

Heritage Corridor Convention and Visitors Bureau (CVB) **COVID-19 Office & Visitor Center Re-Opening Procedures & Protocols**

Due to the Coronavirus Pandemic (Covid-19), the Heritage Corridor CVB temporarily closed to the public their office and visitor center (LaSalle County) on Monday, March 16 and Friday, March 13th, respectively. CVB staff have been working from home (WFH)/remotely since then and the office has been following the guidelines of healthcare experts and local leadership to determine when it is safe to reopen. Heritage Corridor CVB is planning to re-open the office and visitors center on June 17th and 24th, respectively. Both Joliet and Utica (North Central region) have entered Phase 3 according to the Governor's Restore Illinois guidelines.

CVB is implementing revised health and safety protocols to be followed by staff and visitors during Phase 3. These guidelines are outlined below and reflect the need to continue social distancing practices, along with consistent cleaning and disinfecting of the environment. These guidelines are expected to be in place during the month of June and July, at a minimum. These guidelines may change at any time and will likely change when the region moves into Phase 4 of Restore Illinois.

Office Hours - Beginning, Wednesday, June 17th, the office will resume regular office hours -open Monday through Friday 8 a.m. until 4:30 p.m. The office will remain closed to the general public Monday through Friday. Front office door will remain locked. Visitors and appointments can use the "buzzer" for access.

Visitor Center Hours - Beginning, Wednesday, June 24th, the visitors center will resume regular hours - open daily from 9 a.m. until 4 p.m.

Public Hours may be reevaluated at any time. Until the above dates, all staff will continue the "work from home" plan established in March. With the area in Phase 3, staff are welcome to work in the office but may be working alone.

Staff will continue to submit bi-monthly timesheets to the Tourism Manager. Also, the week of June 17th, office staff will resume weekly "calendars" for posting at the front desk for communication and record keeping purposes.

Exposure or symptoms of COVID-19 - If a staff member is experiencing COVID-19 symptoms (fever, cough, shortness of breath or difficulty breathing, chills, muscle pain, sore throat or new loss of taste or smell) or is exposed to someone experiencing these symptoms, the staff member will be required to either utilize PTO or WFH until the symptoms have subsided or a negative COVID-19 test is obtained. If a staff member tests positive for COVID-19 or is exposed to someone who has tested positive for COVID-19, the staff member will be required to either utilize PTO or WFH until a negative COVID-19 test is obtained, and their medical provider indicates it is safe to return to work. We expect the staff member to quarantine at home for 14 days in these situations. If a staff member tests positive for COVID-19, the office may be temporarily closed, and all staff will revert to working from home until it is deemed

safe to return. *Due to the unpredictability of COVID-19, all employees should be prepared to work from home before they leave the office each day.*

Social distancing should be practiced in the office, maintaining a distance of 6 feet from others, whenever possible. Staff should avoid gathering in individual offices, hallways, doorways, and common areas. Staff are expected to follow all local, state and CDC guidelines for social distancing outside of work too. Violating these orders can put yourself and your coworkers at risk for exposure.

Hand hygiene practices - Staff should avoid touching their eyes, nose and mouth as much as possible. Use cough and sneeze etiquette by using inside of elbow or tissue that is immediately disposed of. Wash hands for at least 20 seconds regularly and use hand sanitizer. Wear a facial covering whenever there is potential to expose others.

Facial coverings will be required to be worn at work, except when working at an individual office and/or workstation. Facial coverings should be worn when entering and exiting the building, in common areas, in hallways to and from common areas and whenever working outside of an individual office and/or workstation.

Reusable/washable facial coverings were provided to all staff.

Hand sanitizer will be placed throughout the office and visitors center and will be required to be used, at a minimum: when entering the office from any entrance; prior to using a common area, such as bathroom, kitchen, meeting room; prior to using shared office equipment, such as the copier, postage machine, etc.

Disinfectant wipes will be used to wipe down all common area surfaces at least once daily. The Tourism Manager will assign a staff member this task. Areas will include door handles, doorknobs, light switches and faucet handles in kitchen and other high touch areas. It should take about 10 minutes to do this task. Soap, tissues, and paper towels and other necessary supplies will be readily available throughout the office.

General building measures - For the office, a plexiglass barrier will be placed at the front office window. The front door will remain locked. The door to the office hallway will remain closed/unlocked,

For the visitor center, new signage will be installed on the door, hand sanitizer stations will be placed in the visitor center, restrooms will be for staff only and plexiglass barriers will be put up at the welcome desk.

Office cleaning will be done twice weekly, on Tuesday and Friday afternoons, by scheduled staff. Tourism Manager will schedule this cleaning rotation. They will do routine cleaning of individual office and public areas including reception, front copier, supply storage, promotional item storage, kitchen, meeting room, and conference room. Staff will also clean and disinfect high touch areas such as doorknobs, desk and counter tops, chair arms, desk phones and common office equipment.

Individual offices/work stations are currently spaced far enough away to have all 5 staff in the office at the same time and adhere to social distancing guidelines. To reduce exposure, staff are not to use workstations other than their own. Workstations should be kept neat and orderly. Staff should clear their desktops as much as possible for the cleaning to disinfect at scheduled cleaning times.

Kitchen/break room will be limited to one staff member at a time. The kitchen door will remain open at all times. Sanitizer will be placed at the kitchen entrance to be used before touching anything in the kitchen, including coffee machine, refrigerator, microwave, water dispenser, sink, dishwasher, etc. Staff should wash their hands at the sink before exiting the kitchen. Lunch should be eaten at staff desks whenever possible. No gatherings will be allowed in the kitchen.

Meeting and conference rooms may be used by staff for small meetings. Hand sanitizer must be used before touching anything in the rooms, including chairs, tables, phone, white board, etc. Staff must use sanitizer wipes to clean any surfaces they touch before exiting the room. Chairs will be limited from both rooms to allow social distancing of 6 feet. Facial coverings should be worn when using either room, even when social distancing of 6 feet. Outside groups (including CVB Board) will not be allowed to use conference room during Phase 3.

Reception area will have plexiglass barrier installed to protect the receptionist from visitors or staff in the lobby. Social distancing in the lobby will be communicated.

Copier, postage meter and other office equipment used by all staff - staff will be required to use hand sanitizer before using this equipment, unless another no-touch method is used, such as Q-tips or small tool.

Visitors will be expected to wear facial coverings, use hand sanitizer upon entering, and practice social distancing. Visitors will be allowed by appointment only or by per-scheduled meeting. Staff are asked to let receptionist know when visitors are coming.

Mail and package delivery will resume when the office re-opens. All items will be left in the vestibule by delivery personnel, so they are not entering the office area. When a signature is needed, tourism coordinator will provide in the vestibule area only. Delivery personnel who must enter the office will be required to wear facial coverings and practice social distancing.

Contact tracing may become necessary if staff or visitors test positive for COVID-19. To enable that, it is important to know where staff are working on any given day - either home or the office. All visitors in the building more than 10 minutes will be required to sign in.

Travel - No out of state work travel will allowed in Phase 3 without approval of the President/CEO. Local work travel should be kept to a minimum. Personal out of town

travel should be kept to a minimum and in keeping with the Governor's current executive order and must be disclosed to President/CEO.

Dress code - Since the office will be closed to the public, a casual dress code will be allowed, unless your workday includes appointments, meetings, media interviews, etc. that require a professional attire.

Health and safety signage will be installed throughout the office and visitors center, informing staff and visitors of our new protocols and expectations. Signage will follow all local, state and CDC guidelines.

Last Revised Sunday, May 31, 2020



**COVID-19 Office & Visitor Center Re-Opening Procedures & Protocols
RECEIPT AND ACKNOWLEDGMENT**

I, _____, acknowledge receipt of a copy of the Heritage Corridor Convention & Visitors Bureau (“CVB”) COVID-19 Office Re-Opening Procedures and Protocols. I understand and agree to follow the procedures and protocols as outlined and understand they are subject to change at any time.

Employee signature: _____

Date: _____