



SERVICE REENGAGEMENT GUIDE

v3 08.04.2020



West Michigan Works! Service Reengagement Guide

As we reopen our service centers for in-person services, our number one priority is the safety of our staff and the individuals we serve. This document provides our organization’s current practices and protocols—based on state and federal recommendations—to ensure a clean, safe working environment in each of our facilities.

Table of Contents

Before You Return to Work	3
Daily Self-Assessment	4
Screening Questions	4
Confirmed Case Protocol	5
Workplace Practices	5
Sanitization	5
Limiting Person-to-Person Contact	5
Maintain Distance	5
Face Masks	6
Vehicle Use and Sanitization	6
Job Seeker Screening	6
Personal Practices	7
Phase 1: In-Person Appointments Only	8
Service Center Staffing	8
Physical Space and Signage	8
A Clean and Safe Environment	9
In-House Service Center Partners	9
Capacity and Overflow Plans	9
Phase 2: Open for Specific Services	10
Phase 3: Open to the Public	10
Appendix	11
Face Mask How-To Guide	11
Service Center Daily Cleaning Checklist	13
Additional Reading and Helpful Reminders	14

Before You Return to Work

Clean any WMW! equipment you've been using at home with an appropriate cleaning agent before bringing it back to your office. If you have questions about what can be used on your equipment, please reach out to the IT or facilities department. If you don't have the cleaning supplies specified below, please do the best you can with what you have.

Sanitizing a Computer

IMPORTANT

- Wash your hands prior to cleaning equipment.
- Do not use excess force when cleaning the keyboard, mouse or monitor.
- Never use bleach or abrasive cleaning products to disinfect computers and phones. Bleach can cause damage, including discoloration and fading.

Disable power source

1. Turn off the computer and unplug the power cord running from the PC to the electrical outlet or power strip.
2. Disconnect the monitor, keyboard and mouse and remove any batteries. If you are sanitizing a laptop, close the laptop and remove the battery from the bottom of the computer. Open the laptop after disconnecting the battery.

Note: You cannot remove the battery from some newer laptops. If you can't remove the battery, simply power it down.

Clean the keyboard

3. Remove dirt, dust and crumbs from the keyboard using a can of compressed air. Hold the can approximately six inches from the keyboard and spray along the perimeter of each key. If you don't have canned air at home, you can just shake the keyboard upside down.
4. Sanitize the keyboard by using a disinfectant wipe or a soft, linen-free cloth dipped in isopropyl alcohol. Wipe the top and sides of each key and then clean the surface and bottom of the keyboard thoroughly. Clean the mouse in a similar manner.

Clean the screen

5. Dampen a microfiber cloth with plain water. Gently wipe the computer monitor to remove dirt and fingerprints. Avoid placing pressure on the screen; pushing on the screen can damage the pixels of a flat-screen monitor. Sanitize the monitor by using a disinfectant wipe specifically designed for LCD and laptop screens.

Daily Self-Assessment

You are required to do an online self-assessment each day before you come to work. The online daily self-assessment can be found here: [WMW! Daily Health Assessment](#). This self- assessment will ask you the following screening questions:

1. Do you have any of the following symptom?
 - A fever of 100.4 degrees or higher.
 - Cough (excluding chronic cough due to a known medical reason other than COVID-19).
 - Shortness of breath.
 - Sore throat.
 - Diarrhea (excluding diarrhea due to a known medical reason other than COVID-19).
 - Fatigue.
 - Muscle or body aches.
 - New loss of taste or smell.
 - Nausea or vomiting (excluding nausea due to a known medical reason other than COVID-19).
2. Have you travelled internationally in the last 14 days?
3. Have you had close contact with someone or cared for someone within the last 14 days who has been diagnosed with COVID-19?

If you answer “yes” to any of the assessment questions, you are NOT ok to work. You will be instructed to notify your supervisor. HR will be notified via the assessment tool.

If you answer yes to screening questions 1, you will be excluded from work in a center or the administrative office until you meet the following requirements:

- You’ve been fever-free for three full days without the use of medicine that reduces fever.
- Other symptoms have improved (for example, when cough and shortness of breath have improved)
- At least seven days have passed since symptoms first appeared.

If you answer yes to screening question 2 or 3, you are excluded from work in a center for 14 days from date of contact or travel while you monitor for symptoms.

Confirmed Case Protocol

In the event of a confirmed case of COVID-19 at one of ACSET's facilities, a team consisting of HR, facilities, leadership and the location manager will work together to follow guidelines from the Centers for Disease Control and Prevention and those provided by our local health department. Within 24 hours of learning of a confirmed case, ACSET will notify the local health department and any individual who may have been in contact with the individual confirmed with COVID-19.

Suspected or Confirmed Cases of COVID-19 in the Workplace Cleaning and Disinfection for Community Facilities

Workplace Practices

Talent solutions managers will ensure that the following guidelines are followed at their respective centers. Human Resources will ensure that they are followed at our administrative location.

Sanitization

Cleaning and sanitizing surfaces will reduce the likelihood of spreading COVID-19.

1. Pens will be separated by "clean" and "used." Ask job seekers to place used pens in a separate cup or tray to be sanitized at the end of the day.
2. Door handles will be sanitized at the beginning of each day, at the end of the day, and periodically throughout the day based on traffic at the service center.
3. Each computer keyboard and mouse will be sanitized after each use.
4. Hard surfaces, desks and tables will be sanitized at the beginning of the day, at the end of the day, and periodically throughout the day based on traffic at the service center.

ACSET will provide the following items to facilitate cleaning protocols:

- Hand sanitizer for staff and job seekers.
- Gloves for staff who are cleaning. We encourage staff to wear gloves while cleaning.
- Biohazard bags to dispose of used gloves and masks.

Limiting Person-to-Person Contact

Maintain Distance

The CDC recommends that individuals stay at least six feet from others.

- Parameters will be marked on the service center floors so that staff and job seekers can maintain a safe distance from each other.
- Each service center will do their best to establish clearly marked entry and exit doors.
- Breakrooms will be closed for gathering, eating or taking breaks, but refrigerators and coffee pots may still be used. Be sure to wipe down and clean any surface after use.
- If a water fountain(s) is present in a building, they should be closed to public and staff.
- Be mindful of social distancing and capacity limits in all areas of the facility you are working in.

- Remote work should be promoted to the fullest extent possible. Work with direct supervisor to determine if this is possible.

Face Masks

Staff and job seekers will wear masks at all times unless they are alone in a private office or an individual has indicated that they cannot “medically tolerate” a mask.

- WMW! will provide one mask per day to each staff person in the building. Staff may wear a homemade mask as long as it is “office-appropriate.”
- If a job seeker shows up for an appointment without a mask, we will provide one for them unless they indicate that they cannot “medically tolerate” a mask.
- Masks are for work use only and are not to be taken home for personal use or shared with friends and family.
- Used masks should be disposed of in the biohazard bag.
- See [Face Mask How-To Guide](#) for proper mask wear and tips.

IMPORTANT

Wearing a mask is not a replacement for other safe practices already in place.

Wearing a mask is NOT permission to work when you are sick.

Vehicle Use and Sanitization

- Limit use to one person in the vehicle at a time.
- Thoroughly wipe down frequently touched areas such as door handles, steering wheel, gear shift, seatbelt, radio and thermostat controls, and center console before and after each use.
- Vehicle use and work-related travel should be limited to essential use only.

Job Seeker Screening

When scheduling an appoint with a job seeker or when a job seeker arrives for an appointment, staff will ask the following screening questions:

SCREENING QUESTIONS

1. Have you been instructed to self-quarantine or isolate for any reason?
2. Within the last 14 days, have you had contact with any Persons Under Investigation (PUIs) for COVID-19, OR with anyone known to have COVID-19?
3. Do you have any symptoms of a respiratory infection (for example: a cough, sore throat, fever, or shortness of breath)?

If the job seeker answers yes to any question, they will be denied an appoint until they are healthy.

Personal Practices

If you feel sick, please stay home. Otherwise, follow these personal hygiene and workspace cleaning protocols while in a service center or the administrative office:

- Wash your hands with warm soapy water for at least 20 seconds:
 - After using the restroom, sneezing, coughing or blowing your nose.
 - Before eating.
 - Before and after working with job seekers.
- Use hand sanitizer when hand washing is not an option.
- Avoid touching your eyes, nose and mouth.
- Do not touch a job seeker's keyboard or mouse, except to sanitize after use.
- Clean your workstation (desk, phone, computer keyboard and mouse) at the start and end of each day:
 - As long as the cloth or wipe being used to clean your workstation is not dripping wet, you don't need to shut down and unplug everything, but make sure the computer is at the lock screen before wiping it down.
 - Only surfaces that are being touched need to be sanitized. Monitors and the bottom of keyboards do not necessarily require routine cleaning.
 - Blowing out keyboards with compressed air is not necessary for routine sanitizing.

Phase 1: In-Person Appointments Only

In-person services will be provided by appointment only and focused solely on assisting individuals with typical WMW! Wagner-Peyser services. Appointments will NOT be offered for UI-related issues at this time.

- Appointments will be made over the phone. We will not take walk-ins.
- Callers will be questioned to determine if they need to come in and if so, what services they need assistance with. They will also be asked a series of [health screening questions](#).
- Job seekers will be asked to wear a mask to their appointment. Homemade masks are fine. If an individual indicates that they cannot “medically tolerate” a mask, consult with the talent solutions manager.
- All service center doors will be locked to the public. Staff will need to use their swipe cards to enter.

Service Center Staffing

The talent solutions manager (TSM) will manage the staffing schedule for in-person appointments at their location.

- The TSM will utilize staff currently housed in their center for in-person appointments. If additional staff are needed, the TSM will reach out to the talent solutions director.
- Regarding staff who are not scheduled to provide in-person appointments:
 - If necessary, a limited number of staff may be allowed to return to the center. This must be approved by the supervisor, manager of center and director and will be done on a limited basis. All other staff will continue to work from home, providing services remotely.
 - Administrative staff will continue to work remotely during Phase 1.

Physical Space and Signage

Begin by using the current ES floor for in-person appointments, deploying overflow ES space if appointment volume requires. Exceptions to this process are Franklin and Westside. See [Capacity and Overflow Plans](#) for details.

- Place tape on the floor around ES computers showing six feet of social distance.
- If needed, tape or rope off any areas that are not open to the public.
- Turn off computers and remove chairs from computers stations not open due to social distancing.
- If possible, clearly mark separate entrance and exit doors for entrance to facilitate appropriate distancing as people move in and out of the facility.
- If needed, TSM will work directly with the facilities team for minor moving/rearranging needs.
- If needed, TSM will work directly with IT team to set up or move computers.
- TSM will work directly with marketing team for any specific signage to ensure social distancing and traffic flow in center.

A Clean and Safe Environment

TSM will ensure all staff are trained on how to effectively provide services while maintaining the required distance and have reviewed PPE guidelines. See [Workplace Practices](#) for details.

- Staff will wear masks while in the center. If staff are alone in a private office, they are not required to keep their mask on.
- Job seekers will be required to wear a mask to their appointment. They will be asked to bring their own, but if they show up without one, we will provide a mask.
- Computer equipment will be wiped down after every use.
- Door handles and frequently touched items will be wiped down every two to three hours.
- TSM will contact facilities directly for PPE and disinfecting supplies.

In-House Service Center Partners

The talent solutions director will communicate with partners who have a physical presence in our centers that we are open for scheduled in-person appointments only. Staff or partners who are not providing these services will not be allowed in the centers at this time.

Partners should discuss in-person service options with the appropriate TSM and the director. We will work with them on a case-by-case basis.

Capacity and Overflow Plans

Center	Current ES Capacity	Expanded ES Capacity
Allegan	5	4 utilizing testing room
Barry	5	NA
Franklin	15 (classroom A and B)	6 utilizing existing ES area
Ionia	5	4-5 moving additional table into ES area
Montcalm	6	6-7 utilizing back lab/conference room
Muskegon	12	12-24 utilizing classroom 7 and 8
Ottawa	8	4 utilizing CNA Lab, 4 utilizing youth space
Westside	15-20 (multipurpose room A and B)	5 utilizing existing ES area

Affiliate or satellite offices will not be open for appointments during Phase 1.

Phase 2: Open for Specific Services

Under this phase we will begin to offer additional in-person services. These services will be offered following social distancing practices and at limited capacity. Not all staff will return to the centers/buildings during this phase, only those who cannot continue to work successfully from home.

Further guidelines and details on this phase will be forthcoming.

Phase 3: Open to the Public

Under this phase we will return to our new “normal.” All staff will be allowed to return to our buildings. Further guidelines and details on this phase will be forthcoming.

*Additional phases may be added as we transition back to in-person services. We may also be required to move back a phase, based on local situation and capacity.

Appendix

Face Mask How-To Guide

Proper wearing and removal of your face mask is important to keep yourself and others safe and limit the spread of disease. Please follow these protocols for applying, removing and disposing of face masks:

How to properly wear a face mask

- Wash your hands with soap and water for at least 20 seconds. Dry your hands with a clean paper towel and throw the paper towel away.
- Check the mask for any defects such as a tear or missing tie or ear loop. Throw away any that are defective.
- Make sure the exterior (usually yellow or blue) side of the mask is facing out, away from your face.
- Place the mask on your face with the blue side facing out and the stiff, bendable edge at the top by your nose.
- If the mask has ear loops, put one loop around each ear.
- If the mask has ties, pick up the mask by the ties and tie the upper ties behind your head with a bow.
- Once the mask is in place, use your index finger and thumb to pinch the bendable top edge of the mask around the bridge of your nose.
- If the mask has a lower tie, then once the mask is fitted to the bridge of your nose, tie the lower ties behind your head with a bow.
- Make sure the mask is completely secure. Make sure it covers your nose and mouth so that the bottom edge is under your chin.
- Wash your hands.

Removal

- Wash your hands before removing the mask.
- Do not touch the inside of the mask (the part over nose and mouth). It may be contaminated from your breathing, coughing or sneezing.
- Untie or remove the ear loops and remove the mask by the straps.
- Throw the mask in the trash.
- Wash your hands.

Disposal

Put used disposable masks in the biohazard bag.

Tips to avoid foggy glasses

- Wash lenses with soapy water and let air dry or dry with soft tissue.
- Use anti-fog spray.
- Use masks with flexible “nose” piece and form mask around the bridge of the nose.
- Fold down part of the mask to create extra space for your breath to escape.
- Use a folded tissue on the inside of the mask to absorb moisture.

Single use and Multiuse face masks

- Cloth Masks
 - Should be routinely washed depending on how often you wear it.
 - A washing machine will properly clean a cloth face covering.
- Single use masks should be disposed of in biohazard bag.

References

- [How to properly apply and remove face mask](#)
- [Tips for defogging glasses](#)
- [CDC use of cloth face masks](#)

Service Center Daily Cleaning Checklist

Cleaning staff will enter their initials to the left of the completed task. Keep a copy of completed cleaning checklist on file in each center.

SERVICE CENTER: _____ **DATE:** _____

AM Time: _____		Mid-Day Time: _____		PM Time: _____	
_____	Door handles (entry, exit, bathroom)	_____	Door handles (entry, exit, bathroom)	_____	Door handles (entry, exit, bathroom)
_____	Job seeker computers	_____	Job seeker computers	_____	Job seeker computers
_____	Phones	_____	Phones	_____	Phones
_____	Printers	_____	Printers	_____	Printers
_____	Pens	_____	Pens	_____	Pens
_____	Job seeker tables	_____	Job seeker tables	_____	Job seeker tables
_____	ES counter	_____	ES counter	_____	ES counter
_____	Staff lounge (refrigerator, tables, etc.)	_____	Staff lounge (refrigerator, tables, etc.)	_____	Staff lounge (refrigerator, tables, etc.)
_____	Conference rooms (remotes, markers)	_____	Conference rooms (remotes, markers)	_____	Conference rooms (remotes, markers)
_____	Cabinetry	_____	Cabinetry	_____	Cabinetry
_____	Sinks	_____	Sinks	_____	Sinks
_____	Water Fountain	_____	Water Fountain	_____	Water Fountain

Additional Reading

- [OSHA Guidelines](#)
- [Whitehouse Guidelines](#)
- [CDC Guidelines](#)
- [WMW COVID-19 Program Operations](#)

Helpful Reminders

- There is no such thing as “too clean.”
- Respect others’ space.
- Do not hesitate to ask for help.