

## THE NEW WORKPLACE

### Return Strategy for Citizen-Facing Team Members

While working from home is a major component in the new workplace, there are also team members who have citizen-facing roles and must work onsite to provide services and meet citizens' needs.

To ensure a safe return to work for these team members and a safe environment for the citizens we serve, the following is an action plan for agencies considering a potential return for some of their team members. Leaders should continually review and adhere to their agency return **strategy**.

#### THE TWO-STEP PLAN ASKS YOU TO:

- 1) Complete the [Workplace Assessment](#).
- 2) Review and meet all [universal protocols](#) and industry standards as outlined below. These items align to the [ND Smart Restart](#) plan and ensure we continue to make the health and safety of Team ND and our citizens our top priority.

#### TWO KEY REMINDERS:

- All team members returning to state facilities will be screened each day prior to entering.
- The capital building continues to remain closed for tours.

If you have questions about the two-step plan, please contact [Arnie Strebe](#), [Lisa Kudelka](#) or [Shawn Riley](#).

## MOVEMENT & ACTIVITY

### GATHERING SIZE/PHYSICAL DISTANCING/WORKPLACE ACTIVITY

#### CONSIDERATIONS

- In conjunction with ND Smart Restart guidelines, and the current level of moderate risk, limit daily onsite team member staffing to 50% of standard staffing. Agency leadership will determine which team members will return to the office.
- Ensure six feet of spacing between team members and citizens in all settings (e.g. workstations, meetings, reception, dining, etc.).

- Increase table spacing in break rooms/onsite food service areas by removing tables, marking tables closed or providing a physical barrier between tables.
- Team members and citizens should select seating six feet from any individual who does not live in their household.
- For those sites with in-house dining areas, sanitize tables between use by team members or, if that is not possible, offer only take-out options.
- Mark waiting areas (indoor or outdoor) so physical distancing standards are met. Based on current facility layout, work with your risk management team to determine policy for wait areas.
- Manage citizen entry points. Provide markers for lines to allow a minimum of six feet separation until physical distancing recommendations are suspended.
- If possible, limit elevator occupancy to four persons, with marks placed for physical distancing.

### TEAM MEMBER AND CITIZEN SAFETY AND TRUST

#### HYGIENE AND CLEANING

- Team members should wash their hands for a minimum of 20 seconds after all restroom use, upon return to the facility after outreach services, and frequently throughout their day.
- Facilities must make available alcohol-based hand sanitizer at all open entrances and encourage use by team members and citizens. (Hand sanitizer must not be mandated due to potential for reactions if an individual takes medication such as Antabuse (disulfiram).)
- Agencies should develop enhanced cleaning protocol for workstations, equipment, restrooms, treatment rooms and waiting areas. Porous surfaces should be restricted to single team member use (i.e. office chair), removed from the facility, or covered with washable or disposable coverings.
- Adjust appointment times for enhanced cleaning between citizens. Encourage staggered appointment start times for team members working on site at the same date and time.
- Site janitorial service will provide an enhanced cleaning and disinfecting plan.

#### SPECIAL MEASURES

- Offices should screen citizens for symptoms of COVID-19 prior to service.
- Citizens and team members should only bring essential items into state facilities (e.g. wallet, small handbag, cell phone, lunchbox, book).
- Agencies are encouraged to use appointment systems unless a walk-in system can be used safely.

- Citizens should be encouraged to download the Care19 App to increase success levels with contact tracing, if needed.
- All team members should wear masks when physical distancing is not possible. Examples include: when at a desk in the same office suite as another team member, and in hallways corridors, restrooms, kitchens and breakrooms, elevators, lobbies, etc.
- Access to the Capitol should be limited to citizens seeking on-site services. Team members should also limit family members and friends from visiting office locations. All visitors must follow safety guidelines.
- Vending machines and shared coffee machines should not be used unless the facility has addressed a plan for at least twice daily disinfecting and signs are posted to perform hand-sanitization/hygiene after use due to surface contact.
- Touchless methods (such as a credit card) for payment should be established.

### STATE FLEET VEHICLE USE

- Each person should wear a mask when traveling with others regardless of distance.
- Wipe down and disinfect with [EPA registered disinfectant products](#) listed for use against SARS-COVID-19 when receiving and returning vehicles.
- When refueling, use disinfecting wipes on handles and buttons before you touch them (if available).
- After fueling, use a hand sanitizer with at least 60% alcohol. Wash your hands for at least 20 seconds when you get home, back to the agency, or somewhere with soap and water.
- Remove any items you may have brought with you.

### TEAM MEMBER AND CITIZEN INFORMATION AND EDUCATION

- Post signs related to hygiene, COVID-19 awareness, and suggested mask use.
- Regularly provide team members with information on preventive measures and hygiene; examples include hand hygiene, physical distancing, stay home if you are ill, mindful of sharing office items and frequent disinfecting of shared use items and spaces.
- Work as a team to maintain accountability for yourself and others.