

Rockford Area Convention and Visitors Bureau

COVID-19 Office Re-Opening Procedures & Protocols

RACVB temporarily closed their office on March 17, 2020 due to the coronavirus pandemic. RACVB staff have been working remotely since then and the bureau has been following the guidelines of healthcare experts and local leadership to determine when it is safe to reopen. RACVB is planning to re-open on June 1, if the North Central region meets the requirements for moving into Phase 3 on May 29, according to the Governor's Restore Illinois guidelines.

RACVB is implementing new 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 office environment. These guidelines are expected to be in place during the month of June, at a minimum. These guidelines may be subject to change at any time and will likely change when our region moves into Phase 4 of Restore Illinois.

Office hours – Beginning, June 1, the office will officially be open Tuesday, Wednesday and Thursday each week, 8:30am-5:00pm, to staff only. Therefore, staff will continue to work from home on Monday and Friday each week, at this time. This will be re-evaluated midmonth to see if more days will be added to the scheduled open days. Staff are welcome to work in the office on Monday and Friday but may be working alone. The office will remain closed to the general public Monday through Friday. Doors for all exterior entrances will remain locked.

Working in the office – Staff are encouraged to work in the office during this transition month as much as their personal situation allows, taking into consideration childcare limitations, personal health concerns and COVID-19 exposure concerns. A weekly/monthly schedule should be submitted by each staff of their intentions for working in the office versus from home. Staff should indicate on their Outlook calendars where they are working and if they have the day off. Otherwise, it is assumed staff are working in the office. Calendars will be used by the receptionist and co-workers to know the location of all staff.

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 work from home 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 work from home 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 will be temporarily closed, sanitized accordingly 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.

Temperature checks are required by all staff who are working in the office. The check should be performed at home within 2 hours of arriving at the office and logged at home. A temperature above 100.4 degrees will be considered a COVID-19 symptom and staff must stay home. Temperature logs must be turned in to HR on a weekly basis. A thermometer will be available at the front desk if a staff member forgets to take their temperature at home. Staff will also complete a weekly COVID questionnaire, indicating any symptoms and their exposure to COVID-19.

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 your 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 face mask whenever there is potential to expose others.

Face masks will be required to be worn at work, except when working at an individual workstation. Masks 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 workstation. Face masks will be provided if staff do not have their own.

Hand sanitizer will be placed throughout the office 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. A staff member who will be in the office that day will be assigned to this task and will follow a checklist. Areas will include door handles, doorknobs, and faucet handles in bathrooms/kitchen and other high touch areas. It should take about 10 minutes to do this task.

Other PPE and supplies - Gloves will be provided for any tasks that may require them. Soap, tissues, and paper towels and other necessary supplies will be readily available throughout the office.

General building measures – The office will be closed to all staff for the 7 days prior to June 1 to ensure no virus exists when we open the doors on June 1. HVAC professionals will check our air system flow to ensure optimal performance. Lights will remain on day and night in all areas to avoid touching light switches.

Professional office cleaning will be done twice weekly, on Tuesday and Friday evenings, by a hired cleaning service. They will do routine cleaning of bathrooms, kitchen, carpet and hard floors and garbage removal. They will also clean and disinfect high touch areas such as doorknobs, desk and counter tops, chair arms, desk phones and common office equipment. They will not move items on desktops but will clean around items. To ensure the greatest area is cleaned, clear desktops as much as possible on cleaning nights.

Workstations are currently spaced far enough away to have all 10 staff in the office at the same time and adhere to social distancing guidelines, with the exception of Austin and Kara. Austin will move to a DD desk and Kara will move to a Marketing desk. 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 service to disinfect at scheduled cleaning times.

Bathrooms will be limited to use by one staff member at a time. A sign for occupied/vacant will be placed on bathroom doors to indicate the status of occupancy. Hand sanitizer will be placed outside the bathrooms to be used before entering. Before exiting, staff must wash their hands and use a paper towel to open the bathroom door.

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 pots, 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.

Board room/annex may be used by staff for small meetings, media interviews, etc. Hand sanitizer must be used before touching anything in the rooms, including chairs, tables, phone, white board, etc. Staff must use Clorox wipes to clean any surfaces they touch before exiting the room. Chairs will be removed from both rooms to allow social distancing of 6 feet. Masks should be worn when using either room, even when social distancing of 6 feet. Outside groups will not be allowed to use our meeting rooms during Phase 3.

Reception area will have sneeze guards installed to protect the receptionist from visitors or staff in the lobby. Seating will be removed from the lobby area. Social distancing in the lobby will be enforced. Social distancing floor stickers will be installed in the lobby. Lunch coverage for receptionist will be done by other staff from their own workstations.

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 Qtips or small tool. Staff are encouraged to use their own printers whenever possible.

Visitors will be expected to wear face masks, use hand sanitizer upon entering, sign in at front desk 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, receptionist will provide in the vestibule area only. Delivery personnel who must enter the building for items such as soda, rugs, water, etc. will be required to wear masks and use hand sanitizer upon entering.

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.

Parking passes will be provided to all staff who are planning to work in the office at least 1 day per week. Those working less than 1 day in the office will need to pay for a daily rate with their corporate credit card.

Travel – No out of town 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 on weekly COVID questionnaire.

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.

Van usage will be limited to one staff at a time, whenever possible. Social distancing, face masks, disinfectant wipes, and hand sanitizer, should be used when driving the van to make deliveries or other errands.

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

RECEIPT AND ACKNOWLEDGMENT

I, _____, acknowledge receipt of a copy of the

(Name of Employee – Please Print)

Rockford Area Convention & Visitors Bureau (“RACVB”) 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: _____