

**Northern Area Local Workforce Development Board
ADMINISTRATIVE OFFICE**

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Effective Date: November 2, 2020

NALWDB One Stop Workplace Pandemic Protocols for Staff & Clients

The Northern Area Local Workforce Development Board (NALWDB) and the One Stop Operator has implemented various workplace protocols designed to preserve the health and safety of our employees and customers as we reopen for limited in-person services. This document explains these protocols. For additional information, please reach out to your manager or contact the One Stop Operator at eric.vasquez@helpnm.com.

Customer Screening Protocols

All customers/clients entering a NALWDB administered site may be admitted if they have properly scheduled an appointment with a service provider, and if they successfully complete the Covid-19 screening protocols, including completing the NALWDB screening questionnaire and having a temperature check.

All customers/clients will be asked to confirm the status of their health prior to entering the office. Either on the phone prior to arrival, or outside the office staff will administer the adopted screening questionnaire in order to identify possible symptoms or exposure to the virus. If the customer/client reports any symptoms or possible exposure, entry will not be permitted. Staff may attempt to work with the clients via telephone and/or reschedule the appointment for another day. The screening questionnaire will be administered again at the next meeting.

Upon arrival, and successful completion screening questionnaire, staff will administer a temperature check and record the results in the provided customer meeting log binder.

Customers/clients will only be admitted if their temperature is below 100°F. This meeting log is to remain in a secure location and not accessible to members of the public, and only accessed by appropriate staff and management. All information in this meeting log will be kept confidential and only used for possible contact tracing by management, should it be necessary.

Other customer/client visit protocol to follow includes:

- All Customers/clients **MUST** wear a proper mask at all times during their visit. If they do not have a mask, staff may provide a disposable mask to the customer from the PPE supplies.
- Customer/client visits should be restricted to identified client meeting rooms/areas, which staff will clean with provided sanitizer following the visit. The meeting space should then remain unused for a minimum of 30 minutes. Staff should work with their office manager for specific guidance on sanitation procedures.
- For proctored assessments, exam areas must abide by the state mandated 25% occupancy maximum, and six foot distancing. Exams should be scheduled to avoid overcrowding.

- Customer meeting areas will have plexiglass barriers between the customer and staff areas for all meetings.
- Only the customer/client scheduled for a meeting may enter the building. All family and others with them will have to remain outside during the visit. In cases of a customer with a qualifying disability or in case of a minor, one other personal assistant may enter with them, so long as they too complete the screening questionnaire and temperature check.

To ensure quality customer services and meaningful access to all customers, as well as guaranteeing all customers are able to answer the screening questionnaire, staff will confirm that persons with limited English proficiency (LEP) will be provided access to professional language translation services. A telephone translation service has been made available for use by customers, and management will post signage for the service in clear and visible locations and at the entry to the office. Staff will also make the service known to all customers during office appointments.

Staff Health and Safety Protocols

The success of our return to work action plan relies on how well our staff and partners follow social distancing and health and safety protocols. As such, the following protocols have been implemented to ensure your health and safety. Please bring any concerns regarding the following protocols to a manager or supervisor immediately.

Staff Screening Protocol

All staff in NALWDB administered sites will be asked to confirm the status of their health as part of working in the office on a daily basis. This will include a daily screening protocol for symptoms and temperature checks. 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. Staff screening will be treated as confidential medical information—specifically, the records of temperature screenings identity of workers exhibiting a fever or other COVID-19 symptoms should only be shared with the appropriate management on a as need to know basis. Staff unwilling to complete a screening will be required to go home and if possible work remotely.

General In-Office Covid-19 Protocol

Employees should follow social distancing best practices while at NALWDB facilities, including but not limited to workstations, cafeterias, common areas and office spaces. Specifically, employees are asked:

- Wear a barrier mask, such as a N95 or double layered cloth mask when meeting with other staff, customers/clients, or in a community setting. If you do not have a mask, one can be provided from the office PPE stores.
- Stay 6 feet away from others when working or on breaks. Where a minimum distance cannot be maintained, engineering or administrative controls will be in place.
- Avoid job tasks that require face-to-face work with others when possible.
- Avoid contact with others whenever possible (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 designated areas.

- Follow any posted signage regarding COVID-19 social distancing practices.
- Disinfect their workspace and common touch-spots at least three times a day. Work with office management to establish regular sanitation schedules for your workplace.
- Avoid touching their face.
- Avoid nonessential gatherings.
- Avoid using common areas unless necessary and quickly complete your business and then move out so others may enter.

NALWDB may extend our social distancing guidelines after our facilities reopen. Please monitor your email and adhere to any additional guidance as it is provided.

Covid-19 Exposure and/or Confirmed Illness Protocols

Staff who test positive for COVID-19, believe they have been infected, or have been exposed to someone who has tested positive for COVID-19 will work with their employer on specific requirements, and per NALWDB return to work requirements, at a minimum will be instructed to follow the advice of a qualified medical professional and self-quarantine for 14 days, or until they receive a “negative” result from a COVID-19 test.

NALWDB Reporting Transparency Protocol

- Any staff who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify their supervisor and or manager as soon as possible.
- Any staff who learn of a possible Covid-19 exposure to themselves or other staff, at any location, must notify their supervisor and or manager as soon as possible.
- Supervisor and managers are to report all possible exposures and/or positive cases to the One Stop Operator and their department management as soon as possible.
- Upon notification of a possible Covid-19 exposure/case, the One Stop Operator shall notify, or direct designees to:
 - Notify all partner service providers of the incident and initial response actions, and
 - Notify Department of Workforce Solutions leadership, including at a minimum a Deputy-Secretary and key management, and
 - Notify the affected office manager(s) , and
 - Notify the New Mexico Environment Department’s Covid-19 Rapid Response Team within two hours of confirming a positive case, and the New Mexico Department of Health
 - Notify the NALWDB Board Chair, Vice-Chair and Chair of the One Stop Committee
- The employee will be asked to assist with contact tracing. This information will be tracked separately from personnel records, and names will not be released.
- Depending on the circumstances, management will notify impacted employees and other exposed individuals, as soon as possible, if there is a confirmed case of COVID-19 in the workplace,
- The One Stop Operator and management may elect to close the office for a period following a confirmed case.

Quarantine Protocol

- Anyone who has been in close contact with someone who has COVID-19 will be directed to not return to the workplace and asked to quarantine. This includes staff who have taken a serologic (antibody) test and have antibodies to the virus. This includes all service providers staff who have been identified as possibly being exposed.

What counts as close contact:

- You were within 6ft. of someone who has COVID-19 for at least 15 minutes
- You provided care at home to someone who is sick with COVID-19
- You had direct contact with the person (touched, hugged, or kissed them)
- You shared eating or drinking utensils
- They sneezed, coughed, or somehow got respiratory droplets on you

Steps to take:

- Stay home for 14 days after your last contact with a person who has COVID-19 or until completing other “return to work” requirements
- Watch for fever (100°F), cough, shortness of breath, or other symptoms of COVID-19
- If possible, stay away from others, especially people who are at higher risk for getting very sick from COVID-19.

When under directive of having to self-quarantine staff should:

- Stay away from other people in their home as much as possible, staying in a separate room and using separate bathroom if available.
- Avoid contact with others within their home as much as possible. If possible, make arrangements to stay in a separate room or location and use a separate bathroom. These suggested protocols may not be feasible, but should be considered as much as possible.
- Wear a face mask if they have to be around people.
- Avoid sharing household items, including drinking cups, eating utensils, towels and bedding.
- Continue monitoring their symptoms, calling their health care provider if their condition worsens.

Return to Work Considerations

Return to Work Requirements for Non-Symptomatic Exposed Employees

Staff who believe they may have been exposed to Covid-19 outside of work, or staff who have been identified as having been exposed, but are not exhibiting symptoms will be asked to quarantine and not return to work for fourteen days.

With authorization from their direct employer, staff who are not exhibiting any Covid-19 symptoms may return to work earlier if they receive a negative test result for a Covid-19 test. Any test for exposed staff must be administered no sooner than seven days after the exposure incident and the negative results must be received before they return to the workplace.

Return to Work Requirements for symptomatic or Covid-19 Positive Employees

Staff who are symptomatic or who have tested positive for COVID-19 are asked to not return to work/work site location until the conditions outlined in the table below are met:

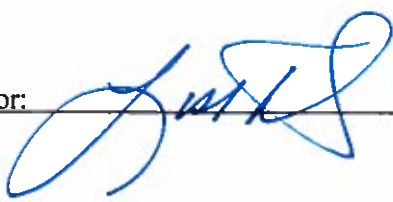
<p>1</p> <p>Employee was symptomatic but tested for COVID-19</p> <p>The staff may return to work if:</p> <ul style="list-style-type: none">-They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time.- Coughs and other symptoms have improved.-Ten days have passed since they first experienced symptoms.	<p>2</p> <p>Employee was tested for COVID-19</p> <p>The employee may return to work if:</p> <ul style="list-style-type: none">-They self-quarantine for 14 days, AND- No longer have a fever, AND- Coughs and other symptoms have improved, AND- They have received at least one negative COVID-19 test.	<p>3</p> <p>Employees not experiencing COVID-19 symptoms and is diagnosed</p> <p>Isolation can end when:</p> <ul style="list-style-type: none">- At least ten days have passed since the date of the positive COVID-19 test, AND- The employee has experienced no COVID-19 symptoms at that time, AND- The employee is currently asymptomatic.
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Second tests are only required when deemed necessary by medical care professional.

Return to Work Sanitation Requirements

Prior to staff returning to work in areas that may have been exposed to the Covid-19 virus, the One Stop Operator and management will direct the affected areas of the office be sanitized.

Board Chair Joseph Weathers:  Date: 11/2/20

Executive Director:  Date: 11/2/20