



**Milwaukee County COVID-19 Public Health Emergency
Phased Re-Opening Guidance for Milwaukee County Services and Facilities
Administrative Order 20-13v1**

Version 1 Issued and Effective as of 12:01 p.m. on Wed., May 13, 2020

Version 2 Issued and Effective as of 12:01 p.m. on Wed., May 13, 2020

Version 3 Issued and Effective as of 12:01 p.m. on Wed., May 27, 2020

Federal, state, and local authorities have issued guidance for phased re-opening of organizations and services based on the trajectory of the coronavirus and response capacity to needs created by the pandemic. While Milwaukee County has continued to provide many critical services throughout the pandemic to support the community, a number of services have been partially or fully shut down to help protect public health.

Milwaukee County must prepare to safely bring affected services back up safely, which will require leaders and staff to think about how to redesign spaces, technology, and service formats to meet the needs of the public during a prolonged public health emergency. Furthermore, while services that have continued to operate during the pandemic have gone to great lengths to reformat service delivery and work place standards to meet public health guidance, the County is dedicated to continuous improvement to enhance the safety of services and meet the emerging and evolving needs of service users.

This Administrative Order establishes the Minimum Requirements for Phase 1 re-opening planning and establishes the governance for re-opening planning and service opening decisions. Version 3 clarifies the process and procedures for how and when leaders of services that are fully or partially non-operational will be able to execute their re-opening plans. This order is subject to change as public health guidance evolves.

Version 3 of the “Phased Re-Opening Guidance for Milwaukee County Services and Facilities” Administrative Order is effective as of 12:01 p.m. on Wednesday, May 27, 2020, and replaces Version 2. Major changes in version 3 are denoted in red.

If you have questions about this, or any other Administrative Order or policy, please email: COVID-19@milwaukeecountywi.gov

I. Scope of Re-Opening Planning

Milwaukee County is only going to be planning for Phase 1 re-opening at this time. Leaders overseeing services that are fully or partially *non-operational*¹ at the effective date of version 1 of this order (May 13, 2020) should immediately begin creating re-opening plans; if a department chooses to keep a service non-operational for Phase 1, they should consult with the Re-Opening Steering Committee (ROSC) and County Executive Chief of Staff about their decision before not making a re-opening plan to keep a service non-operational.

¹ “Fully or partially non-operational” should be interpreted from the perspective of an end-user. A service currently being delivered in a new format due to the pandemic is considered to be operational if end users still have access to the service.

Leaders and involved re-opening staff within the department or elected office should:

- Create **one (1) re-opening plan per service or program** that is fully or partially non-operational. If a department has questions about how to define a “service” in their operational context, they should work with the ROSC to ensure their plan is correctly scoped.
- Direct vendors managing the delivery of a services that is fully or partially non-operational to create re-opening plans per the Minimum Requirements for Phase 1 (see Section VI).² Vendors should also submit **one (1) re-opening plan per service** that they manage that is fully or partially non-operational. Vendor plans should be reviewed and approved by the department before being submitted to the ROSC.
- Direct groups using County grounds for structured community events to submit a re-opening plan for their events (e.g., groups reserving Parks space for a community service).
- Leaders and vendors may, but are not required to, use the [Phase 1 Re-Opening Planning Template](#) to aid in their planning efforts (located at the end of this Administrative Order).
- Any resource requests that accompany the re-opening plan can be made to either the ROSC member(s) assigned to work with the requesting department or elected office or to: COVID-19@milwaukeecountywi.gov **Please refrain from making direct inter-departmental resource requests** (e.g., reaching out to a department to see if they have facility space) so the ROSC can help coordinate resources across services.

For services that are currently operational:

- Every effort should be made to come into compliance with the Minimum Requirements for Re-Opening outlined for Phase 1, whenever possible, regardless of the status of the gating criteria.
- The ROSC, described below, is available to help support solutions for all services to continue to protect the health of our employees, contractors, and the public.
- **No formal plan for meeting Minimum Requirements is needed at this time.** Leaders can directly ask for support (e.g., space planning, facility needs, IT needs) from the ROSC to help execute any risk-mitigating solutions. Resource requests can be sent to: COVID-19@milwaukeecountywi.gov

Recognizing that certain unique County services do not easily lend themselves to all the outlined re-opening requirements, the ROSC will work with County leaders operating those services to ensure that their re-opening plan is consistent with minimum requirements to the extent possible, and will help identify additional risk mitigation strategies, as needed.

² Vendors may have completed COVID-19 Pandemic Preparedness Plan per Administrative Order “Contracting Procedures during COVID-19 Public Health Emergency (20-11v1).” Please note that re-opening plans will be overlapping, but are different than these preparedness plans, as the re-opening plans are tied to a specific set of minimum requirements for Phase 1 planning only. Vendors can pull relevant language from preparedness plans, but should create re-opening plans specific to requirements in this Order.

II. When to Implement Re-Opening Plans

For services that are fully or partially non-operational, and therefore required to develop a re-opening plan before bringing the service back up, there are two different sets of conditions leaders can use to determine when the service can be made operational again:

1. **Non-Essential Government Services**,³ whether operated by the County or a vendor, may operate **at Phase 1 levels when all of the following conditions have been met:**
 - a. The service is not closed per a city or municipal public health order.
 - b. All gating criteria in the Health and Safety Indicator Dashboard⁴ are either yellow or green (no single indicator can be red for Phase 1 re-opening to commence).
 - c. The service re-opening plan has been approved by the ROSC.
 - d. The County Executive or Chief of Staff has approved the service to re-open once a recommendation to re-open has been made by the ROSC.

2. **Essential Government Services**⁵ **and Outdoor Zoo and Parks Spaces**, whether operated by the County or a vendor, may operate **at Phase 1 levels when all of the following conditions have been met:**
 - a. The service is not closed per a city or municipal public health order.
 - b. The service re-opening plan has been approved by the ROSC.
 - c. The County Executive or Chief of Staff has approved the service to re-open once a recommendation to re-open has been made by the ROSC.

All elements of the approved re-opening plan should be in place before service is re-opened to the public. Departments can, and should, start implementing measures to meet minimum requirements during re-opening planning, whenever possible.

Due to the nature of some services, some exceptions to the above criteria may have to be made to best protect the health of the community (e.g., playgrounds very difficult to keep closed, so it may be better to open the service and find other strategies to mitigate risks). Departments can request exemptions to the ROSC and the ROSC will coordinate with requesting leaders and the County Executive or Chief of Staff to determine the best path forward.

³ Essential Services are those services needed to ensure the continuing operation of the government body and provide and support the health, safety, and welfare of the public. Non-Essential Services are all other services. The essential status of a County service, if not already established, will be made in partnership by the department leader, the ROSC, and the County Executive or Chief of Staff.

⁴ Choose “Key Indicators” tab on the dashboard: <https://county.milwaukee.gov/EN/COVID-19>

⁵ Essential Services are those services needed to ensure the continuing operation of the government body and provide and support the health, safety, and welfare of the public. Non-Essential Services are all other services. The essential status of a County service, if not already established, will be made in partnership by the department leader, the ROSC, and the County Executive or Chief of Staff.

III. Guiding Principles and Operating Assumptions for Phase 1 Re-Opening Planning

Milwaukee County will use the following principles and assumptions to guide its approach to the re-opening planning.

1. Guiding Principles

- When evaluating any service re-opening, Milwaukee County's primary focus is the health of its residents, employees, and contractors. Services currently interrupted by the pandemic will resume operations at a time and in a manner that is reasonably safe for everyone based on then current public health criteria. A driving force in decision making will be to maximize teleworking and minimize workforce and public interaction in County spaces to minimize the spread of COVID-19.
- Decisions on process improvement and re-design of County services will be made through a racial equity lens while keeping in mind the best interest of our employees and the community.
- The impact to the County's budget as a result of COVID-19 has been substantial and therefore any decisions made on re-opening services will be made while being conscientious of the impact reopening will have on the County's budget.
- **Maximizing the number of people teleworking will be a key public health risk mitigation strategy and the County will plan to have employees telework whenever possible for the foreseeable future.**

2. Assumptions

- There are likely to be additional waves of COVID-19 in 2020 and beyond until a vaccine is developed. All County services must be prepared to enforce strict public health measures at any time, especially if re-opening a service leads to a spike in COVID-19 cases.^{6, 4}
- The County will have to remain flexible when re-opening services. Moreover, if re-opening contributes to a spike in infection rates, certain services may have to close again. The indicator dashboard will guide this decision-making.
- Not all County services may be able to come back fully operational because the nature of the service may prevent the County from meeting necessary public health standards. This will mean that services may look different than they did before the pandemic.

IV. Ongoing Expectations for Employees, Contractors, and Service Users

Whatever phase the County is in for re-opening, all employees, contractors, and service users must continue to follow CDC recommended practices to promote good public health hygiene and take the necessary steps to prevent the spread of sickness. People must:

- Wash their hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
- Avoid touching their face.
- Avoid shaking hands.

⁶ <https://thehill.com/homenews/news/495215-fauci-second-wave-of-coronavirus-in-fall-inevitable>

⁴ <https://www.nytimes.com/2020/04/18/health/coronavirus-america-future.html>

- Sneeze or cough into a tissue or the inside of their elbow.
- Disinfect frequently used items and surfaces as much as possible.
- Use cloth face coverings while in public as recommended or required, and particularly when physical distancing of 6 feet may not be possible.
- Stay home if sick, or if a member of their household is sick, with fever, cough, shortness of breath, sore throat, unusual fatigue, muscle aches, or chills.
- Follow medical advice from a medical provider.
- Telework, if jobs duties allow.

V. **Governance of Re-Opening Plans**

The County Executive has established a Re-Opening Steering Committee (ROSC) to help guide the development and execution of re-opening plans, tailored to the specific needs of departments and elected offices. The ROSC will partner with departments and elected offices, prioritizing re-opening planning for those with fully or partially closed services, to:

- Develop re-opening plans that meet the procedures and guidelines for phased re-opening per this administrative order.
- Support the development and execution of service re-design solutions (e.g., re-designing physical spaces, moving services online, process improvement efforts).
- Serve as a resource for departments and elected offices in identifying and mitigating re-opening and operational risks.
- Secure CDC-recommended PPE to support re-opening plans.
- Provide quality assurance measures for execution of re-opening plans.

The ROSC will, at minimum, consist of the designated amount of people from the following departments, providing the listed functional expertise:

- County Executive Office (1 person, County Policy & EOC Alignment)
- DAS, IMSD (1 person, Information Technology)
- DAS, FMD (1 person, Facilities and PPE)
- DAS, PSB Continuous Improvement Office (2 people, Process Improvement)
- Human Resources (1 person, Personnel)
- Office of Corporation Counsel (1 person, Legal)
- DAS, Risk Management (1 person, Risk Management & Workplace Safety)
- Public Health (1 person, Public Health Advisor)

The ROSC will routinely inform and consult with the County Board throughout the re-opening planning, policy decisions, and the execution of any re-opening plans. The ROSC will work with department and elected office leadership to identify the person or people to partner with for re-opening planning.

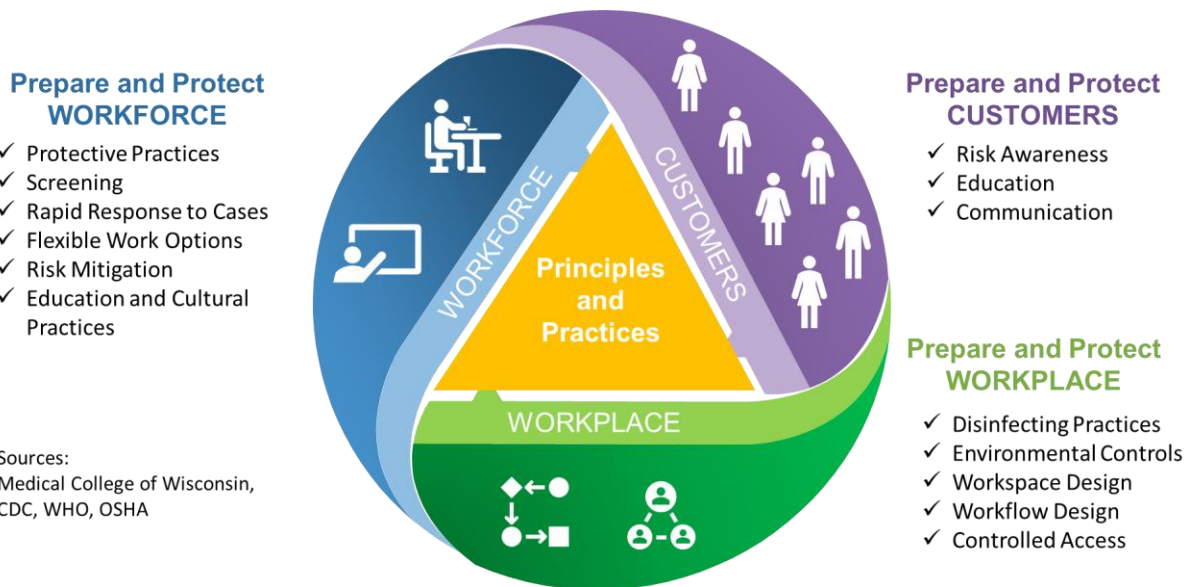
The ROSC will use the following criteria to prioritize its re-opening planning and solutioning efforts with departments, with a general priority being initially given to services that are fully or partially non-operational:

- **Legal (statutory or regulatory) requirements** (if the County is not meeting statutory requirements because a service is fully or partly non-operational, the service will be given priority).
- **Impact on vulnerable populations** (if a service disruption is disproportionately harming vulnerable populations, the service will be given priority).
- **Impact on Public Health or Public Safety** (if a service disruption directly harms public health or public safety, the service will be given priority).
- **Impact on budget** (if a revenue-generating service is fully or partially down, the service will be given priority).

Re-opening plans, the execution of these plans, and local policy decisions about services and resource needs will be collaboratively made between the ROSC, the elected official or department head, and the County Executive or Chief of Staff.

VI. Phase 1 Responsible Reopening Procedures and Guidelines

Departments and elected offices with services that are fully or partially non-operational should follow the minimum requirements and recommendations below to inform the development of their re-opening plans for Phase 1. The County is only planning for Phase 1 re-opening levels at this time. The guidance provided for Phase 1 is informed by the best practices developed by the Medical College of Wisconsin (MCW),⁷ State of Wisconsin’s Badger Bounce Back Plan,⁸ the federal Opening Up America Again Plan,⁹ and OSHA Guidance on Preparing Workplaces for COVID-19.¹⁰ The framework for re-opening is guided by the local MCW re-opening framework:



⁷ <https://covid19.mcw.edu/restart>

⁸ <https://www.dhs.wisconsin.gov/publications/p02653a.pdf>

⁹ <https://www.whitehouse.gov/openingamerica/>

¹⁰ <https://www.osha.gov/Publications/OSHA3990.pdf>

Below are the required and recommended re-opening minimum requirements to guide Phase 1 re-opening planning for County services that are currently not fully operational because of facility or service closures due to COVID-19. Minimum requirements are indicated by underlining; considerations for how to achieve the minimum requirement are provided based on best practices and leaders should consider their local context and needs in order to achieve the minimum requirement. **In general, if a department or elected office is not able to meet certain minimum requirements, they should clearly state why and work with the ROSC (who will facilitate consultations with Public Health Officials) to identify appropriate risk mitigation controls; not being able to meet a minimum requirement does not automatically mean a re-opening plan will not be approved.**

1. Workplace

Preparing the physical workplace prior to day one of reopening operations to the workforce and service users must be the first consideration once a green light is given to implement Phase 1 re-opening plans.

Minimum Requirements – Phase 1

Workspace and Workflow Controls

- Physical Distancing. Create a plan that promotes physical distancing of at least 6 feet. The plan should include, or at least consider, the following:
 - **Indoor, closed, or confined County facilities, office spaces, or vehicles.**
 - Only 10 people maximum are allowed in any closed or confined space.
 - The maximum amount of people in a room may be less depending on square footage (e.g., room cannot accommodate 10 people allowing for 6 ft distance).
 - All shared rooms must have a [room capacity sign](#)⁸ posted, including: elevators; conference rooms; and shared spaces, such as lunchrooms, breakrooms, and bathrooms.
 - Staggered use of shared spaces.
 - Control access to and circulation within County facilities.
 - Evaluate the flow of customers to increase space between and avoid contact with each other and County staff (i.e., entry way queues/lines, one-way aisles, wider aisles, necessary waiting areas).
 - Use lines on floor or ground and arrange furniture to increase awareness of space distance.
 - Control vendor/contractor access. Verify they have a pandemic preparedness plan and are complying. (See [Contracting Procedures Admin. Order 20-11](#)).
 - Eliminate “back door” entrances and evaluate access at loading docks.
 - Workstations should be set up with at least 6 feet of distance between people.

- If physical distancing between workstations is not possible, install barriers, partitions, or close workstations in between those in use (e.g. consider in combination with staggered work shifts).
- Whenever possible, employees should have a designated work station to minimize the number of people sharing space.
- Kitchen seating areas or other sitting areas (not including necessary waiting areas) should remain closed and not be available for use.
- Only one person allowed to a vehicle, unless occupants are members of the same household, or engineering controls can be placed (e.g., barriers or partitions) and proper PPE is worn.
 - Certain public health and safety functions may be exempt, such as law enforcement and emergency services.
 - **Members of the same household are not required to physically distance from each other. When applicable, departments can structure exemptions to physical distancing in certain spaces (e.g., sitting at a picnic table, using an elevator). However, each member of the household still counts individually towards the mass gathering requirement of 10 people maximum in confined spaces.**
- **Outdoor and open spaces on County property.**
 - Picnic tables, outdoor eating areas, or similar outdoor seating areas should not be available for use, unless they are spaced 10 or more feet apart and sanitized following every use.
 - Control circulation of people in outdoor areas and open spaces
 - Evaluate the flow of customers to increase space between and avoid contact with each other and County staff (i.e., pedestrian lines and walkways).
- **Appropriate Signage.** In order to establish a consistent message regarding COVID-19 public health guidelines and requirements for County facilities and property, the following ROSC-approved signs must be posted in appropriate areas. Signage will be available through HOCGraphics and can be ordered by departments and elected offices via Marketplace Central on the following topic areas:
 - **Reopening_PhysicalDistancing_Sign.jpg**
Milwaukee County COVID-19 Precautions Sign — Practice Physical Distancing — trilingual (English, Spanish, Hmong) — 18" x 12"
 - **Reopening_HandWashing_Sign.jpg**
Milwaukee County COVID-19 Precautions Sign — Hand Washing (Wash Your Hands!) — trilingual (English, Spanish, Hmong) — 8.5" x 11"
 - **Reopening_UpdatedSymptoms_Sign.jpg**
Milwaukee County COVID-19 Precautions Sign — Updated Symptoms (STOP. Feeling Sick?) — trilingual (English, Spanish, Hmong) — 12" x 18"
 - **Reopening_MasksRequired_Sign.jpg**
Milwaukee County COVID-19 Precautions Sign — Face Masks Are Required In This Facility — trilingual (English, Spanish, Hmong) — 11" x 8.5"

- General public health and hygiene guidance in County facility.
- Signs to help control the flow of people through facilities.

Environmental Controls

- Masks, cloth or disposable (if available), should be distributed at entry points.
- Hand sanitizer should be available at transaction points, entry points, and just outside of bathrooms.
- Increase ventilation.
 - Increase ventilation rates.
 - Increase the percentage of outdoor air that circulates into the system.
 - Keep bathroom doors propped open (when not an invasion of privacy). This also limits touch-points.
 - Doors in facilities should be propped open, unless doing so is a violation of code, a threat to safety, or poses a similar type of problem. This also limits touch-points.
- Limit all communal touch-points.
 - All trash and recycling bins should not require a person to touch the container in order to dispose of something (e.g., remove lids or flaps).
 - Eliminate shared workspaces. (e.g., in combination with staggered work shifts)
 - Discourage people from using other workers' phones, desks, offices, writing utensils, white board markers, or other work tools and equipment, when possible.
 - If necessary, post signs requiring users to clean and disinfect communally used equipment (e.g., printers, desktop computers) before and after use and make sanitizers available in the area.
 - Install controls at transaction points that work to minimize touch-points and areas of close contact. If possible:
 - Avoid or limit the exchange of objects during a transaction (e.g., employee should avoid physically taking a license or credit card).
 - Place a barrier between the employee and customer.
 - Sanitize any equipment (e.g., credit card readers) between each use and provide plastic covers and disposable digit touchers.

Cleaning and Disinfecting

- Re-opening plans should include both pre-opening and ongoing cleaning and disinfecting protocols that delineate CDC guidelines for their industry and how they are meeting those guidelines.⁹ Generally, some considerations are:
 - Access to cleaning supplies should be readily available to all employees.
 - Develop comprehensive touch-point disinfection protocols.
 - Review any cleaning contracts with janitorial services to ensure each facility is maximizing cleaning of high surface touch-points (especially in public areas) and there is ongoing sanitation throughout the day. Additional cleaning and disinfecting protocols should be assigned to staff if janitorial services aren't available for routine (every 2 to 3 hours) daily disinfecting.
 - See the CDC's website on [Cleaning and Disinfecting a Facility](#).

Food Service Areas

- Cafeterias currently closed will remain closed unless they are able to accommodate pick-up or walk-up service that meets mass gathering (<10 people in a closed space) and physical distancing (>6 feet between people) requirements. **If pick-up service is available:**
 - Cash payments are not allowed.
 - Online ordering and payment methods are preferred.
 - If seating is available:
 - For enclosed spaces, there should be no more than 10 people in the seating area at a time, including staff.
 - Tables should be at least 10 feet apart for both indoor and outdoor seating areas. **Members of a household do not need to physically distance themselves from each other.**
 - Tables and seats should be sanitized between each use.
 - It is recommended that indoor seating areas for food not be made available for employees and guests waiting for food. It is best for employees and guests to go back to a properly-distanced work or waiting space.
 - Disposable tableware and utensils are preferable; disposal bins should be open (e.g., person should not have to push on a flap to throw something away).

Retail Shops (Gift Shops and Pro Shops)

- Stand-alone gift shops and pro shops with entrances to the outside may be open, but can only allow a maximum of five (5) customers in the shop at a time.
 - If physical distancing of 6 feet or more is not possible with five customers inside due to shop size, a maximum limit under five may be necessary.
 - Face coverings are required for employees and customers (see sections for Employees and Customers below).
 - Cash payments are not allowed.
 - Entrances through interconnected passage may not be open.
 - Develop a plan for physical distancing for customers in line for entry, as well as between customers and employees inside the shop.

2. Employees & Contractors

Employees and Contractors returning to worksites should enter the workplace on day one with knowledge of any new or changed work practices and understand what will be expected of them.

Minimum Requirements – Phase 1

Reporting to County Facilities

- Employees who are able to telework, fully or in-part, should continue to do so.
- Any symptomatic employees or contractors should not report to work.
 - If a person does report to work, they should be sent home. Continue following procedures, including return to work procedures, per the [Responding to Symptomatic Individuals Admin. Order 20-7](#).

- It is advised if a person feels sick they should contact and follow the advice of their medical provider immediately.
- **Physical Distancing.** Create a plan with flexible work options and practices aimed at minimizing contact from occurring within 6 feet.
 - Institute staggered work shifts for in-person workers.
 - Stagger arrival of employees or contractors.
 - Prohibit congregating in shared spaces (e.g., in combination with limiting number of people to 10 or below).
 - Limit in-person meetings, including pre-shift roll call. **Remote meetings should be maximized and in-person meetings should be minimized.**
 - If necessary, conduct meeting in a room large enough to accommodate attendees (i.e., do not exceed maximum capacity and follow physical distancing).
 - Have additional security force or staff in place to move people through common congregating areas and reinforce physical distancing.

Protective Practices

- Face coverings are required for all employees and contractors, unless wearing a face covering is:
 - Not advisable by a healthcare professional,
 - Not in line with documented industry best practices, or
 - Not permitted by federal or state laws/regulations.
- A face covering is not required if an employee is working alone in an enclosed area (e.g., a person working alone in their office).
- The appropriate face covering depends on industry occupation¹¹
 - For a majority of employees and contractors, the following are acceptable:
 - Homemade cloth masks or disposable procedural masks supplied by the employee or contractor, or
 - County-supplied cloth mask or disposable procedural mask (if available).
 - All cloth face masks must be washed after every shift, prior to reusing.
- Avoid or limit work practices that may cause the spread of the virus.
 - Avoid all unnecessary physical contact with other people (e.g., shaking hands).
 - Discourage people from using other workers' phones, desks, offices, writing utensils, white board markers, or other universal work tools and equipment, when possible.
 - If necessary, post signs requiring users to clean and disinfect communally used equipment (e.g., printers, desktop computers, refrigerators, microwaves, time clocks, etc.) before and after use and make sanitizers available in the area.
 - Avoid cleaning dirty dishes while at work; dirt dishes should be brought home for cleaning to avoid sharing dirty sinks, sponges, etc.
 - Avoid sharing food, crockery, utensils, cups, and other personal hygiene items.
 - Institute a clean desk policy.

¹¹ <https://countyconnect.milwaukeecountywi.gov/New---County-Intranet-Files/COVID19/COVID-19GUIDANCE-UseofN95RespiratorsandFacemasks20-v1002.pdf>

- Protocol for required hand washing at least every 2-3 hours for employees/contractors.
 - If soap and running water are not immediately available, provide alcohol-based hand sanitizer or rubs containing at least 60% alcohol.¹⁰ Due to the limited supply of hand sanitizer, soap and water is preferable at this time.
- Non-essential business travel is prohibited.
 - Non-essential personal travel is discouraged (See [Travel Admin. Order 20-2](#))

Symptom Screening

- Reopening plans must consider whether available employee screening methods are feasible and appropriate according to CDC and public health recommendations for industry type. Employee or contractor health attestation and temperature screening are not required, but may be warranted depending on the particular service or operation. The following screening methods should be considered together, and **only in combination with** required face covering and proper physical distancing rules, with guidance from ROSC and public health consultation.
- Employee Health Attestation Questionnaire: If department or elected office is opting to administer a health attestation questionnaire, they should include the questions and reasoning for conducting questionnaire in their re-opening plans for review.
- Temperature Screening:
 - Temperature of 100.0 degrees Fahrenheit or higher is considered a fever.
 - Temperature screening is most appropriate in environments where people congregate for long periods of time (e.g., long-term care facilities, jail, court rooms).
 - Temperature screening, if being conducted, should be done in combination with an Employee Health Attestation Questionnaire.
 - Technology considered for temperature screenings should be listed in re-opening plan.
- An appropriate procedure should be developed if employee has an affirmative response to either screening method. (See [Responding to Symptomatic Individuals Admin. Order 20-7](#)).
- Contractors/vendors should comply with screening method in their pandemic preparedness plan. (See [Contracting Procedures Admin. Order 20-11](#)).

Communication and Training

- Reopening plans should include a plan for communicating new requirements and procedures (e.g., face coverings, physical distancing) that are expected in their workplace prior to reporting to work, as well as a plan for day one training that should include, but not limited to:
 - Universal hygiene methods aimed at preventing infection and stopping the spread
 - Face covering and physical distancing expectations of them while at work
 - Job- or task- specific education, such as:
 - Additional cleaning and disinfecting protocols within their area or duties
 - Appropriate PPE usage (e.g., what PPE is appropriate, donning and doffing methods)
 - How to effectively communicate and enforce physical distancing guidelines to service users

- How employees can ask questions or have concerns addressed, such as submitting them to the County's email COVID-19@milwaukeecountywi.gov

3. Service Users and Visitors

Minimum Requirements – Phase 1

Entry to County Facilities or Property

- If possible, stagger arrival of service users.
 - An appointment system is highly encouraged for services, whenever possible.

Protective Practices

- Face coverings are required for all visitors and service users ages 3 and over to indoor and outdoor County facilities, unless wearing a face covering is:
 - Not advisable by a healthcare professional,
 - Not in line with documented industry best practices, or
 - Not permitted by federal or state laws/regulations.
- Service user may bring their own face covering (cloth or disposable), or use County supplied cloth mask
- Face masks should be distributed and worn upon entry to the County facility. The department or elected office managing controlled entry points will be responsible for managing the local procedures and processes for mask distribution.
 - Departments and elected offices should plan on keeping spare masks in their offices inside of the facility for people who show up without a mask.
 - Paper and cloth masks can be ordered through MarketPlace Central.
- All cloth face masks must be washed after every work shift, prior to reuse.
- Children ages 2 and under must stay in a stroller, wagon, or within 6 feet of guardian.

Symptom Screening

- Additional controls for symptom screening are most appropriate in environments where people congregate for long periods of time (e.g., long-term care facilities, jail, court rooms). If a department or elected office wishes to instate additional symptom screening controls (above and beyond required face coverings, physical distancing, and signage at entry points to do passive symptom screening), the following are recommended:
 - Visitor Health Attestation Questionnaire: If department or elected office is opting to administer a health attestation questionnaire to visitors, they should include the questions and reasoning for conducting questionnaire in their re-opening plans for review.
 - Temperature Screening.
 - Temperature of 100.0 degrees or higher is considered a fever.
 - Temperature screening is most appropriate in environments where people congregate for long periods of time (e.g., long-term care facilities, jail, court rooms).
 - Temperature screening, if being conducted, should be done in combination with a Health Attestation Questionnaire.
 - Technology considered for temperature screenings should be listed in re-opening plan.

- An appropriate response should be developed if customer has an affirmative response to either screening method. (See [Responding to Symptomatic Individuals Admin. Order 20-7](#)).

High-Risk Visitors or Service Users: Consider a plan for visitors or service users that are high-risk for COVID-19 complications and death, such as older adults or people of any age who have serious underlying medical conditions.

- Have a virtual option in place for someone who has identified themselves as high risk.
- Offer deferment plans or alternate participation mechanisms to mitigate risks to high-risk individuals.
- Offer specific times of the week, ideally after a cleaning, that is designated for high risk individuals, and enforce proper physical distancing and face coverings requirements by all during that time.

Communications Plan:

- How will service users know about changes and new expectations for accessing the service?
- How will service changes, including new expectations for accessing the service (e.g., appointment only, face mask required), be communicated to service users?
- Where will this information be available?
- How will information be distributed?
- If special accommodations are available for high-risk service users, how will you communicate about available accommodations?
- Have a communications plan for how service changes, including new expectations for accessing the service (e.g., appointment only, face mask required, online option), will be communicated to service users.
 - Clearly request use of enterprise-wide communication channels for information dissemination (e.g., County press release, website update, social media post).

Phase 1 Minimum Requirements for Re-Opening – Plan Template

Department or Elected Office Name:

Service or Program:

Short Description of Service (1 – 3 sentences):

Please fill in all relevant information using the tables below, which structure questions around the minimum requirements in the “Phased Re-Opening Guidance for Milwaukee County Services and Facilities.” If a requirement is not applicable, leave blank or write N/A. Answers should be concisely written.

1. Workplace

Physical Distancing	
Please explain your plan for <u>Physical Distancing</u> . (Note: Your plan should promote physical distancing of at least 6 feet. This applies to indoor, closed, or confined County facilities, office spaces, or vehicles. (Only 10 people maximum are allowed in any closed or confined space, but the maximum amount of people in a room may be less depending on square footage (e.g., room cannot accommodate 10 people allowing for 6 ft distance).	
Confirm that your workstations are set up with at least 6 feet of distance between people. If this is not possible, confirm that you have installed barriers, partitions, or close workstations in between those in use (e.g. consider in combination with staggered work shifts).	
Confirm that all shared rooms will have a room capacity sign posted, including conference rooms and other necessary shared spaces such as internal bathrooms.	
Please confirm that lunchrooms or breakrooms have capacity signs, and explain how access has been limited to only necessary use.	

Will you be staggering use of shared spaces? If yes, please explain.	
What is your plan for addressing the flow of customers to increase space between and avoid contact with each other and County staff (i.e., entry way queues/lines, one-way aisles, wider aisles, necessary waiting areas)?	
Explain any plan to use lines on floor or ground and arrange furniture to increase awareness of space distance.	
Will you have additional security force or staff in place to move people through common congregating areas and reinforce physical distancing?	
Confirm that only one person allowed to any vehicle, or a plan for engineering controls (e.g., barriers or partitions) or proper PPE is worn. (Note: Certain public health and safety functions may be exempt, such as law enforcement and emergency services.)	
<p>Confirm that you have acquired and posted <u>appropriate signage</u> in the following areas:</p> <ul style="list-style-type: none"> ○ General public health and hygiene guidance in County facility. ○ Hand-washing guidance near sinks. ○ Face covering guidance in areas managed by department or elected office. ○ Signs to help control the flow of people through facilities. 	
Controlled Access	
What is your plan to control access to and circulation within your facilities?	

<p>Do you have vendors or contractors have access to your controlled facility? If yes, you must ensure that they provide their re-opening plan consistent with these minimum requirements. Attach plans.</p>	
<p>Can any unnecessary “back door” entrances and access at loading docks be eliminated?</p>	
<p>Outdoor and Open Spaces on County Property</p>	
<p>If you plan to have picnic tables, outdoor eating areas, or similar outdoor seating areas available, have they been reconfigured to be spaced 10 or more feet apart? How will you ensure they are sanitized after use?</p>	
<p>Explain how you plan to control circulation of people in outdoor areas and open spaces.</p>	
<p>Explain your plan for the flow of customers to increase space between and avoid contact with each other and County staff (i.e., pedestrian lines and walkways).</p>	
<p>Environmental Controls</p>	
<p>Do you have extra face coverings to be distributed if needed?</p>	
<p>Confirm hand sanitizer is available at transaction points, entry points, and just outside of bathrooms.</p>	
<p>Describe actions you have taken to increase ventilation if possible.</p> <ul style="list-style-type: none"> ○ Are you able to Increase the percentage of outdoor air that circulates into the system? ○ Are you able to keep bathroom doors propped open (when not an invasion of privacy). ○ Identify any doors you plan to keep propped open to increase ventilation and reduce touch-points. 	

<p>What are you doing to adjust trash and recycling bins so that persons are not require a person to touch the container in order to dispose of garbage?</p>	
<p>Explain how you plan to discourage people from using other workers' phones, desks, offices, writing utensils, white board markers, or other work tools and equipment. (E.g., can you post signs requiring users to clean and disinfect communally used equipment (e.g., printers, desktop computers) before and after use and make sanitizers available in the area.)</p>	
<p>What procedures do you have in place to avoid or limit the exchange of objects during a transaction (e.g., employee should avoid physically taking a license or credit card).</p> <ul style="list-style-type: none"> ○ Will you place a barrier between the employee and customer? ○ How will you sanitize any equipment (e.g., credit card readers) between each use? 	
<p>Cleaning and Disinfecting</p>	
<p>Describe your plan for pre-opening cleaning and disinfecting protocols consistent with CDC guidelines for your industry and explain how you will meet those guidelines.</p>	
<p>Describe your plans for ongoing cleaning and disinfecting protocols with CDC guidelines for your industry and explain how you will meet those guidelines.</p> <ul style="list-style-type: none"> ○ Are cleaning supplies readily available to all employees? ○ What are your comprehensive touch-point disinfection protocols? ○ If appropriate, have you reviewed any cleaning contracts with janitorial services to ensure each facility is maximizing cleaning of high surface touch-points (especially in public areas) and there is ongoing sanitation throughout the day? 	

<p>What is your plan for assigning additional cleaning and disinfecting protocols to staff to the extent janitorial services aren't available for routine (every 2 to 3 hours) daily disinfecting?</p>	
<p>Food Service Areas</p>	
<p>Cafeterias currently closed will remain closed unless they are able to accommodate pick-up or walk-up service that meets mass gathering (<10 people in a closed space) and physical distancing (>6 feet between people) requirements.</p> <p>If pick-up service is available:</p> <ul style="list-style-type: none"> ○ Please confirm how payment will be accepted as cash payments are not allowed. ○ Explain how online ordering and payment methods will be conducted 	
<p>If seating is available:</p> <ul style="list-style-type: none"> ○ Confirm that for enclosed spaces, there should be no more than 10 people in the seating area at a time, including staff. ○ Confirm that tables are at least 10 feet apart for both indoor and outdoor seating areas. ○ What is your plan to sanitize tables and seats between each use? ○ Confirm that you are not providing indoor seating areas for employees and guests waiting for food, and explain your plan for physical distancing guests while waiting for pick-up. ○ Confirm that you are providing disposable tableware and utensils. ○ Confirm that disposal bins are open. 	
<p>Retail Shops (Gift Shops and Pro Shops)</p>	
<p>Do you have capacity signage for the shop?</p>	
<p>Do you have face mask signage for the shop?</p>	

Describe your plan for limiting customers to a maximum of five (5) customers in the shop at a time. (Note: if physical distancing of 6 feet or more is not possible with five customers inside due to shop size, a maximum limit under five may be necessary.)	
Confirm that employees have been provided with face covering.	
Please explain how payment will be accepted as cash payments are not allowed.	
What is your plan for physical distancing for customers in line for entry, as well as between customers and employees inside the shop?	

2. Employees and Contractors

Reporting to County Facilities	
Describe your plan for employee telework. (Note: at this time, employees who are able to telework, fully or in-part, should continue to do so.)	
<p>Confirm that department has procedures for limiting the reporting to work of symptomatic employees or contractors.</p> <ul style="list-style-type: none"> ○ If a person does report to work, they should be sent home. ○ Continue following procedures, including return to work procedures, per the Responding to Symptomatic Individuals Admin. Order 20-7. ○ It is advised if a person feels sick they should contact and follow the advice of their medical provider immediately. 	

Describe any flexible work options you intend to implement to maximize physical distancing.	
Confirm that your policies prohibit congregating in shared spaces (e.g., in combination with limiting number of people to 10 or below).	
Describe you plan to limit in-person meetings, including pre-shift roll call.	
Protective Practices	
Face coverings are required for all employees and contractors. Describe your process for extending exceptions to employees or contractors and describe how you intend to enforce the mask policy for your employees.	
A face covering is not required if an employee is working alone in an enclosed area (e.g., a person working alone in their office), confirm how many employees this may apply to?	
What types of face coverings will be required for your employees? Do you know what type of face covering your contractors or vendors will provide? <ul style="list-style-type: none"> ○ Homemade cloth masks or disposable procedural masks supplied by the employee or contractor? ○ County-supplied cloth mask or disposable procedural mask? 	
Do you have face covering signage posted?	
Have you communicated that non-essential personal travel is discouraged (See Travel Admin. Order 20-2)?	
What is your plan to discourage actions that may spread the disease, such as cleaning dishes at work, community	

<p>food sharing, sharing of crockery, utensils, cups, and other personal hygiene items?</p>	
<p>Do you have any protocol for required hand washing at least every 2-3 hours for employees/contractors?</p>	
<p>Symptom Screening</p>	
<p>What plan, if any, do you have for screening <u>employees' or contractors'</u> health consistent with appropriate CDC and public health recommendations for industry type? (Note: Employee or contractor health attestation and temperature screening are not required, but may be warranted depending on the particular service or operation.)</p>	
<p>If you are planning to conduct health attestation and temperature screening for <u>employees or contractors</u>, please clearly state why the additional risk mitigation is needed and submit documentation for local operating procedures (e.g., What is your plan for responding to any employee or contractor who has an affirmative response during the screening? How will you keep employees administering questionnaire or temperature screen safe? How are employees trained on procedures?)</p> <p>Note: See Responding to Symptomatic Individuals Admin. Order 20-7; See also Contracting Procedures Admin. Order 20-11 and the corresponding contractor's pandemic preparedness plan.</p>	
<p>Communication and Training</p>	
<p>Describe your plan for communicating workplace and workforce changes, such as the face covering policy and physical distancing, to employees so they are prepared for work when they return. (Note: HR is developing Countywide training for returning employees that includes universal hygiene methods, proper face</p>	

covering usage, and how to effectively communicate to the public.)	
Is there any specific, task-related protocol training that your employees will require on their first day back? For example, cleaning and disinfecting for a cashier's work area or which PPE to use for a specific task. How will this be communicated (e.g., manager direction, written protocols)?	
How are your vendors or contractors who work in County facilities or grounds communicating their pandemic protocols and plans to their employees?	

3. Service Users and Visitors

Entry to County Facilities or Property	
Is it possible for your department to stagger arrival of service users (public or customers) to your facility to use your service by appointment system? If so, will the use of appointment system be required or recommended?	
If there is no appointment system or appointment is recommended, describe how service users enter the County facility or grounds. Is there a controlled entrance or gate? Is it possible to control physical distance between service users when entering? How?	
Protective Practices	
Face covering is required (or in some cases strongly recommended) when entering County facilities or grounds, with some exceptions. If a visitor comes to access your service without a mask, what is your plan for helping reinforce County policy and encourage compliance (e.g., give person a new mask, reinforce with signage or messaging from employees)?	

<p>How will you mitigate the risks to employees delivering services when a service user will not or cannot wear a face mask, especially when physical distancing is not possible?</p>	
<p>Symptom Screening</p>	
<p>What plan, if any, do you have for screening <u>service users'</u> health consistent with appropriate CDC and public health recommendations for industry type?</p>	
<p>If you are planning to conduct health attestation and temperature screening for <u>service users</u>, please clearly state why the additional risk mitigation is needed and submit documentation for local operating procedures (e.g., What is your plan for responding to a member of the public who has an affirmative response during the screening? How will you keep employees administering questionnaire or temperature screen safe? How are employees trained on procedures?)</p> <p>Note: See Responding to Symptomatic Individuals Admin. Order 20-7; See also Contracting Procedures Admin. Order 20-11 and the corresponding contractor's pandemic preparedness plan.</p>	
<p>Where and how do you propose symptom screening take place?</p>	
<p>High-risk Visitors or Service Users</p>	
<p>Do you have a plan to accommodate visitors or service users, such as a virtual option, deferment plan, alternate participation mechanism, or specific time reserved only for high-risk users in which extra cleaning and disinfecting and physical distancing (lower maximum capacity) occurs?</p>	
<p>Communications Plan</p>	

<p>How will service users know about changes and new expectations for accessing the service? How will service changes, including new expectations for accessing the service (e.g., appointment only, face mask required), be communicated to service users? Where will this information be available? How will information be distributed? If special accommodations are available for high-risk service users, how will you communicate about available accommodations?</p>	
<p>Would you like to use any enterprise-wide communication channels to aid in the dissemination of information about service changes (e.g., County press release, website update, social media post)?</p>	