

The Community House Office Guidelines (Phase 4)

PART OF PHASE 4 Restore of The Community House

ISSUED ON June 26th, 2020

The Recovery Phase of restoring the Counseling, Program, Art, Front Desk, Rental, Administration, and the Facility Departments of The Community House. This plan will guide us to reopen to the public and includes returning staff to work, launching of programs and facility rental to gatherings of 50 or fewer. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19. Our goal is to collaboratively ensure you feel safe and secure so together we can navigate the complexities of our “new normal”.

General Health

i. Minimum guidelines

1. With supervisor approval, employees maybe permitted to work from home.
2. It is expected that all employees and patrons will wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions will be made where accommodations are appropriate – we will see IDHR’s guidance. PPE will be provided, as necessary.
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase 4 guidelines
4. We will provide hand washing capability and/or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer will be available.



HR and Travel Polices

i. Minimum guidelines

1. All employees will complete health and safety training related to COVID-19 when initially returning to work.
2. Employees should follow CDC travel guidance to protect themselves and others during business travel
3. Employees should not report to, or will be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above chills, muscle pain, headache, sore throat, new loss of taste or smell, or other CDC-identified symptoms), and sick or symptomatic employees will be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
 - A. If an employee is symptomatic and chooses not to get a COVID-19 test the employee will need to quarantine for 10 days and return with a doctors note. If the employee is still showing symptoms The Community House can extend the 10 day quarantine until the employee is symptom free.
 - B. If the employee chooses to get a COVID-19 test and it is negative the employee will be able to return when he/she is 72 hours symptom free with a copy of the negative results.
 - C. If the employee tests positive the employee will need to quarantine for 14 days from the day they received their positive test results. After the 14 days they will be able to return back to work if they are symptom free and have negative test results.
4. TCH will clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic



5. TCH will be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns

ii. Encouraged best practices

1. The Community House will provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

Health Monitoring

i. Minimum guidelines

1. The Community House has posted information on Covid-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. The Community House will have a wellness screening program. Resources outlining screening program
 - a. The Community House will conduct in-person screening of employees upon entry into workplace of COVID-19 symptoms
3. If employee does contract COVID-19, they should remain isolated at home for a minimum 14 days after symptom onset and can be released after feverless and feeling well (without fever-reducing medication) for at least 72 hours OR has 1 negative COVID-19 test result.
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed as soon after the confirmation of a positive test as practical
5. Where appropriate, The Community House will notify employees who have been exposed
6. Any employee who has had close contact with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



Disinfecting/Cleaning Procedures

i. Minimum guidelines

1. Cleaning and disinfecting of premises will be conducted in compliance with CDC protocols on a weekly basis
2. Cleaning and disinfecting common areas (e.g., restrooms, kitchen) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



Physical Workspace

i. Minimum guidelines

1. The Community House will display signage at entry with face covering requirements, social distancing guidelines and cleaning protocols, in multiple languages as needed
2. The Community House will keep incoming items separate from finished items
3. The Community House has removed shared items (e.g., magazines) from the foyer areas and configured seating to be 6-ft apart to allow for social distancing
 - a. Any surfaces in waiting area touched by customers will be disinfected after use
4. Water fountains, except for touchless water bottle refill stations, will not be turned off.



ii. Encouraged best practices

1. The Community House will display visual markers 6-ft. apart at customer queue points
2. As necessary, The Community House will install impermeable barriers between employee and customers.

3. The Community House staff should wear gloves while taking payment transactions and throw away the gloves after customer transaction
4. The Community House will send electronic receipts only
5. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

Staffing and Attendance

i. Minimum guidelines

1. Maximum of 50% of capacity
2. The Community House will limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers



External Interactions

i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, The Community House will ask external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
 - a. If practical, The Community House will take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. The Community House will keep log of all external suppliers who enter premises
3. Suppliers and non-customer visitors will wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
4. Deliveries and packages should not be open for at least 24 hours after receiving



ii. Encouraged best practices

1. The Community House will limit contact between external suppliers/ non-customer visitors and employees

Customer Behaviors

i. Minimum guidelines

1. Customers should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)

ii. Encouraged best practices

1. If practical, customers should wait for services off premises



Resources

Dan Janowick is responsible for the overall action plan.

Beth Hahn is responsible for coordinating implementation of action plan.

Judy Tittlebach is responsible for handling Human Resources protocols.

Bob Dorneker will be responsible for overseeing the daily and periodic sanitation and disinfection efforts.

Maggie Witerman-Skinner is tasked with managing any and all COVID-19 related communications.

Dan Janowick or his designee is responsible for posting up to date information on COVID-19.

Employees should submit all COVID-19 concerns to Dan Janowick

Misc. Facility Operations

i. Protocols for Facility operations:

1. A minimum of a one hour block is required between rental time for cleaning and sanitizing rooms.
2. Doors to program spaces will remain locked, when not in use.
3. Chairs – only black plastic chairs will be utilized for rentals at this time.
4. Coat racks have been stored and not available.
5. No coffee service will be available.
6. Per the Illinois Department of Public Health, only staff will be permitted in the kitchen.
7. Workstations: Employees will be responsible for the general wiping down of their desk phones, computer keyboard, and desk surface daily.
 - a. Patio – limited seating will be available on the patio spaces.
 - b. Walking track – will open July 13th
 - c. Foyer 1st floor – limited seating will be available.
 - d. Foyer 2nd floor – all chairs will be removed from the work tables.
 - e. staircase – the main staircase should be the primary access to the 2nd floor.
 - f. Restrooms- restrooms will be open to participants only unless someone comes in with an emergency, but they need to have a face mask on.

Facility Rentals

i. Best practices for Facility rentals

1. Everyone should wear face coverings over their nose and mouth, except while seated throughout duration of meeting or event (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering).
2. Room capacity is limited to the lesser of 50 people or 50% of room capacity.
3. The renter will be responsible for asking their guests whether they are currently exhibiting COVID-19 symptoms.
4. Renter should have guests register for event or meeting in advance.
5. Renter is responsible for maintaining a log of all attendees to their rental or event.
6. Multiple groups of 50 or fewer will be permitted at once as long as:
 - a. Social distancing of groups occurs.
 - b. Groups meet in separate rooms during the meeting or event.
 - c. Event start/ end times are staggered to discourage interaction.
 - d. Groups are static for duration of meeting or event.
7. Bob Dorneker will assist rental groups with their questions or issues.