

**Northern Middle Tennessee Local  
Workforce Development Board**

**American Job Center Staff & Partner  
Re-opening Guidelines & Training**

# **Purpose**

**The Northern Middle Tennessee Local Workforce Development Board is committed to re-opening the American Job Centers in a way that provides safe working conditions and protects our employee's health while providing a safe environment for our clients.**

**Re-opening will happen in four stages:**

- **Phase 1 Clients will be seen by appointment only - May 11, 2020**
- **Phase 2 All partner services with limited building capacity - May 26, 2020**
- **Phase 3 All partner services Full Capacity- June 8, 2020**

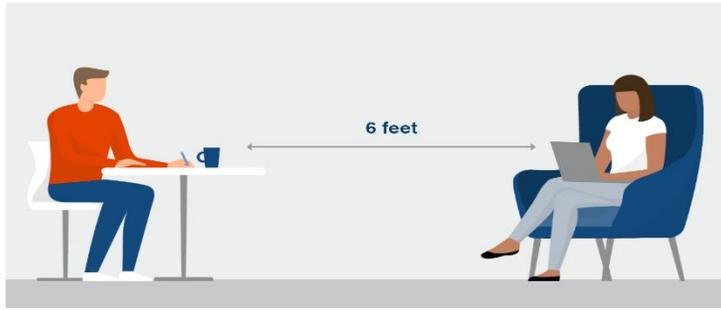
**This training provides information on new protocols to ensure the safety of staff and clients within the center. This includes staff roles and responsibilities, safety protocols, sanitation practices, CDC guidelines, and serving of customers in the "New Normal".**

**Each staff and partner employee must certify that they have received this training by completing the certificate on the last page of this power point training and returning to your One Stop Operator.**



## Employee Screening

- 1. It is important for all staff and partners to understand that they must not report to work if they are sick.**
- 2. Each employee will be responsible for reporting to their designated supervisor upon reporting to work each morning if they can answer “YES” to any of the following questions:**
  - Have you been in close contact with a confirmed case of COVID-19 within the past 14 days?**
  - Are you experiencing a cough, shortness of breath, or sore throat?**
  - Have you had a fever within the last 48 hours?**
  - Have you had a new loss of taste or smell?**
- 3. If an employee answers “yes” to any of these questions, they will not be allowed to remain at work. In order to return to work they must have clearance from their medical professional.**
- 4. All Health related information must be handled in strict compliance with HIPPA guidelines.**



# Social Distancing Protocols

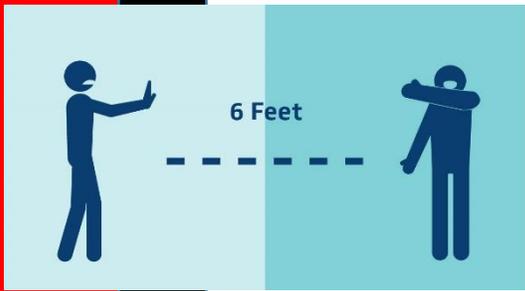
Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least 6 feet (about 2 arms’ length) from other people
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings
- In addition to [everyday steps to prevent COVID-19](#), keeping space between you and others is one of the best tools we have to avoid being exposed to this virus and slowing its spread locally and across the country and world.

## Why practice Social Distancing?

COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread of the virus happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sun light and humidity. Social distancing helps limit contact with infected people and contaminated surfaces.



## Employee Safety and Social Distancing Guidelines

- All employees are strongly encouraged to wear face coverings. For comfort reasons, employees may want to provide their own cloth face covering. Disposable masks are available.
- Clients must be serviced outside of cubicles. Please utilize large meeting rooms that allow for the 6 foot social distancing protocols.
- When scheduling appointments with clients, encourage them to wear a face covering to their appointment. If they do not have one, disposable masks will be available at reception.
- When scheduling clients, review the health questions to ensure they meet screening protocols.
- All client lobby areas and resource rooms must ensure that chairs are 6 feet apart- remove extra chairs from these areas.

## CDC Guidance on Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape





## **How to safely remove a used cloth face covering**

Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

## **How does one safely sterilize/clean a cloth face covering?**

A washing machine should suffice in properly washing a face covering. They should be routinely washed depending on the frequency of use.

# How to Protect Yourself & Others

## 1. Know how the virus spreads....

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**

The virus is thought to [spread mainly from person-to-person](#). Between people who are in close contact with one another (within about 6 feet). Through respiratory droplets produced when an infected person coughs, sneezes or talks.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

## 2. Everyone should wash their hands often

- [Wash your hands](#) often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

### 3. Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a [cloth face cover](#) when they have to go out in public, for example to the grocery store or to pick up other necessities.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

### 4. Cover Coughs and Sneezes

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

### 5. Clean and Disinfect

- **Clean AND disinfect [frequently touched surfaces](#) daily.** This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks
- **If surfaces are dirty, clean them.** Use detergent or soap and water prior to disinfection. Then use a household disinfectant

## Sanitation Protocols

- **Kiosks will not be utilized to check in clients**
- **Hand sanitizer stations will be available in common space areas: such as welcome/reception and resource rooms**
- **Cleaner and paper towels will be available in resource rooms**
- **PPE (masks, gloves, and aprons) must be worn by staff when cleaning common space areas.**
- **High traffic/common space areas will be wiped down throughout the day.**
- **Face coverings must be worn by the clients and staff when interacting.**

## Use of PPE (Personal protective equipment) when cleaning:

Staff will be asked to help with cleaning of high traffic areas, commonly used items and spaces throughout the day. These include: entry doors, bathroom doors, copy machines, resource room computers, and any items/areas that receive use by multiple individuals during the course of the day.

All staff who assist with cleaning must wear the following personal protective items:

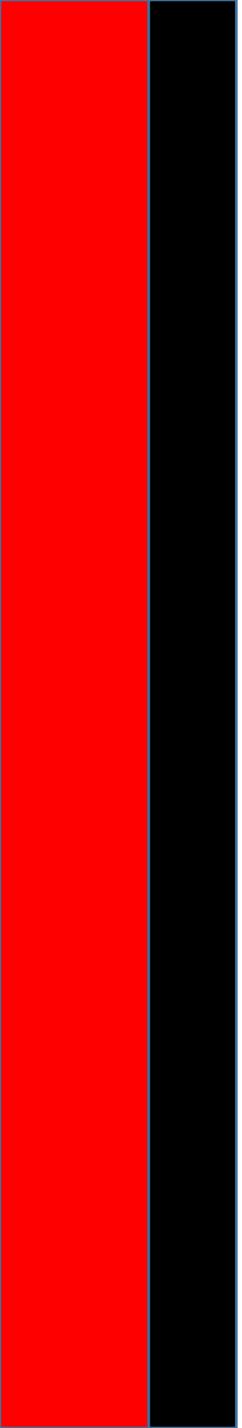
- Disposable face mask
- Disposable apron
- Disposable gloves

Cleaning items will be available in all centers... disinfectant spray and paper towels.

## Client Guidelines

**All clients entering the AJC will be screened at several points:**

1. Client will be asked health screening questions when scheduling appointment.
  - **Have you been in close contact with a confirmed case of COVID-19 within the past 14 days?**
  - **Are you experiencing a cough, shortness of breath, or sore throat?**
  - **Have you had a fever within the last 48 hours?**
  - **Have you had a new loss of taste or smell?**

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2. Health screening questions will be posted on the entry doors that will state if the client can answer “yes” to any questions they must not enter the building. They must schedule another appointment.
  3. Health screening questions will be posted at the welcome/ reception areas. Clients will be asked to verify the answers to the questions. If there is a “yes” answer, the client will be asked to reschedule their appointment and return another day.
  4. Disposable masks are available at all welcome areas for clients who request one and are not wearing a face covering.



# How to Handle Disgruntled Clients

## What to Do

- Use low, deeper tones, and avoid raising your voice or talking too fast.
- Use a gentle, soft voice, speaking slowly and confidently.
- Allow the person to tell you what is upsetting them.
- Stay calm and paraphrase your understanding of the person's experiences. Set aside your own thoughts and responses and focus on what you are hearing.
- Validate the person's possible emotions and what is upsetting them.
- Be specific and gentle, but firmly directive about the behavior that you will accept. For example, "Please sit down." Or, "Please lower your voice and do not scream at me."
- Take deep breaths, slowing down your breathing so that you remain calm.
- If the tension in the room is not dissipating, consider taking a quick break. (Apologize in a calm tone for needing to step out just for a couple of minutes, stating for example that you would like to consult with a supervisor; that you would like to get a glass of water, and offer one to the person; etc.)
- Ask the person what would be helpful from you. Ask for permission to problem-solve the issue. The person may just be venting and may not want you to problem-solve with them.
- Summarize what the person has said, and summarize any agreed upon resolutions.

## What to Avoid

- Do not argue with the person. When someone is already agitated or angry, he/she may escalate if they do not feel heard. Even if you are correct, arguing at this point will likely increase frustration and possible aggression. It is more helpful to show that you heard them and to de-escalate than it is to be correct.
- Do not focus on the person, and do not use adjectives or labels to describe the person. Instead, focus on the specific problematic behavior.
- Do not restrict the person's movement. If he/she wants to stand, allow them. Do not corner them.
- Do not meet behind closed door if you foresee possible aggression.
- Do not touch the person or make sudden movements.
- Do not threaten the person. Threatening could increase someone's fear, which could prompt defense or aggression.
- Do not press for explanation about their behavior. Avoid "why" questions; these tend to increase a person's defenses.
- Do not take the person's behavior or remarks personally. Disruptive or aggressive behavior generally results from other life problems.

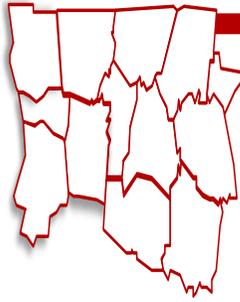


## AJC County Disruptive Customer Plan

If a disruptive, threatening customer should confront you in your office or work area, attempt to calm them by offering to call your supervisor stating, “he/she can take care of your issue.” ***Push the PAGE button on your phone and announce, “Mr. Fox please come to \_\_\_\_\_, inserting your name and location.*** A manager will report immediately outside your office or workplace and assess the situation. ***Managers will report in this order based on who is on the premises.***

The manager will assess the situation, enter the office and begin the conversation with the disruptive individual. The other staff will stand by outside the office prepared to take further action if indicated to do so by the manager encountering the customer. The manager standing by may also make a decision to **CALL 911** based on his/her assessment of the direction the encounter is taking.

If you are nearby or in an office where you hear an encounter with a customer escalating and you feel the associate is unable to react with a “Mr. Fox” call, place the call on their behalf stating “Mr. Fox please come to \_\_\_\_\_, “ using your name and be prepared to brief the arriving manager(s) as to the situation. In all instances, if you feel the situation is past being resolved by a management intervention, **CALL 911** immediately. Remember, any staff not involved in the situation should stay at a distance and not become involved but make a good mental note of what is said, description of customer, etc.



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Northern Middle Tennessee Local  
Workforce Development Board

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***Certificate of Training***

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This is to certify that I have successfully completed  
AJC Re-opening Protocol Training

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Training

Date \_\_\_\_\_

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_