



PROTOCOLS & GUIDELINES

FOR WORKING IN A CITY BUILDING

Because of the rapidly changing COVID-19 situation, the City took swift and decisive action to close City facilities to the public and to direct employees whose work could be performed remotely to refrain from coming onsite. This change occurred in accordance with public health guidelines to prevent the spread of the disease.

As the City transitions toward gradually reopening all City facilities to the public and resuming more typical operations, your health and peace of mind are still of utmost importance. This document summarizes what steps the City is taking to provide a safe workplace as well as your responsibilities for keeping yourself safe. Your facility may have additional or different protocols than those listed here - check with your supervisor for more information.

We know that the circumstances surrounding COVID-19 may change - and these protocols and guidelines may change accordingly. We will communicate substantive changes in advance when we can. When you follow a link to this document, you can feel confident that you are going to the most current version available.

AS A REMINDER:

City employees are expected to present themselves in an appropriate manner for the work to be performed and to present a professional and positive image to the public. For that reason, masks that are not issued by the City of Asheville must be a neutral color or pattern and be free of lettering unless such lettering is directly related to the City of Asheville or the employee's specific department. This applies at all times that an employee is on duty, regardless of whether they are in a City building. Your supervisor may provide you with additional requirements based on departmental uniform criteria.

Departmental Plans

Department Directors or their designees have the authority to develop department-specific plans for their designated floors/workspaces in accordance with the City Reopening Plan, as long as they comply with the Interim COVID-19 Employee Safety Policy and the protocols/employee expectations outlined in this document.

CITY BUILDING PROTOCOLS

Occupancy and Common Areas

- ✓ Primary occupancy is limited to meet the recommended restrictions set in the Governor's most recent Executive Order.
- ✓ To help keep track of visitor occupancy and visited locations, systems will be implemented to understand when members of the public enter and exit City buildings.
- ✓ Department Directors or their designees will create a transition staffing plan for their department in accordance with the City Reopening Plan.
- ✓ Entry queues have been set up at the main entrance to get you and the public safely through security or entrance, whichever is applicable.
- ✓ Stanchions, signage, and floor markings have been set up throughout buildings to assist in queueing and safe routing.

Restrooms

- ✓ Restroom occupancy is limited to one person, unless otherwise posted.
- ✓ Small trash receptacles have been installed inside of each bathroom door to allow for the use of a paper towel to open the door.

Stairs

- ✓ Employees who are able to use the stairs should do so whenever possible. This permits those not able to use the stairs, and visitors, to move more quickly to another floor. It also reduces the time that employees would otherwise spend waiting in closer proximity to other people.
- ✓ Always wear your mask and allow at least six feet of distance at all times. Wait on the landing if possible, when another person is approaching you from the opposite direction, to allow the maximum distance for passing.
- ✓ If you touch the handrail or stairwell doorknobs, wash your hands or sanitize them as soon as possible, always before touching your face or anything else.

Elevators

- ✓ Unless there is an urgent need for an employee to get to another floor, employees should allow visitors to get on the elevator first.

- ✓ Only one rider or family is permitted in any elevator at a time.
- ✓ All adults and older children must wear a face mask. Elevator occupants should position themselves as far away from the other occupants as possible.

Cleaning/Disinfecting

- ✓ Hand sanitizer stations have been placed throughout the building.
- ✓ Employees responsible for cleaning buildings have increased the frequency of disinfecting handrails, door knobs, restrooms, and other common areas, using appropriate and approved cleaning products.
- ✓ All office trash receptacles will be collected from the hallways to maintain physical distancing recommendations.
- ✓ Cleaning products will be made available to assist employees in the cleaning of their personal space and common use equipment such as copiers, filing cabinets, etc.

Workspaces

- ✓ When an employee is alone in their individual workspace, no face mask is required.
- ✓ When moving through their work area, employees must put on their face mask if they encounter another person.
- ✓ Employees may be assigned to work in a conference room to make required physical distancing possible within their work area. Otherwise, conference rooms are not being used at this time.
- ✓ Employees should not share supplies or other items with another person or borrow them. If it is necessary to share or borrow, the items should be disinfected before and after.

Cleaning/Disinfecting

- ✓ Employees are responsible for keeping their individual workspaces disinfected.
- ✓ Employees are required to disinfect shared spaces within their work areas (e.g. break and copier areas) before and after each use.

KEEPING YOURSELF SAFE:

Employee Responsibilities in City Facilities

Entering, Exiting, and Moving through the Building



DO use the [CDC Self-Checker](#) before you enter a City building.

DO follow new protocols for entering and exiting the building in order to minimize contact with others. (See page 2.)

DO follow all directional signs.

DO wear a face mask at all times while moving about the building.

DO make sure your employee ID badge is on and visible at all times when entering and while inside City facilities. (This requirement does not apply to uniformed fire and police employees.)

DO utilize the sanitizer stations as frequently as needed.



DON'T enter a City facility if you feel sick.

DON'T touch any surfaces or materials unless necessary. (If you do, then don't touch your face until you wash your hands.)

DON'T cross any physical barriers unless it is an emergency.

DON'T bring guests, children, or other family members into City facilities with you.

Common Areas



DO Maintain at least six feet of physical distance between you and other people.

DO clean up after yourself immediately in shared spaces like kitchenettes.



DON'T forget to wear your face mask when you are moving through any common area.

Your Individual Workspace



DO keep sanitizer (with at least 60% alcohol) handy.

DO maintain physical distancing when you are meeting with others in your workspace. If this is not possible, find a larger space to meet. If neither are possible, wear a face mask and limit the time to ten minutes or less.

DO keep a face mask handy in case someone stops by your workspace.

DO disinfect shared workspaces, devices, and materials before starting work.

DO use other means besides hands to touch buttons (e.g. copier, elevator, phone).



DON'T meet with others in your workspace unless physical distancing is followed or you wear a face mask.

DON'T share your devices or belongings with others.

DON'T begin using a shared workspace before disinfecting all surfaces and shared materials.

Respiratory Etiquette



- DO** follow physical distancing requirements by staying at least six feet away from others.
- DO** wear a face mask at all times in all common areas, bathroom facilities, and other places where physical distancing is not possible, whether or not you are directly interacting with others.
- DO** wear a face mask at all times when interacting with other people who are not at least six feet away from you - including in your office suite, individual workspace, and/or vehicle.
- DO** use a tissue or paper towel to cover your cough or sneeze, immediately throw it in the trash, and then wash your hands. As an alternative, cough or sneeze into your elbow.



- DON'T** report to a City facility, shared vehicle, or work site without a face mask.
- DON'T** cough or sneeze without covering your nose and mouth. (If you use your hand, be sure to wash or sanitize before touching your face or anything else.)
- DON'T** stand within six feet of other people unless there is no other option. (In this case, you are required to wear a face mask.)

Hand Hygiene



DO keep your hands away from your face.

DO wash hands (palms, tops, fingers, and fingertips) with soap for at least 20 seconds after having contact with respiratory secretions or materials that someone else has touched and otherwise frequently throughout the day.

DO disinfect your hands with sanitizer that has at least 60% alcohol (if you don't have access to soap and water) after having contact with respiratory secretions or materials that someone else has touched.

DO disinfect all frequently touched objects and surfaces before and after you touch them. This includes, but is not limited to: phones, keyboards, light switches, doorknobs, handrails, desks, tables, chair arm rests, refrigerator, microwave, coffee makers, and cabinet handles.

DO greet people without touching them.



DON'T touch your face with unwashed hands.

DON'T share items/materials (e.g. stapler, pen, phone) with anyone else.

DON'T touch anything after someone else has touched it without disinfecting it first.

DON'T touch the outside of your mask while wearing it and don't touch the outside when removing it or after you take it off until it has been disinfected.

If You Feel Sick



DO stay at home. Before you return to work, contact the Employee Health Center at 259-5693.

DO go home (if you're able) if you are already at work when you start feeling sick.

DO call the Employee Health Center at 259-5693 if you are already at work when you start feeling sick, and you don't feel able to go home. If it's a true emergency, call 911.

DO contact your primary doctor or Urgent Care when the Employee Health Center is closed. Do NOT use the ER unless it is a true emergency.

DO always call the Employee Health Center **before** going there, unless you have an appointment. (259-5693)



DON'T go to work.

Return From Travel or Other Potentially High Risk Situations



DO take personal responsibility for your safety by practicing the three W's (Wear your mask, Wait at least six feet apart, and Wash your hands).

DO follow applicable [CDC Travel Guidelines](#) for whatever period of time that they remain in effect.

DO monitor yourselves for symptoms.

DO consult with your medical provider and/or the Employee Health Center if you have concerns about possible exposure to COVID-19.



DON'T come onsite if you don't feel well, and call the Employee Health Center as soon as possible.