



Lackawanna County Workforce Development Board (WDB)

PA CareerLink® Lackawanna County

OPERATING PROCEDURES

In response to Coronavirus Pandemic (COVID-19)

June, 2020

In January 2020, the World Health Organization (WHO) declared the outbreak of COVID-19 to be a Public Health Emergency of International Concern. The Lackawanna County Workforce Development Board (WDB) and the partners of our PA CareerLink® system are committed to preventing the spread of the virus in the workplace for the safety of our staff and customers. In response to the expectations of the PA Governor Tom Wolf, these Operating Procedures provide guidance to all partner staff providing services in our PA CareerLink® center. We all recognize that everything is fluid and this guidance is based on the best information we have at this time. As things continue to evolve and change we will keep these procedures updated.

As we begin to re-open the PA CareerLink® Lackawanna County, we will ensure we have ample supplies for cleaning and PPE for each staff. In addition, prior to opening to the public, a security guard(s) will be in place. All staff will be kept informed of all policies and procedures including a targeted public opening date. The public opening will occur with limited access (by number of individuals allowed in the building at one time).

Recommended Preventive Act

- Masks will be required to be worn by all staff throughout the Center at all times for all on-floor activities and throughout all public access areas. Masks must be donned upon arrival onsite each day. Staff working in private offices are permitted to remove the mask while self-contained. In the event a co-worker visits a private office space or upon exiting a private office, the mask must be worn. Every attempt should be made to minimize person-to-person contact by utilizing emails, teleconferences, or other video conferencing methods. All PA CareerLink® personnel will be issued disposable masks to be worn daily. If anyone would like to wear a mask brought from home, it will be permitted as long as it effectively covers the nose and mouth and does not violate any HR policies, such as displaying graphic images or language. Additional, all on-floor staff will be provided with and encouraged to wear face shields in addition to the masks when dealing with customers.
- Staff will be expected to wash their hands or use a hand sanitizer frequently. Hand sanitizers will be provided to every staff member for personal use.

- Sufficient space will be provided for staff to have breaks and meals while maintaining a social distance of 6 feet, including limiting the number of staff in common areas and setting up seating to have staff facing forward and not across from each other. Staff will be provided with a schedule for breaks and lunch in order that social distancing may be followed. During fair-weather days/months, outside seating will be made available for breaks/lunches.
- Staff is encouraged to conduct meetings and training virtually. If a meeting must be held in person, face-to-face, the meeting will be limited to the fewest number of staff possible at one time to maintain a social distance of 6 feet. Masks must be worn for all in-person meetings.
- The Center will be cleaned thoroughly on a nightly basis and staff will be required to wipe surfaces (e.g. desktops and surrounding areas, as applicable) and objects (e.g. telephones and keyboards) with disinfectant regularly or, at a minimum, after each customer visit.
- **STAFF WHO BEGIN TO FEEL UNWELL MUST STAY HOME**, even with mild symptoms such as headache, runny nose, cough, or low-grade fever (100.4°F) until they recover. Through utilization of a non-contact thermometer, staff will be tested on entry into the building on a daily basis.
- Staff should avoid physical contact, such as shaking hands, when greeting.
- If an employee develops fever, cough, or difficulty breathing, they will be encouraged to seek medical attention promptly.
- Cleaning supplies including disinfecting wipes will be available for all staff when returning to work. It is expected that staff will maintain their own workspace.
- Assigned staff will regularly wipe down the Career Resource Center (CRC), reception area, computer rooms, and other common areas.
- Hand sanitizer and PPE will be available to all staff including face masks, protective shields, and gloves.
- If/when utilized, staff is asked to wipe down the computers in any lab after each use. Staff is responsible for wiping down keyboards after each use.

Customer Requirements

In addition to the social distancing, mitigation, and cleaning protocols, the following will be implemented:

- Customers must follow established crowd control processes for physical entry into the building.
- All customers will be required to submit to a temperature check prior to entry into the building through use of a non-contact thermometer (non-contact thermometers do not touch the individual).
- Customers **MUST** wear masks while on premise with entry denied to any individual refusing to wear a mask. If a customer does not arrive with a personal mask, a disposable mask will be provided.
- All customers will be asked to sanitize their hands upon entering the building. had sanitizer will be made available.
- Adhere to established limited occupancy requirements to no greater than the maximum occupancy identified for the PA CareerLink® Lackawanna County center (may fluctuate).
- Adhere to signage as placed throughout the Center to mandate social distancing of 6 feet for both customers and staff.

PTO Related to COVID-19

Staff should refer to each employer of record's specific policies regarding paid-time-off (PTO) related to COVID 19.

Organizing Meetings

- Consider whether a face-to-face meeting is needed and replace with teleconference or webinar when possible.
- Scale any in-person meetings down to the fewest possible number of attendees.
- Make sure all participants and visitors at any event (when/if scheduled) provide contact details. State clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. If they will not agree to this, they cannot attend an event or meeting.
- Retain the names and contact details of all participants for at least one month.
- If a meeting participant is isolated as a suspected COVID-19 case, as documented by a healthcare provider, the meeting organizer must inform all participants. Participants should be advised to monitor themselves for symptoms for 14 days and take their temperature twice daily.

Discovery of a Confirmed Case of COVID-19

Upon discovery of an exposure to a person who is a probable or confirmed case of COVID-19, Center will continue temperature screenings before staff enter the business prior to the start of work and send any employee home who has an elevated temperature of 100.4 degrees Fahrenheit or higher. Sick staff should follow CDC-recommended steps. Staff should not return to work until the CDC criteria to discontinue home isolation are met, in consultation with the health care providers and state and local health departments. If staff would fall sick while at work, they are to contact the COVID 19 Point of Contact identified for each center immediately in order to ensure the safety of all staff.

Upon an exposure, the following procedures must be followed:

- Close off and ventilate areas visited by that individual.
- Begin cleaning and disinfection of area as soon as possible.
- Cleaning company will be alerted to thoroughly disinfect/deep clean the Center.
- Identify and notify staff that were in close contact with that individual (within about 6 feet for about 10 minutes).