OCC Reimagined
Opening & Innovation Strategy

Our human desire of belonging is fueled by the unique power of connection to deepen moments, inspire change, and build trust. The Oregon Convention Center brings people together to share experiences of discovery and celebrations of joy.

While there is no playbook for the unprecedented challenges we currently face, you have my commitment that we will continue to be driven by science and the guidelines provided by public health officials as we evaluate and evolve our safety protocols and policies. Because the science is evolving, every day we learn more about this virus and how it spreads. We do know that it has had a disproportionately negative impact on our Black community, all people of color, and Indigenous communities. In light of those statistics and the uncertainty on how the virus spreads, the Oregon Convention Center is adopting a precautionary principle which assumes the public should be protected from exposure to harm when scientific investigation has found a plausible risk. While we will follow the advice of federal and local health agencies, we may at times expand precautions beyond their guidance as we make decisions about continuing and resuming operations.

I am confident in our deep operating experience, expertise in safely managing public gatherings and the integrity of our leadership team. More than that, I have tremendous confidence that our employees will rise to this challenge and be ready to provide the service and experiences for which we are renowned, trusted and beloved.

To date, there is no guarantee of a COVID-19 free event, even if all protocols are followed. However, thoughtful planning, training, and implementation of recommended health and safety measures are the best ways to protect events and the people who plan, attend and service them. With our commitment to operate as safely as we can, we can inspire our guests to return to OCC where we live for magic.

Our collective team has collaborated to carefully build a comprehensive reopening plan that we are confident provides clients a path to plan and guests a path to attend safe events. Our reopening strategy is graduated and scalable so we can successfully navigate changes and evolutions the virus may bring.

As much as we are all eager to get back to work, the decision when and how to reopen must be driven by a realistic assessment of our ability to resume safe operations. “We’re all in this together” describes the essential role we all play in this decision. Because the spread of COVID-19 increases when people are brought together in physical proximity, everyone – guests and employees – must do their part.

—Craig Stroud, OCC Executive Director
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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.

**Personal Protective Equipment and Face Coverings**

To reduce the risk of spreading the COVID-19 virus at OCC, and to prioritize the health and safety of its employees, clients and guests, the following guidelines are recommended.

These guidelines are based on current guidance from public health officials as well as the Occupational Safety and Health Administration and are intended to protect both individual employees, groups of employees, and guests and the people around them.

As the public health crisis continues, new information may emerge. These guidelines are subject to change.

**Personal Protective Equipment**

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

- Risk assessments should be completed for tasks that do not have CDC guidance for PPE use and appropriate PPE will be determined based on that assessment.
- OCC will provide the necessary PPE based on the activity personnel are performing.
- Employees responsible for COVID-19 related cleaning activities must adhere to OCC’s Cleaning Guidelines for Reopening, Metro’s COVID-19 Enhanced Cleaning Policy and use appropriate PPE for the task.

**Face Coverings**
Face coverings are defined as a cloth or similar material that covers the mouth and nose of persons wearing them and intended to reduce the likelihood of spreading the virus. Face coverings are distinct from face masks which are evaluated for use in medical and other occupational setting.

Face coverings should be made of multiple layers of cloth or other filtering materials, fit snugly against the side of the face, and allow breathing without restriction. OCC employees are required to have a face covering, or other similar safety gear, with them at all times.

Employees who are working in the alternative care sites are required to wear KN95 face coverings.

*Statewide, masks, face coverings are required to be worn by all individuals at all times.*

Employees seeking accommodation from wearing a face covering should contact Metro Human Resources.

Employees and guests may fabricate and wear their own face coverings as long as 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 and OCC Dress Code Policy.

Depending on the type of work that a staff member is doing, certain styles of face coverings may work better than others. We acknowledge that some team members may not be comfortable in certain styles of face coverings. If a team member shares that their current face covering option is not working for any reason, we’ll work to provide a different option.

**Inventory and Management of PPE and Face Coverings**
Inventory management of PPE and face coverings will reside within the Operations Department of OCC and will include:

- Centralized procurement and inventory coordination of PPE and face coverings.
- Adapting and implementing CDC strategies to optimize PPE supply.
- Employee training and resource provisions for 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.
OCC employees will educate individuals not complying with the Center for Disease Control and Prevention (CDC) and Oregon Health Authority (OHA) guidelines for face coverings. If guests aren’t complying with face covering guidelines, the following mitigation process is as follows:

1. Ask guests to comply with policy.
2. If guests continue to not comply with the face covering guidelines, the employee will escalate to an Event Manager.
3. Event Manager informs the client that guests are not adhering to the face covering guidelines.
4. Encourage client to remind guests to adhere the face covering guidelines.

### Physical Distancing

To ensure the health and safety of employees, visitors and guests, OCC will follow the Center for Disease Control and Prevention (CDC) and Oregon Health Authority (OHA) guidelines for physical distancing.

Physical distancing means avoiding contact with, and increasing the distance between one’s self and other people. Physical barriers, objects or materials used to separate people and spaces as a method of protection may also be used to support physical distancing measures.

#### Physical Distancing Requirements | Individuals
- A minimum distance of six feet (about 2 arms’ length) from other people must be maintained at all times.
- Persons must comply with all directional and restrictive signage including exclusions from areas.
- Entry into areas as assigned or only where assigned duties are to be performed.
- Wear face coverings as required in the Metro COVID-19 PPE and Face Coverings Policy.

#### Physical Distancing Requirements | Venue
- Limit the size, capacity or occupancy of any event, gathering or number of admitted patrons to comply with current state requirements and to adhere to any site-specific guidelines and procedures.
- Implement alternative telework and/or work schedule options as operations allow to decrease and maintain occupancy in buildings and work areas.
- Each site must designate a person to ensure physical distancing requirements under this policy are implemented and enforced.
- Use physical barriers to separate people and spaces as a method of protection when practical. Ensure emergency egress, corridors, aisles or safe paths of travel are not blocked or inhibited in any way.
- Maintain additional measures as required to meet specific site and operational needs.
- If physical distancing is not maintained, operations at the site in question should be reduced or halted.
- If essential functions or operational needs require that two people work within 6 feet, a risk assessment will be conducted to help reduce risks associated with that activity.
- In some instances, pre-COVID-19 safety practices and supplies may meet these requirements.
OCC will assign a physical distancing monitor to ensure compliance with all distancing requirements, including at entrances, exits, restrooms and any other area where people may meet or crowd.

The physical distancing monitor will educate individuals not complying with the Center for Disease Control and Prevention (CDC) and Oregon Health Authority (OHA) guidelines for physical distancing. If guests aren’t complying with the 6’ physical distancing guidelines, the following mitigation process is as follows:

1. Ask guests to comply with policy.
2. If guests continue to not comply with the 6’ physical distancing policy, the employee will escalate to an Event Manager.
3. Event Manager informs the client that guests are not adhering to 6’ physical distancing policy.
4. Encourage client to remind guests to adhere the physical distancing policy.

Ingress/Egress

Entrances will be based on event attendance and general OCC functions and operations. All ingress/egress doors are subject to change at the discretion of OCC. Access will only be granted to clients and guests of events.

MLK Lobby Ingress

- MLK Lobby will serve as the main ingress/egress hub for single events. Multiple events will need different ingress and egress access points. Main doors (chrome doors) to be used for entry. Exit only doors (black doors) to be used for exiting. Signage will be added to all other closed entry points directing guests to MLK Lobby.
- MLK Lobby and the parking garage elevator lobbies will be monitored for proper use of face coverings and physical distancing.
- Queuing outside of MLK Lobby will take place on the sidewalk underneath the awning and along the south covered sidewalk.

Parking Garage Ingress

The North elevator lobby doors will be the primary entry point for guest ingress from within the parking garage. The number of guests riding elevators will be limited to no more than four persons unless the number of persons is from the same household. Floor decals on the elevator floors will be placed in the four corners for distancing guidance and direction.

Signage

Health and hygiene reminders will be placed throughout the property including the proper way to wear, handle and dispose of face coverings. Electronic signs will also be used for messaging and communication. Floor decals may be utilized for guest flow, queuing and physical distancing.

Signage Templates

Translations from English to Spanish
Room Sets
An OCC Event Manager will work with our clients, decorators and all third-party companies on guidelines for events. Floor plans and room sets will be arranged to ensure appropriate physical distancing. All meeting spaces will comply with mandated occupancy limits. All OCC generated floor plans will provide 6’ physical distancing.

Rounds (72” or 6’ Rounds)
• 3 chairs per table only
• Rounds spaced 6’ apart edge of chair to edge of neighboring chair
• 9’ between rounds edge to edge

Theater
• 1 chair every 6’ with attendance less than 500
• 1 person in a chair every 6’ with attendance more than 500*

Classroom
• 6’x18”: 1 chair per table
• 8’x18”: 1 chair per table
• 6’x30”: 1 chair per table
• 8’x30”: 1 chair per table

Tradeshow/Exhibits
• 10’x10’ booths or larger only
• One-way aisles that are properly labeled

Tech stations
• Adhere to 6’ physical distancing
• (1) 6’ table per technician
• Stairs on both side of tech riser

*The Portland Fire Bureau: Ganging of chairs is not required if the capacity of the space is 500 or less. Over 500 capacity chairs will be required to be ganged. 6’ physical distancing will still remain and be outlined on the floor plans.

Venue Guide
Example Room Sets

Retail/Concessions

Point of Sale
Traditional models of how guests have ordered in the past will be adjusted.

Traditional Locations - Optional Modifications
• Plexiglass dividers to protect guests and employees
• Floor markers to keep guests distanced from one another
• Limit the number of POS open inside each location - e.g. every other register
• Sanitizer wipes/pumps will be provided

Self-Serve Locations - Optional Modifications
• Limit the number of POS open to allow distances between self-serve ordering locations and/or provide barriers between POS
• Dedicated attendants to keep kiosks sanitized and to monitor guest compliance
• Sanitizer wipes/pumps will be provided

Food and Beverage Packaging - Optional Modifications
• Continue with open-air packaging (boats/trays) and offer disposable lids or single foil sheets to guests if requested or change all packaging into containers with hinged lid
• Provide paper bags to carry covered food items
• Provide individually packaged items used where appropriate - e.g. nacho cheese cups
• Provide individually wrapped utensils and straws will be provided using dispenser or handed out by cashier
• Lids will be available for soda, beer and cocktail cups

Condiments
• Pre-packaged condiments
• Serve personal-consumption condiments drive-thru style and present with guest’s order.

Napkins
Continue using napkin dispensers

Utensils - Optional Modifications
• Individually wrapped utensils are provided by cashier

Catering

Plated
• Seating chart adheres to physical distancing policies
• Any preset menu items like salad or dessert will be served in a vessel with lid or on plate with cover
• Lid will be kept on all served courses until reaching each guest
• Communal bread and butter service will be discontinued and individual portion will be provided
• Individual salt and pepper will be provided
• Sealed glass bottled water will be served
• Wine glasses are replaced with each pour
• Sanitation wipes are available at each setting
• Linen napkins will be discontinued and linen-like napkins will be used instead
• Flatware will be served in paper sleeve
**Tray Pass**
- Food is served in a closed container that is only touched by the guest as they select that item on the tray

**Buffet**
**Option A:** Hot food is served by an attendant behind a sneeze guard. Cold and ambient food would be removed from the buffet line and served individually and presented as a premium Market experience. Drinks are all pre-packaged self-serve

**Option B:** All food items are served by an attendant behind sneeze guard. Drinks are all pre-packed self-serve

All efforts will be made to use the most sustainable disposable products available. Products made of renewable materials, such as paper and fiber along with products made of recycled content will be sourced where possible.

**Bars**
It is recommended that all garnishes are prepared from a central location and provided to bars and that bartenders use tongs. Alternatively, garnishes may be eliminated from bars. Straws and lids are available upon request.

**Cocktails – Optional Modifications**
Continue normal service, but ensure hand sinks are at all portable bar locations

*Explore the option of dedicated cashiers to handle POS and dedicated bartenders to make cocktails*

**Wine – Optional Modifications**
- Continue traditional style of service but offer a lid with the cup

**Beer – Optional Modifications**
**Option A:** Continue traditional style of service but offer a lid with the cup

**Option B:** Offer packaged beer

**Age Verification Process – Optional Modifications**
**Option A:** Guests hold up ID for bartenders to avoid interaction. If guest is wearing a face covering the face covering must be pulled down to verify ID. Bartenders only touch IDs if there is a validity concern. If so, bartender needs to remove gloves and wash hands immediately after touching ID.

**Option B:** Designate employees to ID and wristband guests at all bars for busier events

**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 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 FaceTime or Microsoft Teams mobile app
- Travel Portland website

Symptom Screening & Temperature Checks

Overview
Two procedures are outlined below: the symptom screening procedure should be conducted first, followed by the temperature check procedure. These procedures should occur immediately following the start of each shift and prior to any duties being conducted. The procedure is conducted on paid time. If an employee must go home as a result of this screening procedure, they should contact Metro Human Resources for advice on leave usage or options available to them.

Symptom Screening
All OCC employees and OCC contractors reporting to work are required to enter OCC through the security office and will be required to complete a symptoms screening check. To protect privacy and maintain confidentiality, no individual will be asked any questions as part of the symptoms screening and no information will be collected and/or maintained.

- Individuals will be asked to review a symptoms screening card which will outline COVID-19 related symptoms, including cough; shortness of breath or difficulty breathing; fever; chills; repeated shaking with chills; muscle pain; headache; sore throat; new loss of taste or smell. This symptoms list is not all inclusive and may change based on guidance from public health officials.
- Individuals experiencing any of the symptoms on the screening card should not proceed with reporting to work and instead should go home.
- If, after reviewing the symptoms screening card, the individual concludes that they do not have symptoms, they will complete a temperature check.
Sample Symptom Screening Card

COVID-19 Symptom check

Since your last day at work or in the last 48 hours have you:

1. Experienced any new or unusual symptoms of COVID-19:
   - Fever
   - Chills
   - Cough
   - Shortness of breath or difficulty breathing
   - Fatigue
   - Muscle or body aches
   - Headache
   - New loss of taste or smell
   - Sore throat
   - Congestion or runny nose
   - Nausea or vomiting
   - Diarrhea

2. Been diagnosed with COVID-19?

3. Cared for, living with or been in close contact (within 6’ for 15 minutes or more) to a person with COVID-19?

If you answered yes to any of these questions, do not continue working. Contact your supervisor and go home.
Temperature Checks
All OCC employees and OCC contractors reporting to work are required to enter OCC through the security office and will be required to complete a temperature check. A member of the public safety department will take each individual’s temperature after the symptom screening process.

Employee-assisted Temperature Checks
Employee-assisted screenings can be conducted by any employee assigned and trained to conduct no-touch screening. The following guidance was written for the Berrcom non-contact infrared digital thermometer model JXB-178. Temperature checks will take place outside of the security console with a public safety agent behind the glass window inside the console.

Thermometers shaped similar to a hand gun may have an impact on people who have experienced gun violence or other trauma. When using these devices in an employee-assisted screening, the following trauma-informed practices will be followed:

- Ask permission before taking an employee’s temperature.
- Show the employee the thermometer and describe the process: “This is the thermometer I will use to take your temperature today. I am going to place it close to your forehead to get the reading. It won’t hurt and will not touch you.”
- If an employee refuses, we will offer to read their temperature using an alternative device.

Temperature Check Procedure
1. Staff assigned to maintain the thermometers should read the operating instructions.
   a. The device must be kept in a clean dry area.
   b. Do not use in a relative humidity greater than 85%
   c. Do not expose the thermometer to sunlight or water.
   d. Before using for the day, let the thermometer acclimate for 15 to 20 minutes in the space where it will be used.
   e. When replacing batteries, wait 10 to 15 minutes for thermometer to warm up prior to first use.
2. Wipe down the thermometer using a clean cotton ball, wipe or cloth moistened with 95% alcohol. Clean the glass first and then wipe down the rest of the thermometer. Do NOT touch the glass of the sensor.
3. Ensure the thermometer is indicating “Body” mode.
4. Aim sensor at the middle of the employee’s forehead from a distance of 1.2 to 2 inches.
5. Press the measurement button. Do not move thermometer until the reading is completed in approximately 1 second.
6. Check the reading and allow the employee to check the reading.
7. If the recorded temperature is under 100.4 degrees Fahrenheit or 38 degrees Celsius, the individual may enter OCC.
8. If the recorded temperature is at or above 100.4 degrees Fahrenheit or 38 degrees Celsius, the individual should wait five minutes, then conduct a second check using a disposable thermometer, if available, or a non-contact infrared thermometer.
9. If the second recorded temperature is at or above 100.4 degrees Fahrenheit or 38 degrees Celsius, the individual should contact their supervisor and go home.
Returning to Work
Individuals who are sent home may return to work after a period of 72 hours or more once symptoms and/or temperature has subsided (i.e., is less than 100.4-degree Fahrenheit) without the use of fever-reducing or other symptom-altering medications and the individual has no noticeable symptoms of illness.

Sick Time Use and Timekeeping
Individuals should consult Human Resources staff regarding how time should be coded in the event an individual is sent home due to outcomes of symptom screening or temperature check.

A Guest Becomes Symptomatic
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

Reporting confirmed or suspected cases of COVID-19
All Metro employees and managers must notify the Safety and Risk Management Division in the event that they test positive for COVID-19 or they become aware that another individual who has been present in the worksite (i.e., employee, customer, contractor, guest etc.) has been confirmed as having COVID-19 and was present in the worksite. All Metro employees and managers are also encouraged to notify the Risk Management Department if they suspect they may have COVID-19 and/or if they have been exposed to a person with a confirmed case of COVID-19. Risk Management can be contacted via an email to COVID-19@oregonmetro.gov or 503 797-1622.

Known case: means a COVID-19 case that has been confirmed at any laboratory. Exposure: means close contact with a COVID-19 confirmed case.

Close contact: means any of the following situations with a COVID-19 confirmed positive case from 48 hours before the positive case felt symptoms. [Any exceptions based on use of specific PPE such as a full-face respirator with a HEPA filter will be handled on a case-by-case basis.]

- You were within 6 feet for 15 minutes or more cumulatively within a 24 hour period
- You had direct physical contact with the person (hugged or kissed them)
- You shared eating or drinking utensils
- They sneezed, coughed, or somehow got respiratory droplets on you

Worksite contact: means an employee was working in the same structure, site, location or department of the confirmed case but does not appear likely to have had close contact (within 6 feet for more than 15 minutes). Metro will follow worksite contact notification procedures for positions such as custodial,
security and others with the potential for a broader physical presence in multiple work areas within a building, venue or worksite.

Suspected to be infected with COVID-19 – means a person who has signs or symptoms of COVID-19 disease but has not tested positive for SARS-CoV-2 infection and no alternative diagnosis has been made consistent with Oregon Health Authority definitions.

Employee notification, close contact
If Metro becomes aware that a person with a known or suspected case of COVID-19 has been in the workplace, Metro will notify employees who have had work-related close contact with that individual according to the following measures:

1. Safety and Risk management staff will identify each employee who was likely to have been in “close contact” (i.e., within 6 feet of the individual for a cumulative total of 15 minutes or more) with an individual known or suspected to have COVID-19. Risk management will provide the list of close contact individuals to the relevant Department Director.
2. The employees’ manager or supervisor will immediately and no later than within 24 hours of being made aware of the circumstances, notify close contact individuals of the potential exposure. This notification will be made individually preferably by telephone but possibly by email or text message. The individual will be advised that they should seek guidance from their individual physician or from local public health officials about testing options. The individual who was the source of the exposure will not be identified. Risk management will notify relevant Department Directors of this notification.
3. Risk management will also notify employees or teams responsible for enhanced cleaning of the affected work area.
4. Metro will also coordinate with any other affected employers on site. Metro may also work with public health officials as part of the notification process.

Every potential or confirmed COVID-19 case spread in the workplace will result in a review of physical distancing measures, use of personal protective equipment (PPE), and cleaning practices and protocols to see if other steps are needed to prevent transmission at Metro sites.

Employee notification, work-site contact
Metro will notify all employees who have worksite contact (i.e., been in the same facility where a possible exposure occurred) with any individual who is known or suspected to be infected with COVID-19 within 24 hours of becoming aware of the situation. It will be a separate notification from the close contact notification. Metro will also coordinate with any other affected employers on site.

Worksite contact information will be strictly limited to only that information which is necessary for employees to protect health and safety, such as the date the site becomes aware of the issue and department name. See COVID Notification Procedures for work-site contact template.

Employee notification timeline
Safety and Risk management staff will work with the employee’s supervisor to identify employees, volunteers, contractors and other persons with casual or suspected contact. The affected employee's
managers will notify them immediately and no later than within 24 hours of first becoming aware of the situation. Risk management staff will provide notification information to relevant Department Directors.

Metro will not provide close or work site notifications if has been over 2 weeks since the individual testing positive for COVID 19 was last onsite.

**Site logs for employees, contractors and volunteers at Metro facilities**

All Metro sites must implement and coordinate on an ongoing basis a daily log of employees, contractors and volunteers who report to the site to support notifications as required. Kronos timekeeping or badge entry systems may provide this function for employees and others.

**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.

**Recommendations for employees diagnosed with COVID-19**

**Isolation**

Any employee who has been diagnosed with COVID-19, is waiting for test results and has cough, fever, or shortness of breath, or other symptoms of COVID-19 should isolate and not report to work. They may work from home according to Metro’s telework policy during the 14-day isolation period. If telework is not available, human resources staff can be consulted on leave options.

*Isolation is defined as:*

- Staying home until it is safe to be around others.
- If living with others, staying in a specific “sick room” or area and away from other people or animals, including pets and using a separate bathroom, if available.

Employees who are isolating are encouraged to seek guidance from their physician and local health authorities on information about caring for themselves or someone else who is sick, including when it’s safe to end home isolation. Employees can return to work once they have completed the isolation period and have no COVID-19 symptoms.

**Recommendations for employees exposed to COVID-19**

**Quarantine**

If an employee feels healthy but recently had close contact with a person with COVID-19, such as a household member or another close contact, they should quarantine. Employees will be asked to quarantine if a household member was exposed to someone with a confirmed COVID-19 case and the household member starts to show symptoms. They may work from home according to Metro’s telework policy during the 14-day quarantine period. If telework is not available, human resources staff can be consulted on leave options.

*Quarantine is defined as:*

- Staying home until 14 days after your last exposure.
- Checking your temperature twice a day and watch for symptoms of COVID-19.
- If possible, staying away from people in your household who are at higher-risk for getting very sick from COVID-19.

RESPONSIBILITIES

Employees

- Follow procedures outlined in this policy and in any department, work rules and directives.
- Respond to public health contact tracer staff to reduce the risk of community spread.
- If exhibiting COVID-19 symptoms contact your health care provider. If you don’t have a regular provider, contact the public health authority in the county where you live.
- Disclose a positive test result or COVID-19 symptoms as soon as possible to Metro to avoid transmission of COVID-19 to your coworkers and others.
- Contact supervisors or designated safety coordinators with concerns and to report any observed violation of this policy.

Supervisors, Contract Managers, and Facility Managers

- Immediately notify Safety and Risk Management of COVID-19 known or suspected COVID-19 cases.
- Keep confidential others private information especially the individual’s name who is exposed, suspected, or confirmed with COVID-19 except with Metro’s Safety Risk Manager. Share the information with other supervisors and managers in the reporting chain only on a need-to-know basis.
- Share risk information with other employees only after consultation and guidance from Metro’s Safety and Risk management staff or Emergency Managers.
- Ensure employees have proper resources and training to abide by guidelines and that COVID-19 symptom notification posters and other materials are posted on provided bulletin boards and work areas.
- Report any violations of this policy to direct supervisor or manager.
- Ensure employees understand that if they are not comfortable notifying their manager, they may notify any individual within their chain of command including their director, the Human Resources Benefits Manager or the Safety and Risk Manager.
- Ensure employees understand whistleblower protections and Metro’s commitment against retaliation for making a complaint or identifying concerns.
- As needed, provide information on resources, supplies and other materials in alternate languages.

Metro Approved COVID-19 Policies & Procedures

COVID-19 Policy - Enhanced Cleaning
COVID-19 Policy - PPE & Face Coverings
COVID-19 Policy - Physical Distancing
COVID-19 Policy - Symptom & Temperature Checks
COVID-19 Procedure - Symptom & Temperature Checks
COVID-19 Policy - Case Management & Notification
COVID-19 Procedure - Case Management & Notification

COVID-19 Resources
Center for Disease Control
Oregon Health Authority