**Guidance Checklist for Safely Reopening Offices to the Public**

This guidance document is provided for the purpose of instructing Local Workforce Development Boards (Boards) about health and safety requirements in reopening to the public during the COVID-19 pandemic. Prior to reopening any office to the public, Boards must provide a completed checklist to Leslie Kruse, Director of Risk & Security Management, [leslie.kruse@twc.state.tx.us](mailto:leslie.kruse@twc.state.tx.us) and Shunta Williams, Director of Workforce and Board Support, [shunta.williams@twc.state.tx.us](mailto:shunta.williams@twc.state.tx.us).

**The following steps must be taken in advance of any office being open to the public.**

**Facility Safety**

Designate a triage area near each entrance for conducting pre-screenings of all staff and customers who enter.

Staff completing pre-screenings must use the following PPE: (GLOVES, NO TOUCH THEMOMETER, SAFETY GLASSES, FACE COVERING/MASK (DO NOT ORDER N-95 THOSE SHOULD BE FOR MEDICAL) ANOTHER OPTION IS KN-95 OR [HOMEMADE MASK USING CDC GUIDANCE](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).

Make disposable waste containers available for PPE in the triage area.

Train your triage staff on how to correctly put on (donning), pull off (doffing)and use PPE correctly so they do not contaminate others or themselves.

Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.

Disinfect any items that come into contact with customers.

Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers.

Limit occupancy to bathrooms, breakrooms, elevators, stairs, lobby and other high traffic areas.

Mark off outside sidewalks for social distancing at 6 feet for those waiting to come into the building.

Staff must clean their work surfaces when they arrive and before they leave each day.

Maintain a surplus of janitorial and cleaning per [CDC guidelines](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fdisinfecting-building-facility.html&data=02%7C01%7Cshunta.williams%40twc.state.tx.us%7C572d41ae4499492ca40408d7ed1abd50%7Cfe7d3f4f241b4af184aa32c57fe9db03%7C0%7C0%7C637238571430493716&sdata=0iHE7mzDpOKyh3gNSteRg7jk601h6LD1zvpGJvJz65Y%3D&reserved=0) throughout the day in high traffic areas and a thorough cleaning each night.

Use gloves for mail and parcel handling do not use common signature equipment from USPS, UPS, FEDEX etc. as their equipment could be contaminated. Handle mail in one common area only and disinfect after mail is handled.

***In all instances of possible contamination, the office must be closed immediately for deep cleaning, not to reopen until deep cleaning of the area is complete.***

**Post signage:**

Preventing people with symptoms from coming into the facility and providing guidance for accessing services virtually ([CDC COVID-19 Symptoms](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)).

Limiting occupancy in restrooms, lobby, bathrooms or other high traffic areas.

Readily visible describing best hygiene practices; face covering, hand hygiene, cough etiquette, cleanliness, and sanitation.

When offices close unexpectedly for deep cleaning, making the public aware of the reopen date (when cleaning is complete) and how to access resources.

**Travel:**

Reduce travel between offices to limit possible spread by staff.

**Reporting COVID-19 Symptoms, Contact or Diagnosis**

**Boards are required to report to TWC immediately any of the following:**

If an employee presents symptoms.

If a customer presents symptoms.

If notified by a public health organization of possible contamination due to contact tracing of a person who tested positive.

**Staff Quarantine:**

Staff who have symptoms, who test positive or who are around someone who test positive should remain on self-quarantine for 14 days due to testing criteria being limited to only certain groups who qualify. Texas is under priority testing protocols and does not allow open testing unless the person meets the criteria.

**Employee Safety:**

Train all employees on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.

Screen employees before coming into the facility (temperature checks, pre-screening questions).

Send home any employee who has any new or worsening signs or symptoms of possible COVID-19: [CDC COVID-19 Symptoms](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html).

Do not allow employees with the new or worsening signs or symptoms listed above to return to work until:

* + In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed *since symptoms first appeared*; or
  + In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
  + If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional’s note clearing the individual for return based on an alternative diagnosis.

Do not allow an employee with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14 day self-quarantine period from the last date of exposure (with an exception granted for healthcare workers and critical infrastructure workers).

Have employees wash or sanitize their hands upon entering the business.

Have employees maintain at least 6 feet separation from other individuals. If such distancing is

not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.

Consistent with the actions taken by many employers across the state, consider having all employees wear cloth face coverings (over the nose and mouth). If available, employees should consider wearing non-medical grade face masks.

**Things to consider:**

Allow staff who are at least 65 years of age or employees with an underlying health condition to continue teleworking per the Governor’s direction.

Consider curbside assistance. Mark off parking spots to allow proper social distancing and address customers’ needs without entry into the building.

In the initial phase of re-opening to customer in-person traffic, consider limiting customer access to designated areas in the center. For example, under normal circumstances, if staff would meet with customers at their workstations (office or modular), consider a designated conference room for in-person customer meetings that can be cleaned after each use.

Meetings should continue virtually for staff, would not recommend in person meetings in enclosed spaces (conference rooms, offices).

When returning to the office, continue teleworking start with a small skeleton crew. After two weeks, bring in another group. This will allow you to see if you have protocols in place correctly and if staff or your property becomes affected.