OCC REIMAGINED
Opening & Innovation Strategy
August 18, 2020
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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.

**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.

*Risk Assessment Matrix & Enhanced Cleaning Schedule*

**Cleaning and disinfection protocols and practices**

OCC will obtain the Global Biorisk Advisory Council (GBAC) Star Accreditation through ISSA by fall 2020. 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.

**Supplies**

Chemicals - All chemicals used for cleaning/disinfecting at the Oregon Convention Center are on the EPA List N: registered cleaning solutions approved for use against Covid-19. Cleaning/disinfecting chemicals used at the Oregon Convention Center include Waxie HP Disinfectant Cleaner, Protexus Purtab Electrostatic Sprayer and Bleach/water solution.

SDSs are available for all chemicals on the MetroNet at: [https://oregonmetro.online- msds.com/]https://oregonmetro.online- msds.com/

Training includes review of applicable SDSs

**Application**

Spray surface area with HP Disinfectant Cleaner. Area must be kept wet for extended time depending on the chemical used. Read the product application instructions. “Kill time” may be up to 10 minutes. When possible, allowing a surface to air dry is the most effective method of disinfecting.

Protexus Electrostatic Backpack Sprayer with Purtabs will be used for the following types of touch points and general disinfecting:

- General disinfecting of horizontal and vertical surfaces after horizontal & vertical surface cleaning procedure occurs.
- General disinfecting of restroom surfaces after general restroom cleaning procedure occurs.

Note: Use care when donning the backpack sprayer. Lift it from the floor to an intermediate surface before putting it on your back. Avoid twisting or bending to the extent possible.

**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.

Hand Sanitizer Dispenser Map

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 | Employees

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.

The following applies to employees:

Face coverings are required when:

- working in any indoor space;
- interacting with the public such as a client or guest; or
- when unable to maintain a six-foot distance from another person.
Face coverings are NOT required when:

- other types of respiratory protection are required;
- employees and guests are outdoors and a six-foot distance from others can be maintained; or
- meals are being eaten and a six-foot distance from others can be maintained.

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.

**Face Coverings | Clients and Guests**

Clients and guests are required to have a face covering or other similar safety gear upon entry and during their visit to OCC. Clients and guests wishing to wear their own face coverings are encouraged to use fabric that is respectful and appropriate.

**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.

**Face Covering Mitigation**

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

Physical Distancing Mitigation
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 monitor 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 designated by 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 will be utilized for guest flow, queuing and physical distancing.

Signage Templates

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
- 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.

Case Management & Notification

Reporting confirmed cases of COVID-19
Managers and supervisors must report confirmed cases or known exposure to a person with a confirmed case of COVID-19 to the Metro Risk Manager as soon as possible. If the Risk Manager is not available, contact the Program Manager Environmental Health and Safety.

Confirmed case: means a COVID-19 case that has been confirmed at any laboratory.

Exposure: means close contact with a COVID-19 confirmed case, including caring for or living with someone who is a confirmed case.

Close contact: means being within 6 feet of a COVID-19 confirmed positive case for a prolonged (defined as 15 minutes or more) period of time. This can include caring for, living with, visiting or sitting within 6 feet of a COVID-19 confirmed case. Close contact also includes having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on). Close contacts should be identified starting from 48 hours before illness onset.

Casual contact: is where 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).

Employee exposure notification, close contact
Risk management will notify Department Directors who are responsible for immediately notifying employees, volunteers, contractors and other persons with close contact of the potential exposure.

Metro will work with public health officials as part of the notification process. Notifications must follow the procedure and information outlined in the COVID-19 Case Management and Notification Procedure.

Employees or teams responsible for enhanced cleaning should also be notified per the case management and notification procedure.

Every potential or confirmed COVID-19 case in the workplace should 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, casual contact**

Metro’s COO, COO designee or the Human Resources director can authorize release of limited information to employees that may have had casual contact with the employee.

Casual 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 casual contact guidance.

**Site logs for employees, contractors and volunteers**

All Metro sites need to 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**

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 or exposed to COVID-19**

**Isolation**

If an employee 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, they 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.

**Quarantine**

If an employee feels healthy but recently had close contact with a person with COVID-19, they should quarantine.

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.
Notification Procedure

1. Review COVID-19 exposure questionnaire with employee

Upon notification of a confirmed case of COVID-19, the employee’s reporting supervisor or manager will review the exposure questionnaire with the impacted employee and contact Metro’s Risk Manager with results.

2. Risk management assesses exposure

Metro’s Risk Management division and Incident Manager will assess the impact of the potential COVID-19 exposure in the workplace and provide instructions for notification and enhanced cleaning requirements.

3. Worksite/area notification by Department Director

Upon notification from Risk Management to proceed, the Department Director or designee immediately implements the following actions:

- Notify employees and, using work site logs, any contractors or volunteers who were potentially exposed. Use provided email templates and talking points, making certain to maintain the impacted employee’s anonymity.
- Provide current CDC guidelines on what to do if exposed to COVID-19 to all persons notified.
- Close work sites or areas from employee or visitor access. This should be done until, and during enhanced cleaning and disinfecting activities are completed.
- Notify relevant operations or custodial manager to implement enhanced cleaning and disinfection of the impacted area. If an employee has tested positive for COVID-19 but has not been onsite for seven days, only normal cleaning needs to occur. Sites may leave an area closed in place of enhanced cleaning.
- In consultation with facility management, decide whether to implement enhanced cleaning measures regardless of the time the employee has been onsite.

4. Follow-up

Risk management will follow-up with Director to confirm notifications have been provided and enhanced cleaning measures implemented.

If Metro receives report of an employee with a positive COVID-19 test and has questions about how to proceed, contact the Multnomah County health department at 503-988-3406.

A Guest Becomes COVID-19 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.
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