department may choose to use the Action Plan Check List as the outline for their Action Plan by adding comments directly to the Check List.

Departments will submit their Action Plan(s), along with a completed Action Plan Check List (see Appendix D) to the EOC for review with this Playbook and to provide needed resources. Once the Action Plan(s) are checked by the EOC and are deemed satisfactory, they will be sent to the City Manager with a recommendation for approval.

Play 1: Getting Our Facilities Ready

Play 1 describes physical modifications and other actions the City is taking to prepare its facilities and workplaces for reopening to employees and visitors. For many of our employees,

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Phase 1 did not change our remote working status, but it did present an opportunity for us to carefully prepare to physically return to onsite work during Phases 2 and 3.

Please remember, COVID-19 realities dictate the timeline and applicable guidance. As such, guidance is subject to changing circumstances and needs. The below provides a Playbook for preparing City facilities and workplaces with the understanding that this is not a one-size-fits all approach. When in doubt, consult your supervisor.

PHASE 1

Access to City facilities will be restricted to Level III – Restricted Access and/or Level IV - “Take Out”. During this time, City facilities will be deep-cleaned and sanitized to prepare for employees and visitors returning during Phase 2. Additional projects will be completed, such as installing clear plastic panels at customer service counters and modifying some office and work area layouts will be completed.

PHASE 2

Access to City facilities during Phase 2 will initially be limited to Level III – Restricted Access and may move into Level II – Limited Access as time moves on. Prior to reopening a work location in this limited capacity, physical distancing guidance will be in place and workplace modifications may be made to ensure physical distancing can be maintained throughout the workday. The following guidance are recommended to ensure an office, workplace, or City Hall quad promotes physical distancing efforts:

- a. Cleaning and disinfection — Establish cleaning and disinfection schedules and protocols for the workplace appropriate to the number of employees and visitors using an area and the tasks being performed. Refer to the Appendices for standardized cleaning and disinfection procedures. Inventory cleaning and disinfection supplies on hand and request additional supplies as needed.
- b. Instructional signs and messages — Post signs and messages for employees and visitors throughout the facilities in appropriate locations prior to reopening.
- c. Workstation modifications — Departments may choose to modify an office layout to

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- create at least 6 feet of distance between employee workstations.
- d. Consider keeping hard-to-sanitize spaces closed — Shared spaces such as kitchens and break rooms may be difficult to maintain a disinfecting routine. Evaluate your space to determine if you can safely operate a shared space. Also consider shared electronics and kitchen equipment.
 - e. Identify and obtain needed technology — As some employees will be working onsite, others will continue to work from home. Evaluate additional equipment and software licenses that may be needed to support these changes and send your needs to the IT HelpDesk.
 - f. Ensure City computers and equipment are sanitized prior to connecting to City networks — Many employees took City computers and equipment home to support their teleworking. Ensure that this equipment is sanitized according to Appendix H – Cleaning IT Equipment upon Return to Workplace

GETTING FACILITIES READY CHECKLISTS & RESOURCES

Refer to the following Facility Checklists & Info Sheets for additional information.

- ✓ Appendix E: Get Our Facilities Ready Resources
 - a. Return to Facility Checklist
 - b. Cleaning/Disinfecting Measures
 - c. Maximize Fresh Air Protocol
 - d. Hand Sanitizer Location Protocol
 - e. Implement Physical Distancing Actions
 - f. Protective Supplies Inventory
 - g. Facility-Specific Items to Consider

- ✓ Appendix H: Cleaning IT Equipment upon Return to Workplace

Play 2: Getting Ready for Our Employees and Visitors

Play 2 describes protective measures, policies and protocols the City is putting into place to prepare employees to return to the workplace and for reopening facilities to visitors. For many of our employees, Phase 1 did not change our remote working status, but it did present an opportunity for us to carefully prepare our employees to physically return to onsite work during Phases 2 and 3.

Please remember, COVID-19 realities dictate the timeline and applicable guidance. As such, especially related to Phase 2, guidance is subject to changing circumstances and needs. The most current guidance should be referred to and adhered to for preparing for employees and visitors to return to City facilities. When in doubt, consult your supervisor.

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PHASE 1

Occupancy in City facilities will be restricted to Level III – Restricted Access and/or Level IV - “Take Out”. During this time, City Hall will remain closed to visitors except by appointment. In addition, some quads in City Hall and work areas in the Justice Center may have up to 10 essential employees in a location. DPW Operations and Springfield Police may have additional essential employees on site with approval from the Executive Team. Physical distancing guidance needs to be followed at all times. Nonessential travel should be avoided and business-related travel will not resume under Phase 1.

PHASE 2

Occupancy in City facilities during Phase 2 will initially be limited to Level III – Restricted Access and may move into Level II – Limited Access as time moves on. During Phase 2, Level III, limited reopening of the Municipal Courts, Library, and Community Development will be allowed, with Department Directors having the discretion to limit the maximum number of visitors/patrons to meet their operational needs. Similar to Phase 1, most employees who are able to work from home will be asked to continue.

Under Phase 2, Level II, visitor access will be limited at each workplace according to the number that the onsite employees at that workplace can reasonably and safely accommodate, or by occupancy allowances and the ability to physically distance, whichever is more restrictive.

The following guidance are recommended in offices, work spaces, or City Hall quads to promote physical distancing efforts:

- a. Staggered and monitored schedules — Staggered employee work schedules and facility operating hours may be used until restrictions are lifted to minimize employee contact.
- b. Continuation of virtual meetings — Until all physical distancing requirements are lifted, in-person meetings should be avoided. Employees should conduct virtual meetings when possible. Employees who are in the office should avoid gathering in groups. Where virtual meetings are not possible, physical distancing and limits of occupancy

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should be strictly maintained.

- c. Consider keeping hard-to-sanitize spaces closed — Shared spaces such as kitchens and break rooms may be difficult to maintain a disinfecting routine. Evaluate your space to determine if you can safely operate a shared space. Also consider shared electronics and kitchen equipment.

Although current state of Oregon COVID-19 guidance indicates that nonessential travel outside of Lane County may resume under Phase 2, Department Directors will evaluate whether business-related travel will be permitted by their employees. If and when business-related travel is resumed, there may be additional guidance provided related to self-isolation at the time of return.

PHASE 3

Under Phase 3, facilities may gradually reopen to all employees and visitors. Safety guidance and distancing measures will likely still be utilized to ensure the health and safety of employees and visitors.

CONSIDERATIONS

It's important to note that state's Phases are tentative and are subject to change based on the state's and public health agencies' guidance, as well as the status of the pandemic in Oregon and Lane County. Plans may be modified to address operational and community needs, but the health and safety of employees and facility visitors will always be a priority.

There may be health or personal realities impacting individuals' ability to return to onsite work. As is always the case, the City is committed to a safe and healthy workplace. If an employee is concerned about a health condition that may impact their ability to return, they should contact HR to discuss available options.

GETTING READY FOR EMPLOYEES AND VISITORS CHECKLISTS & RESOURCES

Refer to the following Employees and Visitors Checklists & Info Sheets for additional information.

- ✓ Appendix C: Return to Workplace Guide
- ✓ Appendix F: Workplace Communication
- ✓ Appendix G: Face Coverings FAQ

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Play 3: Working Together After Returning to Onsite Work

As some City employees continued reporting to a work location, several workplace safety protocols have already been established to preserve the health and safety of employees.

Return to Onsite Work Considerations	
Employee was symptomatic but was not tested for COVID-19.	Employee was tested for COVID-19.
The employee may return to onsite work if: <ul style="list-style-type: none">• They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time.• Coughs and other symptoms have improved.• Seven days have passed since they first experienced symptoms.	The employee may return to onsite work if: <ol style="list-style-type: none">a. They no longer have a fever.b. Coughs and other symptoms have improved.c. They have received two negative COVID-19 tests in a row.

However, as the number of employees returning increases, so too will our safety and health response efforts. Even if your workgroup has been reporting to the workplace, now is the time to formalize your work safety plan. This will support demobilization in the event there is a second wave. It will also ensure as many considerations as possible have been made for the health and safety of our workgroups. For additional information, please reach out to your supervisor.

EMPLOYEE SCREENING, EXPOSURE AND CONFIRMED ILLNESS GUIDANCE

Keeping employees safe is our priority. To accomplish this task, we have created various procedures for screening employees who return to onsite work, dealing with exposure to COVID-19, responding to a confirmed case of COVID-19 and reporting transparency.

EMPLOYEE SCREENING GUIDANCE

Employees may be asked to confirm the status of their health as part of returning to a worksite. The City may implement a screening protocol for symptoms, such as temperature checks, or signed certifications, at any point. Results will be tracked separately from any personnel records and will be kept confidential. This protocol will commonly be implemented upon initial opening of the office and as a response to a confirmed diagnosis. In the event the City implements a screening protocol, employees unwilling to complete a required screening may not be allowed to return to the worksite.

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Cascade Health will be available at the Employee Wellness Center on an appointment basis to provide screening services for employees. Call 541.242.2816 for an appointment.

Adoption of any protocol will be implemented on a nondiscriminatory basis. All screening information collected by the City or Cascade Health will be treated as confidential medical information. Departments interested in pursuing this protocol will work directly with Human Resources.

COVID-19 EXPOSURE AND CONFIRMED ILLNESS PROTOCOL

Employees who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and likely be asked to self-quarantine. At this time, self-quarantining guidance includes:

- a. Stay away from other people in their home as much as possible, staying in a separate room and using a separate bathroom if available.
- b. Not allowing visitors.
- c. Wear a face mask if they have to be around people.
- d. Avoid sharing household items, including drinking cups, eating utensils, towels and bedding.
- e. Clean high-touch surfaces daily.
- f. Continue monitoring their symptoms, calling their health care provider if their condition worsens.

When an employee tests positive for COVID-19, deep-cleaning procedures will be triggered in the workplace area(s) frequented by the employee. These procedures may include closing the affected area(s) until the deep-cleaning is completed by trained City employees or a qualified contractor hired to perform the service. Employees who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to consult a qualified health care provider for additional guidance.

REPORTING TRANSPARENCY PROTOCOL

Any employee who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify HR as soon as practicable. The employee may be asked to assist with contact tracing, including providing calendars and/or meeting notes where appropriate. To the extent practicable, the name of the employee will not be shared by the City with other employees. Tracing information may be used to notify impacted employees if there is a confirmed case of COVID-19 in the workplace.

PHYSICAL DISTANCING PROTOCOL

Employees should follow physical distancing best practices while working in facilities,

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including but not limited to workstations, breakrooms, common areas, office spaces, conference rooms, crew rooms, locker rooms, showers, exercise rooms, and shops. Specifically, employees are asked to:

- Maintain 6 feet of distance from others at all times, both when working or on breaks. Where a minimum distance of 6 feet cannot be maintained, engineering or administrative controls will be in place and employees should wear appropriate personal protective equipment (PPE).
- Avoid job tasks that require face-to-face work with others when possible.
- Avoid physical contact with others (e.g., handshakes).
- Avoid touching surfaces that may have been touched by others when possible.
- Distance themselves from anyone who appears to be sick.
- Avoid gathering when entering and exiting the facility. Employees should also only enter and exit work areas through employee only entrances to limit potential exposure at public building entrances.
- Follow any posted signage regarding COVID-19 physical distancing practices.
- Disinfect their workspace often.
- Avoid touching their face.
- Avoid nonessential gatherings.
- Stagger lunch breaks to limit the number of individuals in the break rooms.
- Avoid using common areas.
- All employees are encouraged and empowered to remind other employees and visitors to follow physical distancing practices, especially in situations in the workplace where they may be observing or experiencing lapses in these practices.

Physical distancing guidelines may be extended after Lane County enters Phase 3 and facilities are fully open to employees and visitors. Please monitor communications and adhere to any additional guidance as it is provided.

IMPLEMENTATION MONITORING

Department Directors will assign one or more Implementation Monitors during each work shift to provide guidance to employees concerning hand hygiene, sanitization practices, and physical distancing guidelines. Implementation Monitors will be required to be familiar with this Playbook and all applicable CDC and OHA guidelines related to personal and workplace health regarding COVID-19. In addition, Implementation Monitors will:

- Track usage and inventory of sanitizing supplies and make requests for re-stocking as appropriate; and
- Track PPE usage and inventory to ensure adequate supplies for employees within their assigned areas and make requests for re-stocking as appropriate; and
- Provide guidance for sanitization and disinfectant priorities, as well as ensuring all

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required surfaces to include office spaces, break rooms, and vehicles have been properly disinfected and that employees are utilizing proper PPE as required by disinfectant labeling requirements; and

- Act as the communication lead to update staff on changes to COVID-19 hygiene, cleaning, sanitizing and disinfecting practices, as well as making recommendations to their Department Director for modifying practices that are insufficient.
- Be responsible for identifying proper and improper workplace practices. All employees should report COVID-19 related safety concerns immediately to the Implementation Monitor or to their supervisor.
- An Implementation Monitor Checklist (see Appendix K) is being prepared and will be available soon.

EMPLOYEE HEALTH AND SAFETY GUIDANCE

The success of our Return to Onsite Work Playbook and department action plans relies on following physical distancing, health and safety guidance. As such, the following guidance has been implemented to ensure everyone's health and safety. Please bring any concerns regarding the following guidance to your supervisor or HR immediately.

The CDC and OSHA have provided detailed guidance regarding worker exposure risk levels. Based upon this guidance, the City recognizes that it likely has employees who are working within all four exposure risk categories: Very High Exposure Risk, High Exposure Risk, Medium Exposure Risk and Low Exposure. Therefore, this guidance should be referenced when developing Department Action Plans, workgroup service delivery plans, staggered work shifts, and plans for interacting with facility visitors.

- [CDC](#) – Consideration of Worker Risk Level
- [OSHA](#) – *Guidance on Preparing Workplaces for COVID-19*

GENERAL EMPLOYEE HEALTH AND HYGIENE

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

- Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating.
- If soap and water are not available, use hand sanitizer containing at least 60% alcohol.
- Cover coughs and sneezes with elbow or other method that avoids using hands.
- Avoid touching your eyes, nose, and mouth.

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- Limit potential areas of exposure by conducting your job duties within your assigned work area when possible.

To help employees remain healthy, hand sanitizer and hard-surface disinfectant spray are available throughout work areas:

- Hand sanitizer is available in wall and stand mounted dispensers, as well as in "personal" size refillable spray bottles of alcohol sanitizer, or bottles of gel sanitizer.
- Disinfecting wipes are in short supply nationwide and globally. As an alternative, the City has provided disinfectant spray and cloths in conference rooms, break rooms, and at customer service counters. **NOTE: Do not spray disinfectants directly onto computer key boards or other electronic devices as these sprays can corrode electronic components.**

Finally, employees who are feeling sick should not report to work and should notify their supervisor of their absence. Employees who have symptoms of acute respiratory illness, should immediately seek medical attention and follow the guidance of a health care provider. Employees who have been diagnosed with or are aware they've been directly exposed to COVID-19 should notify Human Resources.

FACE COVERINGS - EMPLOYEES

As the City continues to explore supporting employee health and safety for returning employees, additional guidance related to face coverings will be provided.

Effective July 1, 2020, the state mandated face coverings, face shields, or masks be worn in all indoor public spaces in Oregon. All employees, vendors, and contractors are required to wear face coverings when in public or common spaces in City facilities, unless an exemption applies. The following persons are not required to wear a face covering, face shield or mask:

- Persons under the age of 5 (effective July 24, 2020)
- Persons who require an accommodation or exemption under federal or state law.

Employees are required to wear a face covering when entering, exiting or while inside a City facility, except while alone in their office or cubicle.

Employees wearing face coverings may provide their own in accordance with CDC guidelines, or may initially request from their supervisor up to 3 reusable fabric face coverings from the City's inventory.

RETURN TO ONSITE WORK PLAYBOOK

The City may maintain an inventory of disposable masks, face coverings, and gloves as a backup to employee-provided face coverings. Inventory quantities will be regularly tracked and documented, but cannot be guaranteed. Contact your supervisor with questions.

Employees should pay special attention to the CDC's proper mask hygiene, donning, and doffing (see <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html>). Incorrect use of the face coverings could have an adverse safety impact.

FACE COVERINGS - VISITORS

Effective July 1, 2020, the state mandated face coverings, shields, or masks be worn in all indoor public spaces in Oregon. All facility visitors and patrons are required to wear face coverings when in public or common spaces in City facilities, unless an exemption applies. The following persons are not required to wear a face covering, shield or mask:

- Persons under the age of 5 (effective July 24, 2020)
- Persons who require an accommodation or exemption under federal or state law.

During Phase 1 and Phase 2, the City plans to maintain an inventory of disposable face coverings, depending upon their availability, for use by facility visitors. Contact your supervisor to request a supply of disposable face coverings for visitors.

Department Directors will address their plans for enforcing face covering requirements for visitors in their Department Action Plans

EMPLOYEE MENTAL HEALTH CONSIDERATIONS

COVID-19 pandemic has increased stress levels of employees across the country. In addition to physical health, the City prioritizes employees' mental health. As such, we have made every effort to ensure that the workplace is safe for employees to return to onsite work and managers and supervisors are prepared to discuss personal situations and concerns if they arise.

Employees with concerns regarding their mental health should request additional resources from their supervisor or Human Resources. As is always the case, the Employee Assistance Program (EAP) through Cascade Behavioral Health (541.345.2800) provides excellent support for employees, families, and organizational leaders. Refer to the Employee Benefits Page on Springboard for a description of services available through the EAP.

CONCLUSION

CLEANING AND DISINFECTING PROTOCOL

Employees should do their part to help keep workspaces as clean as possible by cleaning and disinfecting their workstations and surfaces they commonly use. Employees should also avoid using others' workstations, tools and equipment when possible. Whenever an employee uses a common piece of equipment (e.g., printer or fax machine) or works in a shared space, it should be wiped down prior to and following use. **NOTE: Do not spray disinfectants directly onto computer key boards or other electronic devices as these sprays can corrode electronic components. Instead, apply the spray to a cleaning cloth and then wipe the key board.** Workgroups should collaborate within their building quads, etc. to develop appropriate regular cleaning protocol. Proper cleaning and disinfecting supplies will be provided as needed. Employees should wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing a surface.

WORKPLACE PROCEDURES

In addition to the guidance outlined above, workplace procedures will be implemented until physical distancing guidelines are lifted:

- ✓ Deliveries— Locations may need to set up contactless drop zones for deliveries, including mail and packages. An assigned contact or contacts will process mail and packages using proper PPE, including disposable gloves. Employees ordering food delivery service will need to instruct drivers to utilize drop off zones for contactless delivery.
- ✓ Visitors—Until further notice, all nonessential visitors are prohibited from worksites and to the extent possible all in-person meetings should continue to be avoided. For business-critical visits (e.g., material deliveries), workgroups will take steps to safeguard employees and visitors by:
 - Limiting Phase 1 visitor access to City Hall to appointments only at the South entrance.
 - Limiting Phase 2 visitor access to City Hall as follows:
 - Library: limited to Northwest (Fountain Plaza) entrance only
 - Community Development: limited to South entrance only
 - City Hall Lobby and other quads will remain closed to visitor access, unless by appointment, but are open to employee movement, if needed, within the building.
 - Directing visitors to go directly to their intended building area without unnecessarily interacting with employees.
 - Requesting visitors to practice physical distancing and good hygiene while onsite.

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APPENDIX A: RECORD OF CHANGES

The Springfield Emergency Manager will maintain a record of changes for this Playbook and will provide updated electronic versions to Executive Team members following revision approval. Requests for changes should be submitted by Executive Team members to the Emergency Manager for consideration. The Emergency Manager has the discretion to approve de Minimis requests. Substantive requests will be forwarded to the full Executive Team for review and approval.

Approval Date	Page No.	Sections	Version	Description
June 25, 2020	All	All	1	Original Document
June 30, 2020	All	All	2	Add state's requirement for face coverings in all indoor public spaces effective 7/1/20
July 27, 2020	4, 19, 26, 38	Face Coverings	3	Face Covering requirement changed from age 12 & over to age 5 & over per Governor's direction effective 7/24/20
	7	Timeline		Updated County hyperlink
	16	Employee Screening Guidance		Added phone number for Employee Wellness Center
	18	General Employee Health and Hygiene		Modified guidance for covering coughs and sneezes.
	20	Employee Mental Health Considerations		Added EAP phone number and referred to Springboard for EAP services
	36	Facility/Dept. Quad Specific Items to Consider		Changed "Utilize lunch out the door" to "Eating lunch outdoors"
	43	Appendix I		Changed Ice Machine/Aqua station cleaning frequency to Before & After Each Use; Deleted duplicate reference to Light Switches; Added "and dishware" to prohibited use items
	44	Appendix I		Added cleaning of shared-use vehicles

APPENDIX B: SITUATIONS, ASSUMPTIONS, HAZARDS, AND RISKS (PAGE 1 OF 2)

Situation and Assumptions

City of Springfield facilities have been closed to the public and many workers have been directed to work from home due to Governor Brown's Executive Order 20-12 – Stay Home, Save Lives – issued March 23, 2020. Lane County received approval from Governor Brown of its plan to begin Phase 1 Reopening in the County effective May 15, 2020. On June 4, 2020, Governor Brown approved Lane County to move into Phase 2 Reopening effective June 5, 2020. The Governor anticipates that Phase 2 Reopening will be in place for several months until a vaccine and/or effective treatment are developed. Furthermore, Lane County could move back into Phase 1 status if at any time it is unable to continue to meet the Governor's criteria for Phase 2 status.

The CDC and OSHA has provided detailed guidance related to worker exposure risk levels. Based upon this guidance, the City recognizes that it likely has employees who are working within all four exposure risk categories: Very High Exposure Risk, High Exposure Risk, Medium Exposure Risk and Low Exposure. Therefore, this guidance should be referenced when developing Department Action Plans, workgroup service delivery plans, staggered work shifts, and plans for interacting with facility visitors.

- [CDC](#) – Consideration of Worker Risk Level
- [OSHA](#) – *Guidance on Preparing Workplaces for COVID-19*

The City has determined that its initial Phase 2 reopening of certain workplace areas to provide limited direct services to the community can be accomplished with minimal risk to the health of employees, facility visitors, and the community if the protective measures presented in this Playbook are implemented. Additional reopening and expanded service delivery is anticipated to occur in steps in accordance with Phase 2 Reopening guidelines and City capabilities.

Hazard and Risk Assessment

HAZARD: COVID-19 OR NOVEL CORONAVIRUS

- a. COVID-19 tends to present as a respiratory virus with few or no symptoms in some individuals, while for others it can cause severe illness or death – especially for those who are elderly or have underlying health conditions.
- b. A person with COVID-19 may become contagious within a few days of contracting the illness but may not exhibit symptoms for about 2 weeks. They generally remain contagious throughout their illness while they are experiencing a fever.
- c. COVID-19 spreads mainly from person-to-person via water droplets, between people

APPENDIX B: SITUATIONS, ASSUMPTIONS, HAZARDS, AND RISKS (PAGE 2 OF 2)

who are in close contact with one another (within about 6 feet). The virus may also be spread by contacting contaminated surfaces within 72 hours prior to the contact.

- d. Employees and visitors may contract the COVID-19 virus if they come in close contact with a family member, employee or community member carrying the virus.

RISK

- a. Likelihood: If an employee or visitor to a City facility is contagious with COVID-19, the likelihood of that individual infecting others is considered High if they are not adhering to the recommended protective guidance from public health authorities. However, if they are adhering to this guidance, the likelihood of infecting others is considered Low to Moderate depending upon the exposure duration and type of work performed.
- b. Consequence: The consequences of a limited outbreak of COVID-19 among a contained group of employees would, in addition to the employees suffering illness, result in those employees being sent home, work delays, and the need for deep-cleaning and sanitizing the affected workplace, be considered a Moderate consequence. If the outbreak were widespread throughout the facility and/or significantly impacted community members, that facility would be closed and potentially other City facilities closed as well, and could become the nexus for Governor Brown rescinding her approval for Lane County to move into Phase 2 reopening. Therefore, the consequence for a widespread outbreak within or including City facilities is considered High.
- c. Risk: By not adhering to recommended guidance, there would be High Likelihood for causing infection and High Consequences of widespread infection on the City and the community. The Risk to City facilities posed by COVID-19 as they are reopened to provide services to the community is also deemed High.

CONCLUSIONS

- a. City of Springfield onsite workplaces are at High Risk to COVID-19 infection when they reopen to provide services to the community.
- b. To mitigate this High Risk, the City will provide consistent and coordinated direction for all City facilities and onsite workplaces (this Playbook) to follow while preparing for and implementing their reopening to the community.
- c. Each City department and/or workplace within a City facility must adhere to this Playbook; assess the specific work spaces, functions, and services conducted within their department or workplace; and prepare a plan to address issues that are not covered by this Playbook.

APPENDIX C: RETURN TO WORKPLACE GUIDE

Your Health in Mind

Your health is our top priority as we prepare to return to our onsite workplaces. Following guidance from federal and state health experts, we've developed several resources including a Playbook, training, processes and communications.

What We've Done

To ensure you return to a safe work environment, we've implemented the following:

- Cleaned and disinfected all shared use workstations
- Cleaned all City Hall carpets
- Cleaned and disinfected all common areas – including break and lunch areas, locker rooms, restrooms and more
- Instituted daily and weekly cleaning protocols.
- Established hand sanitizer stations in areas where soap and water are not nearby
- Implemented physical distancing actions
- Developed training content in the form of a COVID-19 Playbook and job aids
- Designed measures to control the flow of people entering and exiting facilities
- Designed distancing measures in placement of workstations

Self-Check

If you have COVID-19 symptoms, do not come to work.

If you experience symptoms at work:

- Maintain a six-foot distance from others
- For severe symptoms, follow emergency medical process; notify your supervisor or Human Resources
- Call the Wellness Center and be evaluated if available. Go home, contact your healthcare provider

Temperature Scanning

The Wellness Center is available by appointment to do temperature scans. If your temperature scan is above normal, you will be encouraged to visit your personal health care provider and must be clear of COVID-19 symptoms for 3 days before being allowed to return to onsite work.

Physical Distancing



Stay 6 feet (two arm's lengths) away from others. Workstations and office areas will continue to be evaluated to ensure 6 feet of physical distancing.

Face Coverings



Effective July 1, 2020, the state mandated face coverings, face shields, or masks be worn in all indoor public spaces in Oregon. All employees, visitors, patrons, vendors, and contractors are required to wear face coverings when in public or common spaces in City facilities, unless an exemption applies. The following persons are not required to wear a face covering, shield or mask:

- Persons *under* the age of 5
- Persons who require an accommodation or exemption under federal or state law.

Closure of Common Areas

Small meeting rooms and onsite fitness centers areas where physical distancing can't be maintained will be closed until further notice. Other common areas may be closed on a building-by-building basis.

Breaks and Meals



Microwaves & appliances are available for use. Employees are required to clean microwave before/after each use.

Hand Washing/Sanitizing

Regular handwashing is one of the best ways to prevent the spread of germs. CDC recommends washing hands often with soap and water for 20 seconds.



In high traffic areas where employees will not have access to soap and water, hand sanitizer stations have been added.

Workstation and Office Cleaning



You touch it, you clean it! Shared workstations and common areas should be cleaned after each use. Cleaning disinfectants will be provided.

Employees are responsible to clean their own workstations daily.

What You Can Do

To ensure the health and safety of all, we need to start working differently and we must work together. Make the commitment to:

- Read and understand all communications
- Self-check your health daily
- Follow the processes and guidelines for physical distancing
- Participate in cleaning and disinfecting your work areas
- Practice proper handwashing
- Cough/sneeze into tissues or your elbow
- Ask questions and focus on your health

If you experience any COVID-19 symptoms, stay home



APPENDIX D: DEPARTMENT ACTION PLAN CHECKLIST (PAGE 1 OF 4)

This document is intended for the use of Departments to plan for the re-entry of employees and re-opening of worksites. Department worksites will reopen only when they can meet the [State of Oregon's General Guidance for Employers](#). The process to reopen a City worksite and bring workers back is outlined below.

STEP 1: DEPARTMENTS WILL:

- ✓ Review the City of Springfield Return to Onsite Work Playbook;
- ✓ Prepare a Department Action Plan for reopening, including coordination with other departments as needed;
- ✓ Communicate to workgroups intention and anticipated timeline for returning to their onsite workplace;
- ✓ Identify internal priority of a staged reopening including both workgroups and sites;
- ✓ Identify financial resource impacts not currently covered by existing funding structures and rate models;
- ✓ Based on the Department Action Plan, review and/or complete the Return to Onsite Work Checklist;
- ✓ Submit Department Action Plan and completed Return to Onsite Work Checklist to the EOC Manager (eocmanager@springfield-or.gov) for review.

STEP 2: EOC MANAGER WILL REVIEW PLANS RELATED TO:

- ✓ People and equipment, material, and supply resource requests;
- ✓ After EOC Manager review:
 - Resource requests will be prepared by EOC Operations for sourcing as available; and
 - Action Plans and checklists will be submitted to the EOC Documentation for record keeping; and
 - Submit final Action Plan to City Manager with recommendation for approval.
- ✓ In all reviews, the EOC will work collaboratively with departments to ensure timing reflects organizational priorities related to people, financial, and facilities resources.

STEP 3: DEPARTMENTS WILL:

- ✓ Submit Action Plan including dates and times to the EOC PIO for coordinating release of employee and public messaging.
- ✓ Work with their department website contact on any needed updates to department webpages and coordinate the timing with CMO
- ✓ Operate according to Action Plan and coordinate with the EOC for any necessary changes to operations impacting impact people and facilities.

APPENDIX D: DEPARTMENT ACTION PLAN CHECKLIST (PAGE 2 OF 4)

Key Considerations

Building a Department Action Plan can be overwhelming. Start with these key considerations. These questions reflect current CDC guidance and Oregon sector guidance to ensure the health and safety of our community.

- How will your workgroup adhere to rules and guidelines around physical distancing? What changes do you need to implement?
- How will your workgroup maintain health and sanitation? What changes do you need to implement?
- What resources does your workgroup need? Examples include- but are not limited to- cleaning supplies, sneeze guards, floor markings, laptops, webcams, computer headsets, additional vehicles, job modifications, etc.

APPENDIX D: DEPARTMENT ACTION PLAN CHECKLIST (PAGE 3 OF 4)

Return to Onsite Work Phase 1 / Phase 2 Checklist:

This Checklist should be submitted to the EOC with accompanying Department Action Plan(s).

- Department/Division: _____
- Work unit/building quad requesting return to onsite work: _____
- Is the work unit located in a shared space: _____
- Workgroup OSHA Risk Level: _____ (refer to [Guidance on Preparing Workplaces for COVID-19](#))
- Date requested for return: _____
- How many employees will be onsite in the work unit/quad: _____
- Identified enhanced/additional custodial service needs (e.g. additional service, additional staff hours): _____
- Hours of operation/hours the building will be occupied: _____
- Identified fleet needs related to resuming onsite work? Yes No
- Identified facilities needs such as signage, floor marking, or clear partitions needed to keep your worksite safe? Yes No
- Identified special hygiene products needed to keep your workplace safe? Yes No
- Developed plan for routine sanitizing and enhanced custodial throughout the day? Yes No
- Confirmed that the PPE needed to operate is available: Yes No
- Worked with Facilities and vendors to develop and implement a plan for packages, food and other deliveries. Yes No
- Identify supply needs (e.g. hand sanitizer, face coverings, masks, disinfectants, etc.):
- Identify any site physical enhancement needs (e.g. sneeze barriers, signage):
- List extra equipment that IT provisioned for your team to accommodate remote work. For each item, indicate one of the following:
 - Return to IT upon worksite reopening
 - Return to IT upon specified future date
 - Keep with current user
 - Reassign to new user
- Do the conference rooms at your work area need to be equipped for video conferencing by installing a conference room PC, monitor, and/or webcam? Yes No

APPENDIX D: DEPARTMENT ACTION PLAN CHECKLIST (PAGE 4 OF 4)

- Do you have any additional licensing needs for software (like GoToMeeting) for remote meetings beyond the licenses already provided? Yes No
- Communication plan to inform employees how to safeguard their well-being while returning to onsite work. Yes No

Prior to Return to Onsite Work and When Back At Work.

The main categories within each area include:

- Cleaning
- Communications
- People
- Physical Distancing

Each Department / Quad is required to fully complete the Return to Onsite Work Facility checklist prior to workforce returning to work to ensure facility readiness.

APPENDIX E: GET OUR FACILITIES READY RESOURCES (PAGE 1 OF 6)

- Return To Facility Checklist
- Cleaning / Disinfecting Measures
- Maximize Fresh Air Protocol
- Hand Sanitizer Location Protocol
- Implement Physical Distancing Actions
- Protective Supplies Inventory
- Facility Specific Items To Consider

Return to Facility Checklist:

The Return to Facility Checklist focuses on having actions in place to help stop the spread of COVID-19 and keep everyone healthy. The checklist identifies two main areas:

Prior to Return to Onsite Work and When Back at Work.

The main categories within each area include:

- Cleaning
- Communications
- People
- Physical Distancing

Each Department / Quad is requested to fully complete the Return to Facility Checklist prior to the workforce returning to ensure facility readiness.

APPENDIX E: GET OUR FACILITIES READY RESOURCES (PAGE 2 OF 6)

Dept./Quad/Area:			Return to Facility Checklist			
			Description	Responsibility	Name	Date Complete
1.1	Prior to Return	Communication	Virtual Meeting scheduled Review Checklist Statuses	EOC Manager		
1.2	Prior to Return	Communication	Confirm all Return to Facility Checklists are distributed and understood	Division Director		
1.3	Prior to Return	Cleaning	Align with Custodians on common areas cleaning disinfecting	Division Director		
1.4	Prior to Return	Cleaning	Complete Dept./Quad cleaning and disinfecting	Division Director		
1.5	Prior to Return	Cleaning	Stock of disinfectant and cleaning supplies	Division Director		
1.6	Prior to Return	Cleaning	Establish Dept./Quad process for distributing materials	Division Director		
1.7	Prior to Return	Cleaning	Establish Dept./Quad process for disinfecting	Division Director		
1.8	Prior to Return	Communication	Complete plan to deliver safety message /welcome back	EOC Manager/ Executive Team		
1.9	Prior to Return	Communication	Complete pre-return communication process to all hourly and salary employees. Include instructions on what to do when returning, work completed while away, etc.	HR Director / Executive Team		
1.10	Prior to Return	People	Temperature Scanning where determined: <ul style="list-style-type: none"> • Work with EOC Manager & Executive Team on layout and logistics • Ensure sufficient equipment and staging • Monitoring process and review data 	EOC Director / Executive Team		

APPENDIX E: GET OUR FACILITIES READY RESOURCES

(PAGE 3 OF 6)

Dept./Quad/Area:			Return to Facility Checklist			
			Description	Responsibility	Name	Date Complete
1.11	Prior to Return	Physical Distancing	Physical Distancing Implement solutions for workstations < 6ft apart. Approved methods: <ul style="list-style-type: none"> • Rebalance • Barrier Installation • Face Shields 	Division Director		
1.12	Prior to Return	Physical Distancing	Control People Flow - develop and communicate map prior to return. Importance of not "wandering" around, outside of your work area.	Division Director		
1.13	Prior to Return	Physical Distancing	Confirm all shipping/receiving areas are set-up to meet physical distancing and visitor policy requirements	HR Director / Facilities Manager		
1.14	Prior to Return	Physical Distancing	Shutdown or modify fitness areas	Operations Division Manager		
1.15	Prior to Return	Physical Distancing	Confirm start/end of shift times allow adequate time to support physical distancing in work areas and parking area - eliminate potential of crowds	Division Director		
1.16	Prior to Return	People	Develop a daily monitoring of Fresh Air Actions	Facility Manager		
1.17	Prior to Return	People	Assign PPE lead to ensure distribution of appropriate distribution. <ul style="list-style-type: none"> • Ensure PPE on site 3 days prior to start-up 	Division Director		
2.0	Prior to Return	Communication	Complete return to onsite work message	HR Dir / PIO / Executive Team		
2.1	When Back at Work	People	Wellness Center: during resumption of work, the Wellness Center is required to be on duty, with adequate supplies and isolation area.	HR Director		

APPENDIX E: GET OUR FACILITIES READY RESOURCES (PAGE 4 OF 6)

Cleaning/Disinfecting Measures

WORK AREAS

Key areas that should be addressed include:

- Individual workstations
- Door handles / push bars
- Break rooms
- Customer Counters
- Lactation Rooms
- Lockers
- Refrigerators
- Conference Room Tables
- Microwaves
- Supply Rooms
- Copiers / Printers

MAXIMIZE FRESH AIR PROTOCOL

- Verify HVAC units are operating, visibly clean and no biological growth is in the air stream
- Verify all air filters are clean and not inhibiting air flow
- Verify return air fan exhaust and air fans are operational to support economy modes as required
- Establish natural ventilation, when available, for facilities that have operational windows and outdoor temperatures allow

The objective is to ensure that fresh outdoor air is being provided to the facility spaces being occupied by employees and the public as applicable. Each facility utilizes heating, ventilating and air conditioning units to supply outside air into the facility to maintain indoor air quality.

APPENDIX E: GET OUR FACILITIES READY RESOURCES (PAGE 5 OF 6)

Hand Sanitizer Location Protocol

The Centers for Disease Control states that cleaning hands at key times with soap and water or using hand sanitizer are the most important steps people can take to avoid getting sick and spreading germs to those around them.

Facilities should evaluate their layout and establish hand sanitizer stations in areas where individuals may not have immediate access to restrooms, locker rooms or areas with sinks where soap and water are available.

INDOOR MANDATORY LOCATIONS TO ESTABLISH HAND SANITIZER STATIONS

- | | |
|---|--|
| <ul style="list-style-type: none"> • Building entrances / lobby areas • Employee entrances • Separated buildings main entrance (Operations shops, training center, etc.) | <ul style="list-style-type: none"> • Main stairways / elevators with high people usage • Interior breakrooms |
|---|--|

OPTIONAL LOCATIONS WITHOUT A SINK TO ESTABLISH HAND SANITIZER STATIONS

- | | |
|---|---|
| <ul style="list-style-type: none"> • Official outdoor break area exits • Outside medical/physical therapy entrances | <ul style="list-style-type: none"> • Lactation rooms |
|---|---|

DO

- Place hand sanitizer stations in high traffic areas
- Place hand sanitizer stations in prominent areas that are in clear view
- Use signage to identify the hand sanitizer station
- Use signage recommending preferences for handwashing and hand sanitizing

DO NOT

- Place hand sanitizer stations in restrooms and/ or locker rooms where sinks with soap and water are available
- Place hand sanitizer stations where sinks are available to wash hands with soap and water

NOTE: Hand sanitizers may not remove harmful chemicals, such as pesticides and heavy metals like lead. Hand sanitizers may not be as effective when hands are visibly dirty or greasy. Handwashing with soap and water is recommended in such circumstances as handwashing reduces the amounts of all types of germs, pesticides and metals on hands.

APPENDIX E: GET OUR FACILITIES READY RESOURCES (PAGE 6 OF 6)

Protective Supplies Inventory

DISINFECTANT SUPPLIES:

- Confirm each Dept./Quad has an adequate supply of soap, disinfection spray, hand sanitizer, paper towels and facial tissue
- Confirm that each Dept/Quad has supply and backup of concentrated cleaning liquids and hand sanitizer
- All organization owned vehicles are stocked with appropriate disinfecting supplies

PPE:

- Confirm adequate stock of face coverings and gloves (if needed) onsite and on-order with proper lead time
- Depts./Quads should keep a minimum quantity of 30-day supply

Facility / Dept. / Quad Specific Items to Consider

As we begin to implement the protocols and elements contained within the Return to Onsite Work Playbook, there may be some additional Facility / Department / Quad-specific items you may want to consider. These items include (but are not limited to):

- How to handle break periods
- How to implement cleaning protocols, including jobs with rotations
- How to distribute cleaning supplies
- How to implement shift-to-shift separation to ensure physical distancing
- Staggered shift start times, where applicable / possible
- Eating lunch outdoors, where possible
- Confirm cleaning using checklist, if desired, where possible

APPENDIX F: WORKPLACE COMMUNICATION

Return to Onsite Work

TASKS

- Utilize the approved templates to ensure message consistency, clarity and alignment amongst all our facilities
- Requests for deviation or additional communications must be routed through Human Resources

The following section contains information to support a comprehensive, aligned and approved communication plan for our workforce. It is very important that ALL employees understand the safety requirements, protocols and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID-19.

Workforce communication for pre-return and post-return to onsite work will utilize multiple forms of media to communicate with all of our workforce.

PRE-RETURN TO ONSITE WORK COMMUNICATION

- Joint leadership letter to all employees from leadership
- Playbook readiness for all work locations and local union leadership
- Department-specific emails to employees with return instructions
- Employees will complete self-certify pre- screening survey prior to reporting to work (where available)

POST-RETURN TO ONSITE WORK COMMUNICATION

- Return to onsite work messages will be completed for all employees while observing physical distancing
- Continued use of virtual messaging
- Use of signage to convey new health practices throughout the facilities
- Daily completion of employee self-certify pre-screening survey (where available)
- Support employees with open lines of communication to address ongoing concerns and need for further information



Frequently Asked Questions (FAQ) about Face Coverings

Why are face coverings required in City of Springfield facilities?

Effective July 1, 2020, the state mandated face coverings, face shields, or masks be worn in all indoor public spaces in Oregon. All employees, visitors, patrons, vendors, and contractors are required to wear face coverings when in public or common spaces in City facilities, unless an exemption applies. The following persons are not required to wear a face covering, face shield or mask:

- Persons under the age of 5 (effective July 24, 2020)
- Persons who require an accommodation or exemption under federal or state law.

The City is making face coverings available to employees as a method to slow the spread of the virus and help people from transmitting it to others. A face covering is one of the tools to protect people working at City facilities and helps us to be safe as we return to the workplace. Your health and safety continue to be our top priority and it is more important than ever that we all take responsibility to protect ourselves and those around us.

How does the face covering protect us?

Face coverings reduce the possibility that asymptomatic individuals will transmit the virus to others. An asymptomatic individual may be infected with the virus without displaying symptoms and can still spread the disease to other people. The more employees wear a face covering, the more we can protect each other and help prevent the spread of the virus in our workplace.

What is the City asking me to do when I come to work regarding face coverings?

Employees are required to wear face coverings when entering, exiting, or while inside a City facility, except while alone in their office or cubicle, and to:

- Avoid touching your face, especially the inside of your covering. If you do, wash your hands with soap and water for at least 20 seconds OR use hand sanitizer.
- Remove the face covering by grasping the ear loops or ties. Do not touch the covering itself.
- Replace your face covering if it gets dirty, soaked with perspiration or hard to breathe through.
- Dispose of your used face coverings properly in the dedicated waste receptacle.
- Please reach out to HR if you have concerns about wearing a face covering.
- Continue to practice physical distancing, even when wearing the face covering.
- Continue to wash your hands frequently, especially before touching your face or food.

What about visitors, vendors or contractors that come inside of the facilities?

All individuals entering City locations are required to wear face coverings. Visitors, contractors, vendors and suppliers are expected to supply and wear their own face covering. The City employee responsible for inviting the visitor, vendor, contractor or supplier to a City location is responsible to inform visitors.

What if my workstation is within 6 feet of my coworkers' workstation?

The City has identified workstations with less than 6 feet of separation and installed barriers and shields between these, where possible. Work content has been reviewed and rebalanced, where feasible, to create 6 feet of physical distancing.

APPENDIX H: CLEANING IT EQUIPMENT UPON RETURN TO WORKPLACE (PAGE 1 OF 2)



Purpose

COVID-19 can survive on the surface of a variety of office equipment, such as keyboards, mice, monitors and phones, and can be transferred by hand contact. Without proper sanitation, this contamination can pose health risks for employees and co-workers, as well as cost the City time and money in lost productivity. Each employee needs to sanitize office equipment to aid in mitigating these risks and preventing the spread of COVID-19.

Cleaning Supplies

Required supplies include: compressed air, isopropyl alcohol, soft linen-free cloth, bleach free disinfectant wipe specifically designed for LCD and laptop screens and water.

Sanitizing a Computer

1. Before applying any disinfectant liquids, turn off the computer and then unplug the power cord running from the computer to the electrical outlet or power strip.
2. Disconnect the monitor, keyboard and mouse from PC and remove any batteries installed in the devices. If you are sanitizing a laptop, close the laptop and remove the battery from the bottom of the computer. Open the laptop after disconnecting the battery.
3. Computer -
 1. Sanitize all external areas you have touched on the workstation, e.g., on/off switch, top and sides of device, etc. Use a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol to rub on these areas.
 2. Sanitize all external areas of laptops, e.g., top, sides, bottom, as well as keyboard and monitor as described below. Use a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol to rub on these areas.
4. Keyboard and Mouse -
 1. Remove dirt, dust and debris from the keyboard by using a can of compressed air. Hold the can approximately 6 inches from the keyboard and spray along the perimeter of each key.
 2. Sanitize the keyboard by using a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol. Rub the cloth or wipe on the top and sides of each key and then clean the surface and bottom of the keyboard thoroughly. Use a new disinfectant wipe or cloth to clean the mouse.

APPENDIX H: CLEANING IT EQUIPMENT UPON RETURN TO WORKPLACE (PAGE 2 OF 2)



5. Monitor -

1. Dampen a microfiber cloth with water. Carefully wipe the computer monitor or tablet to remove dirt and fingerprints. Avoid placing pressure on the screen or allowing excess fluid in openings.
2. Fluid buildup or pooling in openings such as device connection points (USB ports, power connection points, etc.) can enter the device and damage internal components. Pushing on the screen can damage a flat-screen monitor. Sanitize the monitor with disinfectant wipes specifically designed for LCD and laptop screens.

Sanitizing a Phone

1. Before applying any disinfectant liquids, disconnect the phone from the power source.
2. Remove dirt from the keypad and speaker by using a can of compressed air. Hold the can approximately 6 inches from the surface when spraying.
3. Wipe the entire surface of the phone by using a bleach-free disinfectant wipe or a soft cloth dabbed in isopropyl alcohol.
4. Use a separate cloth or disinfectant wipe to clean the entire surface of the headset, including the speaker and microphone. When possible remove foam covering of microphone, evenly wet with isopropyl alcohol, squeeze out excess fluid and let dry before reattaching to microphone.

Validating Sanitization

1. For shared equipment or equipment to be serviced by IT, indicate sanitizing has occurred by maintaining a log or affixing a sticker with date and initials of person who performed the sanitizing.

APPENDIX I: WORKPLACE CLEANING FREQUENCY GUIDELINE (PAGE 1 OF 4)



This guideline identifies the common facility areas that are to be cleaned on a daily basis once employees return to onsite work. Employees and cleaning contractors (if any) should follow the application instructions and guidelines detailed in the Cleaning / Disinfecting Measures section.

Common facility areas include, but are not limited to:

- Entrances
- Vestibules
- Lobbies
- Stairs
- Handrails
- Break Rooms
- Restrooms
- Locker Rooms
- Showers
- Lactation Rooms
- Doors
- Counters
- Conference Rooms
- Desks
- Tables
- Drinking Fountains
- Trash bins
- High-traffic office areas

Primary cleaning responsibility is to be performed by the custodians, unless otherwise noted. Recommended cleaning/disinfection frequency is defined for each area in the following table:

	Cleaning Responsibility	Cleaning & Disinfection Task Frequency
Facility and Quad Entrances & Vestibules		
Windows	Custodians	1/day
Floors	Custodians	1x/shift
Trash Receptacles	Custodians	1x/shift
Door handles and push bars	Staff	2x/shift
Door surface top to bottom	Custodians	2x/shift
Stairwell & Stairways Handrails	Custodians	2x/shift
Exit stairs, handrails and stairwell walls	Custodians	2x/shift
ATM Machines	Custodians	2x/shift
Badge scanners	Staff	2x/shift
Interior window / clear plastic separator	Staff	4x/shift

APPENDIX I: WORKPLACE CLEANING FREQUENCY GUIDELINE (PAGE 2 OF 4)



	Cleaning Responsibility	Cleaning & Disinfection Task Frequency
Conference Rooms and Common Work Areas		
Doors	Staff	2x/shift
Floors	Custodians	2x/shift
Horizontal surfaces, including table and counters	Staff	Each Use
Interior window / clear plastic separators	Staff	4x/shift
Chairs	Staff	Each Use
Desks (not including computers, keyboards, phones)	Staff	Each Use
Customer service counters	Staff	Each Customer Visit
Shared use computers, keyboards, phones, etc.	Staff	Each Use

Rest Rooms, Locker Rooms, Showers		
Showers	Custodians	1x/shift
Trash Receptacles	Custodians	1x/shift
Mirrors	Custodians	1x/shift
Floors	Custodians	1x/shift
Floor Drains	Custodians	1x/week
Feminine Hygiene Product Dispenser / Holder	Custodians	1x/shift
Benches / Chairs	Custodians	2x/shift
Sinks & Counter Tops	Custodians	2x/shift
Entrance/Exit Doors	Custodians	2x/shift
Urinals & Water Closets	Custodians	2x/shift
Paper Dispensers	Custodians	2x/shift
Hand Driers	Custodians	2x/shift
Dividers / Stall Walls/ Doors	Custodians	2x/shift
Locker Handles & Door	Custodians	2x/shift

APPENDIX I: WORKPLACE CLEANING FREQUENCY GUIDELINE (PAGE 3 OF 4)



	Cleaning Responsibility	Cleaning & Disinfection Task Frequency
Lactation Rooms		
Trash Receptacles	Staff	Before & After Each Use
Mirrors	Staff	Before & After Each Use
Floors (including Carpet)	Staff	Before & After Each Use
Curtains	Staff	Before & After Each Use
Chairs	Staff	Before & After Each Use
Sinks & Counter Tops	Staff	Before & After Each Use
Refrigerator	Staff	Before & After Each Use
Entrance/Exit Doors	Staff	Before & After Each Use
Paper Dispensers	Staff	Before & After Each Use
Hand Driers	Staff	Before & After Each Use
Break Rooms		
Floor	Custodians	1x/shift
Trash Receptacles	Custodians	1x/shift
Tops and sides of partitions	Staff	1x/shift
Windows	Staff	1x/shift
Walls	Staff	1x/shift
Ice Machine/Aqua Station	Staff	Before & After Each Use
Tables	Staff	Each Use
Chairs	Staff	Each Use
Drinking Fountain	Staff	Each Use
Light switches	Staff	Each Use
Vending machines	Staff	Each Use
Doors/door handles	Staff	Each Use
TV Screen/Remote	Staff	Each Use
Microwave(s)	Staff	Each Use
Appliances	Staff	Each Use
Common utensils and dishware shall not be used	Prohibited	Prohibited

APPENDIX I: WORKPLACE CLEANING FREQUENCY GUIDELINE (PAGE 4 OF 4)



	Cleaning Responsibility	Cleaning & Disinfection Task Frequency
Outdoor Break Areas		
Entrance/Exit Doors	Staff	Each Use
Benches / Chairs	Staff	Each Use
Tables	Staff	Each Use
Trash Receptacles	Staff	2x/shift
Other Areas and Items		
Aisle ways - Sweep, scrub, disinfect	Custodians / Staff	1x/shift
Conference Rooms - Low Use	Custodians / Staff	1x/day
Conference Rooms - High Use	Custodians / Staff	1x/shift
Plant Trash Bins	Custodians / Staff	1x/day
All horizontal surfaces not specified elsewhere herein (not including EE desks)	Custodians	1x/shift
Carpet Runners / walk off mats	Custodians	1x/week or if soiled
Janitors closets	Custodians	1x/shift
Eyewash stations	Custodians	1x/shift
Guardrails	Custodians	1x/shift
Drinking fountains	Custodians	2x/shift
Elevator buttons	Custodians	2x/shift
Radios	By Each User	End & start of shift
Shared Use Vehicles (interior touched surfaces and exterior door handles)	By Each User	Before & After Each Use

APPENDIX J: CONFIRMED CASE CLEANING PROTOCOL (PAGE 1 OF 2)



Confirmed Case Cleaning Protocol

TASK: Carry out all necessary actions defined in protocols to perform deep, enhanced or standard cleaning as a result of a confirmed employee COVID-19 case

If an employee who was present in a City facility reports that they are a confirmed COVID-19 case, there are specified cleaning protocols that must be implemented to clean and disinfect any affected areas the employee may have contacted.

When a confirmed COVID-19 case is reported, Human Resources (HR) and the employee's supervisor should meet to understand the case, and understand close contacts and social paths of the employee:

- Impacted areas are closed for cleaning activities
- Deep or enhanced cleaning is conducted based on HR and supervisor's determination
- City staff should not undertake any sanitization/disinfection actions without further guidance and direction from HR and Lane County Public Health.

CLEANING PROTOCOL IS GOVERNED BY THE TIME SINCE THE EMPLOYEE WAS LAST IN THE WORKPLACE

One Day (up to 24hours) from employee last at work to case confirmation

- Work area, equipment and common areas cleaning along with employee social path – deep or enhanced cleaning based on HR and supervisor direction

Two to three days (24 to 72 hours) from employee last at work to case confirmation

- Work area, equipment and common areas along with employee social path – enhanced cleaning based on HR and supervisor direction

More than three days from employee last at work to case confirmation

- Maintain standard workstation and facility cleaning plans

APPENDIX J: CONFIRMED CASE CLEANING PROTOCOL (PAGE 2 OF 2)



CLEANING PROTOCOL DEFINITIONS

Deep Clean	Enhanced Clean	Standard Clean
<ul style="list-style-type: none"> • Area impacted is closed to access until cleaning is completed and verified • Danger tape used to identify the area in need of cleaning • Service professional performs work with specialized equipment and techniques (airborne disinfectant) • Cleaning can be performed for the full or partial facility footprint (social path) • Donning of personal protective equipment (i.e., hazmat suits and respirators) 	<ul style="list-style-type: none"> • Area impacted is closed to access until cleaning is completed and verified • Danger tape used to identify the area in need of cleaning • Custodians use approved cleaning and sanitizing products • Cleaning includes detailing of all desks and surfaces in area of identified employee; all identified areas of social paths identified by the impacted employee are sanitized • All high-touch areas (listed in Standard Clean definition) continue to be cleaned twice per day 	<ul style="list-style-type: none"> • Building is open • Custodians use approved cleaning and sanitizing products • All high-touch areas (including but not limited to door handles, hand rails, conference rooms, elevators, restrooms) cleaned twice per day

APPENDIX K: IMPLEMENTATION MONITOR CHECKLIST (Coming Soon)



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