Return to Work Guide

Everything you need to know about returning to work.

Revised October 28, 2020
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Feedback

We welcome your feedback! We issued this guide to provide agencies with everything they need to safely return their employees to the workplace. Is something missing, needing correction, or do you simply want to provide feedback? We are listening. Use this form or scan the QR code to get started.
NOTICE:

This guide was prepared for District agencies bringing staff back to their workplaces, and in response to the COVID-19 pandemic. This guidance is only applicable to District government agencies and may need to be adjusted for other workspaces. This document was last updated on October 28th, 2020 and may not have the most up to date guidance.

Disclaimer

This document serves as a tool for agency heads, managers, supervisors, and human resources officials for safely returning District employees to the workplace. The content may not be applicable to all agencies and agency subdivisions. Agencies are strongly encouraged to follow this guidance where possible however, agencies should also evaluate this guidance and these recommendations in the context of the agency’s specific operational needs in consultation with in-house counsel and labor specialists. Where directives are mandated based on District Code, regulations, Mayor’s Order, or other executive direction this guide will make those mandates clear and those directives should be followed in accordance with the applicable law, regulations, or other relevant materials.

This is a “living” document and will be updated to reflect changes in directives and introduce new recommended practices as they become available.
Welcome Back

- Letter from Mayor Muriel Bowser
- How to Use this Guide
- Agency Reopen Teams
- Before Your Employees Return to the Workplace
A letter from the Mayor

Dear Colleagues,

Thank you for continuing to answer the District’s call during a time of need and serving our city’s residents. The continued sacrifices by our employees, residents, and businesses are saving lives and helping us to get on the other side of this incredibly difficult time.

As public stewards, we have a duty to our residents to lead by example as we begin working to return our operations to their full capability. We have a once-in-a-generation opportunity to not just reopen our city, but build a more healthy, prosperous, and equitable DC. Our return must be measured, data-driven, and deliberate in order to ensure a safe and sustainable return.

We have created this Return to Work Guide tailored to the needs of our District government workforce in order to implement a safe and healthy return. The Return to Work Guide provides each government agency with necessary tools to promote a healthy and safe workspace, while ensuring continuity of services to District residents.

Please take the time to review this guide to prepare for the staged return of the District’s workforce. Thank you for your service, and for continuing to answer the call.

Sincerely,

Mayor Muriel Bowser
Using this Guide

Agencies should be mindful that this guide will evolve as new information and guidance becomes available with respect to safe work measures and COVID-19 in the workplace. Agencies should routinely check the guide for any updates or amendments. This guide is partially interactive. Within the guide, are links to external resources, and links to internal elements of the guide. To move around the document, keep these concepts in mind:

- This PDF contains bookmarks. If you open the navigation pane in your PDF reader, you can easily navigate between the sections.
- This PDF also includes internal links:
  - Terms that appear in blue are hyperlinks to those items. For example, if you want to know more about the Team Manager, simply click on the “Team Manager” hyperlink, and you will be taken to that section of the PDF.
  - When there are cross-references to specific page numbers, click the page number to go to that page.

Our Approach to Minimizing Risk in the Workplace

This guide represents one component of our overall ReOpen DC report recommendations. Within these recommendations, Personal Protective Equipment (PPE) is a component of a multi-pronged approach to helping ensure we control the spread of the virus. PPE is more effective at eliminating exposure when it is combined with other measures such as social distancing. Our approach to re-opening the District of Columbia government is to combat COVID-19 through a careful balance of effective safeguards, operational efficiency, and financial impact.

Developing and Implementing your Agency’s Return to Work Plan

Agencies will develop and implement different return to work plans that reflect each agency’s needs. Agencies should follow the Mayor’s phased re-opening directions during the development and implementation of their return to work plan. Agencies should also build on the planning they have done using the previously provided agency reopening templates relating to proposed service changes and PPE needs.

Through each phase of re-opening, agencies must continue collaborating with their Deputy Mayors’ offices and receive approval from OCA/EOC GovOps for modifications to services and functions, as well as the significant operational changes this may entail, such as in staffing and scheduling policy or alterations to workspaces.
Welcome

Agency Reopen Teams

Agency Tasks

- Continue to work with DMs and OCA/EOC GovOps for review and approval of plans.
- Set up the Agency Reopen Team (ART).
- Plan adoption of the ART framework and develop agency-specific protocols.
- ART recommended to initially meet daily once established by the agency head.

Support Team

Each agency should establish an Agency Reopen Team (ART) who will be responsible for the overall success and each aspect of an agency’s Safe Work Return Strategy.

Establish Your Team

The Agency Reopen Team should have one organizing lead (Team Manager) and cover five functional areas: (1) social distancing; (2) prevention protocols; (3) sanitation protocols; (4) communication and training; and (5) PPE and other supplies. These may be individuals already engaged in your agency’s COVID-19 response operations, such as your lead for PPE ordering and distribution. In collaboration with agency leadership and the agency’s Continuity of Operations Plan (COOP) manager, the Team Manager will assign and coordinate the establishment of the team. When possible, agencies should consider leveraging existing logistics officers such as the Agency Risk Manager (ARMR), Public Information Officer (PIO), and the Agency Human Resources Advisor (HRA). In addition to the Team Manager, each agency should assign between two and five employees to serve as leaders on the team depending on the agency’s size, with staffing support from other agency employees as needed.

Agency Communications

All communications to staff concerning ReOpen DC and the implementation of this guide should be reviewed and approved by each agency’s Public Information Officer (PIO). The PIO will coordinate with the Joint Information Center (JIC) to ensure that communications are consistent across agencies.

Included with this guide are several templates that agencies should use when reopening their worksites. These include:

- **Email templates.** In many sections of this guide are email templates with suggested language for use when communicating with agency staff.
- **Signs.** Visual cues intended to increase awareness and social distancing are included on page 66. These signs are in a PowerPoint format and may be edited to meet agencies’ needs.
- **DC Health Posters.** Several DC Health posters have been consolidated for easy access. These posters can be found on page 66 and are accessible directly from [https://coronavirus.dc.gov/page/public-resources](https://coronavirus.dc.gov/page/public-resources).
• **Screening Poster.** A daily self-wellness screening poster is included for agencies’ use. Found on page, 67, this poster provides a friendly reminder to complete a simple self-wellness screening when arriving to work each day.

**Template Communication for Notifying Newly Designated Team Members**

Agencies should use the below Agency Reopen Team designation email template. Agency-specific and lead designations information should be filled into the template, and this *Return to Work Guide* should be attached to the email.

<table>
<thead>
<tr>
<th>Agency Reopen Team Email Template</th>
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<tbody>
<tr>
<td>[REDACTED]</td>
</tr>
</tbody>
</table>

### Functional Areas

The functional areas covered by the ART are as follows:

- **Team Manager.** The Team Manager is responsible for an agency’s return-to-work preparedness, coordinating, and aligning the agency’s strategy with its own recovery plan and the city’s overall phased re-opening. DCHR recommends that the agency’s Chief of Staff or Chief Administrative Officer, or a similar management official, fill this role. The Team Manager should consult with the agency COOP manager. Agency COOP managers will provide Homeland Security and Emergency Management Agency (HSEMA) with the contact information for the agency’s Team Manager.

- **Prevention and Protocols Lead.** The Prevention and Protocols Lead oversees the protocols that ensure the wellness of all employees, the agency is up-to-date and aligned with all city-wide guidance and has drafted and made easily accessible agency-specific protocols. This lead also coordinates the agency’s emotional support plan for employees. Agencies should consider designating a Prevention and Protocols Lead selected from the following employees as appropriate: physicians; nurses; the Health and Safety Leader; the Human Resource Manager; supervisors; emergency team or first aid team leaders.

- **Social Distancing Lead.** This Social Distancing Lead manages social distancing logistics relating to the arrival and departure of employees, visitors, and any contractors, workspaces, and moving about the workplace. This leader supports the Prevention and Protocol Lead by providing specific options for social distancing within an agency, including potential mitigation measures to manage risk of employees required to work or otherwise interact less than 6 feet from others. This lead may need to coordinate with building managers and the Department of General Services (DGS).
- **Sanitization Lead.** The Sanitization Lead manages daily and periodic disinfection logistics, including routine cleaning and disinfection processes using the protocols set up by the Prevention and Protocols Lead. This lead also drives continual process improvement and ensures 100% compliance with the disinfection protocols described in this guidance.

- **Communication and Training Lead.** The Communication and Training Lead manages all COVID-19 related communications, consistent with guidance provided by the Joint Information Center (JIC). The lead also oversees all related training across the agency for employees, management, and the ART. Training should be consistent with this guide. This lead should consult with the agency’s PIO before any COVID-19 related messaging is published to the workforce. Additionally, the PIO should review all posters and other communications before they are posted in the agency. For this reason, we recommend that agency PIOs serve as the Communication and Training Lead.

- **PPE and Supplies Lead.** This leader secures all necessary supplies to implement and sustain the agency’s preparedness and response plan, including inventory monitoring across agency locations and coordinating supply ordering. This leader may also be the QuickBase contact and should be in close contact with the PPE Customer Service Team.
Before Returning Employees

Use this checklist to ready your agency, facilities, and staff.

First...
☐ Review the Return to Work Guide to learn how to address the following steps below.

Lay the Foundations for a Safe Return
☐ Set up an Agency Reopen Team (ART).
☐ Train members of the ART on their role and responsibilities.
☐ Confirm that your agency has adequate supplies CDC recommended cleaners and disinfectant.
☐ Confirm that your agency has adequate stock of PPE, and gain familiarity with procurement procedures for supplies.
☐ Find out who to contact for maintenance or facility-related matters.
☐ Gain familiarity with how to make a work request for your facility.
☐ Sanitize your facilities and contact DGS to replace or clean/disinfect HVAC filters according to heightened standards.
☐ Implement enhanced cleaning protocols.
☐ Perform workplace cleaning audits to ensure worksites have undergone “special attention“ cleaning.
☐ Gain familiarity with Social Distancing Protocols.
☐ Rework workspaces to accommodate social distancing.
☐ Post signage regarding maximum occupancy, and reminders to practice good hygiene in appropriate areas.
☐ Implement a daily self-screening process for employees.
☐ Designate and train staff to facilitate self-screenings.
☐ Gain familiarity with employee return-to-work protocols.

Return Employees
☐ Review COVID HR Policies.
☐ Communicate and educate local unions on your agency's return-to-work plan and protocols.
☐ Determine which employees should return to work based on operational needs.
☐ Identify employees who will continue to work remotely.
☐ Verify access and equipment for remote employees.
☐ Implement flexible work options and staggered scheduling.
☐ Gather necessary communications to provide to employees who will be returning to work.
☐ Communicate with employees about potential disruptions to public transportation and of flexibilities.
☐ Communicate social distancing expectations to employees.
☐ Inform employees of available District government services to help them with adjusting to COVID-19.
☐ Communicate with employees prior to their return on how to perform self-wellness screenings.
☐ Inform and train employees of how they can report unsafe work conditions using ERisk.
In this section...

- Deciding Which Employees to Return & When
- Keeping Current with HR Policies
- Getting to Work
- Support for Employees
- COVID-19 Response Tools for Employees
- Labor Relations
Deciding Which Employees to Return and When

**Agency Tasks**

- Determine which employees will return with consideration to your agency’s operational needs.
- Get your plan approved by the Office of the City Administrator.
- Prepare communications to employees about their return to work, agency expectations, and what they can expect prior to their return.

When it is safe and prudent to do so after the District of Columbia enters a phased reopening plan, teleworking employees may be directed to return to job sites based on an agency’s approved reopening plan. Agencies should adopt a functions-based approach when determining those employees returning to work based on the operational needs of the agency and the employee’s ability to perform the function while reporting to work physically versus remotely.

**General Considerations**

Agencies should provide all employees notice of return to work options in an equal manner. While agencies should maximize flexibilities for employees who may be at greater risk of contracting and suffering acute symptoms (see below), agencies should not make their own determinations about employees based on their actual or perceived disability or other protected traits. For example, agencies should not return younger managers only or limit communications regarding voluntary accommodations to older or pregnant managers.

Prior to returning employees, managers should engage their employees in order to provide their employees an opportunity to voluntarily raise any scheduling considerations and/or accommodation requests related to COVID-19 prior to their return. To do so, managers should communicate with their employees prior to their return to work. Managers should inform their employees that they may voluntarily raise any accommodations related to the employee’s own health condition with the agency ADA coordinator. All other requests or considerations that are not related to the employee’s own health condition, such as childcare issues, should typically be handled by managers, and requests for leave due to the employee’s own health condition should be handled by the employee’s supervisor and/or agency FMLA Coordinator depending on the relevant circumstances. Managers are reminded of the importance of ensuring that all communications and interactions with employees are consistent with Equal Employment Opportunity laws.

**High Risk Employees**

Some employees may be at greater risk of contracting and suffering acute symptoms from COVID-19. Therefore, agencies shall be as flexible as possible with work options or accommodations for employees, even if not legally required, while these risks exist. For example, if requested by the employee, agencies may permit certain employees to remain teleworking or begin teleworking if the employee normally would not be entitled to an accommodation under the ADA, but is considered to be within the “people who are at higher risk for severe illness from COVID-19” according to CDC.
guidance.” Upon request, employees who live with an immuno-compromised family member should also be considered for telework or other flexible workplace accommodations while heightened risks related to COVID-19 exist. Agencies should consider such workplace flexibilities and accommodations for these employees until certain heightened risks due to the COVID-19 public health emergency have ceased.

An employee who is high-risk due to an underlying medical condition does not need to provide a physician's clearance prior to returning to work. Therefore, if an employee self-discloses to the agency that they are high-risk or the agency has prior knowledge that an employee is high-risk, the agency should not require the employee to provide a physician’s clearance in order to return to work.

Agencies should process accommodation requests from high risk employees on a case by case basis. A larger percentage of employees in a given agency may fall within the high risk category whereby accommodating all of these employees may impact government operations. Agencies with this concern should reach out to the Department of Human Resources.

Agencies should continue to process and review all employee requests for ADA accommodations and DC/federal FMLA applications at all stages, even when certain heightened risks related to the COVID-19 public health emergency have decreased or ceased, and the District has resumed normal operations. Please refer to Issuance No. 2020-11 in the HR Guidance section for additional information on COVID related leave options.

**Communicating with Employees**

Agencies should begin initial communication with their employees as early as possible prior to the date they are scheduled to return to work. The following email template can be used to give employees an overview of the safety measures your agency is taking along with logistical concerns.

[SAMPLE RETURN TO WORK – GENERAL INFORMATION EMAIL NEXT PAGE]
[REDACTED]
Leave and Other HR Policies

Agency Tasks
- Review and keep up to date with current HR policies concerning COVID-19.
- Communicate regularly with your employees about current leave and HR policies.

Credentialing

Agency HRAs or other approved agency designees should utilize the online credentialing request form when requesting an employee identification badge for an employee.

Human Resources Guidance for the COVID-19 Emergency

Issuance No. 2020-8

The Department of Human Resources (DCHR) released this guidance to assist agencies and employees in understanding personnel management changes that are in effect during the COVID-19 emergency. This issuance is routinely updated to address the fluid situation. Among other topics, this issuance provides guidance on:

- Hiring and Promotions
- Scheduling and Deployment
- Reporting Time
- Employee Protections
- Telework
- Leave
- Workforce Management
- HR Management

New Employee Orientation

New Employee Orientation is now conducted via an online environment. New employees will be given a virtual meeting invitation to complete their onboarding process online.

Protocols for Employees’ Exposed to COVID-19

HR Checkpoint 2020-10

The Department of Human Resources (DCHR), in collaboration with DC Health, has developed protocols to use when an employee may have been exposed to someone who tested positive for COVID-19. This HR Checkpoint outlines the step-by-step instructions on how to proceed when an employee has become exposed to COVID-19 and provides templates for communicating with employees. These templates are also included in this guide at page 70. As with all medical
information, the fact that an employee tested positive for COVID-19 or had COVID-19 symptoms is subject to ADA confidentiality requirements and agencies should not disclose the name of such employee to other employees.

**Social Distancing Guidelines for Government Employees**

**Issuance No. 2020-9**

Whether on-duty or off-duty, employees must adhere to the social distancing guidelines provided by District and federal agencies. This issuance outlines employees’ social distancing requirements.

**Sick Leave**

**Issuance No. 2020-11**

Employees who are unable to work (or telework) due to COVID-19 circumstances may be eligible for a special COVID Sick Leave program. This issuance outlines the COVID Sick Leave benefit, explains the application process, and provides guidance to subordinate agencies (including independent agencies with service agreements) on handling applications so that eligible employees may take full advantage of this important benefit.

For an overview of all the District government’s leave options for COVID-19, please refer to the Leave Options reference.

**Suitability**

**Issuance I-4-38**

The District government continues to assess the suitability of applicants and District government employees when required. Criminal background checks are now conducted via online meetings. Other operations continue as normal.

**Timekeeping**

**Issuance No. 2020-7**

Many employees are going above and beyond the call of duty by quickly adapting to new rules, policies, and procedures during the COVID-19 public health emergency. Many employees are also working on tasks and assignments that they would not otherwise have worked on, but for the COVID-19 public health emergency. The federal government may reimburse the District of Columbia for some of its expenditures incurred during the District’s response to COVID-19. In order to ensure the District is best positioned to receive these funds, it is essential that employees accurately keep a record of all COVID-19 efforts and activities. Employees should use the new PeopleSoft "Task" feature to track any work they perform in support of the District’s response to the public health emergency.
Agency Tasks

• Communicate with employees about their transportation options.
• Encourage managers to be flexible with employees experiencing transportation issues.

Public Transportation

Agencies should remain flexible and understanding when employees encounter commuting challenges as disruptions to public transportation may remain in place for an extended length of time. In line with current policies, employees should immediately notify their supervisor if they experience commuting delays. When practicable, managers are encouraged to be flexible and allow opportunities for employees to work later than scheduled to make up for lost time.

NOTE: Employees must always wear face coverings while using mass transit for their safety and because it is required by most transit authorities.

Washington Metropolitan Area Transit Authority (WMATA)

WMATA continues to update their current service advisory statuses for Metrorail, Metrobus, and MetroAccess service on their COVID-19 Service Information page. Employees will need to closely monitor Metro service levels if they rely on Metro to get to work. Reduced service can lead to increased risk of exposure to COVID-19 due to mass transit crowding. WMATA asks riders to use their services for essential travel only and wear face coverings.

WMATA will ramp up service ahead of demand to allow for proper social distancing for those who need to travel as businesses and governments scale back teleworking and schools reopen. WMATA anticipates that this service ramp-up will occur in the fall when schools reopen.

Maryland Transit Administration (MTA)

MTA continues to update their service information for MARC rail on the MTA website. MARC rail is currently operating on a reduced schedule for essential travel only. MTA asks that riders wear face coverings and socially distance when using their service.

Virginia Railway Express (VRE)

VRE continues to update the service information for their VRE trains on the VRE website. VRE trains are operating on a reduced schedule and VRE trains are operating on a “S” schedule. Only trains marked with “S” on their schedule will operate. VRE asks that riders use their trains for essential travel only and maintain proper social distancing.
Communicating with Employees

Agencies should be proactive when considering impacts to an employee’s commute. Agencies should research if transportation stations near their agency’s work sites are closed and provide additional resources via email for how employees can get to work.

Return to Work Email Template #2: Commuting to Work

[REDACTED]
Support for Employees

**Agency Tasks**
- Inform employees of available District government services to help them with adjusting to workplace changes caused by COVID-19.
- Ensure employees who must enter quarantine or isolation receive regular communication and appropriate support.

**Health & Wellness**

**Employee Assistance Program**
The Inova Employee Assistance Program (EAP) is a comprehensive, top-ranked employee assistance services provider that offers practical, real-world solutions to employee life issues that may derail productivity and satisfaction. District employees can log onto the Inova Employee Assistance member site to access their Inova EAP and Work-Life services web portal.

Inova’s 24/7 EAP hotline and convenient online resources provide employees with easy, confidential access to professionals and resources.

**Critical Incident Stress Debriefing (Virtual)**
Critical Incident Stress Debriefing (CISD) is a specific, small group, supportive, crisis-focused discussion of a traumatic event. A CISD generally includes the impacted individuals and a trained professional whose responsibility is to help the individuals understand their emotional reactions, validate their responses and provide tools and resources for stress management. The debriefing is not group therapy, but rather is a process that enables the individuals to reflect on the traumatic events and their effects on the individuals. The debriefing provides psychoeducation and promotes resiliency and recovery from high levels of stress and/or trauma situations. The EAP is available 24/7 to provide individual support including counseling for all employees in addition to CISD services.

**Grief counseling**
EAP can provide individual counseling or 1:1 service as needed for any employees impacted due to grief or a traumatic event. There is a fee for this service.

**Cognitive and Emotional Support**
If employees feel anxious, stressed, scared, or worried about COVID-19, the EAP provides professionally trained mental health experts free of charge and open to anyone via [www.inova.com/eap](http://www.inova.com/eap).
E-mail Template for Supporting Employees

Employees may have anxiety as they prepare to return to work or may fear having to return to the workplace. Agencies should let employees know the offerings available to them to receive assistance.
COVID-19 Response Tools for Employees

**Agency Tasks**
- Implement a daily self-wellness screening process for employees and communicate in advance of return.
- Ensure employees are clear on social distancing, face coverings, and hygiene expectations.
- Ensure managers are clear on processes if an employee tests positive for COVID-19, returning to work from quarantine or recovery, and if an employee passes away.

**Daily Self-Wellness Screening**

Maintaining a safe and healthy workspace is a shared responsibility. All District government employees should self-screen for symptoms of COVID-19 before reporting for duty each day.

Managers should remind staff daily to assess themselves:

1. **Any new or unexplained:**
   - Chills
   - Cough
   - Fatigue or muscle pain
   - Feeling unwell (not your usual state of health)
   - Fever (Temperature above 100°F)
   - Loss of ability to taste or smell
   - Shortness of breath or difficulty breathing
   - Sore throat

2. **Within the last two weeks, have you been in close contact with someone positive for COVID-19?**

3. **Are you awaiting a COVID-19 test result, or have you been told to self-isolate?**

If an employee can answer “yes” to any of the above, that employee should immediately notify their supervisor before reporting to their workstation. The supervisor shall then work with the employee to determine whether they should report for duty, move to telework, or take leave, depending on the nature of the concern. The supervisor should also recommend the employee contact their physician for further medical advisement and otherwise follow CDC public health recommendations.

If an employee is directed to self-quarantine or isolate (see COVID-19 Positives in the Workplace), whether due to a positive test, exposure, or symptoms and consultation with a physician, managers should review and follow Return to Work Protocols before the employee may return.

Employees may not be required to detail their symptoms. However, an employee may voluntarily provide additional detail, including whether they have tested positive for COVID-19, as this will enable managers to provide the employee necessary resources and quickly move to mitigate potential risk to other employees.
Employees Reporting to Workstations
Managers should maintain awareness and keep record of employees who report to a workstation each day. In the event management becomes aware that an employee or visitor tested positive for COVID-19, the agency should use this information to help trace possible exposures and follow protocol to inform those potentially exposed.

Managers and supervisors should personally inform their staff that we all have a responsibility to keep our co-workers healthy and safe in the workplace. It is important that all employees understand that by physically reporting to the workplace they are agreeing that they do not pose a health or safety risk to others. See Human Resources Considerations.

In addition to checking in with managers daily, employees reporting to workstations should also complete a Self-Wellness Screening form illustrated below. These forms can be accessed by smartphone using a QR code, or by link. Managers should include this information in their daily reminders. Agencies should remain ready to assist employees who may need a reasonable accommodation to complete the self-screening form.

See the Signage section for the self-wellness screening poster and other healthy workplace reminders to print and post in your workplace.

Self-Wellness Screening Form
Below is an illustration of the Self-Wellness Screening form.
Sample Action Needed Response
If the user of the electronic form answers “yes” to any question, they will receive a response such as this:

[REDACTED]

Sample Almost done ... Response
If a user of the electronic form answers “no” to all questions, they will receive a response such as this:

[REDACTED]
Sample Submission Screen
After completing the Form, each employee will be prompted to submit. The below is a sample of the potential submission screen:

Self-Wellness Screening Protocols
For employees scheduled to report to their workstation on a given day, employees should complete a self-wellness screening before reporting to their workstation. This may take the form of an employee, upon entering the office, scanning the QR code to complete a webform (see Signage section) or receiving the form link from a manager each morning. Agencies should designate employees to serve as Screening Facilitators to help employees who may initially need assistance.

Screening Values
Agencies should adhere to the following three pillars to ensure a safe, efficient, and non-discriminatory process.

<table>
<thead>
<tr>
<th>Confidentiality</th>
<th>Preparedness</th>
<th>Professionalism</th>
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<tbody>
<tr>
<td>Conduct screenings in a manner that protects the health information of employees being screened.</td>
<td>Plan. Assess and modify your routines to facilitate screenings. Conduct dry runs of the screening process and make sure managers and any screening facilitators are adequately trained and ready to go.</td>
<td>Be mindful. Recognize that this is a difficult time for many employees. Always provide services consistently, cordially, and respectfully, even if such courtesies are not returned.</td>
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</table>
**Confidentiality**

If an employee requires a Screening Facilitator to help an employee self-screen, agencies should assist employees in a manner that safeguards the employees’ confidentiality and privacy throughout the entire process. Agencies must treat and handle all employee responses to screening questions and temperature readings (if required) as confidential.

If an employee discloses to their agency that they exhibit one or more of the symptoms tracked by the health screening procedure due to a non-communicable medical condition or disability, the agency should treat this disclosure as part of the ADA interactive process pursuant to EEOC guidance and should work with the employee, through the agency ADA Coordinator or another agency designee, to determine whether a reasonable accommodation is available to allow the employee to report to or remain at their worksite.

**Preparedness**

A safe and efficient screening process is built upon proper preparation. Prior to employees’ return to work, agencies should provide guidance to employees on the screening process, so they know what to do before they arrive to work and when they arrive to work. Agencies should take the following measures with respect to their facilities, staffing, and equipment during the screening process.

<table>
<thead>
<tr>
<th>Area</th>
<th>Actions</th>
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| Facility | • Designate open areas within the facility near entry points that can support social distancing where QR code signs can be posted.  
• Have an adequate amount of hand sanitizer spray/wipes at each entry point.  
• Determine the maximum occupancy of the entry point, and limit occupancy.  
• Post signage informing individuals that masks must always be worn at the entry-point.  
• Use floor markings to facilitate 6 feet of distance for lines and waiting areas.  
  Create a floorplan and install barriers to control the flow of people for entering and exiting. Minimize the potential for bottlenecks. |
| Staffing | • Based on agency size, determine how many staff, if any, will be required to facilitate check-ins and screenings. These employees will be “Screening Facilitators.”  
• Ensure that Screening Facilitators are have a detailed understand of the screening procedures and requirements for maintaining confidentiality.  
• Ensure that Screening Facilitators are knowledgeable in the proper use of PPE. |
| Equipment| • Ensure an adequate supply of the following equipment based on the number of staff and anticipated number of visitors:  
  • Disinfectant wipes to clean surfaces  
  • Disposable medical gloves  
  • Face coverings  
  • Hand sanitizer  
  • Devices, such as tablets, if employees do not have access to smartphones or computers. |
Professionalism
Always strive to provide service that is consistent, cordial, and confidential. With proper professionalism, agencies can implement screening procedures that keep their workforce safe with minimal disruption to an employee’s work experience. Conduct dry runs before beginning screenings. An employee’s first day back on the job should not be the first time Facilitators have walked through the screening process.

[REDACTED]
ADA and Other Legal Considerations

Agencies should be mindful that an employee may exhibit a symptom consistent with COVID-19 as a result of a non-communicable medical condition that may also be considered a disability under the Americans with Disabilities Act. When an employee reports to work with a symptom consistent with COVID-19 that would prevent them from reporting to work under current screening processes, agencies should follow up with the employee if the employee indicates that the symptom could be the result of another, non-COVID-19 related medical condition. In these circumstances, the agency should follow the ADA interactive process in order to determine if the employee may remain at work and whether granting a reasonable accommodation is advisable (e.g., permitting an employee with a headache or runny nose to remain at work despite current self-wellness screening and workplace admittance policies). Agencies should consult the DC Office of Disability Rights for guidance and technical assistance related to employee accommodation requests.

Employees who have developed symptoms consistent with COVID-19 and who suspect they may be infected should notify their supervisor, stay home, and are advised to consult their healthcare provider. Employees should note the presence of any symptoms related to COVID-19, including, but not limited to, coughing, shortness of breath or a fever. Finally, employees who believe they have had a known exposure to COVID-19 should notify their supervisor, stay home, follow CDC public health recommendations, and are advised to consult their healthcare provider.

Employees who become sick during their tour of duty should immediately be separated from other employees, customers, and visitors, and sent home. While asking employees whether they have symptoms related to COVID-19 may be permitted when done in accordance with EEOC guidance, supervisors are prohibited from asking employees for a diagnosis of why the employee is experiencing such symptoms. However, at this current time under EEOC guidance, agencies may ask an employee if they believe they have COVID-19 or have tested positive for COVID-19. Agencies should keep all conversations with employees about the symptoms they are experiencing confidential and should keep any medical documentation provided by the employee secure and separate from their personnel file (consistent Chapter 31 of the District personnel regulations), only sharing such documentation with the agency ADA Coordinator or other agency designee involved in making the decision about whether an employee who is exhibiting symptoms may remain at work.

If an employee provides information or documentation from a medical provider indicating that they have tested positive for COVID-19, the employee may not physically remain at their worksite as a reasonable accommodation under the ADA because COVID-19 is considered a direct threat that cannot be accommodated in that manner at this current time.

Human Resources Considerations

Under current public health circumstances, the U.S. Equal Employment Opportunity Commission (EEOC) has stated that the Americans with Disabilities Act permits employers to bar an employee from the physical presence in the workplace if the employee refuses to answer questions about whether the employee has symptoms associated with COVID-19. Therefore, agencies may prevent employees from entering their worksites and place them in an absence without official (AWOL) status if they refuse to cooperate with the screening process. Before disciplining an employee for refusing to cooperate with the health screening process or placing them in an AWOL status, agencies should first attempt to gain the cooperation of employees and ask the employee the reasons for any concerns with screenings or other protocol. The agency may be able to provide information or reassurance that the agency is taking steps to ensure the safety of everyone in the workplace.
Storage of Screening Information

Employees

Agencies will only have access to questionnaires of their employees. Access to the questionnaires within the agency should be limited to designated Screening Facilitators. Agencies must not and will not store information that would disclose specific details about an employee’s health condition beyond their disclosure of whether they answered “yes” to any of the health screening questions. The questionnaires will be stored on a secure cloud server managed by OCTO.

The release of questionnaire information to contract tracers, personnel authorities and law enforcement shall be governed by Chapter 31 of the District’s personnel regulations, the Americans with Disabilities Act, and any other relevant legal authorities.

Temperature Checks

Agencies should assess their operations and workforce to determine when temperature screenings are needed and for whom such screenings should be conducted. It is recommended that agencies perform temperature checks only for employees or members of the public for whom social distancing is either not possible or not practical given the nature of their duties or work environment. When possible, these checks should be conducted by trained clinical or medical personnel, and in accordance with procedures and best practices recommended by the CDC DC Health.

If an employee must take their own temperature, consult with the DC Health’s guidance for taking one’s own temperature.

As with the rest of an agency's operational change plan for Return to Work, the agency must receive explicit approval from OCA to institute on-site temperature checks both for employees and members of the public. If an agency requests to conduct temperature screenings, they must ensure that adequate protections and procedures are in place for screeners and to protect the confidentiality of test results.

Temperature Screening Procedure

Temperature screenings are not a replacement for other protective measures such as social distancing and should be used in combination with symptoms-based screening, including the Check Yourself tool for employees. Individuals should not attempt to enter a facility if they have symptoms of COVID-19 or have a fever equal to or higher than 100.0°F.

As a general matter, agencies that implement health screening practices which include screening for a fever should consider encouraging employees to take their own temperature before reporting to work. For those agencies who implement an in-person temperature screening protocol, the following steps based on CDC guidance should be considered for the temperature screening process.

Step 1 – Arrival

Social Distancing

Upon an employee or visitor’s arrival, the screener should instruct the individual to stand at least six feet away from the screener until the screener is properly in position where the screening will occur. To the greatest extent possible, even if behind a barrier, and until the screener administers the temperature check, the screener should ask the individual to maintain at least six feet of distance.

Hygiene
The screener should wash their hands with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol.

PPE
The screener should put on a face mask, eye protection (goggles or face shield that fully covers the front and sides of the face), and a single pair of disposable gloves. A gown could be considered if extensive contact (longer than 15 minutes) with an individual is anticipated.

Step 2 – Questioning and Visual Inspection
The screener should ask the individual to confirm that their temperature is less than 100.0°F and confirm they are not experiencing coughing, shortness of breath or any other symptoms consistent with COVID-19.

Step 3 – Temperature Check
The physical temperature check may require the screener to come within six feet of the individual. If behind a barrier, the screener should check the individual’s temperature by reaching around the partition or through a window. When a barrier is present, the screener should keep their face behind the barrier at all times during the screening.

If performing a temperature check on multiple individuals, screeners should make sure that the thermometer has been thoroughly cleaned and disinfected according to manufacturer’s instructions in between each check.

Personnel Policies for a Safe Workplace
Employees must adhere to all previously established policies and guidelines designed to contain the spread of COVID-19, including:

- Social Distancing Guidelines for Government Employees. See also Social Distancing and Space Design.
- Wearing a mask or face covering when conducting essential business, especially where social distancing is not possible. See also Personal Protective Equipment (PPE).
- DC Health guidelines relevant to the work of the agency or office and reasonably implemented, such as frequent hand washing/sanitization and other personal hygiene practices advised to contain disease spread. Any protocols and practices put in place by the agency, as aligned with relevant code, regulations or other authoritative guidance.

Mitigation Protocol & Training

Agency Tasks

- Review and understand protocol.
- Identify and train a Prevention and Protocols Lead.
- Implement protocol to isolate employees if they are symptomatic on site.
- Print out forms and protocol to be available as needed.

While employees should be encouraged to stay home if they feel sick, employees may start to feel sick or develop symptoms after arriving at work. In this case, agencies should take the necessary steps to ensure employees receive any medical attention they need and to minimize their exposure to other employees. If an employee starts experiencing symptoms consistent with COVID-19 at work, or if someone observes that another person is persistently exhibiting symptoms of COVID-19 at work, the employee exhibiting symptoms should immediately isolate themselves and contact
their immediate supervisor. The supervisor will then contact the Prevention and Protocols Lead (PPL). Telephone or electronic communication is preferable to allow the Prevention and Protocols Lead to wear the appropriate PPE prior to aiding an ill employee. The PPL should advise the employee to go home and consult a healthcare provider as appropriate. The PPL should contact emergency services if the employee is unable to move from their current location due to the experienced symptoms or if it appears the employee requires immediate medical attention.

**COVID-19 Positives in the Workplace**

District employees and contractors are required to notify their employing agency if they test positive for COVID-19. DC Health recommends that employers establish a plan for COVID-19 exposures in the workplace. Therefore, agencies are strongly encouraged to establish a plan if an employee or patron is diagnosed with COVID-19 in the workplace. Each plan should identify a point of contact at the agency that an employee can notify if they test positive for COVID-19 and choose to disclose this information. If an individual develops any of the COVID-19 symptoms during the workday, agencies should have a plan in place for that individual to immediately isolate, notify their supervisor, and leave the facility. Agencies should also take the following additional steps:

1. Ensure the positive individual is no longer coming into the workplace. If the positive individual is an employee, the Return to Work Protocol should be followed before they may return;
2. Follow the Protocols for Employees’ Exposed to COVID-19 to alert and guide other employees;
3. Notify DC health when:
   - An employee notifies the agency they tested positive for COVID-19; or
   - If a visitor/customer notifies the agency they tested positive for COVID-19.
   - Select “Non-healthcare facility establishment seeking guidance about an employee, patron, or visitor that reported testing positive for COVID-19 (epidemiology consult/guidance).”
   - An investigator from DC Health follow-up within 48 hours to all appropriately submitted email notifications.
   - If DC Health investigators are involved, agencies are reminded of the critical importance to work with DC Health in an expeditious and thorough manner to identify exposures; and
5. Contact DGS or the appropriate entity for cleaning to determine the necessary enhanced cleaning.

The schedules of the affected office and its employees may need to be adjusted temporarily to accommodate this process.

**If an Employee must enter Quarantine or Isolation**

Managers should communicate with employees entering quarantine or isolation and provide the employee information outlined in Employee Supports. Managers should also inform these employees of the Return to Work Protocols; managers should remain in communication to help facilitate the timeline in these protocols.

**If an Employee Passes Away due to COVID-19**

It is the sobering reality of this crisis that District employees have become sick and passed away due to COVID-19. In order to avoid any further pain that may be caused by uncertainty or speculation among fellow employees, managers should communicate swiftly with agency leadership, the agency HR advisor, and the District’s Joint Information Center to adapt...
and send out the templated employee notification letter, and then send a more personal follow-up communication from agency leadership and management.

### Return to Work Protocol

**Agency Tasks**

- Understand when employees may return to the workplace after having been isolated or self-quarantined due to COVID-19.
- Provide information to employees on the process for and availability of testing.

### After Home Isolation or Self-Quarantine

Employees who contract COVID-19 should follow [CDC-recommended steps](https://www.cdc.gov/coronavirus/2019-ncov/prepare/worker-return-to-job.html). The CDC recommends that employees should not return to work until the criteria to [discontinue home isolation](https://www.cdc.gov/coronavirus/2019-ncov/prepare/isolation-quarantine.html) are met, in consultation with healthcare providers and state and local health departments. Employees who contract COVID-19 or have a known exposure to COVID-19 and are subject to home isolation or self-quarantine may return to work in accordance with the following table, which is subject to change as CDC guidance evolves. Agencies should note that some employees may request additional time for recovery or for self-quarantine. Agencies should process each request for additional time for recovery or self-quarantine on an individual basis and in a consistent and non-discriminatory manner.

<table>
<thead>
<tr>
<th>Employee Status</th>
<th>Conditions for Return</th>
</tr>
</thead>
</table>
| Suffered symptoms consistent with COVID-19 and was recommended to self-quarantine. | **Time-Based (symptoms) Strategy**
  - At least 10 calendar days have passed since symptoms first appeared; and
  - At least three days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications, and improvement in respiratory symptoms (e.g., cough, shortness of breath).

Tests-based Strategy
- Test-based strategies are contingent on availability of testing.
  - Resolution of fever without the use of fever-reducing medications;
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath); and
  - Two negative COVID-19 test results
  [NOTE: Test-based strategies are contingent on testing availability.]

| Tested positive for COVID-19 but has not had any symptoms. | **Time-Based Strategy**
  - At least 10 calendar days have passed since the date of the employee’s first positive COVID-19 diagnostic test.

Tests-based Strategy
- Two negative COVID-19 test results
  [NOTE: Test-based strategies are contingent on testing availability.]

| Exposed to a known case of COVID-19 | **Time-Based Strategy**
  - CDC recommends 14 days of quarantine after exposure based on the time it takes to develop illness if infected.

---

*All employees who return to work following a positive COVID-19 test or who were advised to quarantine because of symptoms consistent with COVID-19 must provide documentation from their healthcare provider which demonstrates that the employee has met the criteria for discontinuing home isolation and that the employee is cleared to return to work.*
Note that recommendations for discontinuing isolation in persons known to be infected with COVID-19 could, in some circumstances, appear to conflict with recommendations on when to discontinue quarantine for persons known to have been exposed to COVID-19. The CDC recommends 14 days of quarantine after exposure based on the time it takes to develop illness if infected. Thus, it is possible that a person known to be infected could leave isolation earlier than a person who is quarantined because of the possibility they are infected.

**Access to Testing for Essential Employees**

Agencies should refer to the [Mayor’s guidance](#) on testing priority and available testing sites if testing of an employee is needed.

**Employees Who Exhibit Symptoms at Work**

Employees who exhibit symptoms at work and were recommended to follow-up with a health professional must acquire clearance from a health professional to return to work, either from their primary care physician, or via the District government’s telemedicine options with the employee’s insurance provider. The District government offers the following telemedicine options:

<table>
<thead>
<tr>
<th>Provider</th>
<th>Options</th>
<th>How to Access</th>
</tr>
</thead>
</table>

[REDACTED]
Agency Tasks

- Communicate and educate local unions on the agency’s COVID-19 response plan and return-to-work protocols.

Proper communication between labor and management helps ensure that proper safety protocols will be followed, and employees remain healthy and safe. To that end, unionized agencies are strongly encouraged to communicate their safe work practices and other agency initiatives with respect to COVID-19. To do so, agencies should develop a cycle of conversations first with the Office of Labor Relations and Collective Bargaining (OLRCB) and then, as advised by OLRCB, union leadership to keep them informed of the plans in place that will impact their members.
In this section...

- Our Buildings and Building Managers
- COVID-19 Response Tools for Places
- Keeping Our Workplaces Clean
- Social Distancing and Space Design
Our Buildings and Building Managers

Agency Tasks
- Find out who to contact for maintenance or facility-related matters.
- Be familiar with how to make a work request for your facility.

Guidance
For guidance on maintenance or facility-related matters, agencies are encouraged to consult with their assigned building specialist. If you are unsure of your point of contact, please refer to the provided Building Specialist Property Assignments directory or the F.I.R.S.T Team. Note, this directory is current as of May 12, 2020. If unable to connect with the building specialist, contact the Department of General Services.

Agencies should connect and coordinate with building specialists for guidance relating to cleaning and reworking workspaces when the agency is not typically responsible for such activities. Additionally, agencies should connect and coordinate with building specialists when the agency shares a facility with other offices and agencies to understand how shared spaces between agencies are being managed.

As the District continues its phased reopening, DC Health will provide additional guidance on safe practices in public spaces including but not limited to health care facilities, public transit, and childcare facilities. Latest guidance is available on coronavirus.dc.gov.

Work Requests
If you require facility or building services such as changing out HVAC filters, or other requests, please submit a ticket using DGS’ work request page using the instructions provided.
COVID-19 Response Tools for Places

Agency Tasks
- Get familiar with policy for visitors to government facilities
- Review and communicate to employees how they can report unsafe working conditions

Visitors to Government Facilities

It is important that District government services be readily accessible to the public. For this reason, agencies shall not collect information on symptoms and health conditions of members of the public unless specifically permitted by OCA. Additionally, the following guidance should be carried out within reason, and the agency shall make every reasonable attempt to accommodate the visitor in need of a public service.

To facilitate any needed contact tracing, agencies should collect visitor’s contact information whenever possible. To this end, agencies may need to revise their processes for greeting and accepting visitors into their facilities. Agencies should dispose of all visitor contact information within 30 days of their visit.

Agencies must require visitors to wear a mask or face covering before they enter a District government facility for the duration of the requirement that a mask or face covering be worn while visiting essential businesses. Agencies should post clear signage provided by the District’s Joint Information Center (JIC) that states that no person may enter the government facility without wearing a face covering, unless unable due to a medical condition or disability, or under the age of two. Agencies should also post signage and remind visitors of advised social distancing and hygiene practices, including but not limited to:

- Washing hands or use of hand sanitizer upon entry;
- Use a face covering for the duration of their visit; and
- Any social distancing markings and occupancy limits posted; and
- Following current agency or office entry policy, such as if the agency or office is by appointment only or can only be accessed remotely.

Refusal to follow the social distancing and public health guidelines should cause the visit to be immediately concluded.

Staff should advise any person who appears ill (shaking chills, flushed appearance, vomiting, frequent coughing, nasal drainage, etc.) to reschedule their appointment for a future time when they are in good health.

Visitors who voluntarily disclose that they are experiencing a symptom consistent with COVID-19 due to a separate medical condition or a disability may be granted entry into the facility at the discretion of the agency. These decisions must be applied in a consistent and non-discriminatory manner. Wherever possible, agencies should offer opportunities to visitors to conduct business online or through other virtual means. When serving visitors through virtual or online
means is not possible, agencies should work to enforce social distancing measures between visitors and agency employees in order to limit potential for COVID-19 exposure.

### Reporting Unsafe Working Conditions

Employees may raise specific safety and health concerns with their agency’s designated Prevention and Protocols Lead or another member of the Agency Reopen Team. While raising safety and health concerns through the Prevention and Protocol Lead is preferred, employees may report safety and health concerns to the Office of Risk Management (ORM) through ERisk, the District’s incident reporting system.

### Point-of-Entry Requirements

To ensure consistent execution and application of recommended health and safety best-practices, agencies should develop the following point-of-entry requirements. For agencies in multi-tenant or leased spaces, be sure to consult with your DGS Building Specialist before implementing. Agencies who wish to adopt more stringent or alternative point-of-entry requirements, including temperature checks, must receive the prior approval of OCA.

#### Signage

At a minimum, agencies should post these signs at their facility and/or office points-of-entry in a clearly visible location:

- Employee self-wellness screening poster (“Check Yourself” poster)*
- Visitor self-screening poster (“STOP” poster)
- Signs regarding mandatory mask requirement (Pages 17, 18, 19, and 23 in the signage pack)
- Signs reminding individuals to socially distance (Pages 7, and 8 in the signage pack)
- If performing temperature screenings, a sign indicating the checkpoint area (Page 9)

Approved signs for use can be found in the Return to Work Guide.

*Select agencies may have approved alternative self-wellness screening procedures and signage. Agencies must receive approval for alternatives from OCA.

#### Social Distancing

Agencies should arrange their points-of-entry to best facilitate social distancing. Wherever possible, agencies should avoid creating cramped quarters and chokepoints indoors where people are more likely to gather and congregate within six feet of one another.

Wherever agencies anticipate lines or queues will form for public-facing services, agencies should use floor markings to indicate where individuals can stand six feet apart.
Wherever agencies anticipate staff will come into necessary, sustained and routine contact with members of the public for public-facing services, agencies should outfit the space with proper protective measures, such as markers for where to stand when interacting with staff or plexiglass as needed.

**Sanitization**

Agencies should consult the [CDC’s guidance on how to clean and disinfect regularly](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfecting.html) to ensure they are incorporating the most up to date cleaning procedures when sanitizing points-of-entry, especially when DGS is not responsible for typical custodial functions. As a reminder, individual employees are responsible for cleaning and sanitizing their own work station in any District facility.

At facility points-of-entry, agencies should set up hand sanitizing stations using CDC-recommended products, and make them available to individuals entering the facility.

**Masks and Face Coverings**

All individuals, both staff and members of the public, must properly wear a mask or face covering when in District facilities. Agency staff must monitor for and enforce this requirement, especially at points-of-entry. This includes both wearing a covering altogether as well as properly such that it fully covers the individual’s nose and mouth.
Keeping Our Workplaces Clean

**Agency Tasks**

- SANITIZE agency facilities prior to anyone returning to work.
- CONTACT DGS regarding replacement of HVAC air filters or cleaning and disinfecting of air filters.
- IMPLEMENT ongoing disinfection measures outlined in this section.

**Sanitization Measures**

COVID-19 is spread primarily through respiratory droplets produced by an infected person, but the COVID-19 virus may also remain for a short period of time on some surfaces. Therefore, agencies should ensure that before employees return to work, the workplace starts at a sanitary baseline. Once establishing this baseline, surfaces should be regularly cleaned and disinfected, especially frequently touched surfaces such as door handles and elevator buttons.

Agencies should consult the [CDC’s guidance on how to clean and disinfect regularly](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfecting.html) to ensure they are incorporating the most up to date cleaning procedures, especially when DGS is not responsible for typical custodial functions. All disinfecting products should be CDC-recommended products as these products are expected to be effective against the COVID-19 virus. A list of these products is provided by the [American Chemistry Council](https://www.chemcouncil.com/)

The [Sanitization Lead](#) oversees the implementation and adherence to the protocols in this section.

**Cleaning Protocols**

The guidelines in this section set a minimum standard for District facilities. Agencies should consult with custodial and cleaning providers, DGS, and receive OCA approval as needed if they make additional enhancements beyond these standards, such as greater frequency or more intensive cleaning specific to a facility type.

All protocols are subject to revision based on the latest guidance released by the CDC and DC Health.

**Products and Supplies**

For the purposes of all cleaning and disinfection activities described in this section, custodial and cleaning staff and contractors must use CDC recommended products with EPA-approved emerging viral pathogens claims. These products are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time).

A list of recommended products can be found in guidance from the [American Chemistry Council](https://www.chemcouncil.com/), and the [Environmental Protection Agency](https://www.epa.gov/).
Always follow manufacturer recommendations for proper use and surfaces. Some cleaners are more appropriate for cleaning larger, more open areas such as floors and walls while others are more appropriate for smaller items. It is important to use the right product for the right application.

### Enhanced Cleaning Protocols

Cleaning is a best practice for community hygiene to prevent the spread of germs. The District’s enhanced cleaning protocols have been established based on environmental cleaning and disinfection recommendations released by the CDC to guard against the spread of COVID-19.

Note, it takes DGS approximately six to ten hours to mobilize a vendor to do ad hoc special attention cleaning for the evening, depending on the severity of the exposure. Therefore, please provide as much detail regarding the impacted areas so DGS can assist and mobilize in a timely manner. DGS prefers to conduct cleanings when facilities are empty to ensure all surfaces are cleaned appropriately. It is mandated that the facility is empty when cleanings occur, however one can occupy a facility while receiving a special attention cleaning.

### Special Attention Cleaning Protocol

For general cleaning, cleaning staff are directed to adopt the following “special attention” practices:

- Using gloves and ensuring that areas remain well ventilated.
- Paying particular attention to cleaning all frequently touched surfaces in common areas and restrooms including but not limited to, doorknobs and handles, light switches, elevator buttons, tables, sink faucets, toilets, chairs, and any other common area hard surfaces.
- Disinfecting surfaces using EPA-approved cleaning supplies after cleaning surfaces.

### Property Management Responsibilities

#### District Owned Facilities

DGS will be responsible for enhanced cleaning at District facilities where management of regular custodial functions, whether direct or contracted, falls under the purview of the Department of General Services (DGS).

Upon review from Facilities and Maintenance Division staff including the Building Managers and finance teams, questions will be disseminated and the scope will be created to meet the need with the ultimate goal: the execution of enhanced cleaning activities. Where management of regular custodial functions falls to another agency, such as DC Public Schools (DCPS) for school facilities, and DC Housing Authority (DCHA) the above responsibilities fall to that agency (including working with DGS as needed to procure necessary products and services).

The agency responsible for regular custodial services will ensure they have a facility manager assigned to each facility. These facility managers should be in direct contact with all agencies and offices that occupy the facility in order to communicate enhanced cleaning schedules and information, as well as field requests from and to occupants.
District Leased Facilities

Where management of regular custodial functions for a lessee falls to DGS or another agency, DGS or that agency in consultation with DGS will take on all the responsibilities as outlined above. However, client agencies shall notify DGS’ portfolio division and/or the building manager to ensure that the need is met in a timely manner. Where management of regular custodial functions falls to the lessee, DGS will share the guidance used by the District, but responsibility for alterations to cleaning will remain with the lessee. DGS or the agency responsible for custodial management will also take on the communication responsibilities of the facility as outlined above.

Where the District is leasing space from a third-party landlord who is responsible for regular custodial services, DGS will be responsible for negotiating with the landlord, or taking other actions as needed to ensure compliance with the outlined guidance. If an agency other than DGS is the direct lessee of a landlord (as in, DGS had no part in negotiating or managing the lease), that agency will be solely responsible in lieu of DGS.

### Facility Cleaning Frequency

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Facilities</td>
<td>[REDACTED]</td>
</tr>
</tbody>
</table>
# Workspace Cleaning Frequency Recommendations

<table>
<thead>
<tr>
<th>Workspace</th>
<th>Disinfect</th>
<th>Disinfectant</th>
<th>Measures</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Common objects</td>
<td>Door and window handles, faucets, sinks, bathrooms</td>
<td>Sprayer with sprayer</td>
<td>At least four times per day</td>
<td></td>
</tr>
<tr>
<td>2. Containers and Trays</td>
<td>Handles and common touch areas</td>
<td>Spray with sprayer</td>
<td>Between users</td>
<td></td>
</tr>
<tr>
<td>3. Control Rooms and Shops</td>
<td>Controls, buttons, tools, other common surfaces</td>
<td>Handheld sprayer or wipe</td>
<td>End of each shift, minimum</td>
<td></td>
</tr>
<tr>
<td>4. Floors</td>
<td>All surfaces within reach</td>
<td>Mop</td>
<td>Daily</td>
<td></td>
</tr>
<tr>
<td>5. Heavy Machinery (i.e. copiers)</td>
<td>Common areas of human interaction</td>
<td>Spray with sprayer</td>
<td>After each use</td>
<td></td>
</tr>
<tr>
<td>6. Offices, desks, conference rooms</td>
<td>Tables and chair surfaces</td>
<td>Handheld sprayer or wipe</td>
<td>End of meetings and each day</td>
<td></td>
</tr>
<tr>
<td>7. Transport Vehicles</td>
<td>Common surfaces (seats, rails, belts, doors and windows controls)</td>
<td>Spray with sprayer</td>
<td>Before and after each use</td>
<td></td>
</tr>
<tr>
<td>8. Vending machines</td>
<td>Interface surfaces</td>
<td>Spray with sprayer</td>
<td>Three or more times per day</td>
<td></td>
</tr>
</tbody>
</table>

## Workspace Cleaning Audit

### Agency Tasks
- Perform workplace cleaning audits to ensure worksites have undergone “special attention” cleaning.

Prior to employees’ return, the Sanitization Lead (SL) should ensure that agency worksites have undergone “special attention” cleaning (see page 41). The SL will likely need to coordinate with internal agency staff to complete these audits, particularly if the agency has multiple worksites throughout the District of Columbia.

### Instructions

The SL should ensure that the workplace cleaning audit is completed prior to employees returning for each phase, following these recommended steps in preparation for conducting the audit:

1. **Identify each cleaning staff point-of-contact.** The audit requires knowledge of cleaning staff activity. The SL, and their delegates, should identify the point-of-contact to determine the cleaning protocols being deployed and follow-up to determine if those protocols were followed. The Team Manager should be able to assist with this step.

2. **Conduct preliminary cleaning if needed.** In some worksites, cleaning staff will not clean offices if the office doors are locked. Working with the Agency Reopen Team, the SL should devise a plan for cleaning these spaces. This may mean that non-cleaning staff clean office spaces, or arrangements are made for offices to be unlocked.

3. **Pre-Return audits.** Using the DGS Janitorial Log, conduct an audit two business days before the scheduled return date for the upcoming stage in the employee return-to-work schedule. If non-conformities are identified, the SL should work with the cleaning staff or Agency Reopen Team to correct the non-conformities.

4. **Weekly.** Except when it overlaps with a pre-return audit, conduct an audit each Thursday. See #3 for additional details.
<table>
<thead>
<tr>
<th>ENHANCED CLEANING TYPE</th>
<th>DATE</th>
<th>SIGNATURE/INITIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEEP CLEANING OR SPECIAL ATTENTION CLEANING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEEP CLEANING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPECIAL ATTENTION</td>
<td></td>
<td></td>
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Agency Tasks

- Sanitization Lead should meet with fleet coordinator(s) to review protocols and implement disinfection protocols for government vehicles.
- Customize Transportation Sanitation Checklist.

To ensure safe disinfection of District government vehicles, agencies with District government vehicles in their possession should ensure that their vehicles are properly cleaned before and after use. Vehicles should only be used for essential work.

District-Owned Vehicles Protocol

The following outlines an example protocol for agencies to edit for their use:

- **Vehicle Use Documentation.** Agencies shall maintain driving records for each vehicle. The documentation shall include the dates and times of each trip and the identity the driver and each occupant for each trip. The documentation shall be readily available for inspection by District personnel in the event one of the occupants later tests positive for COVID-19.

- **COVID-19 Exposure.** If the occupant of a vehicle later tests positive for COVID-19 the vehicle, the interior and exterior shall be sanitized and shall be taken out of service for at least three days. All other occupants shall be notified of potential COVID-19 exposure according to DCHR’s Protocols for Employees’ Exposure to COVID-19.

- **Carpooling.** Maximum rider capacity for any District-owned vehicle is two people unless an agency has additional mitigation controls in place.

- **Personnel Protective Equipment.** All riders must wear face coverings or masks regardless of rider capacity.

- **Daily Sanitization.** Employees should sanitize the interior of the vehicle (steering wheel, gear lever, door handles, etc.) before and after use with disinfectant wipes or disinfectant sprays followed by a paper towel.

- **Weekly and Post COVID-19 Exposure Sanitization.** Sanitize all vehicles on the interior and exterior beginning on Friday and ending on Sunday, or on another comparable schedule if an agency operates their fleets outside of a Monday-Friday timeline. This level of sanitization should also take place after a rider has been confirmed positive for COVID-19.
Agencies should use the following audit checklist as a template to ensure vehicles are properly cleaned. Agencies should tailor this template to meet the specific needs and circumstances of their transportation fleet. Agencies should determine the appropriate personnel to complete the checklist.

<table>
<thead>
<tr>
<th>TRANSPORTATION SANITATION CHECKLIST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency</td>
</tr>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Before Starting Pick Up</td>
</tr>
<tr>
<td>Is there antibacterial gel?</td>
</tr>
<tr>
<td>Clean/Sanitize – Seats &amp; Armrest</td>
</tr>
<tr>
<td>Clean/Sanitize - Dashboard</td>
</tr>
<tr>
<td>Clean/Sanitize - Door Handles</td>
</tr>
<tr>
<td>Clean/Sanitize - Seatbelts</td>
</tr>
<tr>
<td>After Employee(s) Arrive at Destination</td>
</tr>
<tr>
<td>Is there antibacterial gel?</td>
</tr>
<tr>
<td>Clean/Sanitize – Seats &amp; Armrest</td>
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<td>Clean/Sanitize - Dashboard</td>
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<td>Clean/Sanitize - Door Handles</td>
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<td>Clean/Sanitize - Seatbelts</td>
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<tr>
<td>After Employee Returns Vehicles</td>
</tr>
<tr>
<td>Is there antibacterial gel?</td>
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<tr>
<td>Clean/Sanitize – Seats &amp; Armrest</td>
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<tr>
<td>Clean/Sanitize - Dashboard</td>
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<tr>
<td>Clean/Sanitize - Door Handles</td>
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<tr>
<td>Clean/Sanitize - Seatbelts</td>
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<tr>
<td>Auditor Name/Signature</td>
</tr>
<tr>
<td>Name</td>
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<tr>
<td>Signature</td>
</tr>
</tbody>
</table>
Social Distancing and Space Design

**Agency Tasks**
- Review and understand the Social Distancing Protocol.
- Redesign workplace to accommodate social distancing.
- Implement staggered and flexible scheduling.

**Social Distancing Protocols**

Preventing the spread of COVID-19 requires that everyone in our workforce be mindful of and vigilant about social distancing. Social distancing is a practice that involves keeping a minimum of six feet between you and other people in order to prevent the transfer of COVID-19. Many individuals may be infected with COVID-19 and experience mild symptoms or no symptoms at all, which might result in them silently passing the virus to other people who might become extremely sick from COVID-19 (see CDC guidance). Therefore, it is important for everyone to practice social distancing. 

**In practice this means:**
- Maintaining a distance of at least six feet from others as a normal practice.
- Determining and limiting occupancy of rooms to permit social distancing.
- Eliminating physical contact with others, such as handshakes or embracing coworkers, visitors, or friends.
- Avoiding touching surfaces touched by others, to the extent feasible.
- Avoiding anyone who appears to be sick, or who is coughing or sneezing.

Social distancing at work includes, but is not limited to, shop and warehouse work, cafeterias, common areas, entrances and exits, and offices.

The Social Distancing Lead is responsible for understanding, implementing and ensuring others adhere to this Social Distancing Protocol.

**Breaks and Meal Periods**

Managers and supervisors should schedule employee breaks and meal periods to provide for social spacing and proper hygiene. Agencies should consciously stagger break times so that the fewest number of employees are on a break at any one time. Agencies who share a building and breakroom with other agencies should communicate with those agencies prior to returning employees back in order to establish a scheduling pattern that would allow for maximum social distancing across the building.

**Breakroom Seating and Capacity**
- Seating within any break room should be spaced to allow for six feet between seats.
- Extra seating that does not allow for adequate spacing should be removed.
• **Create visual cues**, such as through signs, that indicate whether a space should remain open to accommodate social distancing.

• Post capacity of the break room.

• Consider allowing employees to sit only on one side of a table.

• Remind employees to stagger their breaks to permit adequate distancing.

**Cleanliness and Sanitation**

• Set up a sanitation station for employees to disinfect tables and chairs after breaks end, and their personal workspaces.

• Post signs inviting employees to disinfect common surfaces they use, such as counters, tables, and chairs.

• Provide enough supplies for employees to clean up after themselves.

**Bathroom Use**

**Recommendations**

• Establish a maximum capacity for each bathroom that promotes social distancing.

• Post the maximum capacity.

• Provide enough supplies for employees to clean up after themselves. Ex: wiping down counters.

• The Social Distancing Lead should occasionally monitor the work environment and remind employees to use social distancing protocols.

**Common Areas**

• Increase cleaning intervals to ensure a clean environment.

• Work with DGS to install sneeze guards, if necessary.

• Avoid non-essential gatherings.

• Avoid more than two individuals in an elevator.

• Post markers that are six feet apart in common areas.

• The Social Distancing Lead should occasionally monitor the work environment and remind employees to use social distancing protocols.

**Garages and Similar Industrial Work Sites**

Social distancing is needed in garages, vehicle yards, warehouses, and similar structures to provide a safe environment and reduce the risk of infection.

• Always maintain a social distance of at least six feet between employees.

• Where minimum distance cannot be maintained due to the nature of the work, one or more mitigation strategies should be implemented, such as PPE, or administrative controls.

**Riding in Vehicles**

Social distancing also expands to riding District government vehicles or picking up others using a District government vehicle.
• Always wear a face covering while inside a vehicle.
• When possible, avoid pooled rides or picking up multiple passengers who would not otherwise be riding together on the same route.
• Have passengers sit in the back seat. Drivers should keep a distance of at least six feet from passengers when outside the vehicle.
• When possible, limit the number of people riding in a vehicle. Try to avoid occupying a vehicle to capacity.
• If possible, have passengers sit 6 feet apart if driving a larger vehicle such as a van or a bus.
• Avoid using recirculated air; bring fresh air in from the outside, and/or lower windows.
• Avoid touching frequently contacted surfaces when possible. If that is not possible, use hand sanitizer after contacting a frequently touched surface.

**Metro Buses and Trains**

Whenever employees use public transportation, we recommend they take the precautions outlined below.

**Recommendations**

• Work with your manager and determine whether alternative scheduling arrangements may be made so that you may travel during off-peak times.
• Wash your hands thoroughly with soap and water before leaving your home.
• Wear a face covering or mask (required on Metro).
• Avoid touching any common surfaces with your hands while using mass transit, including turnstiles, fare machines, escalator rails, and poles. Use online methods of fare payment when possible.
• Avoid touching your face while using mass transit.
• Upon arrival at the workplace, wash your hands thoroughly before starting your day.

**Managing Shift Changes Safely**

Shift changes should be managed thoughtfully to reduce infection risk and to leverage the opportunity they present to ensure optimal disinfection of the workplace. Start times should be staggered for agencies and divisions. The specifics of shift changes will need to be evaluated by each agency in collaboration with the Social Distancing Lead.

**Recommendations**

• For shift changes that involve more than nine people, agencies should designate and identify distinct employee entrances and exits, whenever possible, to allow for better social distancing.
• To the greatest extent possible, agencies should stagger start and end times to avoid crowding.

**Helpful Tips to Communicate**

• Avoid gathering when entering and exiting a worksite.
• Keep at least six feet of space between each person while waiting for an elevator, in security lines, or waiting to enter a worksite.
• Avoid touching common objects, such as door handles, elevator buttons, and the time clocks with an exposed finger(s) or hand.
• Do not touch your face before you have had a chance to wash your hands.
Stand-Up Meetings

- The Social Distancing Lead should work with the Agency Reopen Team to identify and mark safe meeting spaces that provide for adequate spacing between employees.
- Stand-Up meetings should be limited to nine or fewer employees at any one time; times for meetings may be staggered and larger groups should be divided to meet the ten-employee maximum.
- Several meeting spaces can be designated for one large area; for example, meetings may be held at the same time in different meeting rooms, offices, etc.

Telework

As the District Government moves toward resuming normal operations, agencies should continue to use flexible telework options to the greatest extent possible when consistent with operational needs. This will improve our overall ability to continue social distancing while COVID-19 remains a threat to occupational safety.

Workplace Flexibilities

There is currently no vaccine or cure for COVID-19, therefore the District workforce must remain vigilant in its reopening in order to guard against additional outbreaks in the District. To that end, when deciding which employees to return, agencies are strongly encouraged to use currently available tools such as compressed work schedules and telework, as well as new tools such as staggered scheduling options that allow for maximum employee social distancing.

Reworking Workrelated Spaces

If reworking a workplace requires the storage or removal of government-owned furniture, please contact DGS for guidance on furniture storage or removal.

Offices and Cubicles

Office work should be organized to ensure social distancing to keep employees at least six feet apart. Workspaces should also be set up to avoid face-to-face desk layouts.

Before reworking physical workspaces, particularly when new configurations will have a financial impact, agencies should explore telework and scheduling flexibilities that may provide sufficient social distancing without resorting to significant modifications to workspaces. See Workplace Flexibilities.

Recommended

- Employees with dedicated offices should disinfect work surfaces periodically, including at the beginning and end of any shift.
- Ask employees to remove excess items from desks and workspaces to allow for improved sanitation and disinfection.
- Cubicles and open-concept desk layouts may be arranged to allow for at least six feet of separation between each employee.
- When cubicle or open-concept desk space does not allow for six feet of separation, agencies should evaluate office “hoteling” options, whereby employees may check out offices or conference rooms on a rotating basis.
- When cubicle spacing does not provide for at least six feet, agencies should explore flexible scheduling options and rotating telework to ensure adequate spacing.
Meetings should occur virtually, whenever possible.

Prioritize conference rooms to use as flexible workspace.

Conference rooms should be arranged so that there is at least six feet between chairs and, in no case, should a conference room have more than 10 chairs. Any excess chairs should be removed.

Meeting rooms should be organized to hold no more than 10 chairs with the appropriate spacing and 10 employees (or fewer if proper social distancing is not possible) at a time. Sitting or standing positions should not exceed the minimum distance required.

Meetings should be for the exchange of information or for quick check-ins and should not last longer than one hour.

Provide enough supplies for employees to clean up after themselves.

**Workstations**

- Whenever possible, workstations should allow for a separation of at least six feet between employees.
- Clear signage about the desired position of employees may be placed at each workstation.
- Safe distance employee boundaries should be clearly marked on the floor and employees should abide by the designated distancing measures.
- Employees are strongly encouraged to disinfect their own workstations multiple times during their shift, giving attention to common surfaces.
- Signs should be prominently displayed reminding employees to avoid touching their faces and to wash their hands thoroughly with soap and water several times during the day to reduce the risk of infection.

**Workstations with Less Than Six Feet**

- When possible, agencies should avoid this from happening altogether by reconfiguring space, staggering shifts, or by using flexible scheduling options to allow employees to rotate telework.
- When workstations necessarily bring employees within fewer than six feet from one another, workstations should be oriented so that there is no face-to-face activity. Additionally, agencies should evaluate the need for additional physical barriers (such as plexiglass) and PPE options.

**Locker Rooms**

- Establish an appropriate capacity for locker rooms that allows for adequate social distancing.
- Post and enforce the locker room capacity.
- Limit locker room access for employees starting and ending their shift, and during scheduled breaks and meal periods, consistent with the posted capacity.
- If possible, reassign lockers to increase social distancing by dispersing shifts across the entire room, and increasing the space between occupied lockers.
- Limit access to only employees who must have a locker as a matter of health or safety.
Do not seat employees next to each other.
Remove chairs to create space in conference rooms.

Use floor markings
Staggered Scheduling

Agencies should use the tools at their disposal to encourage and enable social distancing in the workplace. A combination of telework, adjusting employees’ tours of duty, and compressed scheduling are critical to ensure that employees have the lowest possible risk of exposure while in the workplace.

Density

It is essential to consider the total number of employees in the workplace at any given time. Agencies should consider density on an agency-wide level and on a smaller team-level. Combined with strategic scheduling of telework, compressed scheduling, and adjusting employees’ tour of duties, agencies can mitigate their employees’ risk of exposure while maintaining an efficient workplace.

Agency Level

If your agency shares a facility with other agencies, be sure to connect with DGS and the building specialist to understand how shared spaces between agencies are being managed.

On an agency-wide level, account for how many and where employees congregate within the workplace. Does your facility have multiple floors? Are there more employees in one area of the facility compared to other areas of the facility? Are there times during the workday where a lot of people may congregate in one area or funnel into one place (e.g. entering an elevator to get to work, gathering at the same time for lunch)?

When considering these factors, it can be useful to stagger employee schedules and use a modified shift schedule. Staggered and modified schedules prevent surges of people crowded in one place. Agencies may want to adopt a three-shift schedule to mitigate the potential for employee surges. With a three-shift schedule, employees would be assigned to work in one of three shifts with staggered arrival and departure times.

Managers are reminded that they should provide employees with at least one week of advanced notice before adjusting an employee’s tour of duty, and to account for any relevant collective bargaining agreements, if applicable, as they may provide differing periods of advance notice.

Team-level

On a team-level, consider that a team within an office may work in a relatively confined cubicle space. Here is a common cubical layout.

![Cubical Layout Diagram]

Ideally, employees should not be seated next to each other. It is best to stagger the schedules of these employees to prevent this. In the example schedule below, employees sitting adjacent to one another are assigned to rotate and telework every other week. This rotation mitigates the risk of exposure and allows each employee to have an equal opportunity to telework, and further reduce their risk by staying at home. It is suggested to assign employees to Teams.
There are several other scheduling options and accommodations that agencies should also consider while certain heightened risks exist related to COVID-19.

While the above example addresses the office setting, agencies should also consider using an alternating team telework schedule if social distancing would not be possible in the workplace if all employees were to report to work at once.

**Compressed Work Schedule**

Compressed work scheduling allows employees to work 80 hours per pay period in fewer than 10 workdays. For example, an employee could work 10-hour days each week and have two days off per pay period or work 9-hour days with one day off per pay period. The use of compressed scheduling helps reduce the density of overall employees in an agency at any given time as employees will not be present for every day of the pay period.

To the greatest extent possible, agencies should work with their employees to determine the best combination of compressed scheduling, staggered scheduling, and telework that allows agency operations to continue while also ensuring employees can adequately social distance in the workplace. Agencies should not mandate scheduling changes based on an employee’s actual or perceived disability or any other protected trait.

**Situational Telework**

Situational telework is when employees work remotely from a secure location, usually from home, to address an immediate situation. Situational telework is appropriate to address a declared emergency and for responding to COVID-19. Time spent in a situational telework status must be recorded in PeopleSoft using the Time Reporting Code “Telework (Situational).” All employees who have been directed to work from home during the COVID-19 emergency shall use this time reporting code on their timesheets. Employees who are not teleworking and are reporting to a duty station outside of their home should continue to use their normal time codes.

Employees must execute an application to telework and sign a telework agreement, have the necessary equipment to work remotely, and the agency head must approve the telework agreement. As part of any telework agreement, employees must agree to respond to phone calls and emails within 30 minutes and must have the ability to report to any duty station within the District of Columbia within two hours if directed to do so unless otherwise approved by the agency.

**Accommodations**

The COVID-19 public health emergency will likely create heightened health risks. Therefore, agencies should consider flexible work options or accommodations for employees even if not legally required while these heightened risks exist.
For example, if requested by the employee, agencies may consider permitting employees to remain teleworking or begin teleworking if the employee normally would not be entitled to an accommodation under the ADA, but is considered to be within the “people who are at higher risk for severe illness from COVID-19” according to CDC guidance. Upon request, employees who live with an immuno-compromised family member may also be considered for telework or other flexible workplace accommodations while heightened risks related to COVID-19 exist. Agencies should consider such workplace flexibilities and accommodations for these employees until certain heightened risks due to the COVID-19 public health emergency have ceased. Agencies may continue making such considerations at their discretion when the District resumes normal operations.

Agencies should continue to process and review all employee requests for ADA accommodations at all stages, even when certain heightened risks related to the COVID-19 public health emergency have decreased or ceased, and the District has resumed normal operations.

**Details**

If a critical employee cannot report to the workplace, agencies should explore the detailing of other agency employees to fill the gap. If an agency requires assistance meeting a staffing need, the agency should reach out to their assigned specialist at DCHR for assistance. Employees should be qualified to perform the essential functions of the position which they are detailed to perform. Agencies should also note that details must be done in conformity with applicable District personnel rules.
In this section...

- Preventative Supply Inventory
- Personal Protective Equipment
- Technologies
- Employee Education and Training
- Signage
Preventative Supply Inventory

Agency Tasks

- Confirm adequate supplies of soap, disinfectant, hand sanitizer, paper towels, and tissues.
- Confirm appropriate stock of PPE, face masks, face shields, gloves, and glasses onsite, and ensure that orders are placed with appropriate lead time so that PPE remains adequately stocked.

Each agency should ensure that it is properly supplied with:

- Hand sanitizer for every employee’s desk and common areas.
- Appropriate face coverings as issued for agency’s employee risk categories.
- Disinfectant wipes that meet CDC guidelines to use on all work surfaces and doorknobs multiple times per day.
- Additional PPE as needed in consultation with the PPE Customer Service team.

NOTE: All employees should have access to cleaning products.

All routine orders and shipments of preventative supplies and PPE to agencies will be developed in consultation with the building specialist and PPE Customer Service Team.

Disinfectant Supplies

Each agency should ensure that it has an adequate supply of soap, disinfectant wipes, sprays, hand sanitizer, paper towels, and tissue before its workforce returns to duty. At a minimum, agencies should maintain a 30-day supply of disinfectant supplies. Portable disinfection stations are recommended for each agency, in particular when there are concerns about restroom crowding for handwashing. Agencies with multiple floors within a building should set up one or more disinfection stations on each floor.

For the purposes of all cleaning and disinfection activities described below, custodial and cleaning staff and contractors will use CDC-recommended products with EPA-approved emerging viral pathogens claims. These products are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.). A list of recommended products can be found at the site provided above and: https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf

These guidelines set a minimum standard for District facilities. Agencies should consult with DGS, District leadership, and DC Health as needed if they make additional enhancements beyond these standards, such as greater frequency of cleaning, or more intensive cleaning specific to the facility.

Personal Protective Equipment (PPE)

Pursuant to Mayor’s Order 2020-067, DC Department of Health (DOH) guidance relating to the wearing of masks must be followed. DOH’s current guidance states that cloth face coverings should be worn in public settings, especially when
individuals are not able to socially distance. Therefore, employees must wear cloth face coverings or masks, especially when they are not able to socially distance. To ensure that all staff members are properly equipped, agencies should post throughout the agency and digitally share materials educating employees on PPE best practices. These materials can be found at: https://coronavirus.dc.gov/page/coronavirus-resources. Employees should contact their PPE Lead if they have questions concerning what PPE is needed or required within their agency.

**Recommended Supply Inventory**

The below table outlines the quantity of each specific preventative material, and when those materials are required. An agency’s need of a specific material type is contingent on the risk level of the agency’s positive as assessed by the PPE Customer Service Team. See Personal Protective Equipment.

<table>
<thead>
<tr>
<th>Material</th>
<th>Specifications</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masks (N95)</td>
<td>NIOSH N95 Mask (air filtration)</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Masks (surgical)</td>
<td>Disposable surgical masks (1-day)</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Face Shields</td>
<td>Polycarbonate</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Gown</td>
<td>Isolation gowns</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Nitrile gloves</td>
<td>Touchflex / Surgical Nitrile Gloves</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Disinfectant Wipes</td>
<td>10% bleach solution, or commercial grade (Clorox Disinfectant Wipes)</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Disinfectant Sprays</td>
<td>0.10% Alkyl dimethyl benzyl ammonium saccharinate and 58% ethanol (commercial Lysol)</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Sanitizer Dispenser</td>
<td>Floor or wall mounted dispensers</td>
<td>1 per 50 employees</td>
</tr>
<tr>
<td>Hand sanitizer refills</td>
<td>Sanitizer with 70% alcohol</td>
<td>30 days min.</td>
</tr>
<tr>
<td>Paper towels</td>
<td>Paper towels</td>
<td>30 days min.</td>
</tr>
</tbody>
</table>
Protection of each agency’s workforce is afforded through a protective triad that includes:

1. Personal hygiene
2. Social distancing
3. Frequent disinfection of common surfaces

The PPE and Supplies and Sanitization leads are responsible for ensuring adequate supplies as required by the below equipment standards. Agencies should apply the protocols outlined in this section to conserve and control Personal Protective Equipment (PPE) in response to increased demand during the COVID-19 pandemic. During this emergency, proper and appropriate use and reuse of PPE is critical to ensure the protection of District employees, residents, and visitors. It is important to note that the PPE Equipment standards are representative of supplemental PPE that will be provided to agencies to augment the PPE agencies already use in their operations. Individual employees who have allergies or any other disability rising to the level of a disability under the ADA with regard to PPE provided to them may request a reasonable accommodation for provision of alternate PPE from their agency ADA Coordinator or other designee. Employees are encouraged to supply and bring their own cloth masks when possible.

**Masks**
- N95 masks are required for employees who qualify as having higher risk of exposure to COVID-19.
- Surgical and cloth masks are required for medium or low exposure employees.

**Face Shields**
- Face shields are reserved for employees who are engaged in very high-risk exposure jobs. This includes:
  - Autopsy Technicians
  - Nurses
  - Paramedics
  - Physicians

**Gloves**
- Our top priority is protecting people. Based on CDC guidance, we do not recommend gloves except for employees who are engaged in high or very high-risk work. All employees should routinely wash their hands, or if not possible, use hand sanitizer.

**Gowns**
- Gowns may be needed for select employees while engaging in work that is at high or very high-risk for COVID-19 exposure.
## PPE Equipment Standards

<table>
<thead>
<tr>
<th>Category</th>
<th>Category Description</th>
<th>Common Example</th>
<th>PPE Distribution</th>
<th>PPE Reuse</th>
<th>PPE Extension Criteria</th>
</tr>
</thead>
</table>
| Very High  | Very high potential exposure to known or suspected sources of COVID-19 during medical, postmortem, or laboratory procedures. | • Autopsy Technician  
• Nurse  
• Paramedic  
• Physician | • N95 mask (1 per day)  
• Gown (1 per day)  
• Gloves, as needed  
• Face shield (disinfect daily and replace as needed) | • N95 mask (decontaminate after COVID-19 exposure)  
• All others discarded after COVID-19 exposure | All items may be reused unless soiled, damaged, or exposed to COVID-19. |
| High       | High potential for exposure to known or suspected sources of COVID-19.                 | • Corrections Officer  
• Firefighter  
• Police Officer  
• Psychiatric Nurse  
• Youth Development Rep  
• Custodial Staff  
• Security Officers  
• Receptionists at Medical Facilities, Shelters, and Senior Centers | • N95 mask (disinfect daily and replace as needed)  
• Gown (1 per day), as needed  
• Gloves, as needed | • N95 mask (decontaminate daily)  
• All others discarded daily | All items may be reused unless soiled, damaged, or exposed to COVID-19. |
| Medium     | Frequent close contact with people who may be infected with, but who are not known or suspected COVID-19 patients. (Close contact means less than 6 feet.) | • Environmental Compliance Specialist  
• Housing Inspector  
• Social Worker  
• Teachers  
• Maintenance Workers  
• Other Receptionists | • (5) Cloth mask (Each mask is CDC approved for 30 washes) | N/A | Use for specified period unless soiled, exposed to COVID-19, or damaged. |
| Low        | Everyone else                                                                            | • Accountant  
• Admin Assistant  
• HR Specialist  
• IT Specialist  
• Program Analyst  
• Construction Workers  
• Managers | • (5) Cloth mask (Each mask is CDC approved for 30 washes) | N/A | Use for specified period unless soiled, exposed to COVID-19, or damaged. |

Exceptions may be granted to these classifications on an as-needed basis.
PPE and Supplies Lead

Each agency should assign a PPE and Supplies Lead (PSL) when establishing their Agency Reopen Team. (see page 9.) PSLs should ensure that all procurements of the products listed in the previous section are made through the QuickBase Procurement Process. This will ensure that all COVID-19 response expenses are centrally reviewed and tracked.

PPE and Supplies Lead Duties

Initially

- Complete QuickBase training.
- Place the agency’s initial PPE and sanitizing materials order for a one month’s supply through QuickBase.
- Complete PPE usage training.


Weekly. Submit weekly PPE utilization report to Customer Support Team via QuickBase.

By the 15th of each month. Order required PPE supplies for the upcoming month (orders must be received at least two weeks prior to the beginning of each month.) Ultimately, the PPE Customer Service Team will determine proper monthly agency orders. Agencies should complete a Site Visit Form for an assessment.

PPE Customer Service (PPE LEAD)

The PPE Customer Service Team is responsible for the following:

1. Ensuring that the Safe Workplace Warehouse will package, and coordinate pick up for all agencies to receive their allotted 30-day supply of PPE.
2. Enrolling agencies into the QuickBase system that will track utilization/inventory to set expectations for re-orders based on demonstrated burn rates and/or based on recommended PPE distribution.
3. Providing PPE and Supplies Leads with training on the resource request process. It is expected that Leads will follow the guidelines provided in the training when District employees return to work.
4. Overseeing Support Service Managers who are responsible for the pick-up, in-house distribution, and accountability of all on-hand PPE supplies as well as the reordering of PPE items no less than two weeks prior to need.
Tools

Technologies

Agency Tasks

- Identify employees who can and should continue to work remotely.
- Verify access and equipment for each remote employee.

Though many employees may be returning to the workplace, for those jobs that can be effectively done from home, teleworking will continue to be a vital tool to combat the spread of COVID-19. The Office of the Chief Technology Officer (OCTO) has implemented numerous technology tools that will enable employees to effectively work from just about anywhere.

REMOTE.DC.GOV

REMOTE.DC.GOV is the District’s online portal to working remotely. From VPN to hosting virtual conferences, everything you need to work electronically can be accessed here.

Email and Office 365

Get access to your e-mail and your Office 365 apps through the District's Office 365 Portal. From here, you can access helpful apps online such as Outlook, Word, Excel, and Teams, to name just a few.

Getting Help

If at any time you need assistance while working from home, or from the office, help is easily within reach. Simply reach out to your agency’s CIO/IT Leads.

DC Remote Toolkit

OCTO’s Remote Work Guides and Resources supports employees and teams in the District to successfully and securely work remotely. This comprehensive guide covers topics such as:

- Virtual Private Networking (VPN)
- Getting Ready to Work Remotely
- Meeting Solutions
- Agency CIO/IT Leads and Telecomm Coordinator Lists
- Office 365 Quick Guides
- Anti-Virus Resources

Virtual Meetings

OCTO supports Cisco WebEx and Microsoft Teams meetings tools. The Virtual Meetings page gives employees access to virtual meeting best practices, instructions on getting started with the support meeting tools, as well as options to try Office 365 Microsoft Teams conference calling.
Education and Training

Agency Tasks

- Train and educate employees on COVID-19 awareness and protective measures by having them view the District return-to-work webinar.

COVID-19 Awareness

TRAINING – Employees should review the training videos that cover the expectations and best practices established in the Return to Work Guide.

COVID-19 Protective Measures

Sample electronic signage for looped playback on agency display screens.

[REDACTED]
Agency Tasks
• Create and post COVID-19 informational signage at appropriate locations

Sample Facility Signs

We have developed sample signage that agencies may use for visual cues within their facilities.

[REDACTED]  [REDACTED]

[REDACTED]  [REDACTED]
Self-Wellness Screen Poster

When individuals arrive at the worksite, they should complete a self-wellness check. Click here to access this poster.

[REDACTED]
### Correspondence Templates

#### Email Templates

<table>
<thead>
<tr>
<th>Agency Reopen Team Email Template</th>
</tr>
</thead>
<tbody>
<tr>
<td>[REDACTED]</td>
</tr>
</tbody>
</table>
[REDACTED]
Return to Work Email Template #2: Commuting to Work

[REDACTED]

Return to Work Email Template #3: Resources for Employees

[REDACTED]
[REDACTED]
<table>
<thead>
<tr>
<th>Return to Work Email Template #5: Social Distancing Protocols</th>
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<tbody>
<tr>
<td>[REDACTED]</td>
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</tbody>
</table>
[REDACTED]
COVID-19 Exposure Letter – Close Contact

If an individual at your agency tests positive for COVID-19, agencies will need to identify and notify employees who had close contact with that individual using the below template. A Word version of the letter can be found at the following link: COVID-19 Exposure Letter Template- Order to Self-Quarantine. For more information, see HR Checkpoint No. 2020-01: Protocols for Employees’ Exposure to COVID-19.
If an individual at your agency tests positive for COVID-19, agencies should notify all employees in the building at the time of exposure using the below letter template. A Word version of the letter can be found at the following link: COVID-19 Exposure Letter Template. For more information, see HR Checkpoint No. 2020-01: Protocols for Employees’ Exposure to COVID-19.
# Acknowledgements

This *Return to Work Guide* would not have come into existence without intra-agency collaboration. We thank those listed here, and those we do not, for their dedication to a safe and effective government workplace.

<table>
<thead>
<tr>
<th>Executive Office of the Mayor</th>
<th>Office of the City Administrator</th>
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<tr>
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<tr>
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<td>Office of Risk Management</td>
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<tr>
<td>Office of the Chief Technology Officer</td>
<td>Homeland Security and Emergency Management Agency</td>
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<td></td>
<td>Office of Disability Rights</td>
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</tbody>
</table>
References


iii MTA Coronavirus Updates, Maryland Transit Administration (https://www.mta.maryland.gov/coronavirus, access May 15, 2020.)


xiii Recommended Disinfectant Supplies https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf

xiv Digital Coronavirus resources https://coronavirus.dc.gov/page/coronavirus-resources
