



## Milwaukee County COVID-19 Public Health Emergency

Service Risk Mitigation and Re-Opening Requirements

### Administrative Order 20-13v10

- 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
  - Version 4 Issued and Effective as of 12:01 a.m. on Mon., August 17, 2020
  - Version 5 Effective as of 8:00 a.m. on Thursday, October 8, 2020
  - Version 6 Effective as of 8:00 a.m. on Tuesday, November 17, 2020
  - Version 7 Effective as of 8:00 a.m. on Monday, February 22, 2021
  - Version 8 Effective as of 8:00 a.m. on Friday, April 2, 2021
  - Version 9 Effective as of 8:00 a.m. on Thursday, June 3, 2021
  - Version 10 Effective as of 8:00 a.m. on Thursday, July 1, 2021**
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Federal, state, and local authorities have issued guidance for re-opening of organizations and services based on the trajectory of the coronavirus and the capacity to respond 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 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 workplace 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 operational risk mitigation and re-opening standards, as well as the governance for re-opening planning and service opening decisions. This order is subject to change as public health guidance evolves.

**Version 10 replaces Version 9 of this order as of 8:00 a.m. on Thursday, July 1, 2021. Major changes to this order are denoted in red and include:**

- Setting all **indoor** capacity to 100 percent of limit for facility or space. Physical distancing requirements remain in place and should continue to be observed.
- Allowing fully vaccinated<sup>1</sup> attendees at private events held at County facilities which are fully or partially indoors to attend without wearing masks. Unvaccinated individuals and all Milwaukee County employees regardless of their vaccination status attending such private events are still required to wear masks.
- Note that re-opening plans are still required for services or events re-opening in fully or partially indoor spaces.

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

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<sup>1</sup> An individual is fully vaccinated two or more weeks following the second dose of a two-dose vaccination series or following a single dose in a one-dose series.

## **I. Scope of Re-Opening Planning**

Leaders overseeing services that are fully or partially *non-operational*<sup>2</sup> 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, they should consult with the Re-Opening Steering Committee (ROSC) and County Executive Chief of Staff about their decision before continuing to keep a service non-operational.

If an event or service is entirely outdoors, a re-opening plan no longer needs to be submitted and approved before re-opening. Departments should make every effort to mitigate the risk of spread of COVID-19 in outdoor settings by meeting safety standards in this order, whenever feasible. If an event or service is partially or completely indoors, departments should continue to submit re-opening plans for approval before re-opening.

**If an event or service is partially or entirely indoors, a re-opening plan must be submitted and approved before re-opening. For services or events that require a re-opening plan, 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 service that is fully or partially non-operational to create re-opening plans per the Minimum Requirements referenced in this Administrative Order (see Section VI).<sup>3</sup> 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.
- **Re-opening plans submitted under previous versions of this Administrative Order do not need to be re-submitted for approval. All plans submitted after the effective date of Version 10 of this order will be reviewed under the Version 10 Minimum Requirements.**
  - **For upcoming outdoor events/services that already have an approved re-opening plan, the department may lift any restrictions in place for that event at their discretion.**
  - **For upcoming indoor events/services, if raising the capacity to 100 percent of the facility’s capacity limit is the only change being sought, departments may update the capacity limit for the event without re-submitting their re-opening plans. If any other changes are being made outside of updating the capacity limit, the plan should be re-submitted for approval.**

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<sup>2</sup> “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.

<sup>3</sup> Vendors may have completed COVID-19 Pandemic Preparedness Plan per Administrative Order “Contracting Procedures during COVID-19 Public Health Emergency (20-11 v1).” 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. Vendors can pull relevant language from preparedness plans, but should create re-opening plans specific to requirements in this Order.

- Leaders and vendors may, but are not required to, use the Minimum Requirements for Re-Opening - Plan Template (**Version 8**) to aid in their planning efforts (located at the end of this Administrative Order).
- Any request for re-opening facilities and/or services should be sent to: [COVID-19@milwaukeecountywi.gov](mailto:COVID-19@milwaukeecountywi.gov).

For services that are currently operational:

- Every effort should be made to come into compliance with the Minimum Requirements for Re-Opening outlined in this Administrative Order, whenever possible.
- 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.
- The ROSC will be conducting site visits with the public health consultants to services or facilities that have remained open or that have recently re-opened to identify and help mitigate any remaining risk. If a department or elected official would like to proactively schedule a site visit, they should request a visit by emailing the ROSC at: [ROSC@milwaukeecountywi.onmicrosoft.com](mailto:ROSC@milwaukeecountywi.onmicrosoft.com)
- 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 ([COVID-19@milwaukeecountywi.gov](mailto: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.

## **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, **all of the following criteria must be met** before the service can be made operational again:

1. The service re-opening plan has been approved by the ROSC.
2. 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 are 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.

**III. Guiding Principles and Operating Assumptions to Risk Mitigation and Re-Opening**

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

**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. The risk profile of the population using a service, based on CDC guidance for high-risk individuals, will be a key input to decisions about re-opening services for in-person operations.
- 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 cognizant of the impact re-opening 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**

- 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.
- 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**

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.
- Sneeze or cough into a tissue or the inside of their elbow.
- Disinfect frequently used items and surfaces as much as possible.

- Maintain a distance of 6 feet or more from individuals outside one’s own household, particularly when inside public facilities
- 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 to:

- Review 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).
- Conduct site visits and follow up to identify and mitigate risks in work or service areas that have remained operational and to evaluate the effectiveness and compliance with services that re-opened under an approved plan.
- Develop policy to support the County’s response and recovery efforts to COVID-19.

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 and ongoing risk mitigation efforts.

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.

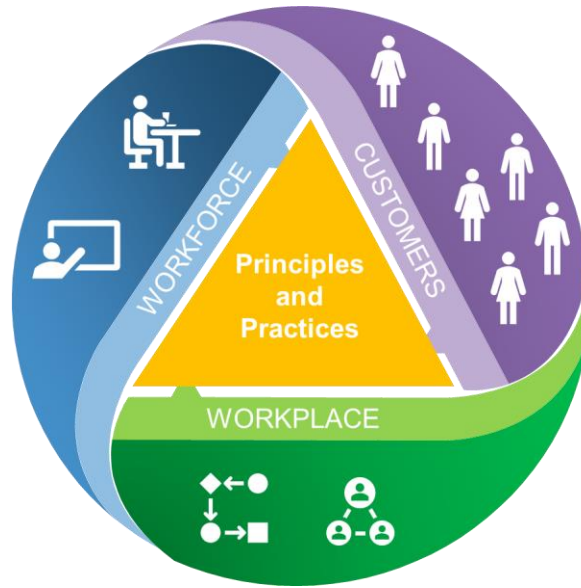
**VI. Risk Mitigation and Responsible Reopening Procedures and Guidelines**

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 (as required in Section 1). The minimum requirements are broken into three main categories:

**Prepare and Protect WORKFORCE**

- ✓ Protective Practices
- ✓ Screening
- ✓ Rapid Response to Cases
- ✓ Flexible Work Options
- ✓ Risk Mitigation
- ✓ Education and Cultural Practices

Sources:  
Medical College of Wisconsin,  
CDC, WHO, OSHA



**Prepare and Protect CUSTOMERS**

- ✓ Risk Awareness
- ✓ Education
- ✓ Communication

**Prepare and Protect WORKPLACE**

- ✓ Disinfecting Practices
- ✓ Environmental Controls
- ✓ Workspace Design
- ✓ Workflow Design
- ✓ Controlled Access

Below are the required and recommended operational risk reduction and re-opening minimum requirements to mitigate risk across services that have remained open as well as services that were fully or partially closed 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.**

There are times when the County might adopt the more conservative minimum requirements if the risks of spreading COVID-19 associated with the event or service are exceptionally high or if the population being served is particularly high risk (e.g., services in a congregate living setting). The ROSC will work with departments and public health experts to determine appropriate risk mitigation strategies in these instances.

**Table 1. Summary of Capacity Limits at Milwaukee County Facilities**

All capacity limits for indoor and outdoor locations are now 100 percent of their standard (pre-COVID-19) limits. This change applies to both routine County operations and special events held at County facilities.

**Table 2. Workplace**

| <b><u>Workplace Minimum Requirements</u></b>   |
|--|
| <b><u>Workspace and Workflow Controls</u></b>  |
| <ul style="list-style-type: none"> <li>○ <u>Physical Distancing</u>. Create a plan that promotes physical distancing of at least 6 feet. The plan should include, or at least consider, the following:               <ul style="list-style-type: none"> <li>○ <b>Indoor, closed, or confined County facilities, office spaces, or vehicles.</b></li> <li>○ <u>The number of people allowed in an indoor, closed or confined space</u></li> </ul> </li> </ul> |

should be limited to 100 percent of facility, office or vehicle capacity.

- All shared rooms must have a room capacity sign posted, including: elevators; conference rooms; and shared spaces, such as lunchrooms, breakrooms, and bathrooms.
- 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 lines, one-way aisles, wider aisles, necessary waiting areas).
  - Use lines on floor or ground and arrange furniture to increase awareness of space distance.
  - Eliminate “back door” entrances and evaluate access at loading docks.
- Workstations should be set up with at least 6 feet of distance between people; whenever possible, workstations without a barrier between employees (e.g., cubicles) should be configured so employees do not directly face each other.
  - If physical distancing between workstations is not possible, install barriers or partitions at least 5’ high between stations 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.
- Breakrooms, kitchen seating areas, or other sitting areas (not including necessary waiting areas) may be used with the following protocols:
  - Encourage employees to spend break or mealtimes outdoors or at their workspaces.
  - Post signs to remind employees about risk mitigating protocols. (see Appropriate Signage section below).
  - Occupancy of the break room should not exceed 100 percent of occupancy limit at any time.
  - Stagger break/lunch times to minimize occupancy of shared break/lunchroom spaces.
  - Have adequate disinfectant, hand sanitizer, hand soap and towels at all hand washing stations in break rooms at all times.
  - Employees should disinfect the dining/seating area they will use before and after each use.
  - Prop open doors and, in rooms with more than one door, designate one for entering and one for exiting.
  - Avoid cleaning dirty dishes while at work; dirty dishes should be brought home for cleaning to avoid sharing dirty sinks, sponges, etc.
- Work Vehicles with multiple riders should ensure that face masks are worn at all times. Proper cleaning of the vehicle after use is also mandatory.<sup>4</sup>

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<sup>4</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

- Certain public health and safety functions may be exempt, such as law enforcement and emergency services in specific, rare circumstances.
- 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).
- **Appropriate Signage.** In order to establish a consistent message regarding COVID-19 public health guidelines and requirements for County facilities and property, ROSC-approved signs must be posted in appropriate areas. Signage will be available through HOC Graphics and can be ordered by departments and elected offices via Marketplace Central. Departments may also print signs locally. Departments are responsible for posting signs in employee work areas and departments managing facilities are responsible for posting signs in public areas. Signs are updated as new needs are identified and can be accessed on SharePoint.<sup>5</sup>
  - **Cleaning Shared Surfaces:** Should be posted in communal work areas, including kitchens, common areas, and cubicle areas.
  - **Do Not Enter If Symptomatic:** Should be posted at entry points to facilities and public entrances to department services, both indoor and outdoor.
  - **Elevator Capacity:** Elevator capacity is set at 100 percent of standard capacity limit.
  - **Face Mask Dispensing Station:** File contains 3 signs that can be used in part or in combination at face mask distribution stations.
  - **Face Masks Required:** Should be posted throughout facilities and on County grounds in employee and public-facing areas indoors.
  - **Face Masks Required Beyond this Point:** Should be posted at controlled entry points for reminders to both employees and the public.
  - **Hand Washing:** Should be posted above sinks in bathrooms and kitchens.
  - **Physical Distancing:** Should be posted throughout facilities and on County grounds in employee and public-facing areas.
  - **Room Capacity:** Should be posted on any room in which there may be more than one person in the room at a time (e.g., conference rooms, kitchens).
  - **Courtesy Seating:** Should be placed in public seating areas, especially where seating is limited.
  - **Household Seating:** Should be placed in public seating areas where chairs may be clustered together to allow members of a household to sit together.

### **Environmental Controls**

- Masks, cloth or disposable (if available), should be distributed at indoor entry points per the policy and procedures in the “Universal Face Mask Policy and Procedures Administrative Order (20-14)”.<sup>6</sup>
- Hand sanitizer should be available at transaction points, entry points, in communal areas with high touch points, and throughout facilities.
- Increase ventilation.

<sup>5</sup> <https://milwaukeecountywi.sharepoint.com/sites/SignsforCOVID-19/SitePages/Signs.aspx>

<sup>6</sup> <https://county.milwaukee.gov/EN/COVID-19>



- 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).
- 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.
- 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.
- Vending machines can remain operational and should be treated as a high-touch point subject to increased cleaning and disinfecting.
- Water fountains and bottle filling stations can remain operational and should be treated as a high-touch point subject to increased cleaning and disinfecting.

### **Cleaning and Disinfecting**

- Pre-opening and ongoing cleaning and disinfecting protocols should follow CDC guidelines for their industry and identify they are meeting those guidelines.<sup>7</sup> Generally, some considerations are:
  - Provide ready access to cleaning and disinfecting supplies 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 may reopen to accommodate up to 100 percent of capacity limits, and physical distancing encouraged. **If pick-up service is available:**
  - Cash payments are allowed; hand sanitizer should be available at point of payment, and employees should wash their hands every 2-3 hours or more

<sup>7</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/workplaces-businesses/index.html>

- frequently depending on job duties.
- Online ordering and payment methods (or other touchless methods) are preferred.
- If seating is available:
  - Tables should be at least 6 feet apart for indoor seating areas where space allows. Members of a household do not need to physically distance themselves from each other.
- Tables should be sanitized frequently.

**Retail Shops (Gift Shops and Pro Shops)**

- Stand-alone gift shops and pro shops with entrances to the outside may be open with the following procedures in place:
  - Capacity is limited to 100 percent of stated facility capacity.
  - Cash payments are allowed; hand sanitizer should be available at point of payment and employees should wash their hands every 2-3 hours.
  - Develop a plan for physical distancing for customers in line for entry, as well as between customers and employees inside the shop.

**Indoor Event Spaces:** Milwaukee County will receive re-opening plans for indoor event spaces. Re-opening plans for indoor events are subject to the guidelines in this order, with the additional guidelines and requirements. Please note that a number of minimum requirements were removed from this section in Version 9 of this Administrative Order.

- The number of people allowed in an indoor, closed or confined space is limited to 100 percent of space capacity.
- Physical distancing of 6’ between chairs and people should be maintained, whenever possible.
  - Members of a household may sit together without physically distancing.
- Virtual attendance should be available and encouraged whenever possible for individuals at high risk<sup>8</sup> (or in a household with someone at high risk) or for individuals who cannot wear a face mask.
- **Fully vaccinated<sup>9</sup> attendees at private events held at County facilities which are fully or partially indoors may attend without wearing masks. Unvaccinated individuals and all Milwaukee County employees regardless of their vaccination status attending such private events are still required to wear masks. Departments operating such facilities may use the honor system to enforce this requirement.**
- In general, chairs should not be set up with anyone directly facing someone outside of their household.
- Dancing is permitted at events so long as distance reminders are clearly marked on the dance floor, and no eating or drinking is allowed on the dance floor.
- Events with buffets, food, or drink stations should:
  - Physically distance in lines.
  - Install Plexiglas between servers and patrons at service points where physical

<sup>8</sup> <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-increased-risk.html>

<sup>9</sup> An individual is fully vaccinated two or more weeks following the second dose of a two-dose vaccination series or following a single dose in a one-dose series.

distancing is not possible.

- Cleaning and Enforcement
  - Departments may introduce fees to meet required cleaning protocols.
  - Departments may introduce fees to help oversee adherence to policies (e.g., additional security or staffing).
  - At least one (1) event staff person must be present to oversee enforcement of event policies for events over 100 people where food and/or alcoholic beverages are being served.

## Table. 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.

### **Employees & Contractors Minimum Requirements**

#### **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 per policies in Administrative Order 20-7, Procedures for Responding to Individuals with Confirmed Cases of Symptoms of or Exposure to COVID-19 (20-7v7).
- Physical Distancing. Create a plan with flexible work options and practices aimed at minimizing contact from occurring within 6 feet.
  - 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 with sufficient capacity to accommodate attendees.

#### **Protective Practices**

- Face masks are required for all employees and contractors without a qualifying exemption indoors and in outdoor settings when individuals cannot consistently physically distance from other people. Please see “Universal Face Mask Policy and Procedures Administrative Order (20-14)” for details.<sup>10</sup>
- Discourage 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.
  - Discourage sharing food, crockery, utensils, cups, and other personal hygiene items.
  - Encourage regular hand washing or use of hand sanitizer.

<sup>10</sup> <https://county.milwaukee.gov/EN/COVID-19>

### Symptom Screening

- Please refer to COVID-19 Health Screening Policies and Procedures Administrative Order 20-17.<sup>11</sup>

### Communication and Training

- Reopening plans should include a plan for communicating to employees new requirements and procedures (e.g., face coverings, physical distancing, screening) that are expected in the workplace and when delivering services.

**Table 4. Service Users and Visitors**

### Service Users and Visitors Minimum Requirements

#### **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 masks are required for all visitors and service users ages 3 and over to indoor County facilities. Please see “Universal Face Mask Policy and Procedures Administrative Order (20-14)” for details.<sup>12</sup>
- Face masks should be distributed and worn upon entry to indoor County facilities. 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.

#### **Symptom Screening**

- Please refer to COVID-19 Health Screening Policies and Procedures Administrative Order 20-17.<sup>13</sup>

**High-Risk Visitors or Service Users:** Consider a plan for visitors or service users who are high-risk for COVID-19 complications and death, such as older adults or people of any age who have serious underlying medical conditions.<sup>14</sup>

- 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 or groups, and enforce proper physical distancing and face coverings requirements by all during that time.

<sup>11</sup> <https://county.milwaukee.gov/EN/COVID-19>

<sup>12</sup> <https://county.milwaukee.gov/EN/COVID-19>

<sup>13</sup> <https://county.milwaukee.gov/EN/COVID-19>

<sup>14</sup> <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-increased-risk.html>

**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).

## Minimum Requirements for Re-Opening – Plan Template (Version 8)

**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 “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

| Workspace and Workflow Controls   |  |
|---|--|
| Please explain your plan for <u>Physical Distancing</u> . (Note: Your plan should promote physical distancing of at least 6 feet.   |  |
| Confirm that all shared rooms will have a room capacity sign posted, including conference rooms, break rooms, restrooms, and other shared spaces.   |  |
| 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)?  |  |
| Confirm that your workstations are set up with at least 6 feet of distance between people and that stations are configured so people are not facing towards each other. If this is not possible, confirm that you have installed barriers or partitions at least 5' high. |  |
| Breakrooms, kitchen seating areas, or other sitting areas:  |  |

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| <ul style="list-style-type: none"> <li>• Confirm that appropriate signage is posted in areas, including room capacity signage.</li> <li>• Confirm that chairs and tables have been removed from the space to ensure 6' of space between employees is maintained at all times.</li> <li>• Confirm that disinfectant, hand sanitizer, soap and towels are available and visible.</li> <li>• Confirm that there is signage and that employees have been informed to disinfect dining/seating areas before and after each use.</li> </ul>  |  |
| <p>Confirm that when there are two or more people in a County vehicle face masks worn at all times. Confirm proper cleaning of the vehicle after use will be completed per <a href="#"><u>CDC guidelines</u></a>.</p>  |  |
| <p>Confirm that you have acquired and posted <u>appropriate signage</u> in the following areas:</p> <ul style="list-style-type: none"> <li>○ <b>Cleaning Shared Surfaces</b> posted in communal work areas, including kitchens, common areas, and cubicle areas.</li> <li>○ <b>Do Not Enter If Symptomatic</b> posted at entry points to facilities and public entrances to department services, both indoor and outdoor.</li> <li>○ <b>Face Mask Dispensing Station</b> at face mask distribution stations.</li> <li>○ <b>Face Masks Required</b> posted throughout facilities in employee and public-facing areas.</li> <li>○ <b>Face Masks Required Beyond this Point</b> posted at controlled entry points.</li> <li>○ <b>Hand Washing</b> above sinks in bathrooms and kitchens.</li> <li>○ <b>Physical Distancing</b> posted throughout facilities and on County grounds in employee and public-facing areas.</li> </ul> |  |

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| <ul style="list-style-type: none"> <li>○ <b>Room Capacity</b> posted on any room in which there may be more than one person in the room at a time (e.g., conference rooms, kitchens).</li> <li>○ <b>Courtesy Seating</b>: Should be placed in public seating areas, especially where seating is limited.</li> <li>○ <b>Household Seating</b>: Should be placed in public seating areas where chairs may be clustered together to allow members of a household to sit together.</li> </ul>   |  |
| <p><b>Outdoor and open spaces on County Property.</b><br/>Confirm that picnic tables, outdoor eating areas, or similar outdoor seating areas are spaced at least 6’ apart wherever possible.</p>  |  |
| <b>Environmental Controls</b>   |  |
| <p>Do you have face masks, cloth or disposable, available at indoor entry points per the Universal Face Mask Policy and Procedures Administrative Order (20-14)? How are they being distributed?<br/><i>Note: not all services are required to provide masks to visitors.</i></p>   |  |
| <p>Confirm that hand sanitizer is available at all transaction points, entry points, in communal areas with high touch points, and throughout the facility/service areas.</p>   |  |
| <p>Describe actions you have taken to increase ventilation, if possible.</p> <ul style="list-style-type: none"> <li>● Are you able to increase ventilation rates?</li> <li>● Are you able to Increase the percentage of outdoor air that circulates into the system?</li> <li>● Are you able to keep bathroom doors propped open (when not an invasion of privacy)?</li> <li>● Identify any doors you plan to keep propped open to increase ventilation and reduce touch-points.</li> </ul> |  |



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| <p>What are you doing to limit communal touch points? For example:</p> <ul style="list-style-type: none"> <li>• Have you removed lids/flaps on trash and recycling bins?</li> <li>• Have you eliminated shared workspaces?</li> <li>• How have you discouraged use of communal equipment?</li> <li>• Have you propped open doors, when appropriate?</li> <li>• How have you limited the exchange of materials between people?</li> <li>• Have you placed a barrier between employees and customers at service counters?</li> </ul>  |  |
| <p><b>Cleaning and Disinfecting</b></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> <ul style="list-style-type: none"> <li>• Are cleaning supplies readily available to all employees?</li> <li>• What are your high touch-point disinfection protocols?</li> <li>• 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?</li> <li>• 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?</li> </ul> |  |
| <p><b>Food Service Areas</b></p>  |  |
| <p>Are cash payments allowed? If yes, is hand sanitizer</p>   |  |

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| available at all payment transaction points?  |  |
| <p>Is seating available? If so:</p> <ul style="list-style-type: none"> <li>• Confirm that for enclosed spaces, the expected capacity will not exceed 100 percent of the facility capacity limit.</li> <li>• Confirm that tables are at least 6 feet apart for both indoor and outdoor seating areas.</li> <li>• What is your plan to frequently sanitize tables?</li> <li>• Explain your plan for physically distancing guests while waiting for food pick-up.</li> </ul> |  |
| <b>Retail Shops (Gift Shops and Pro Shops)</b>  |  |
| Is a capacity sign posted for the shop?   |  |
| Are cash payments allowed? If yes, is hand sanitizer available at all payment transaction points?   |  |
| What is your plan for physical distancing for customers in line for entry, as well as between customers and employees inside the shop?  |  |
| <b>Indoor Event Spaces</b>  |  |
| How are you maintaining 6' of distance between chairs and people (for people not in the same household) whenever possible in the event space?   |  |
| How will you ensure that prior to renting a space that renters understand COVID-19 safety requirements of them while using the event space? How are requirements included in contracts? '   |  |
| How will you communicate for private events held at indoor or partially indoor spaces that fully vaccinated individuals are not required to wear masks but that   |  |

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| individuals who are not fully vaccinated as well as all County employees at the event must wear masks?  |  |
| Will dancing be allowed in the event space? If so, please confirm that distance reminders are clearly marked on the dance floor, and no eating or drinking is allowed on the dance floor.   |  |
| <p>Please explain how food and beverages (non-alcoholic and alcoholic) will be served during the event.</p> <p>Please explain how distancing will be maintained between individuals accessing food or beverage service.</p> <p>Is consistent physical distancing of 6' possible between servers and patrons? If not and as appropriate, has Plexiglas been installed in areas where distancing isn't possible (e.g., buffet lines)?</p> |  |
| Please confirm that at least one (1) event staff person will be present to oversee enforcement of COVID -19 safety protocols if the event is over 100 people and food and/or alcoholic beverages are being served.  |  |

## 2. Employees and Contractors

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| <b>Reporting to County Facilities</b>   |  |
| 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 prohibiting symptomatic employees or contractors from reporting to work.</p> <ul style="list-style-type: none"> <li>○ If a symptomatic person does report to work,</li> </ul> |  |

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| <p>they should be sent home.</p> <ul style="list-style-type: none"> <li>○ Continue following procedures, including return to work procedures, per the Responding to Symptomatic Individuals Admin. Order 20-7.</li> <li>○ If a person feels sick they should be advised to contact and follow the advice of their medical provider immediately.</li> </ul>   |  |
| <p>Describe any flexible work options you intend to implement to maximize physical distancing of at least 6 feet. How are you limiting in-person meetings and maximizing remote meetings?</p>  |  |
| <p><b>Protective Practices</b></p>   |  |
| <p>Face masks are required for all employees and contractors without a qualifying exemption indoors and in outdoor settings when individuals cannot consistently physically distance from other people. Please confirm that your in-person employees understand the policy and that this protocol is being enforced with employees in line with the requirements of the Universal Face mask Policy and Procedures Administrative Order (20-14).</p>  |  |
| <p>How are you discouraging work practices that may cause the spread of the virus? For example:</p> <ul style="list-style-type: none"> <li>○ Avoid all unnecessary physical contact with other people (e.g., shaking hands).</li> <li>○ Discourage people from using other workers' phones, desks, offices, writing utensils, white board markers, or other universal work tools and equipment when possible.</li> <li>○ Discourage sharing food, crockery, utensils, cups, and other personal hygiene items.</li> <li>○ Encourage regular hand washing or use of hand sanitizer.</li> </ul> |  |

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| <b>Communication and Training</b>   |  |
| <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.</p> <p><i>Note: HR has developed Countywide training for returning employees that includes universal hygiene methods, proper face covering usage, and how to effectively communicate to the public.</i></p> |  |
| <p>How are your vendors or contractors who work in County facilities communicating their pandemic protocols and plans to their employees?</p>   |  |

### 3. Service Users and Visitors

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| <b>Protective Practices</b>  |  |
| <p>Face masks are required for all visitors and service users ages 3 and over at indoor County facilities unless a person has a qualifying exemption. Please see "<u>Universal Face Mask Policy and Procedures Administrative Order (20-14)</u>". 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, refuse service)?</p> |  |
| <p>If you manage the County facility or indoor entry points covered in this re-opening plan, how will you distribute masks to visitors upon entry (if required per the universal face mask order)?</p>   |  |
| <p>How will you mitigate the risks to employees delivering</p>   |  |

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| <p>services when a service user will not or cannot wear a face mask, especially when physical distancing is not possible?</p>  |  |
| <p><b>High-risk Visitors or Service Users</b></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><b>Communications Plan</b></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> |  |