



## WESTERN OKLAHOMA WORKFORCE DEVELOPMENT AREA RETURN TO WORK PLAN OKLAHOMA WORKS/AMERICAN JOB CENTERS

The Western Oklahoma Workforce Development Board (WOWDB), along with our One-Stop Partners, is committed to providing a safe and healthy environment for all employees, clients and visitors. To ensure the safest environment possible, we have developed the following COVID-19 Return to Work Preparedness Plan in response to the pandemic.

Our goal is to minimize the potential for transmission of COVID-19 within the Western Oklahoma Workforce Development Area (WOWDA) American Job Centers (AJC). This requires the full cooperation of our employees, partners, customers and visitors. Only through this cooperative effort can we establish and maintain the safety of our business and work areas.

The COVID-19 Return to Work Preparedness Plan follows Centers for Disease Control and Prevention (CDC) guidelines, local Health Department guidelines, federal OSHA standards related to COVID-19 and aligns with the Governor's 3-phase "Open Up & Recover Safely (OURS) Plan."

Topics covered by this plan include:

- Facility Security Plan
- Returning to work, Scheduling and Office Hours
- Facility Readiness, Traffic Control and Security
- Screening and procedures for employees exhibiting signs and symptoms of COVID-19
- Handwashing
- Respiratory Etiquette
- Social Distancing
- Customers and Visitors
- Personal Protective Equipment (PPE)
- Cleaning, disinfecting and decontamination
- Staffing Plan
- Public Communication
- Use of conference rooms
- COVID-19 procedural training
- Cost Tracking

**This plan is an evolving document, which we anticipate will be modified and expanded based on environmental changes related to COVID-19 and developing protocols as we begin to phase in the return of**

staff, customers and visitors. Phases of re-opening outlined in this plan can be accelerated or decelerated as needed. Should issues arise, please contact the One Stop Operator for resolution.

Any modifications or deviations from this plan by an individual partner must be submitted in writing within 48 hours of the change to the Director at [christiporner@wowdb.org](mailto:christiporner@wowdb.org) for distribution to partners. All modifications will be added as an attachment.

## WOWDB Oklahoma Works/American Job Center Locations:

### Comprehensive Center:

Enid, OK

### Affiliate Centers:

Stillwater, OK

Ponca City, OK

Weatherford, OK

Woodward, OK

Altus, OK

Guymon, OK

### Specialty Centers

Alva, OK – Northwest Technology Center – Re-opening Plan – see Attachment A1

Burns Flat, OK – Western Technology Center—Re-opening Plan – Attachment A2

## Returning to Work, Scheduling and Office Hours

A multi-phase reopening plan has been developed to ensure a safe and gradual transition from working remotely to working entirely on-site. The phases of this plan, which are subject to change, are as follows:

### Phase I

June 8, 2020, 2020 – June 15, 2020 – The first phase of reopening will be “STAFF ONLY.” Only AJC Partner Staff will be working on-site which will allow staff the opportunity to become acquainted with new social distancing protocols, cleaning protocols, new customer flow and other changes to the present work environment, as well as provide time to prepare for in person client meetings for Phase II. In the event issues arise the One Stop Operator will be contacted by partners for resolution.

- Oklahoma Employment Securities Commission (OESC) will provide security services at all AJC locations for the duration of need.
- AJC Staff Leadership will continue to secure appropriate PPE and supplies necessary for safe re-opening and will continue to refine staffing schedules to accommodate new customer flow. **Each partner agency’s leadership is responsible for supplying their own PPE and cleaning supplies, as well as securing related cost tracking and reimbursement.**
- AJC Staff Leadership will make sure that COVID-19 related changes and safety signage is posted for clear visibility outside and inside of the building. **One Stop Operator will ensure proper signage is**

**available and will complete walk throughs of each office for compliance with this plan. One Stop Operator will check with all the partners to ensure all their AJC staff completed all training videos and information.**

- AJC Leadership will make sure work stations and common areas are modified to accommodate social distancing standards of 6 feet spacing between individuals and tape on the floor to show social distancing in each facility is in place.
- AJC Staff will continue to work with customers virtually and will begin to schedule in-person appointments for Phase II, June 15, 2020, unless otherwise directed or modified in this plan.
- Staff will be given instructions and formal training on how to properly clean and sanitize workstations, public use workstations and how to properly wear and dispose of PPE.
  - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>
  - Contact the One Stop Operator should you need further instructions.
- Staffing Plan – All staff that are not considered High Risk or excused by other categories, are expected to report for normal business hours. Each employer or partner will be responsible for adhering to their related personnel policies.

## Phase II

June 15, 2020 – June 26, 2020 –AJCs will be open for all employees and customers Monday – Friday, by appointment only. All full-time employees, except those with approved leave, are expected to be on-site.

- AJCs will open to the public by appointment only, unless otherwise directed by specific employer instruction.
- Appointment spots will be determined as staffing numbers are evaluated for each center. Appointments will be made for individual customer meetings, as well as use of computers in the resource centers.
- One Stop Operator can assist, if necessary, with the capacity allowed in each center. Specific factors need to be taken into consideration when addressing capacity, such as space to allow social distancing, and employee coverage. Specific services such as UI may be in greater demand, and therefore those partners responsible for providing that service need to ensure timely appointments with significant staff to ensure excellent customer service.
- Customers who arrive without a scheduled appointment should be advised of the appointment only procedure. Every attempt should be made to serve the customer by giving them the next available appointment or working them in. For example, giving the unscheduled customer the appointment in the event of a cancellation or no show.
- Unless new state or local group limits are issued, the AJC Leadership at each location will determine the number of staff and guests permitted on site to ensure safety and adherence to social distancing standards.
- AJC offices can elect to be open to the public from 9:00 am – 4:00 pm or have regular business hours. Offices may be closed to the public from 8:00 – 9:00 am, and 4:00 – 5:00 pm to allow for cleaning and other preparation.
- Break rooms will remain closed for sit-down use until the social distancing requirement changes. Employees will have access to kitchen equipment. Employees are expected to wear PPE when using shared equipment and spaces.

### Phase III

June 29, 2020 – Forward – open to the public; 100% on-site work resumes for all Center employees. Employees unable to report for “on-site” work will be expected to have approved leave arrangements in place (personal, sick, vacation), unless sick with COVID-19 or taking care of a family member with COVID- 19. In those cases, please contact your employer for information on leave benefits available through the *Families First Coronavirus Response Act*.

- AJC offices may elect to be open to the public Monday-Friday from 9:00 am – 4:00 pm, or observe normal business hours. Offices may be closed to the public from 8:00 – 9:00 am, and 4:00 – 5:00 pm to allow for cleaning and other preparation.
- Training areas will be available for limited use to accommodations, still practicing 6 feet social distancing rule.
- Break rooms will remain closed for sit-down use until the social distancing requirement changes. Employees will have access to kitchen equipment. Employees are expected to wear PPE when using shared equipment and spaces.

### Facility Readiness, Traffic Control and Security

Numerous changes are being made to the work environment to ensure that social distancing measures and security can be enforced.

- Social Distancing decals/signage will be on floors, doors and common areas indicating customer standing/waiting areas.
- Various signage will be in place providing social distancing reminders, hand washing reminders, and providing visitor instructions for obtaining services.
- Break areas, lounge areas, and commons spaces may be utilized by employees but not for extended times or gathering. Coffee makers, ice makers, microwaves, refrigerators will still be available for use. Single-use disposable gloves will be available in those areas to use when accessing this shared equipment.
- Signage will direct customers to call or where to obtain assistance. Due to length of travel times in our areas, walk-in visitors are encouraged to make an appointment. Every effort will be made for walk in visitors to be served or given priority for future appointment time.
- PPE and hand sanitizer will be readily available throughout the Center to encourage safety and frequent hand cleaning.
- All cleaning procedures will be followed by all employees at all times. Sanitizing wipes or other appropriate sanitizing procedures should be used on coffee pot handles, vending machine buttons, shared surfaces that you have touched, etc. following each use.
- If any problems or issues arise, the One Stop Operator should be contacted.

### Screening and procedures for employees or customers exhibiting signs and symptoms of COVID-19-see related questionnaire on page 8

All persons working in or visiting the AJCs should self-monitor for signs and symptoms of COVID-19. The following procedures are being implemented to assess your health status prior to entering the workspace

and/or building for employees to report when they are sick or experiencing symptoms. The questions on page 8 (see Customer Health Screening due to Coronavirus (COVID-19)) MUST be asked to each customer prior to entering the center. If a customer answers “yes” to any of the questions, they are not allowed entry into the center. The customer not allowed to enter the center is offered virtual services or a phone call by the appropriate staff within the same working day.

- On a daily basis, prior to entering the AJC for reporting to work, or before visiting the AJC for a scheduled appointment, you should utilize the COVID Screening Questionnaire as a self-assessment. (see Questionnaire, page 8)
- If you are an AJC partner employee and your answers indicate that you might have COVID-19 or have been possibly exposed to COVID-19, please leave the premises immediately and contact your supervisor.
- If you are a customer/visitor to the AJC, you will be asked these questions prior to entering the AJC. If your answer indicates that you might have COVID-19 or have been possibly exposed to COVID-19, you will be redirected for virtual services and provided information on where to go for COVID-19 assistance, the CDC website [www.cdc.gov](http://www.cdc.gov).
- All AJC employees and customers/visitors will be required to check temperatures. This will be performed for employees by each offices’ designated staff. For customers, this service will be provided by an outside entity for at least 6 weeks.
- A reading of 100.4 degrees or higher is considered a fever and the individual should be asked to leave the premises immediately. If you have any of the following symptoms, you should stay at home: Fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell. **This should be communicated to every customer prior to making appointments and/or while communicating with them on the phone about arrival at the Center.**
- Communication and understanding procedures is key to providing excellent customer service during this difficult time. Every employee must be mindful and dedicated to explaining the new procedures to ensure everyone’s safety.
- If an employee becomes sick or experience symptoms while at work, you should notify your supervisor and leave work.
- Any employee who tests positive for COVID-19 should contact their employer immediately so that Contact Tracing can be performed in conjunction with the local Health Department. You will be advised when you can safely return to work. The One Stop Operator should also be notified at this time.
- Employees with underlying medical conditions or who have household members with underlying health conditions should contact their employer to determine what accommodations might be available.

## Handwashing

Basic infection prevention measures should be followed at all times. You should wash your hands for at least 20 seconds with soap and water frequently throughout the day, especially prior to mealtimes and after using the restroom.

Handwashing video:

<https://www.cdc.gov/handwashing/videos.html>

## Respiratory Etiquette: Cover your cough or sneeze

You should cover your mouth and nose with your sleeve or a tissue when coughing or sneezing and avoid touching your face, in particular your mouth, nose and eyes, with your hands. You should dispose of tissues in the trash and wash or sanitize your hands immediately afterwards.

Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available in numerous areas.

## Social Distancing

Social distancing is being implemented throughout all WOWDA AJCs. Employees, customers and visitors should maintain six feet of distance between others. Signage will be located throughout our facilities to serve as reminders to follow social distancing guidelines.

All employees will be provided with PPE, to include washable and/or reusable face masks, hand sanitizer, disinfecting wipes, a COVID-19 Questionnaire and symptom reference sheet (see page 8).

Employees, customers and visitors are prohibited from gathering in confined areas and from using other workers' personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment. All PPE and sanitizing procedures must be followed.

Team meetings should be held via your employer's preferred method of video or telephone conferencing, versus meeting face-to-face, when possible. In cases where conference rooms are used for meetings, the group size should allow for adequate spacing between attendees and capacity limitations.

## Personal Protective Equipment (PPE)

PPE supplies will be provided to each employee. Masks should be used when interacting with customers or visitors, when in shared common spaces, and when 6 feet social distancing is otherwise impractical.

Single-use disposable gloves are provided near copy machines, computers, coffee makers, microwaves, ice machines and other shared equipment. The use of these disposable gloves will be required when using these items, and should be disposed of into a trash receptacle immediately after use of these items.

Wearing a mask 101 video:

<https://www.youtube.com/watch?v=JwPWdkbyizw>

How to put gloves on and off video:

[https://www.youtube.com/watch?v=3l\\_kVNrEMo](https://www.youtube.com/watch?v=3l_kVNrEMo)

All employees are responsible for cleaning and sanitizing their respective areas frequently.

## Also see Attachment B Customers and Visitors

Signage at all AJCs should be clear and easy to read so the customer can understand current procedures or requirements during each phase. Signage may be need to be adjusted throughout the phases to reflect the current situation and requirements. The signage should direct customers and visitors to call or where to go at the Center for in-person assistance. Signage on entry doors will include the AJC phone number and address and other pertinent information.

Customers will be required to check in at the time of their arrival to provide at a minimum their name, telephone number and check in and check out times. An employee at the designated point of entry will be responsible for gathering this information. Every employee is responsible for assisting the entry and exit times for each of their customers. There will need to be time allowed between customers so that sanitizing procedures can be properly followed.

## Cleaning, Disinfecting and Decontamination

Regular housekeeping practices have been implemented, including routine deep cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, vending areas, meeting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting by our daytime facilities staff and/or contractors will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, railings, copy machines, etc. Daytime restroom cleaning and sanitizing frequency will be increased.

## COVID-19 procedural training

We are developing training specific to COVID-19 awareness as well as the workplace changes described in this plan. This training will be made available through AJC Leadership, Center Manager, One Stop Operator or other designated person. You will need to complete this training prior to returning to your on-site work location.

## Communication

- AJC Partners will work together to post COVID-19 signage, new protocols and hours of operation in primary traffic areas by June 8, 2020
- AJC Partners are encouraged to add COVID-19 signage, new protocols and hours of operation to our website and social media platforms by June 8, 2020.
- AJC Partners will work cooperatively to communicate the information contained in this plan to community partners and referral sources by June 8, 2020.
- Any COVID-19 related communication that is not standardized on June 8, will be developed and updated as needed and disseminated to AJC staff, customers and visitors.

## Customer Health Screening due to Coronavirus (COVID-19)

	Symptom Check-List	Yes	No
<b>1.</b>	Do you have a cough?		
<b>2.</b>	Do you have shortness of breath or chest tightness?		
<b>3.</b>	Do you have a fever / chills / sweats?		
<b>4.</b>	Have you been in contact within the last 14 days with anyone who was infected, suspected or diagnosed with COVID-19?		

### PLEASE REMEMBER:

- **Wear face mask while in building**
- **Wash your hands frequently**
- **Avoid shaking hands**
- **Maintain proper social distancing of 6 feet apart whenever possible**

Virtual Services are available at:

You can choose to leave your phone number and get a call back by staff as well.



## Vital Service and Information Notice

Pursuant to 29 CFR 38.9(g)(3), the following notice is given:

This document contains vital service information.

### For people with speech or hearing loss:

To enable telephone conversation between people with speech or hearing loss and people without speech or hearing loss, please call Oklahoma Relay at 711-(<http://www.oklahomarelay.com/711.html>) or TDD/TTY: 800-722-0353.

### If English is not your preferred language, please contact:

Equal Opportunity (EO) Officers

#### *Local EO Officer*

Western Oklahoma Workforce Development Board, 1222 10<sup>th</sup> St., Suite 115, Woodward, OK 73801  
580.256.8553 extension 0#  
[eoofficer@wowdb.org](mailto:eoofficer@wowdb.org)

#### *State EO Officer*

Ferris Barger  
Oklahoma Office of Workforce Development, 900 N Portland Ave., BT 300, Oklahoma City, OK 73107  
405.208.2519  
[eoofficer@okcommerce.gov](mailto:eoofficer@okcommerce.gov)

## Notice in English

IMPORTANT! This document contains important information about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. Call (580) 256-8553 extension 0# for assistance in the translation and understanding of the information in this document.

## Notice in Marshallese

MEĻEĻE KO RELUKKUN AORŌK! Ilo pepa kein epād kōmeĻeĻe ko elap aer aorōk ikkijen jīmwe, eddo im marōn ko am. Ellukun aorōk bwe kwōn jelā im meĻeĻe kōn kōmeĻeĻe kein. Kim naj jipañ eok kōn meĻeĻe kein ilo ukook ak kajin eo kwōj kōnaan, im ejjelok wōnān (free). Kūr tok nōmba in talpoon in (580) 256-8553 ilo extension 0# ñan jipañ ko ikkijen ukook in kōmeĻeĻe ko ilo pepa kein

## Notice in Spanish

¡IMPORTANTE! Este documento contiene información sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo para usted. Llame al (580) 256-8553 extension 0# para pedir asistencia en traducir y entender la información en este documento.

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