

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

FRWDB OD # 06-20 Rev B

Date Released: December 7, 2020

**To: All Fresno Regional Workforce Development Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: December 7, 2020**

**Subject: AJCC COVID-19 Health and Safety Protocol**

**Applicable Program: ALL**

**Revision History: Rev A – 4/14/20**

This Revision B provides updated guidelines for the required time period for staff quarantine and mandates that providers must notify the Fresno County Health Department and the FRWDB of all positive test(s).

To ensure compliance with the State of California's "Stay at Home" Executive Order N-33-20, the Order of the Health Officer issued by Dr. Rais Vohra, Fresno County Health Officer dated March 27, 2020, the City of Fresno's "Shelter in Place" Emergency Order 2020-02, issued on March 18, 2020, and the City of Fresno's Shelter in Place – Extended and Expanded Emergency Order 2020-13, issued on April 11, 2020, as well as all subsequent updates, the following guidelines are to be implemented by all WIOA Providers of Services.

As we continue to provide services and comply with the state and local "Stay at Home" orders, our main focus is to ensure we are protecting the health and safety of our provider staff and customers. Therefore, in addition to the COVID-19 AJCC Operational Guidelines (Form# GEN-010) currently in effect, the Fresno Regional Workforce Development Board (FRWDB) is issuing additional guidelines for all Providers of Services and customers to be implemented at all Workforce Connection (WFC) offices.

**General Requirements for all Provider of Services:** In keeping with all Emergency Orders and Public Health directives, until further notice, the FRWDB is requiring the following:

- Providers must ensure that all staff is complying with the Operational Guidelines (Form# GEN-010) at all times when providing services to customers.
- Providers must complete the Social Distancing Protocol (Form# GEN-011) on 11 inch by 17 inch paper and must provide a copy to all staff and post a copy at all employee entrances.
- Provider must print the attached FRWDB Social Distancing poster (Form# GEN-012) on 11 inch by 17 inch paper and post at all public entrances

- All provider staff must complete the Public Health COVID-19 Screening Questionnaire (Form# GEN-013) twice daily for those who are working in the building or in close proximity of others.
- Effective April 11, 2020, all provider staff providing face-to-face services will be required to wear a mask or protective facial covering.
- No more than 50% of the providers' total FTE's may be physically working in the facility at any one time.
- As outlined in the COVID-19 Operational Guidance, with the exception of resource room services, all face-to-face meetings are prohibited. Staff may not have any face-to-face meetings with customers in any office or cubicle.
- All provider staff currently not meeting face-to-face with customers must work remotely using technology to maintain contact and provide services to WIOA participants. While working remotely, staff may access CalJOBS to maintain required WIOA activities, (e.g. updating Participant Plans, maintaining case notes, and/or managing activity codes).
- All provider staff must continue to practice social distancing (maintaining a minimum of six-feet of separation) and continue to exercise good hygiene and infection control practices, including fastidious hand washing practices (20 seconds or longer) and using hand sanitizer prior to and after operating any equipment (e.g. computers, copiers, fax machines and/or shared telephones).

#### **Staff Exposure to COVID-19:**

- Any provider staff with confirmed or suspected COVID-19 infection must immediately inform his/her supervisor and go home to self-isolate for a minimum of 10 days if symptoms are already present, or 14 days after exposure if symptoms are not yet present.
- The provider staff must contact the Fresno County Health Department and the FRWDB General Services Unit to notify them of the positive test.
- The infected employee's work station must be closed and sanitized.
- The infected employee will be advised to seek medical care and/or self-monitor for signs and symptoms of COVID-19 (e.g. fever, cough, shortness of breath, excessive fatigue, and/or general body aches).
- The manager will work with the infected employee to create a list of those with whom the employee has come into contact within the past 7 days. The Provider must ensure all persons who have had close contact with the infected employee are immediately notified to quarantine themselves for 10 days from the last known contact.
- The infected employee should be notified that his or her household members should use a separate bedroom and bathroom apart from the infected employee, if available.
- The infected employee should stay home except to get necessary medical care, and prohibit non-essential visitors.
- The infected employee will not be cleared to return to work until at least 24 hours have passed since recovery, and a minimum of 10 days have passed since symptoms first appeared.

- If a staff's family member has confirmed or suspected COVID-19 exposure, the staff should immediately inform his/her supervisor and go home to self-isolate for 10 days. The aforementioned steps will be followed.
- All provider staff will adhere to rules and regulations preserving the infected employee's confidentiality while, at the same time strictly adhering to the requirements of this policy.

**General Requirements for all Workforce Connection Customers:** Providers of Services must ensure that the following guidelines are implemented to screen all Workforce Connection (WFC) customers prior to services being provided:

- Providers must post the mandatory Social Distancing signage (Form# GEN-012) at every public entrance to the facility.
- All customers will be required to complete the COVID-19 Screening Questionnaire and must agree to have their temperature taken prior to being allowed access to any WFC office.
- All customers that answer yes to questions 1, 2 or 3 on the COVID-19 Screening Questionnaire (Form# GEN-013) or have a temp of 100.4 degrees or higher, will be denied access to the WFC office for a period of 10 days.
- All customers allowed access after the screening must sanitize their hands prior to entering the lobby and resource room.
- All customers must practice social distancing (maintaining at least six-feet of separation).
- All customers must exercise good hygiene and infection control practices, including fastidious hand washing practices (20 seconds or longer) and using hand sanitizer prior to and after operating any equipment (e.g. computers, copiers, fax machines and/or shared telephones).
- No customers are to be allowed access to any areas outside of the resource room.
- In the event a customer exhibits symptoms (e.g. coughing, runny nose and/or appears to have a fever) after they have entered the WFC office, staff must ask the customer to leave and inform them that they will not be allowed to return to the center for a period of no less than 10 days since that last visit. The customer should be advised to seek medical care and/or self-monitor for signs and symptoms of COVID-19 (fever, cough, shortness of breath, excessive fatigue and/or general body aches).
- Staff must immediately close the workstation and sanitize all equipment the customer has used. The workstation must be cleaned by janitorial services prior to reopening the workstation to the public.

Please contact the FRWDB General Services unit, if any questions.

### **Forms**

- GEN-010, COVID-19 Operational Guidelines
- GEN-011, Social Distancing Protocol
- GEN-012, FRWDB Social Distancing Poster
- GEN-013, Public Health COVID-19 Screening Questionnaire

## **Attachments**

- City of Fresno Shelter in Place – Extended and Expanded Emergency Order 2020-13
- County of Fresno County Health Officer Order
- Regional Stay At Home Order- issued December 3, 2020