



# Post-Coronavirus (COVID-19): Agency Reopening Playbook

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## Overview Major Return to Work Changes

### Return to Work

- All employees must complete a mandatory 1:1 HR meeting to conduct a health screening, ask any questions specific to their individual role / return, and voluntarily disclose and medical condition of concern that would make them or a member of their immediate household more vulnerable to COVID-19.
- Before being allowed to return to work, all Erie House employees will be required to complete a Health Screening Acknowledgement Form and receive at least a 95% on their health and safety learning module and quiz.

### Arriving at Erie House

- Erie House will be conducting health screenings for both participants and staff before entering the building each morning.

### Personal Protective Equipment (PPE)

- Erie House will be adhering to a universal masking policy. Upon arrival on their first day, employees will be provided with five, reusable cloth masks.

### Breaks

- To help maintain collective health and safety, during breaks and lunch periods, Erie House strongly encourages all employees to stay onsite. This will help minimize movement and eliminate the potential of midday exposure. If employees must go offsite site, we strongly encourage employees to encounter as few people as possible and follow all CDC safety recommendations.
- Staff lounges will be closed for eating and congregating but will be open for use of the refrigerator and microwave to encourage staff to bring or order in their lunch.
- While in shared spaces, staff will be expected to maintain at least six-feet of social distance and wipe down all touched surfaces before and after use.
- Each onsite Erie House employee will have a designated break area for breaks and lunch.
- If employees must go offsite during their break and/or lunch period, they will be subject to another health screening upon return.

## Closure Recap & Continued Community Support

### How Erie House has continued to empower our community

#### Communication

##### Employees

- Since Erie House first closed our physical locations mid-March, frequent and continuous updates were shared via e-mail, Zoom and other online platforms as location closures were extended.
- Virtual All Staff Meetings continued each month during closure to share any new or changing information.
- Surveys were sent to gauge readiness for returning to Erie House.

##### Participants & Remote Programming

- Erie House worked to ensure that all participants had internet access and the necessary technology hardware to participate in remote programming.
- Virtual programming continued through the closure and will continue to be utilized as appropriate.
- Phone calls and online platforms were utilized to check in with participants and inform them of virtual opportunities.
- Surveys were sent to gauge readiness for returning to Erie House.

##### Website & Social Media

- Erie House created a specific COVID-19 page on our website and posted frequent social media posts, supported by electronic newsletters, to help increase access to agency-wide information and community resources during COVID-19.

#### Community Relief Fund

- On March 24<sup>th</sup>, Erie House's Community Relief Fund was created with the vision of continuing our mission to directly support our community.
- This fund distributed direct financial support for our participants for assistance with rent and utilities relief, unemployment, food relief, and child care costs.
- Over \$156,000 was raised to date and the Fund has supported over 200 families and is still growing.

#### Staff Support

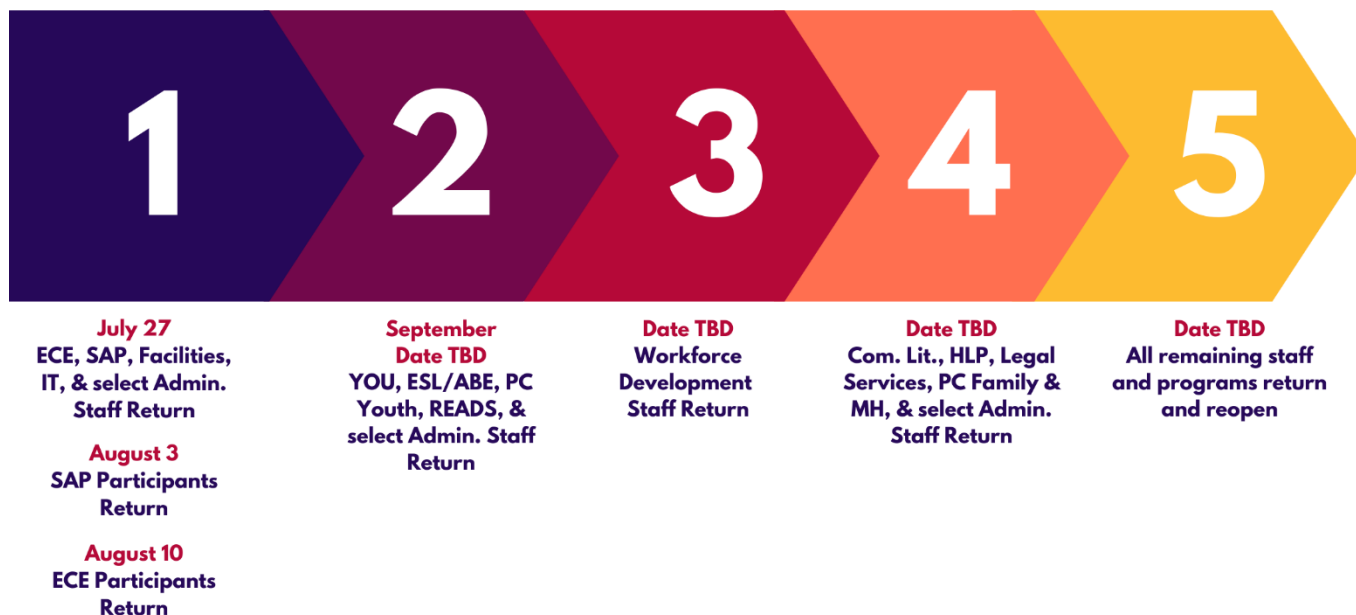
- 100% of all Erie House employees continued to receive their whole salaries.
- 100% of all Erie House employees continued to receive full benefits.
- Erie House closed on May 1<sup>st</sup> and May 4<sup>th</sup> to provide a wellness break to all employees.
- Paid Time Off continued to accrue and was honored to be taken by our employees to rest and recharge during an uncertain and stressful time.

## Reopening Roadmap

**Phased Approach:** Erie House will reopen our physical locations in phases to help ensure social distancing and the health and safety of our participants. Virtual work and remote programming will continue for those employees and programs not returning until later phases.

Erie House will remain flexible and adaptable, adjusting our phasing as necessary, as we learn more information about COVID-19.

### Phases Overview



- **Phase 1 (July 27<sup>th</sup>):** Those scheduled to return onsite in Phase 1 (essential ECE, SAP, Facilities, IT and select Admin. staff) will return on July 27<sup>th</sup> to be assigned their new offices and given an opportunity to settle in and receive PPE and appropriate training. School Age Program participants will return August 3<sup>rd</sup> and Early Childhood Education families will return August 10<sup>th</sup>.
- **Phase 2 (TBD September):** YOU, ESL/ABE, Proyecto Cuidate youth programming, READS, and select Admin. staff will return to the office.
- **Phase 3 (date TBD):** Workforce Development returns.
- **Phase 4 (date TBD):** Community Literacy, HLP, Legal Services, Proyecto Cuidate family services and mental health, and select Admin. staff return.
- **Phase 5 (date TBD):** All Erie House staff, programs and participants return.

### Pre-Return Personnel Management

Erie Neighborhood House is taking proactive measures to ensure a safe return to work for our employees. To ensure this is as successful as possible, the following steps are in place as we phase employees back into the workplace.

- Prior to the first day of return to the workplace, there will be mandatory training that staff will need to complete. This training will include a short quiz that must be taken with a passing rate of 95%. This training will comprise of the following key points:
  - Know the Symptoms
  - Protecting Yourself and Your Coworkers
  - Guidelines for Face Masks
  - Cleaning and Disinfecting the Workplace
- Human Resources will notify by email employees return to work date along with a scheduled date and time to complete an HR 1:1 meeting and Health Check to ensure staff are not currently experiencing or have been potentially exposed to COVID-19, or have travelled to an area actively considered a “hot zone”. The employee will then sign a certification that their responses are valid and true to all extent possible.
- The 1:1 HR meeting will outline the details of the employee’s expected return date and address any needs that the employee may have prior to their return.
- Staff will be required to sign a Temperature and Symptom Check Acknowledgment Form that outlines safety measures in place to return into the building, including self-reporting of symptoms and daily temperature checks. This form also will outline the protocols of how to respond if falling sick at work including isolation, arranging for transportation, and leaving the building.

### Recommendations for Using Public Transportation

Many employees use public transportation (buses, trains, etc.) to travel to and from work. If you do, you may have concerns about its use at this time. We encourage you to do the following:

- Check on the website of the public transit agency to learn more about the steps that are being taken to keep buses, trains, and other public transportation modes and stations clean.
- If possible with your work schedule, consider commuting outside the normal rush hour when ridership is lower.
- When possible, select a seat that allows for social distancing.
- Wear a mask at all times during your commute.
- Carry hand sanitizer and use it after touching handrails or other common surface areas.
- Upon arrival at your destination, wash your hands with soap and water as soon as possible.
- Lastly, if you are still concerned, consider alternate arrangements such as carpooling, ride sharing, biking, etc.

## Mitigating Workforce Anxiety

Erie House's priority is the health and safety of our workforce.

### Healthy Workplace Principles

- We will keep communication lines open and constant
- We will share resources on a shared platform where employees can access information to Employee Assistance Programs and Return to Work protocols, medically sound information for reducing risk of infection for COVID-19, mental health support and anxiety reduction resources, Center for Disease Control (CDC) guidelines, and opportunities to participate in surveys and meetings surrounding any questions or concerns of returning to the worksite
- We will provide personal protective equipment (PPE) for all our staff and participants
- We will require masks to be worn in our facilities at all times and will continue to enforce social distancing measures in the workplace
- We will continue to promote a clean and sanitized workspace
- We will create a safe space for employees to voice their concerns or worries

### Erie House's Well-Being Guidance

Well-being is achieved when there is an intersection between our physical, cognitive and emotional health. As an organization, we are taking action to ensure that:

- **Physically:** Staff work in an environment where they are able to stay healthy and minimize exposure to pathogens
- **Mentally:** Staff come to work confident in their ability to remain safe
- **Emotionally:** Staff feel supported by Erie House participants, co-workers, and leadership

### Erie House's Diversity, Inclusion, Equity & Belonging Initiative

Erie Neighborhood House recognizes that post-COVID-19 presents an opportunity for organizations to support and connect with their employees on platforms that are now especially important. Erie House will continue to develop measures that engage staff with the intention of building inclusivity and belonging in the workplace. Our focus will be:





## Phase 1 Return to Work

### Facility Logistics

#### House (1347 W. Erie St.)

- **Facility Hours:** 7:00 a.m. – 5:00 p.m.
- **Designated Staff Entrance:** Front Door / Main Entrance
- **Onsite Programming**
  - **School Age Program (SAP)**
    - **Designated Participant Entrance:** Front Door / Main Entrance
    - **Program participant arrival window:** 7:30 – 9:30 a.m.
    - **Intervals:** 30 min intervals for participant drop-off

#### Center (1701 W. Superior St.)

- **Facility Hours:** 7:00 a.m. – 5:00 p.m.
- **Designated Staff Entrance:** Front Door / Main Entrance
- **Onsite Programming**
  - **School Age Program (SAP)**
    - **Designated Participant Entrance:** Side Lot
    - **Program participant arrival window:** 7:30 – 9:30 a.m.
    - **Intervals:** 30 min intervals for participant drop-off
  - **Early Childhood Education (ECE) / Childcare**
    - **Designated Participant Entrance:** Front Door / Main Entrance
    - **Program participant arrival window:** 7:30 – 9:30 a.m.
    - **Intervals:** 30 min intervals for participant drop-off

## What to Expect Now at Erie Neighborhood House

### All Site Changes

Erie Neighborhood House's protocols focus on three key mitigation strategies based on guidance and mandates from health officials and government leaders which include 1) Social Distancing, 2) General Hygiene/Increased Sanitation Practices, and 3) Personal Protective Equipment (PPE) usage. All Erie House sites will see the following practices put into place:

- **Social Distancing**
  - Adhering to six-feet of social distancing in all areas of work sites
  - Demarcation to control foot traffic flow
  - Continued remote work and virtual meeting opportunities
  - Elevator safety protocols of no more than 2 riders per car and wiping buttons after each use
- **General Hygiene / Increased Sanitation Practices**
  - Health screening and temperature checks before entering any Erie House site
  - Signage to remind staff on when and how to wash hands and use hand sanitizers properly, maintain social distance, to wear a mask and to not enter the building when sick
  - All employees will have the ability to clock in and out using their personal device
  - Implementing stringent cleaning and disinfecting protocol
  - Enforcement of Erie House's Clean Desk Policy
- **Personal Protective Equipment (PPE)**
  - Using proper PPE including masks, gloves and booties as necessary
  - All employees will receive 5 cloth, reusable masks
  - The proper cleaning and disposal of PPE, including disposal of single use masks and washing of reusable masks

### Staff Requirements

Upon returning to work, all staff will be required to comply with the following new standard operating procedures, restrictions, and guidelines to ensure the safety of everyone in our facilities.

All Erie House staff and volunteers will be required to complete a virtual 1:1 meeting with HR prior to returning to any site location or providing in-person support services. Staff will be asked questions to determine if they have been diagnosed, exposed or are actively displaying COVID-19 symptoms. A plan to return work will be adjusted for any staff that may be affected by this meeting. Any staff that leave the country or travel to a domestic "hot spot" are required to quarantine for 14 days prior to reporting back to work.

Additionally, all employees will be required to complete several trainings – both agency-wide and program / department specific – to ensure a complete understanding of new health and safety protocols. This includes a mandatory training that requires a 95% pass rate to return to work.



### Personal Protective Equipment (PPE)

- Every employee must wear face masks upon entering the building and during their time in the building.
- Upon their first shift back to work, all employees will be provided with appropriate PPE, including 5 reusable cloth masks.
- After use, employees must dispose of PPE designed for single use. Reusable masks should be washed after each use.
- Staff is also required to wash their hands immediately after removing PPE, adhering to CDC hand washing recommendations.
- Close-toed shoes are required.



### Social Distancing

- All staff will be required to practice proper social distancing while at work. Staff is encouraged to eat lunches at their desk or designated socially-distanced location, continued remote work opportunities, remote clock in procedures, and staggered site entry.
- **Crucial areas to maintain social distancing include:**
  - Break Rooms
  - Rest Rooms
  - Meeting Spaces
  - Lounges
  - Entries and Reception Areas
  - Elevators
  - Classrooms
  - Offices



### Health Assessments

- If you have a fever or do not feel well, please stay home. Before every shift, all staff will be required to report any onset of symptoms and to have their temperature checked.
- **Crucial symptoms not to ignore:**
  - Fever of 100.4 or more
  - Cough
  - Runny Nose
  - Tightness in Chest
  - Difficulty Breathing
  - Nausea, Vomiting, Diarrhea
  - Malaise
  - Extreme Fatigue
  - Confusion
  - Chills



### Sanitizers and Hand Washing

- Hand sanitizing stations and disinfectant wipes for equipment will be provided throughout the facility. We also encourage staff to wash their hands frequently with soap and water, for at least 20 seconds. Everyone must wash hands after eating, exposure to air droplets from oneself or others, touching of face, using the restroom, or cleaning after others.
- **Crucial areas to engage in proper personal hygiene:**
  - **Regular Hand Washing**
  - **Use of Hand Sanitizer when unable to wash hands**
  - **Long Hair Pulled Back**
  - **Close Toed Shoes**
  - **Cough/Sneeze into Tissue or Upper Arm**
  - **Proper Disposal of Tissues**
  - **Proper Disposal of PPE**
  - **Avoid Touching Face**



### Cleaning/Disinfecting

- Cleaning will now be a major component of all Erie House job duties.
- All staff should clean and disinfect surfaces hourly.
- Erie House employees will also be expected to be compliant with our Clean Desk Policy.

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## Participants, Visitors, Volunteers & Vendors

### Check-in Procedures & Health Assessments

- **Check-in Procedures:** We have established new procedures for check-in and out at our facilities and program sites. Trainings will be provided and signage will be posted to guide everyone through the process.
- **Health Assessments:** People who have a fever or do not feel well should stay home. Before access is allowed in our sites and/or programs, all vendors, volunteers, staff, participants and visitors will be required to complete a health assessment, which includes a questionnaire and a temperature check.
- **Waivers:** Volunteers, vendors, and program participants will need to sign a new waiver upon first entry after closure. A waiver should be placed in the volunteer or participant's file.

### Social Distancing

Volunteers and participants will be asked to follow social-distancing guidelines set by the CDC. To comply with these requirements, we will be limiting the number of people and usage duration within our facilities and programs.

### Personal Protective Equipment (PPE)

Volunteers, visitors, vendors and participants will be provided disposable masks if they do not have their own, and if they do have their own, they will be encouraged to wash their reusable masks after each use. Paper bags will be provided to participants to store their masks while they are not in use. All staff and participants will be required to wear closed-toe shoes.

*Note: Exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face-covering.*

## Workplace Protocols for Diagnosis & Exposure

### Types of Exposure & ENH Response

**Unconfirmed COVID-19 with illness:** An employee who has a fever and other COVID-19 possible symptoms including cough, shortness of breath, tightness in chest, difficulty breathing, fatigue, muscle aches, headache, new loss of taste or smell, sore throat, congestion or stuffy nose, nausea, vomiting or diarrhea, but did not receive confirmation they were infected with COVID-19. They have fully recovered from their illness with or without medical intervention.

Based on CDC guidelines, the employee may return to work only after all of the following conditions have been met:

- At least 3 days have passed since recovery, with no fever for a minimum of 72 hours
- Employee must have no abnormal temperature for 72 hours without the use of any fever-reducing medicines (aspirin, acetaminophen, or ibuprofen)
- Respiratory symptoms have improved
- 10 days have passed since the beginning of any symptoms

**Confirmed COVID-19 with no illness:** An employee who has been confirmed (tested positive by a medical professional) with COVID-19 but has not become ill due to the virus. Employees must remain in isolation following their diagnosis according to the medical professional's recommendation.

Based on the CDC guidelines, employees should be able to return to work only under the following conditions:

- At least 10 days have passed since the date of their first positive COVID-19 test
- They have not become ill or exhibited symptoms since the positive test

- For an additional 3 days after ending isolation, they continue to limit contact with others
- They wear a mask or other covering of their nose and mouth to limit the potential of dispersal of respiratory secretion

**Confirmed COVID-19 with illness and not requiring hospitalization:** An employee who has been confirmed (tested positive by a medical professional) with COVID-19 and has become mildly or moderately ill due to the virus. The employee self-isolated and medicated at home and did not require hospitalization.

Based on CDC guidelines, they should be able to return to work only under all of the following conditions:

- At least 3 days have passed since their recovery, with no abnormal fever for a minimum of 72 hours
- Employee must have no significant temperature for 72 hours without the use of any fever-reducing medicines (aspirin, acetaminophen, or ibuprofen)
- Respiratory symptoms have improved
- No continuing illness: the employee exhibits no symptoms of COVID- 19
- The employee receives a return to work authorization from their medical professional

**Confirmed COVID-19 with illness requiring hospitalization:** An employee that has been confirmed (tested positive by a medical professional) with COVID-19 and has become ill due to the virus, requiring hospitalization. The CDC recommends rigorous testing before returning these employees to work since they may experience longer periods of viral detection compared to those with mild or moderate symptoms.

Based on the CDC guidelines, they should be able to return to work only under the following conditions:

- Employee must be re-tested for COVID-19 by their medical professional
- Provide the organization with verified testing results and return to work authorization from a healthcare professional

**COVID-19 Direct Exposure:** An employee who was exposed to a COVID-19 positive employee or other people. The employee should follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, employees should:

- Self-quarantine for 14 days, monitoring symptoms
- Stay away from people in their home as much as possible
- Not allowed visitors
- Wear a face mask if they have to be around people
- Avoid sharing household items, including drinking cups, eating utensils, towels, and bedding
- Clean high-touch surfaces daily
- Continue monitoring their symptoms, calling their healthcare provider if symptoms worsen

**COVID-19 Reasonable Belief of Exposure:** An employee who was potentially exposed to COVID-19 either through international travel, or having travelled through a domestic “hot spot”

either through air or vehicular travel. The employee should follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, employees should:

- Self-quarantine for 14 days, monitoring symptoms
- Stay away from people in their home as much as possible
- Not allowed visitors
- Wear a face mask if they have to be around people
- Avoid sharing household items, including drinking cups, eating utensils, towels, and bedding
- Clean high-touch surfaces daily
- Continue monitoring their symptoms, calling their healthcare provider if symptoms worsen

### Reporting Transparency Protocol

**Any Erie House employee who experiences COVID-19 symptoms, has tested positive for COVID-19 or has been exposed to a COVID-19 positive person, must notify Human Resources immediately. The employee will be asked to assist with contact tracing.**

## Detailed Mitigation Strategy

### Social Distancing Protocol

Employees should follow social distancing best practices while at Erie House's facilities, including but not limited to, workstations, common areas, and office spaces. Specifically, employees are asked to:

- Stay 6 feet away from others while working or on break
- Avoid job tasks that require face-to-face work with others when possible
- Avoid physical contact with others (e.g., handshakes, high-fives, hugs)
- Utilize Personal Devices for clocking in and out
- Distance themselves from others who appear to be sick
- Avoid gathering when entering or exiting the facility
- Follow any posted signage regarding COVID-19 social distancing protocols
- Avoid nonessential gatherings
- Continue virtual meetings as much as possible
- Avoid meeting in closed in spaces, such as offices and meeting rooms
- Stagger lunches to limit the number of individuals who may be accessing Refrigerators or Microwaves
- Encourage bagged lunches
- Eat lunch at your desk or other designated socially-distanced area, and avoid leaving the building and re-entering.
- Each re-entry into the building, will require an additional health screening and temperature check

### Public Spaces

- Staff on duty will monitor frequently to prevent gatherings
- No personal belongings will be allowed to be stored in public spaces
- Employees will not be allowed to meet in public spaces to have meetings

### Administrative Areas and Break Rooms

- Staff should use their own areas and equipment during the duration of their shifts including phones, computers, keyboards, and office supplies
- Wherever possible ensure that desks are 6 feet apart if offices that are shared
- Staff should keep office doors open and when possible practice virtual communications and meetings
- Staff should limit the number of personal belongings brought into facilities during working hours
- Staff are encouraged to eat lunches in their own offices (or designated socially-distanced area) and maintain our Clean Desk Policy

### Childcare & School Age Areas

- Restricted use of common areas (hallways, lounge, etc.)
- Curbside drop off/pick up and sign in/out procedures



## Erie Neighborhood House – Return to Work Agency Guide

- Lunch, snacks and beverages should be packed in individually packaged containers (no family style)
- Provide as much outdoor time as possible
- Restrict the mixing of groups
- Ensure sick children who come to the facility sick or become sick while at the facility are sent home as soon as possible as outlined in the CDP
- Creation of an isolation room or area that can be used to isolate a sick child as outlined in the CDP
- Spaces must ensure enough room for proper social distancing- 50 sq. ft per child

### Cleaning and Disinfecting Protocol

For the safety of everyone, employees will be encouraged to keep all workspaces, break areas, and public spaces as clean as possible. Employees should do their part to keep their facility as clean as possible by cleaning and disinfecting their workstations and surfaces they commonly use. Employees should avoid using others' workstations, tools, and equipment. Additionally, whenever an employee uses a common piece of equipment (e.g., printer or computer), it should be wiped down prior to and following use. Proper cleaning and disinfecting supplies will be provided by the Erie House. Employees should wash their hands with soap and warm water for at least 20 seconds after cleaning or sanitizing a surface.

Erie Neighborhood House has requested that our cleaning services clean common areas and other frequently touched surfaces.

Erie House may add to this list of workplace procedures as additional employees return to work. Employees should monitor workplace communications to ensure they are up to date on all health and safety communications.

### Clean Desk Policy

Maintaining a clean desk will make it easier for the Facilities Team and janitorial crew to disinfect desks effectively to prevent the spread of COVID-19. In order to maintain a clean office environment for everyone, Erie House will enforce a Clean Desk Protocol that will become policy while COVID-19 remains a public health concern.

- Take or store all personal belongings when you leave the desk including personal hygiene items, food items and containers, pens and stationery, and other personal items that are not normally found on a desk.
- Wipe down telephone, keyboard, mouse, PC and any other equipment with sanitizing wipes.

### General Cleanliness and Safety Guidelines

#### Standards

- The entire facility will be thoroughly cleaned every evening prior to reopening
- Facilities will be available throughout the day for ongoing cleaning

- Additional sanitation stations and contactless hand sanitizers will be available throughout the facilities
- Removal of furniture from hallways and lounge areas to prevent congregating
- Reception will keep a log of external visitors/vendors entering facility
- Additional automatic soap dispensers, sinks and toilet flush installed where possible
- Lost and found will be discarded weekly
- High touch areas will be sanitized frequently based on CDC guidelines
- Expanded maintenance and cleaning structure, schedules, and protocols to maximize sanitizing efforts
- Communal use magazines and reading materials will be removed throughout the building
- Facility occupancy will be limited to adhere to social distancing guidelines
- Water fountains will be available for touchless bottle fill only, where available
- Extra signage posted throughout sites

### Information Technology Safety

- When an employee uses a common piece of equipment (copier, printer, etc.), it should be wiped down prior and after use by that employee
- Keyboards should not be shared, if a computer is in a shared area, using wireless keyboards is recommended.

### Reception and Payment Desks

- Workspace should be sanitized by staff prior to starting a shift and after ending shifts
- Transactions will be limited with encouragement of online and phone usage as much as possible
- Reception desks and payment desks will have protective plastic barriers
- Clean IT policy should be utilized
- Clean Desk Policy applies to Reception and Payment Desks

### Motor Rooms and Gymnasiums

These will be used on an as-need basis for specific programming only. All uses of motor rooms and gyms will have demarcation areas that clearly outline social distancing precautions.

## Surface Cleaning Guidelines

The following “space” specific guidelines have been put in place to help ensure that we are offering safe and clean spaces to our members and staff as well as adhering to CDC guidelines and national, state and local mandates.

#	Area/Place	Disinfection Content	Disinfection Measures	Frequency
1	Workstation common surfaces	Including control buttons, tools, and other common surfaces	Spray with handheld sprayer or wipe	Based on use; once a day if contacted by 1 person; otherwise between users
2	Offices, desks, and conference rooms	Table and chair surface	Spray with handheld sprayer or wipe	At the beginning and end of each meeting and end of day
3	Moveable trays or containers	Handles and other commonly touched areas	Spray with handheld sprayer or wipe	Based on use; once a day if contacted by 1 person; otherwise between users
4	General objects often used or touched	Doors and windows, handles, faucets, sinks, and bathrooms	Spray with handheld sprayer or wipe	At least four times per day
5	Break Areas	Table and chair surfaces, dispensers, vending machines, microwaves, toaster, etc.	Spray with handheld sprayer or wipe	Generally, 3 or more times per day to include after all breaks and meals
7	Vending Machines	Interface surfaces (pay, selection, and vending surfaces)	Spray with handheld sprayer or wipe	Generally, 3 or more times per day to include after all breaks and meals
8	Transport vehicles	Common surfaces (seats, rails, belts, doors, window controls, dashboard, etc.)		Before and after each use
9	All floors, walls, railings	All general floors, walls, stair railings at ENH	Spray with handheld sprayer or wipe Mop floors with designated equipment.	Periodic, where frequently touched, mop hard surfaces daily