Enhanced Cleaning

OCC Setup Supervisors are the team responsible for ensuring that enhanced cleaning measures, as outlined below, are conducted. This team will be responsible for the implementation of all procedures, ongoing completing and reporting of enhanced cleaning measures adopted for each location.

Enhanced cleaning supplies and required PPE for cleaning activities
OCC will maintain sufficient inventory of required cleaning supplies and personal protective equipment (PPE) to complete enhanced cleaning duties and tasks. Additionally, the following information will be provided and accessible:

- A list of Environmental Protection Agency (EPA)-registered cleaning solutions approved for use against the COVID-19 virus to use for enhanced cleaning efforts.
- Safety Data Sheets (SDS) for each cleaning solution.
- Instructions and other guidance for the safe use and correct application of cleaning solutions and use of Personal Protective Equipment (PPE) during cleaning activities.

**Daily cleaning schedules**

OCC will keep updated cleaning schedules for all areas that include:

- Identification and categories according to high, medium and low use: Examples of “high use areas” include high traffic areas, high touch surfaces (e.g., door handles/knobs), commonly used devices and equipment by guests (mobility scooters, wheelchairs, self-service business center, Mamava Pods, ATM’s, parking pay stations, shared equipment/spaces (e.g., printers, elevators).
- Frequency and timing of enhanced cleaning efforts.
- Closure of areas and related procedures to close areas during cleaning including how long areas will be closed before re-use is allowed.

**Cleaning and disinfection protocols and practices**

OCC has obtained the Global Biorisk Advisory Council (GBAC) Star Accreditation. The GBAC STAR Facility Accreditation Program is performance-based and designed to help facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention for staff and venues.

**Cleaning and Sanitizing**

Cleaning and sanitizing will remove dirt and impurities from surfaces and objects and may lower counts by reducing but not necessarily eliminating them.

**Disinfecting**

Disinfecting reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential. Electrostatic disinfectant sprayers will be used overnight throughout the center in high traffic areas and on high touch surfaces.

Cleaning, sanitizing and disinfecting shall be frequent (multiple times per day) with an emphasis on high traffic and high touch point areas e.g., escalators and stair rails, elevators, door handles, push plates, cash bars, ATM and parking machines, elevator buttons, countertops, basins, toilets, urinals, faucets, restroom stalls and doors. The frequency of these measures will be increased in high traffic back of house areas with an emphasis on the employee break areas, employee entrances, employee locker rooms, employee restrooms, employee offices and shared office equipment such as a kitchenette and printers.

High-touch OCC audiovisual equipment such as microphones, mic stands, presentation remotes and audio/video cable will be sanitized frequently, and equipment will be dedicated to individual users where possible. OCC will provide disinfectant wipes at lectern so client can clean high touch items between users.
OCC will implement the following:

- Decontamination requirements, steps and supplies for employees responsible for enhanced cleaning procedures.
- Trainings and materials required for employees responsible with enhanced cleaning duties and tasks.
- Deep cleaning/disinfection plans for areas where any person who has tested positive, is presumed to have or may have had contact with a person with COVID-19 that include time requirements for reopening in alignment with Center for Disease Control and Prevention (CDC) and Oregon Health Authority (OHA) guidance.
- Directional and cautionary signs for use when an area is unsafe or needs to be cleaned.

**Hand Sanitizers**

Touchless hand sanitizer dispensers, with an alcohol content of at least 60%, will be placed at key guest and employee entrances, as well as high-use areas such as public lobby spaces, restroom entrances, stairs, elevators, escalators, employee work areas and offices.

**PPE & Face Coverings**

To ensure the health and safety of Metro employees, visitors and guests, all sites, facilities, properties and venues will follow the Center for Disease Control and Prevention (CDC) guidelines for the type and use of personal protective equipment (PPE) and face coverings.

**Personal protective equipment (PPE)**

Personal protective equipment (PPE) is equipment worn to minimize exposure to hazards that cause workplace injuries and illnesses.

- Metro shall provide the necessary protective items based on the activities personnel are performing to minimize spread of COVID-19.
- Employees responsible for COVID-19 related cleaning activities must adhere to Metro’s COVID-19 Enhanced Cleaning Policy and wear appropriate PPE for the task.
- In some instances, pre-COVID-19 safety practices and supplies may meet these requirements.

**Face coverings | Employees and volunteers**

Face coverings are defined as a cloth or similar material that covers the mouth, nose and chin of persons wearing them and intended to reduce the likelihood of spreading the virus. Face coverings are distinct from facemasks (example N95) which are evaluated for use in medical and other occupational setting.

Beginning Friday, Jan. 7, 2022, cloth masks will no longer be allowed, masks must meet one of the following instead:

- A N95 or KN95;
- A surgical mask;
- A surgical mask with a cloth face covering over it; or
- A cloth face covering with a suitable filter meeting standards similar to a surgical, N95 or K95 mask.
Metro employees and volunteers are required to have a face covering, or other similar safety gear, with them always.

- Bandanas, balaclavas without filtering media, vented or face coverings with exhalation valves, mesh masks, lace masks, or other coverings with full openings, holes, or visible gaps are not considered appropriate face coverings because they do not provide adequate protection against the spread of droplets.
- Face shields are not preferred and should only be worn as a face covering alternative in limited, appropriate and approved circumstances.
- Face coverings are always required indoors by employees and volunteers except when eating or drinking or when the employee is the sole occupant of a vehicle or a fully enclosed room or office space.
- Face coverings are not required in outdoor drive-through situations.
- Employees and volunteers may fabricate and wear their own face coverings if they follow CDC guidance on construction, recommended fabrics, use and cleaning. Fabric designs should be appropriate for the workplace and must adhere to all employment policies including the Discrimination and Harassment-Free Workplace Policy.
- Employees seeking accommodation from wearing a face covering should contact Human Resources at benefits.help@oregonmetro.gov.

**Face coverings | Visitors and guests**

Visitors and guests to Metro’s facilities over the age of five (5) are required to wear face coverings indoors. Visitors wishing to wear their own face coverings are encouraged to use fabric that is respectful and appropriate.

- Bandanas, balaclavas without filtering media, vented or face coverings with exhalation valves, mesh masks, lace masks, or other coverings with full openings, holes, or visible gaps are not allowed due to their inadequate protection.
- Face shields are not preferred and may only be worn as a face covering alternative in limited, appropriate and approved circumstances.

If an employee or guest has an inadequate face covering or mask OCC may provide one to them. Escalate to a supervisor on where to find face covering/mask inventory.

A face mask or face covering is not required when an individual:

- Is under five years of age or not yet in kindergarten.
- Is actively eating or drinking.
- Is in a private individual workspace.
- Is practicing or playing a competitive sport at any level. (not in public lobby spaces)
- Is performing, including but not limited to playing music, delivering a speech to an audience, and theater.

**Face Covering Mandate & Escalation Protocol**

In addition to state mask requirements, OCC will require all events to have a Face Covering Monitor(s). Face Covering Monitors will observe events and enforce compliance with the governor’s face covering
mandate. OCC will schedule and oversee monitors and bill clients for services to enhance event safety. The number of monitors and their presence during an event's move-in, activity, and move-out will be based on event type, estimated attendance, and total square footage.

During compliance enforcement, if an individual (show staff, contractor, exhibitor, or attendee) refuses to comply with the face covering mandate, the Face Covering Monitor will initiate the following escalation process:

The Face Covering Monitor will warmly inform non-compliant individuals of the face covering mandate and offer them a face covering if they do not have one in their possession.

If the non-compliant individual refuses to comply:

The Face Covering Monitor will escalate to the OCC Event Manager and/or Event Coordinator, who will make a second request of the non-compliant individual.

If the non-compliant individual continues to refuse to comply:

The Face Covering Monitor will again escalate to the Event Manager and/or Event Coordinator, who will bring in the client to assist with requesting that the non-compliant individual comply.

If the non-compliant individual continues to refuse to comply:

- The client may request the removal of the non-compliant individual by OCC Department of Public Safety OR
- OCC will consider the client's refusal to remove each non-compliant individual as a violation of the event's license agreement and may:
  - Assess the client a $500 non-compliance fee per individual,
  - Modify/cancel future client activities or events to preserve future event compliance and COVID-19 safety,
  - Remove all staff from the event space to ensure their safety until the non-compliance is resolved OR
  - Any combination of actions the OCC executive director believes is in the interest of the center to realize compliance with masking mandates

Inventory and management of PPE and face coverings

Each site must responsibly manage inventory of PPE and face coverings following protocols outlined for the departmental management of these resources including:

- Coordinating with staff identified to manage the procurement and inventory of PPE and face coverings.
- Adapting and implementing CDC strategies to optimize PPE supply.
- Ensuring all employees are adequately trained and provided resources on the safe and appropriate use, cleaning, storage and disposal of PPE that includes precautions for avoiding contamination.
- Using alternative types of PPE and face coverings that are more readily available when safe to do so.
- Disposing of used PPE appropriately into a general waste receptacle.
Virtual Presentations
A need for enhanced virtual environments is growing at a fast pace for meetings, fundraisers, trainings and events of all types and sizes. Below is a link for recommendations for hosting virtual studios at OCC that can scale up as needed to meet clients and their guest’s expectations.

Virtual Presentations

Virtual Site Tours
Site visits and venue tours may be replaced by virtual tours to the extent feasible.

- TrueTour® software (preferred method)
- Virtual site tour using Apple Face Time or Microsoft Teams mobile app
- Travel Portland website

Symptomatic Guest
If a guest becomes symptomatic while at OCC an OCC employee will ask the guest to immediately exit the venue and seek medical attention. If the guest’s physical condition has degraded to the point that they are unable to seek medical attention on their own, the employee will provide the individual an appropriate place to wait while emergency medical services respond. While waiting for emergency medical services obtain the guest’s contact information and notify the Event Manager of the situation so they can involve the client.

Case Management & Notification

Visitor and guest notification for Metro facilities
There is no requirement to obtain visitor or guest contact information for Metro facilities. A procedure and update to this policy will occur when and if county, state, or federal guidance recommends logging of visitors and notifications.

Metro Approved COVID-19 Policies & Procedures
COVID Health & Safety Guidance

COVID-19 Resources
Center for Disease Control
Oregon Health Authority