1. **Center Re-Opening and Safety Team** is delineated in Appendix A.
2. **Center Re-Opening Phases**
   1. **Phase 1**: Designated staff and partners will work from the center beginning **on** date.
      1. **Designated staff will** prepare the center for re-opening on date using *Appendix B: Center Re-Opening Checklist.*
      2. Prior to Phase 2, meetings will be held with staff and partners to review the re-opening plan; health screening requirements; safety protocols; maximum occupancy; and other protocols and requirements.
   2. **Phase 2**: The center will open to customers by appointment only beginning date. Appointments include attending a workshop, completing an assessment, attending a case management appointment, and using the resource room.
   3. **Phase 3**: The center will be open to the public on a date to be determined.
3. **Center Cleaning – All Phases**
   1. Staff will follow CDC Guidelines for cleaning and disinfecting
   2. Each day, staff will complete *Career Center Housekeeping Formstack* prior to opening, at mid-day, and end of day.
4. **Center Occupancy in Phases 1 and 2:**
   1. Occupancy (staff, partners, and customers) will be limited to %, of the number stated on the applicable certificate of occupancy to maintain social distancing.
   2. Workshops will be scheduled weekly to ensure social distancing and maximum occupancy are maintained.
   3. Case management appointment schedule will be implemented to ensure maximum occupancy is maintained.
   4. **Assessment schedule will be implemented to ensure** social distancing and maximum occupancy are maintained.
   5. **The center occupancy percentage will be adjusted in Phase 3 in accordance with state guidelines.**
5. **Hours of Operation in Phases 1 and 2** 
   1. **Staff schedules for on-site, telecommuting, and virtual services will be determined weekly by project leadership.**
      1. **Designated staff will be in the center Monday-Friday from hour to hour.**
      2. **Designated staff will be available for virtual services (including telecommuting) Monday-Friday from hour to hour. Times may be adjusted to meet customer needs.**
   2. **Partner schedules for on-site, telecommuting, and virtual services will be determined weekly by partner leadership and in coordination with project leadership to maintain social distancing and maximum occupancy requirements.**
   3. **Customers with appointments will have access to center Monday-Friday from hour to hour. No children, family or friends will be able to enter the center with the customer. Interpreters will be allowed to enter the center with the customer.**
      1. The center will be closed from **hour to hour** to allow for cleaning.
      2. **Customers will have access to staff assisted virtual services Monday-Friday from hour to hour. Hours may be adjusted to meet the needs of the customers.**
   4. **Hours of operation will be adjusted in Phase 3 in accordance with state guidelines.**
6. **Staff Health Screening Requirements in Phases 1 and 2**
   1. **All staff are required to complete an online health screening prior to coming to work. If staff is experiencing or displaying any COVID-19 symptoms, the staff will notify his/her supervisor and follow the ResCare Workforce Services internal process.**
   2. **Staff working in the center will have their temperature taken by designated staff before entering the center. If the staff is displaying a temperature above 100.0°F, he/she will be sent home and follow the ResCare Workforce Services internal processes for reporting, ongoing screening, and/or self-quarantine.**
7. **Partner Health Screening Requirements in Phases 1 and 2**
   1. **Partner staff will follow their internal process self-screening prior to reporting to the center.**
   2. **Partner staff working in the center will have their temperature taken by designated staff before entering the center. If the staff is displaying a temperature above 100.0°F or is reporting any COVID-19 symptoms, he/she will be sent home and follow their employer’s internal process.**
8. **Customers: Center Entry and Health Screening in Phase 2**
   1. **Customers will be required to have their temperature taken by staff and answer a health screen questionnaire before entering the center.**
   2. **All customers are required to wear masks while on premises. The center will provide disposable masks to customers that do not have a mask.**
   3. **Upon request, customers will be provided gloves.**
9. **Potential or Confirmed Exposure to COVID-19**
   1. **Staff** who have potentially been exposed to a probable or confirmed case of COVID-19 will follow the ResCare Workforce Services internal process for reporting, self-isolating, and returning to work. **If staff becomes ill while at work, he/she will be immediately sent home and follow the ResCare Workforce Services internal processes for reporting, ongoing screening, self-isolating, and returning to work.**
   2. **Partners** who have potentially been exposed to a probable or confirmed case of COVID-19 will follow their internal process for reporting, self-isolating, and returning to work. If partner becomes **ill while at work, he/she will be immediately sent home and follow their internal processes for reporting, ongoing screening, self-isolating, and returning to work.**
   3. **Customers** who have potentially been exposed to a probable or confirmed case of COVID-19 will not have access to the center and will not have access to the center for 14 days from the first date of notification to the center of potential exposure.
      1. Staff will maintain a listing of customers that have reported exposure and check the customer’s name and phone number against the list prior to entry into the center.
      2. Customers will be provided virtual services.
   4. All staff, partner and customer areas and shared electronic equipment (i.e. tablets, touch screens, keyboards, and remote controls) used by the individual will immediately be cleaned and disinfected.
10. **Notifying Others of Potential Exposure to COVID-19**
    1. Individuals exposed to COVID-19 will identify staff, partners, and customers that he/she was in close contact with (within about 6 feet for about 10 minutes) from the period 48 hours before symptom onset to the time at which the individual isolated.
    2. Name/Position will notify staff, partners, and customers who were potentially exposed to COVID-19; consistent with applicable confidentiality laws.
    3. Name/Position will notify funder of potential exposure.
    4. Name/Position will follow the ResCare Workforce Services reporting requirements.
11. **Social Distancing and Safety Protocols for Customer Areas in Phase 2** 
    1. **Center Front Door**
       1. Signage posted on front door: *Social Distancing, Mask Requirement, Required Health Screening, How to Request Virtual Services*
       2. Staff will conduct temperature and health screening at the door before customers will gain access to the center.
       3. Staff will monitor the customers entering and exiting the center to ensure the maximum occupancy is maintained.
    2. **Reception/Waiting Area**
       1. Signage posted: *Social Distancing, Mask Requirement, How to Request Virtual Services*
       2. Chairs are being set-up 6-feet apart and extra chairs are being removed.
       3. Markings on the floor will indicate 6-foot increments
       4. Wall unit hand sanitizer will be installed
       5. Loose papers and flyers will be removed
       6. Chairs will be sanitized twice per day
       7. Customers will be provided a pen to use while at the center and will take the pen with him/her when they leave the center
    3. **Resource Room**
       1. Signage posted: *Social Distancing, Mask Requirement, How to Request Virtual Services*
       2. ## computers will be turned-off to provide 6-foot social distancing and allow for staff to provide individual service.
       3. Extra chairs and tables will be removed
       4. Markings on the floor will indicate 6-foot increments
       5. Hand sanitizer and tissues will be on each computer desk
       6. Loose papers and flyers will be removed
       7. After each use: computer, monitor, mouse, desk, and chair will be sanitized.
    4. **Computer Lab**
       1. Signage posted: *Social Distancing, Mask Requirement, How to Request Virtual Services*
       2. ## computers will be turned-off to provide 6-foot social distancing and allow for staff to provide individual service. Maximum occupancy not to exceed ## people (staff and customers)
       3. Signs on computers not in-use
       4. Extra chairs and tables will be removed
       5. Markings on the floor will indicate 6-foot increments
       6. Hand sanitizer and tissues will be on each computer desk
       7. Loose papers and flyers will be removed
       8. After each use: computer, monitor, mouse, desk, and chair will be sanitized.
    5. **Workshop Rooms**
       1. Signage posted: *Social Distancing, Mask Requirement, How to Request Virtual Services*
       2. Workshop Room Name: maximum occupancy (staff and customers) not to exceed ## people
       3. Workshop Room Name: maximum occupancy (staff and customers) not to exceed ## people
       4. Workshop Room Name: maximum occupancy (staff and customers) not to exceed ## people
       5. Tables and chairs will be configured to provide 6-foot social distancing
       6. Extra tables and chairs will be removed
       7. Markings on the floor will indicate 6-foot increments
       8. Hand sanitizer and tissues will be on each table
       9. Loose papers and flyers will be removed
       10. After each use: tables, chairs, whiteboard markers, and workshop room door handles will be sanitized
    6. **Restrooms** 
       1. Signage posted: *How to Wash Your Hands, Social Distancing, Mask Requirement, How to Request Virtual Services*
       2. Cleaning will occur ## times daily
12. **Social Distancing and Safety Protocols for Staff Areas in Phases 1 and 2**
    1. **Cubicles/Desks**
       1. Staff cubicle/desk assignments will be adjusted to ensure 6-foot social distancing
       2. Markings on the floor will one-way walkways
       3. Cubicles and desks will be sanitized ## times daily
       4. Customer chairs will be sanitized after each use
       5. Staff will practice social distancing and not visit in other staff’s cubicle space
       6. Signage posted: *Social Distancing, Mask Requirement, How to Request Virtual Services*
    2. **Conference Rooms**
       1. Conference Rooms will not exceed occupancy that ensures 6-foot social distancing
       2. Tables and chairs will be configured to provide 6-foot social distancing
       3. Tables and chairs will be sanitized after each use
       4. Extra tables and chairs will be removed
       5. Markings on the floor will indicate 6-foot increments
       6. Signage posted: *Social Distancing, Mask Requirement*
    3. **Breakroom**
       1. Tables and chairs will be configured to provide 6-foot social distancing
       2. Extra tables and chairs will be removed
       3. Staff breaktimes will be staggered
       4. Markings on the floor will indicate 6-foot increments
       5. Hand sanitizer and tissues will be on each table
       6. After each use: tables and chairs will be sanitized
       7. Countertops and sinks will be sanitized ## times daily
       8. Refrigerator doors and handles will be sanitized ## times daily
       9. Microwave door, buttons and handles will be sanitized ## times daily
       10. Coffeepot and water handles will be sanitized ## times daily
       11. No shared food (potlucks, donuts, etc.) will be allowed during Phases 1 and 2
       12. Signage posted: *How to Wash Your Hands,* *Social Distancing, Mask Requirement*
    4. **Restrooms** 
       1. Signage posted: *How to Wash Your Hands*
       2. Cleaning will occur ## times daily
13. **Services Available to Customers and Participants in Phases 1 and 2**
    1. **Workshops** including Orientation, will be offered in-person and via Webex.
       1. Weekly, the website, Facebook, etc. will be updated with the new schedule and the sign-up process for both in-person and virtual workshops.
       2. Weekly, the schedule will be e-mailed to customers.
       3. The schedule will be posted on the front door, in the resource room, in the computer lab, and in the workshop room.
    2. **Eligibility Determination and Enrollment** will continue to be provided both in-person and virtually.
    3. **Assessments**
       1. Basic Skills assessments will be completed in-person and through virtual options
       2. Career Interest assessments including Career Pathway Explorer, O\*Net Career Interest Profiler, etc. can be completed in the computer lab, resource room, or at-home by the customer
       3. Other
       4. Other
    4. **Career Coaching & Case Management Appointments** including developing and updating the Individual Employment Plan/Individual Service Strategywill continue to be provided both in-person and virtually.
    5. **Work Experience:** Staff will continue ongoing communication with participants and employers to answer questions and address any concerns. To date, # employers have temporarily closed or reduced workforce, affecting # participants.
    6. **On-the-Job Training:** Staff will continue ongoing communication with participants and employers to answer questions and address any concerns. To date, # employers have temporarily closed or reduced workforce, affecting # participants.
    7. **Classroom/Occupational Skills Training:** Staff is in ongoing communication with participants and schools to answer any questions and address any concerns. To date, # schools that serve our participants have temporarily closed.
    8. **Work Readiness and Prevocational Skills** development will continue to be provided both in-person and virtually. Participants continue to have access to the online tools: The Academy, GED Academy, Computer Essentials, and Money Essentials.
    9. **Job Searching and Job Matching** will continue to be provided both in-person and virtually by the Talent Development Specialist and Business Solutions Consultants.
    10. **Supportive Services** are provided to participants in accordance with the Supportive Services policy. Internal processes have been amended to limit person-to-person contact when distributing supportive services.
14. **Services to Employers in Phases 1 and 2**
    1. **Outreach** to employers for Work Experience, On-the-Job Training, and Direct Placement opportunities will be provided via phone, e-mail, and LinkedIn. In-person meetings and networking events will occur within the social distancing and safety guidelines.
    2. **Business Needs Assessments** will be provided via phone, e-mail, and videoconferencing. In-person meetings, if required, will occur within the social distancing and safety guidelines.
    3. **Work Experience** agreement signature process will be via digital signature or e-mailed scanned copies. Employer training on the Work Experience policies and procedures will be conducted via videoconference or phone. In-person meetings, if required, will occur within the social distancing and safety guidelines.
    4. **On-the-Job Training** agreement signature process will be via digital signature or e-mailed scanned copies. Employer training on the OJT policies and procedures will be conducted via videoconference or phone. In-person meetings, if required, will occur within the social distancing and safety guidelines.
    5. **Job Matching** will be provided via phone, e-mail, and videoconferencing. In-person meetings, if required, will occur within the social distancing and safety guidelines.

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| --- | --- |
| **Staff Name & Title** | **Responsibilities** |
| XXX, Project Director | Oversee re-opening plan development and implementation |
| XXX, Operations Manager | Conduct staff temperature checks daily |
| XXX, Operations Supervisor | * Back-up to Operations Manager to conduct staff temperature checks daily * Oversee staff conducting customer health screening and temperature check |
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***Front Door Signage***

* *Social Distancing*
* *Mask Requirement*
* *Required Health Screening*
* *How to Request Virtual Services*

***Reception/Waiting Area:***

* Arrange chairs in the service areas to ensure 6-foot social distancing
* Remove extra chairs
* Floor markers identifying 6 feet will be placed
* Sanitize chairs
* Remove paper flyers and brochures
* Add hand sanitizer and tissues
* Plexiglass shields will be installed in the reception area
* Sanitize reception desk
* Sanitize sign-in kiosk
* Add pens (each customer will take the pen used)
* Signage: *Social Distancing*
* Signage: *Mask Requirement*
* Signage: *How to Request Virtual Services*

***Resource Room:***

* Add hand sanitizer and tissues at each computer station
* Turn-off computers to provide 6-foot social distancing and allow space for desk-side services; place signs on computers not in-use
* Remove extra chairs
* Floor markers identifying 6 feet will be placed
* Sanitize chairs
* Sanitize workstations: computer, monitor, mouse, desk
* Sanitize printers
* Remove paper flyers and brochures
* Signage: *Social Distancing*
* Signage: *Mask Requirement*
* Signage: *How to Request Virtual Services*

***Computer Labs***

* Add hand sanitizer and tissues at each computer station
* Turn-off computers to provide 6-foot social distancing and place signs on computers not in-use
* Remove extra chairs
* Floor markers identifying 6 feet will be placed
* Sanitize chairs
* Sanitize workstations: computer, monitor, mouse, desk
* Sanitize printers
* Remove loose paper flyers and brochures
* Signage: *Social Distancing*
* Signage: *Mask Requirement*
* Signage: *How to Request Virtual Services*

***Workshop Rooms***

* Setup classrooms to accommodate 6ft of social distance
* Provide hand sanitizer and tissues on the workshop tables
* Remove extra chairs
* Floor markers identifying 6 feet will be placed
* Sanitize chairs and tables
* Remove loose paper flyers and brochures
* Signage: *Social Distancing*
* Signage: *Mask Requirement*
* Signage: *How to Request Virtual Services*

***Restrooms***

* Signage: *How to Wash Your Hands*
* Signage: *Social Distancing*
* Signage: *Mask Requirement*
* Signage: *How to Request Virtual Services*

***Staff and Partner Offices and Cubicles***

* Sanitize desks, chairs, cubicle, and file cabinets
* Remove loose paper flyers and brochures
* Signage: *Social Distancing*
* Signage: *Mask Requirement*
* Signage: *How to Request Virtual Services*
* Provide hand sanitizer and tissues

***Staff Breakroom***

* Sanitize tables and chairs
* Sanitize countertops, sink, and sink fixtures
* Sanitize refrigerator, microwave, coffeepot
* Signage: *How to Wash Your Hands*
* Signage: *Social Distancing*
* Signage: *Mask Requirement*

***Supplies Inventory***

* Inventory supplies including cleaning/sanitation, masks, gloves, hand sanitizer, and tissues
* Determine ordering frequency to maintain 2-week stock

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