



Shared Services Center COVID-19 Response Plan: SAFETY PROTOCOLS & IMPORTANT RETURNING TO WORK INFORMATION

Established: August 21, 2020

Revised: October 20, 2020

Addendum: December 10, 2020

Prepared and submitted by the SSC COVID-19 Taskforce

(This plan is subject to change based on the emergence of further information.)



Introduction: Shared Services Center COVID-19 Response Plan

The health and safety of the Shared Services Center (SSC) community is our highest priority. We are closely monitoring guidance from the Centers for Disease Control (CDC), the Virginia Department of Health (VDH), the Virginia Community College System (VCCS) and other experts to ensure our return to in-person operations are done in accordance with the latest guidance.

According to the CDC, the level of risk for COVID-19 transmission increases as follows:

- **Lowest Risk:** Most employees engage in telework, virtual-only training, activities and events.
- **More Risk:** Small in-person meetings, activities, and events. Individuals remain spaced at least 6 feet apart and do not share objects. This can be accomplished through hybrid virtual and in-person work environment or staggered/rotated scheduling to accommodate needs.
- **Highest Risk:** Full-sized in-person meetings, activities, and events. Employees are not spaced apart, share workspace materials or supplies, and mix between work, training and activities.

We are currently in the lowest-risk category as our center remains open with most services provided virtually. In March, SSC employees rose to the challenges caused by COVID-19, moving to alternative and telework methods in record time while continuing the high-quality service that our customers expect and deserve. Since that time, the circumstances with COVID-19 have continued to evolve on a day-to-day basis.

We recognize it is not possible to guarantee public safety under any circumstances. However, we want to share the actions we are taking in response to COVID-19 as we move toward the eventual return to the center.

It should be noted that, out of an abundance of caution, the vast majority of employees will continue to utilize telework options where possible. For the immediate future, this strategy will provide a lower level of risk for individuals who are in the center for those services that need to be face-to-face.

This work leads into and informs our "SSC COVID-19 Response Plan". The strategies being implemented for returning to the center will be reviewed on an ongoing basis and republished in January.

Establishment of SSC COVID-19 Taskforce

SSC has established a SSC COVID-19 Taskforce that consists of the following members: Dennis Moynihan, SSC Director; Angela King, Senior Manager Human Resources and Finance Operations/CHRO; Michele Canull, Senior Manager Procurement Operations; Stephanie Barton, Senior Manager Contact Center; Monica Mathena, Human Resources Generalist; Pamela Roberson, Administrative Assistant.

Procedures for Reaching the Local Health Department

In the event of an emergency, such as an outbreak at the SSC or among any population at the SSC, immediate notification will be made to the proper health department. Health department contact information is:

Botetourt Health Department
21 Academy Street
Fincastle, VA 24090
540-473-8240 phone
540-473-8242 fax

For matters concerning the implementation of this plan, the primary contact to the local health department for the SSC is through Angela King, Senior Manager Human Resources and Finance Operations/CHRO.

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Workplace Safety - What We've Done to Ensure a Safe Work Environment

Our Building

Now and when we eventually do return to the SSC, the health and well-being of our staff is our number one priority. The key here is that protocols are being put in place to enhance our safety. All offices, common areas, conference rooms, and restrooms will be cleaned and disinfected regularly.

Personal Protection

The SSC will require employees and visitors to wear face coverings, practice social distancing, and practice safe hygiene measures by washing hands and cleaning their work-spaces. The SSC has ordered a kit for each employee that provides two face coverings, bottle of hand sanitizer, and small pack of alcohol wipes for their use. Disinfectant wipes, cleaning solutions, and paper towels have been ordered to assist employees with additional cleaning needs during the workday outside of the scheduled contractor cleaning schedule.

Signage

Signs requiring the use of face coverings to enter the building are posted. Additional signage has been added at all common spaces and meeting rooms.



Facility Needs

SSC COVID-19 Taskforce is available to assist with temporarily reassigning employees to other working spaces if at least six (6) feet is not available between employees or as a needed accommodation. The taskforce is also available to answer questions around space management as needed.

Cleaning contractors have provided all restrooms with anti-bacterial soap and all departments will be provided with a variety of disinfecting material, hand sanitizers, and wipes to allow for adequate cleanliness. Areas with open cubicles which require interaction are being provided with clear barriers to provide separation from visitors.

Monitoring

We will continue to monitor any issues of COVID-19 illness that arises and determine if adjustments need to be made to the plan, including going back to full telework or adjusting as required by the Governor's directives if cases in Virginia spike again.

Communication

Staying informed is important. The SSC will communicate updates on the SSC COVID-19 Response Plan and other important information through a variety of platforms, as soon as possible.

- We will host a virtual Open Forum to share the plan and answer questions.
- Signs are posted as reminders.
- Look for updates on The Summit. A dedicated COVID-19 page exists for all information, training, and links to articles or organizations as employee resources.
- Emails and notifications will be provided prior to each return wave.
- Training for employees on safety protocols and manager training will be provided.
- The SSC Emergency Alert system can also be utilized to share information quickly.

Tracking Employees and Visitors

We will use a variety of methods to track employees and visitors within the SSC.

- We will utilize the badge card reader system to help track employees who are in the building at a given time. If a suspected case of COVID-19 is reported, we will work with the Virginia Department of Health to notify any employees who might have had any contact.
- Visitors should sign-in at the front desk and applicable employees will be notified of their arrival. Visitors must follow all protocols outlined by the SSC, including wearing a face covering, practicing social distancing, and filling out the **mandatory** SSC Visitation and Health Screening Form (Health Screening Form) anytime they plan to come to the SSC. They will be instructed to contact the SSC if they come down with COVID-19 or are required to quarantine due to a potential exposure so we can alert our employees.
- Employees who expect to receive visitors should inform the visitors to review the safety requirements on the SSC website at <https://sscintranet.vccs.edu/covid-19-shared-services-procedures/>.
- Visitors must have completed the Health Screening Form upon arrival. After the visitor leaves, notify Carol Adams in HR/Finance Operations at cadams@ssc.vccs.edu of the times and locations where the visitor was in the building, e.g. conference rooms, offices, breakrooms, restrooms, etc.
- Unscheduled visitors will also have to complete the Health Screening Form.

Employee Responsibility

We are doing all we can to help provide for a safe return; but all employees have a part in ensuring a safe and healthy work environment. Employees will be expected to follow the safety requirements as outlined. We will evaluate and address repeated and willful violations under the standards of conduct expectations and existing policies.

What you Can Do – Employee Expectations

Be Informed

Employees should read and follow directions given in communications. If there is something you don't understand, ask your manager or supervisor. These protocols have been put into place to help keep you, your families, and your coworkers as safe as possible while at work.

Self-Assessment Questions and Reporting

Health Screening Form: Employees will be asked to read and complete the Health Screening Form anytime they intend to work in the building, within an hour of arrival.

- If you answer "Yes" to any of the screening questions, do not come to the SSC.
- Employees who feel ill should not come to work. Additionally, employees who become ill at work should report this to the supervisor and return home immediately.

Notifications (See Addendum dated December 10, 2020)

- Employees and visitors who test positive for the virus, must contact their supervisor, Monica Mathena at mmathena@ssc.vccs.edu and Angela King at aking@ssc.vccs.edu immediately, so we can provide appropriate notifications and assist with coordinating your leave options. Do NOT come to the SSC.
- Employees and visitors who have tested positive and those who may have come in contact with the infected person cannot return to the SSC for either 10 days or until they test negative for the virus twice in a row.
- If you or someone in your household experiences COVID-19 like symptoms – including fever, cough, sore throat, body aches, or sudden loss of taste or smell – contact your health provider and notify your supervisor – Do NOT come to the SSC.

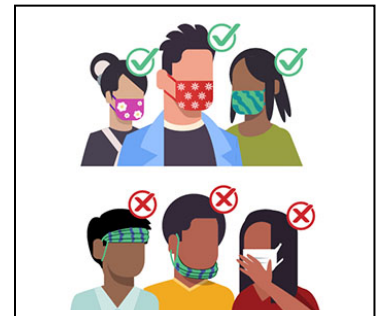
- If you have come in contact with someone with COVID-19 or who is required to quarantine due to a potential contact, inform your supervisor, Monica Mathena at mmathena@ssc.vccs.edu and Angela King at aking@ssc.vccs.edu immediately, so we can provide appropriate notifications and assist with coordinating your leave options. Do NOT come to the SSC.
- If are feeling ill with non COVID-19 symptoms, do not come to the SSC. Contact your manager to determine if your situation allows for telework or if you should take sick leave for that day. If you are ill and cannot work remotely, report your illness as normal and account for is as you normally would under the normal sick leave policies. If you report to work ill or become ill, your manager can ask you to leave the premises.

Notifications related to COVID-19 cases and Return to work

- We will notify employees who may have been exposed to individuals who have been diagnosed with COVID-19 or who may have been exposed and are pending testing.
- Employees who contract COVID-19 will remain home and in quarantine in accordance with CDC Guidelines and with 16VAC25-220, Emergency Temporary Standard, Infectious Disease Prevention.
- All departments are responsible for providing the SSC COVID-19 Response Plan to all contractors, sub-contractors and companies that provide contract or temporary employees and assure compliance with these protocols.
- Antibody testing will not be used to make decisions about employees return to work or to make decisions concerning employees who were previously classified as known or suspected to be infected.
- Employees who are known to have been infected with COVID-19 and are asymptomatic shall only return to work in compliance with CDC Guidelines and the requirements of 16VAC25-220, Emergency Temporary Standard, Infectious Disease Prevention. At this time, this means that employees cannot return to the SSC for at least 10 days or have two negative tests for the virus.

Face Coverings

A cloth or paper mask is required in the building including when walking in hallways, using the restroom or elevator or taking the stairs. The SSC will supply two face coverings to every employee. You are welcome to wear your own if you prefer as long as it covers the nose and mouth. Do not put the face covering up on your forehead or around your neck. Do not wear the face covering on one ear or pull the face covering down while you are speaking. When you return home, wash your face covering as directed by the CDC.



The requirement to wear a face covering does not apply to the following:

- If you are working alone in your office. If someone approaches and is not at least six (6) feet away, the face covering must be worn.
- While eating or drinking.
- Any person who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the face covering without assistance.
- Persons with health conditions that prohibit wearing a face covering.
- See [Executive Order 63 \(2020\)](#) for other exceptions.
- Requests to senior managers for religious waivers from the required use of respirators, surgical/medical procedure masks, or face coverings will be handled in accordance with the requirements of applicable federal and state law, standards, regulations and the U.S. and Virginia Constitutions, after Department consultation with the Office of the Attorney General.

Social Distancing

- Employees need to follow social distancing guidelines including maintaining six (6) feet between others and not gathering in groups. If you cannot social distance, you must wear a face covering.
- Stay within your designated work area as much as possible and limit visits to other parts of the building to essential business needs only.

Cleaning your work area

In addition to the standard cleaning the contractors will be conducting, employees are expected to clean their personal work area at least daily, such as your workstations, tables and doorknobs. Use the cleaning agents provided and follow the directions on the label. Also, if you should cough or sneeze on a surface, ensure to disinfect immediately. Additional information on proper disinfecting procedures will be provided prior to our return to the SSC date.

- Employees are responsible for cleaning and disinfecting
 - Their individual work area (office, cubicle)
 - Desks and tables
 - Chairs
 - Phones
 - Computers

Returning items from home

Employees will need to remember to bring back any items and equipment when they return. Equipment and electronics should be cleaned and sanitized prior to return.

Good Hygiene

- Employees should wash their hands when they come to work, frequently during the day, especially prior to eating, and before you leave.
- Do not shake hands or engage in physical contact with others.
- Avoid touching your face – eyes, nose, and mouth.
- Clean your hand often, with soap and water for a least 20 seconds or with alcohol-based hand sanitizer that contains at least 60-95% alcohol.
- Cover mouth/nose if sneeze/cough with a tissue or elbow/shoulder – not your hand.

Self-Care

While it was important before, taking care of one's self during these stressful and challenging times is even more important. **Whether teleworking or in office**, employees are encouraged to ensure they are taking proper care of their health including following these tips:

- Go outside for physical activity (make sure to follow social distancing and face covering as needed).
- Make sure to stand and stretch.
- Look away from the computer periodically to help reduce eye strain.
- Make sure to take at least a 10-15 minute break in the morning and afternoon.
- Make sure to take a lunch break.
- Stay hydrated.
- Schedule meetings for 45-50 minutes instead of 60 to allow employees time between meetings to take a quick break.
- Remember our Employee Assistance Program is here for you. Information on how to access benefits are located in the Appendix.

Returning to the SSC

Explaining the Waves

The SSC is currently in the pilot wave. After re-evaluation in January, we will consider returning in waves. Each wave period is estimated to last six to eight weeks and is subject to change based on guidance from the Governor and public health officials.

- **Pilot** – This initial phase will be for employees who have been approved to return full or part-time to the SSC. We may have to evaluate further who will be allowed to return based on space and safety protocols.
- **Wave 1** – This wave will include additional volunteers and those employees requested to return because of limitation of full work performance due to telework challenges. We may have to evaluate further who will be allowed to return based on space and safety protocols.
- **Wave 2** – During wave 2, the remaining employees will return to work at the SSC, with the exception of those who qualify for accommodations or need additional flexibility in their work schedules due to health or childcare concerns. Review of telework arrangements will be revisited prior to Wave 2.

Supervisors should start to develop a list of employees after the manager training sessions of who should return during the Wave 1. This list would include employees who need to return during the first wave because of work needs or constraints due to working from home, such as those whose perform better at the office (logistics, resources, connectivity). The list of names and justification for return should be provided to the senior managers to be evaluated in January. The list will be reviewed and employees will be notified at least three weeks prior to the start of Wave 1. This notice period will provide employees time to discuss scheduling needs with supervisors and/or make requests for appropriate accommodations.

All other employees will return to the SSC during Wave 2. It is important to note that there may be some employees who will not be able to return at all until a vaccine or health concerns subside, or cannot return full-time in the office until K-12 schools go back to normal schedule. Again, telework arrangements will be revisited for SSC employees, prior to Wave 2.

Confidentiality

It is important to note that during these processes, supervisors, managers or other employees may become privy to sensitive or medical information of other employees. This information is expected to remain confidential and only be shared with appropriate Human Resources personnel for compliance requirements or to support the employee.

Accommodations

Employees in each phase will be able to confidentially request accommodations due to their own personal underlying health issue as guided by the Americans with Disability Act (ADA). Beyond that, requests for modifications will be prioritized for those who are at higher risk for severe illness as well as anyone with a household member at higher risk. Outside of those categories, supervisors will make every effort to grant reasonable modification requests for childcare/school reasons or other. Instructions for Reasonable Accommodation Requests may be found [here](#).

Common Areas

Employees need to continue to social distance, wear face coverings, and practice caution in common areas such as meeting rooms, restrooms, copier areas, kitchen and breakroom areas, and elevators or stairwells.

- Meetings - Minimize meetings as much as possible by continuing the use of email, electronic messaging (Teams chat), phone calls and virtual meetings (Zoom or Teams). Face-to-face meetings/collaboration sessions are ok if employees are following social distancing/face covering requirements are met. Wipe the area with disinfectant before and after use.

- Elevators – There should be no more than one person in the elevator at a time. Use hand sanitizer before and after operating the elevator.
- Halls – Employees are encouraged to get outside for physical activity. Using halls for exercising is not permitted. When walking in hallways, ensure to social distance as much as possible and wear a face covering.
- Restrooms – ensure to wash your hands after using the restroom and use hand sanitizer after touching handles to enter office areas.
- Using a cloth or paper towel when opening and closing doors is encouraged.
- Breakrooms – ensure to wipe down surfaces prior to your use, wash hands. Employees are encouraged to eat in designated conference/training rooms or at the outside tables on the patio if social distancing is available. COVID capacity limitations and cleaning requirements are posted at all conference, training and break rooms.
- Shared equipment - Employees should wipe down shared items or equipment such as door handles, copiers, etc., before and after use and/or use hand sanitizer after use.

Training

We will be creating training for employees on safety protocols and specific training for supervisors to help communicate the SSC COVID-19 Response Plan and explain the processes and expectations. We plan to host these sessions starting in October.

Managers and Supervisors

Managers and Supervisors are key partners in helping employees return safely to work at the SSC. Key responsibilities include:

- Evaluating who should return in Wave 1 and providing the list and justifications to your senior manager (will be evaluated in January).
- Evaluating and discussing any workspace concerns with your senior manager.
- Reviewing employee safety protocols with staff and helping to communicate any changes to the plan.
- Attending Manager/Supervisor training on returning to work at the SSC.
- Working with Human Resources on accommodations and flexible work arrangement requests.

Visitors Expectations

- Visitors should sign in at the front desk at their assigned appointment time and employees will be informed of their arrival.
- Hand sanitizer stations are located in the lobbies.
- Visitors will be required to wear a face covering and observe the SSC safe work place practices.
- Visitors will be required to complete the Health Screening Form prior to being allowed into SSC space.

Travel

The SSC will continue to limit business travel, including travel to meetings and conferences. However, if you do travel for work or pleasure, please make sure to adhere to safety protocols outlined by the CDC and other agencies to help minimize the exposure to COVID-19, including social distancing, wearing face coverings, and practicing good hygiene.

- If you do have to travel for work, it is recommended to have one person per vehicle. If this is not possible, then employees are required to wear face coverings.
- Out-of-state travel for work purposes is still prohibited at this time.
- After we start our reopening waves to the SSC, employees who are scheduled to be in the building should self-isolate for 14 days if traveling out of the country or for trips to COVID-19 hotspots as denoted by the CDC before returning to work at the SSC.

Appendix

SSC COVID-19 Website: <https://sscintranet.vccs.edu/covid-19-shared-services-procedures/>

Employee Assistance Program Information

EAP Benefits are dependent on your state health plan election:

For employees enrolled in the **COVA Care and COVA HDHP Plan with Anthem**

Please contact Anthem EAP at 855-223-9277

www.AnthemEAP.com

Log In: Commonwealth of Virginia

For employees enrolled in the **COVA HealthAware Plan with Aetna**

Please contact Aetna EAP at 888-238-6232

www.mylifevalues.com

Username: COVA Password: COVA

For employees enrolled in **Optima Health HMO**

Please contact Optima at 1-800-899-8174 or 757-363-6777

You can also email:

EAP@Optimahealth.com

For employees enrolled in the **Kaiser Permanente Plan**

Please contact (866) 517-7042

<https://www.achievesolutions.net/achievesolutions/en/kaiser/Home.do>

[For hourly/wage employees or employees who are not enrolled in a health benefits plan Anthem EAP offers a wide variety of resources for you as well!](#)

Please visit www.AnthemEAP.com

Use Log In: EAP Can Help

Additional Resources:

Centers for Disease Control and Prevention: <https://www.cdc.gov/>

Virginia Department of Health: <https://www.vdh.virginia.gov/>

Commonwealth of Virginia Phase Three: Guidelines for all business sectors:

<https://www.governor.virginia.gov/media/governorvirginiagov/governor-of-virginia/pdf/Forward-Virginia-Phase-Three-Guidelines.pdf>