



Re-Opening Northern Middle Tennessee American Job Centers (COVID-19)

Effective Date: May 1, 2020

Purpose:

This guidance will establish the requirements for re-opening and operating the American Job Centers (AJCs) in the Northern Middle Tennessee Workforce Area following the COVID-19 pandemic.

Scope:

Northern Middle Workforce Development Board (NMWB); American Job Center (AJC); One-Stop Operator (OSO); Workforce System Sub-Recipients (Sub-Recipients); Workforce System Partners (Partners), Wagner Peyser, WIOA, TANF, AE, RESEA, VR, SNAP, JOB CORP, SCEP, NCOA

I. Protocols Prior to Re-Opening Northern Middle American Job Centers

a. Northern Middle Workforce Development Board (LWDB) AJC Re-open Plan

This re-opening plan includes the information, guidance and direction, with input from all partners to reopen, respectively, 15 American Job Centers, Affiliate Job Centers and Specialized American Job Centers within the 13 County Northern Middle Workforce Area. A review of each local county Mayor's plan has been conducted to ensure we are in alliance with re-opening Northern Middle AJC's.

b. Communication Plan

The Northern Middle re-opening plan will be executed by the One Stop Operator and disseminated to all partners to include initial training of all staff prior to the implementation of Phase 1. Additionally, this plan will be distributed to all County Mayors and posted on the Northern Middle Tennessee Workforce Board website as well as social media pages. A News bulletin and press release will also be sent out to local media outlets.

c. Phased Re-Opening

The Northern Middle American Job Centers will apply a phased approach in re-opening as outlined in this plan. Utilizing the Department of Health's (DOH) daily data and analytics the phased opening of the AJC's will ensure the observance of fourteen (14) straight days with no significant increase in cases of COVID-19. If data indicates it is unsafe in the area/county of the AJC the below phasing dates are subject to a change and/or delay until data indicates safe operation. Each AJC area/county will be monitored and phasing modified as necessary according to county standards and guidance. There are four phased openings as follows:

- i. Pre-Phase: Planning - May 1, 2020
- ii. Phase 1: Appointment Only – May 11, 2020
- iii. Phase 2: All Partner Services with Limited Building Capacity – May 26, 2020
- iv. Phase 3: Full Operations – June 8, 2020

d. Staff Training

Prior to opening the Northern Middle AJC's all staff and partners will receive training on new protocols to ensure the safety and health of staff and customers within the center. The training provided will consist of staff roles and responsibilities, safety protocols, sanitation practices, CDC guidelines, the availability of services and serving customers in the "new normal". The below outline highlights the key points that are included in the staff and partner training to be provided prior to re-opening.

Employee Specific

- Screening Requirements
- Social Distancing Protocols
- Face Masks - CDC document on Face cloths
- CDC Handwashing Guidelines document
- CDC Document- How to protect yourself & others
- Use of PPE when cleaning high traffic areas such as entry doors, bathroom doors-CDC guidelines

Working with Customers

- Screening
 1. Posted on entry doors
 2. Verified at reception
 3. Masks offered at reception
- Social Distancing Protocols
 1. Must maintain 6 foot distancing
 2. No meeting with clients in cubes- must use larger area to allow for social distancing
 3. Use of face coverings
- Appointments
 1. Encourage client to wear face covering to center when scheduling appointment
 2. Inform client of screening questions when scheduling appointment
- Disgruntled Clients
 1. State document on Do's & Don'ts

Sanitation for all

- Hand Sanitizer stations will be set up in lobbies
- Cleaner & paper towels will be in resource rooms for cleaning of computers prior to client use
- Cleaning of high traffic areas throughout day- training on PPE and CDC guidelines

Security and Safety

- AJC County Emergency & Safety Evacuation plan
- WE Safety Information- Situations that would require building evacuation document
- Basic Fire Alarm Procedures for the workplace

II. Re-Opening American Job Center Protocols

a. Sanitation

i. Cleaning Schedule

Each Northern Middle AJC's has an existing cleaning vendor and have maintained a regular cleaning schedule. Vendors have been instructed to increase their sanitation protocols during this time. Cleaning vendors are using CDC approved cleaning and disinfecting products in each AJC. As we progress through the Phases of re-opening we will continue to follow our current cleaning schedule with additional cleaning throughout the day. The below protocols will be followed per the CDC guidelines.

- Regular cleaning staff clean and disinfect community spaces using the appropriate cleaning and disinfection chemicals.
- Regular cleaning staff wear disposable gloves and appropriate PPE for all tasks in the cleaning process, including handling trash.

ii. Hand Sanitizing Stations

Hand sanitizing stations have been placed at each Welcome Area/lobby, resource room and general community space areas. Refills are on hand to ensure stations are adequately stocked.

iii. Use of Public Equipment

Equipment used by the public or multiple individuals will be sanitized after each use. This includes resource room computer stations, copiers/printers, welcome desk, water fountains, and etc. Staff will be assigned to ensure public and multi-use areas are sanitized. Appropriate PPE will be provided and disinfecting products available.

iv. Dedicated Staff for Maintaining Sanitation Protocols

Northern Middle AJC Staff will be instructed by the OSO on the appropriate sanitation protocols and required PPE. The OSO will determine specific staff responsible for daily sanitation protocols within the center.

b. Personal Protective Equipment (PPE)

i. Masks

The use of cloth masks in all Northern Middle AJC's is highly encouraged for all staff members. CDC guidance on the use of face coverings will be provided to all staff and partners. Disposable masks will be available for all employees who do not provide their own.

ii. Protective Barriers at Work Stations

Plexi-glass barriers are on order and will be installed at all reception/welcome desks prior to re-opening. Northern Middle staff and partners will not meet with customers in cubicle environments until deemed safe by DOH and CDC guidelines. Any customers will be met in larger spaces to observe social distancing.

iii. Gloves

Gloves and other PPE will be used by staff in sanitizing surfaces within the center. All PPE is currently in stock and available for use by AJC staff and partners.

c. Customer Experience

i. Establishment of Social Distancing

All Northern Middle AJC's will practice social distancing following the below protocols:

1. Social distancing signage will be placed at entrances, lobbies, and other public areas. Markers will be placed for six feet of separation where lines may form in public areas.
2. Staff will ensure that all lobby chairs are spaced six feet apart and excess chairs will be removed from the room.
3. Resource room computer stations available for use are marked to ensure social distancing and excess chairs removed from the room and made unavailable.
4. Use of cubicles/offices for customer interaction will not be allowed until deemed safe by DOH and CDC guidelines. Staff and partners will meet customers in larger available spaces to observe social distancing guidelines.

ii. Check-in Kiosks

Check-in kiosks will not be utilized by customers and have been pulled from public use. Welcome Teams in each center will continue to check in all customers. In centers with a higher traffic volume additional staff will be assigned to check in and create a queue to admit and serve customers at their appointment time.

iii. Security

The protection of AJC staff, partners and customers is of utmost priority. Each Northern Middle AJC has a current safety plan including fire safety and evacuation. AJC staff and partners will receive a re-training of plans. Northern Middle is currently in negotiation with county law enforcement to create a uniformed presence in the centers or possibly increase law enforcement presence in and around the centers prior to re-opening. All AJC staff and partners will receive the state provided customer de-escalation training documents.

iv. Full Access to Services

The Northern Middle AJC's currently provide a menu of services to all customers. All services provided are either a direct or referral service to any customer based upon the partner MOU. The below services are available to all customers.

Unemployment Insurance

If you have lost your job due to COVID-19, you may be eligible for unemployment insurance. You can file a claim at: www.tn.gov/workforce/unemployment.html or call: UI Claims Assistance at: 1-877-813-0950 or 1-844-224-5818. Limited appointments are available for in-person assistance at your AJC. Please call for an appointment.

Reemployment Services and Eligibility Assessment (RESEA)

All RESEA meetings, orientations or subsequent visits, will be conducted by phone. If you received a RESEA appointment letter, please call your local AJC to obtain instructions or to schedule an appointment.

Temporary Assistance for Needy Families

All TANF services are being provided via phone and online where possible. Appointments with individual clients will be scheduled by the Career Coach only as needed. Please call the appropriate office.

COUNTY	CONTACT PERSON	EMAIL	PHONE NUMBER
CHEATHAM	CHERNITTA SINCLAIR	CSINCLAIR@WORKFORCEESSENTIALS.COM	931-905-3552
DAVIDSON	CC CORDER	CCORDER@WORKFORCEESSENTIALS.COM	615-490-5159
DAVIDSON	CHRISTINE STOWERS	CSTOWERS@WORKFORCEESSENTIALS.COM	615-741-0826
DAVIDSON	JENORIS WATSON	JWATSON@WORKFORCEESSENTIALS.COM	615-741-0689
DAVIDSON	TIMBERLEY RUSSELL	TRUSSELL@WORKFORCEESSENTIALS.COM	615-741-0824
DICKSON	ROSEMARY WARREN	RWARREN@WORKFORCEESSENTIALS.COM	931-237-8717
HOUSTON	ROSEMARY WARREN	RWARREN@WORKFORCEESSENTIALS.COM	931-237-8717
HUMPHREYS	ROSEMARY WARREN	RWARREN@WORKFORCEESSENTIALS.COM	931-237-8717
MONTGOMERY	CHERNITTA SINCLAIR	CSINCLAIR@WORKFORCEESSENTIALS.COM	931-905-3552
MONTGOMERY	DEIDRA WARE	DWARE@WORKFORCEESSENTIALS.COM	931-905-3556
MONTGOMERY	JEANNE FOSTER	JFOSTER@WORKFORCEESSENTIALS.COM	931-905-3578
MONTGOMERY	JENORIS WATSON	JWATSON@WORKFORCEESSENTIALS.COM	931-905-3549
MONTGOMERY	TIMBERLEY RUSSELL	TRUSSELL@WORKFORCEESSENTIALS.COM	931-905-3547
MONTGOMERY	TERRE GAWEL	TGAWEL@WORKFORCEESSENTIALS.COM	931-905-3550
ROBERTSON	TIMBERLEY RUSSELL	TRUSSELL@WORKFORCEESSENTIALS.COM	931-905-3547
RUTHERFORD	FALESCIA MATLOCK	FMATLOCK@WORKFORCEESSENTIALS.COM	615-494-4273
STEWART	TERRE GAWEL	TGAWEL@WORKFORCEESSENTIALS.COM	931-905-3550
SUMNER	RAE FINCH	LFINCH@WORKFORCEESSENTIALS.COM	615-630-0046
TROUSDALE	RAE FINCH	LFINCH@WORKFORCEESSENTIALS.COM	615-630-0046
WILLIAMSON	CATHY DENNIS	CDENNIS@WORKFORCEESSENTIALS.COM	629-255-8124
WILSON	CC CORDER	CCORDER@WORKFORCEESSENTIALS.COM	615-490-5159

Job Fairs/Workshops

All job fairs and workshops organized through the American Job Center System in Northern Middle are postponed until Phase 4. If you have questions, please contact George Phillips, Northern Middle One-Stop-Operator at 615-741-0861. You can conduct an electronic job search at www.Jobs4TN.gov

A multitude of free-online resources to include education and training activities can be found at www.Jobs4TN.gov then click on Resources and then Online Learning.

Rapid Response

Rapid Response is a pre-layoff program designed to help companies and their employees experience a layoff or closing. The Northern Middle Rapid Response Team is available for assistance concerning temporary or permanent layoffs due to COVID-19. Contact Freda Herndon at 615-533-0635.

Vocational Rehabilitation Services

Vocational Rehabilitation continues to offer services at Rehabilitation Centers and American Job Centers. VR Counselors are advised to conduct customer appointments via the phone. However, limited in-person appointments are available. If you have questions, please contact your local VR office or Tylesha McCray at 615-253-3732.

Adult Education Services

The Adult Education programs are still being provided through electronic platforms and homework assignments. Montgomery, Rutherford and Wilson County classes are offered in partnership with the local Boards of Education and will follow their directives. When space is available, these classes could be re-located to another location. Classes offered at all other locations will follow the protocols set by the host organization. The use of classrooms within the AJC's will follow social distancing and sanitation protocols. New students may call their American Job Center and arrange for an individual appointment or receive an application packet via email. For more information, call your local American Job Center.

Other Services

For all other partner services in the American Job Center, please call the Northern Middle One-Stop-Operator, George Phillips at 615-741-0861 or Northern Middle Executive Director, Marla Rye at 931-905-3500.

v. American Job Center Hours

All Northern Middle AJC's operating hours are currently 8:00am-4:30pm Monday – Friday. Extended hours will be evaluated based on traffic flow and customer service needs. Available hours are posted at each center, on websites and social media outlets.

d. AJC Capacity

The Northern Middle AJC's will maintain the appropriate capacity during each phase of re-opening. Groups of no more than 10 or more will be observed in common areas such as lobbies and resource rooms. All capacity will be according to the capacity of the building. Social distancing will be observed throughout each phase as listed below.

- i. Pre-Phase: Planning - May 1, 2020
- ii. Phase 1: Appointment Only – May 11, 2020
- iii. Phase 2: All Partner Services with Limited Building Capacity – May 26, 2020
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e. Screening Protocols

Northern Middle AJC staff and partners will screen customers via phone when scheduling appointments in addition to displaying the CDC standard protocol questions on prior exposure to COVID 19 and current health on the entrance doors. Upon entry identified welcome staff will verify or conduct screening questions upon entry to the building. If any questions result in a Yes, the customer will be asked to leave and be rescheduled for a future appointment. Mask will be offered to customers for their use.

1. Have you been in close contact with a confirmed case of COVID-19 within the past 14 days?
2. Are you experiencing a cough, shortness of breath, or sore throat?
3. Have you had a fever in the last 48 hours?
4. Have you had new loss of taste or smell?

All Northern Middle AJC staff and partners will be screened by their designated supervisors using the same above questions. If an employee answers yes to any of the above questions, they must immediately inform their supervisor, supervisors will notify the OSO and be informed they should seek medical attention and not be allowed in the AJC until cleared by a medical professional. The OSO will then follow CDC guidelines concerning future operations of that center. All health information collected must remain confidential.

In the case of a positive COVID-19 diagnosis the following CDC protocol will be followed.

The affected center will close for 24 hours to deep clean and disinfect all areas. Once the center has been disinfected it will re-open.

All areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and any other items will be disinfected.

- Once area has been appropriately disinfected, it will be opened for use.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary, however, regular cleaning protocols will be observed to maintain a healthy environment.

f. Liability

The Northern Middle American Job Centers will apply the phased approach in re-opening as outlined in this plan to mitigate liability upon re-opening. Utilizing the Department of Health's (DOH) daily data and analytics the phased opening of the AJC's will ensure the observance of fourteen (14) straight days with no significant increase in

cases of COVID-19. If data indicates it is unsafe in the area of the AJC the phasing dates are subject to a change and/or delay until data indicates safe operation.

- i. The Northern Middle AJC's will follow the Governor's and DOH official's guidelines regarding the continuance and safe business practices.
- ii. AJC's will follow CDC guidelines to clean and sanitize all surfaces for staff and public use.
- iii. Social distancing will be observed in all AJC's to include lobbies, resource rooms, customer interactions and staff work spaces.
- iv. AJC's will follow all screening protocols and procedures for COVID-19 exposures as listed in e. Screening Protocols - positive diagnosis.
- v. The Governor's, DOH official's and CDC guidelines will be adhered to, reviewed and monitored to ensure the safety and health of staff and the public.

For questions concerning this guidance and directive please contact Marla Rye, Director of the Northern Middle Workforce Board at 931-905-3500.


Anthony Holt, CLEO Date 5/15/2020

 5/3/2020
John Zosi, NMTC WDB Chair Date