



# Return to Work Guide

Everything you need to know  
about returning to work.

Revised September 27, 2021

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## Feedback

We welcome your feedback! We issued this guide to provide agencies with everything they need to safely return their employees to the workplace. Is something missing, needing correction, or do you simply want to provide feedback? We are listening. Use [this form](#) or scan the QR code to get started.

# Disclaimer

This document serves as a tool for agency heads, managers, supervisors, and human resources officials for safely returning District employees to the workplace. The content may not be applicable to all agencies and agency subdivisions. Agencies are strongly encouraged to follow this guidance where possible. However, agencies should also evaluate this guidance and these recommendations in the context of the agency's specific operational needs and in consultation with in-house counsel and labor specialists. Where directives are mandated based on District Code, regulations, Mayor's Order, or other executive direction, this guide will make those mandates clear and those directives should be followed in accordance with the applicable law, regulations, or other relevant materials.

This is a "living" document and will be updated to reflect changes in directives and introduce new recommended practices as they become available.

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## Updates

To access the most updated version of this guide, [follow this link](#)!



# WELCOME



## Welcome Back

- Letter from Mayor Muriel Bowser
- How to Use this Guide
- Agency Reopen Teams
- Before Your Employees Return to the Workplace

# Welcome

## A letter from the Mayor

### Dear Colleagues,

Thank you for continuing to answer the District's call during a time of need and serving our city's residents. The continued sacrifices by our employees, residents, and businesses are saving lives and helping us to get on the other side of this incredibly difficult time.

As public stewards, we have a duty to our residents to lead by example as we begin working to return our operations to their full capability. We have a once-in-a-generation opportunity to not just reopen our city, but build a more healthy, prosperous, and equitable DC. Our return must be measured, data-driven, and deliberate in order to ensure a safe and sustainable return.

We have created this *Return to Work Guide* tailored to the needs of our District government workforce in order to implement a safe and healthy return. The *Return to Work Guide* provides each government agency with necessary tools to promote a healthy and safe workspace, while ensuring continuity of services to District residents.

Please take the time to review this guide to prepare for the return of the District's workforce to the workplace. Thank you for your service, and for continuing to answer the call.

Sincerely,

Mayor Muriel Bowser

# Welcome

## Using this Guide

The District Government is currently in the process of a general return of employees to the workplace. Executive, appointed, and managerial staff are planned to return to the workplace for the majority of the workweek beginning June 7, 2021. General staff return to the workplace for the majority of the workweek July 12, 2021. Agencies should use this guide as each implements this timeline for their return to the workplace.

Agencies should be mindful that this guide will evolve as new information and guidance becomes available with respect to safe work measures and COVID-19 in the workplace. Agencies should routinely check the guide for any updates or amendments.

This guide is partially interactive. Within the guide, are links to external resources, and links to internal elements of the guide. To move around the document, keep these concepts in mind:

- This PDF contains bookmarks. If you open the navigation pane in your PDF reader, you can easily navigate between the sections.
- This PDF also includes internal links:
  - Terms that appear in blue are hyperlinks to those items. For example, if you want to know more about the [Team Manager](#), simply click on the “Team Manager” hyperlink, and you will be taken to that section of the PDF.
  - When there are cross-references to specific page numbers, click the page number to go to that page.

### Developing and Implementing your Agency’s Return to Work Plan

Agencies have and continue to develop and implement different return to work plans that reflect each agency’s needs. Agencies should follow the Mayor’s reopening directions during the development and implementation of their return-to-work plan. Agencies should also build on the planning they have done using the previously provided agency reopening templates relating to proposed service changes and PPE needs.

**Through each phase of reopening, agencies must continue collaborating with their Deputy Mayors’ offices and receive approval from OCA/EOC GovOps for modifications to services and functions, as well as the significant operational changes this may entail such as in staffing and scheduling policy or alterations to workspaces.**

Each agency’s plan should, at minimum address:

1. Staying current with updated guidance and the caveat that the agency plan may change accordingly
2. Communication strategies to keep employees informed about planning for return to the workplace
3. Agency Reopen Team makeup and how employees can connect with the team

4. The tools and processes for implementing any COVID-19 related capacity limits and adapting to updated guidance
5. The tools and processes for implementing any COVID-19 related protocols, such as mask-wearing or daily self-screenings, and adapting to updated guidance
6. The tools and processes for distributing and managing any recommended PPE for employees and adapting to updated guidance
7. The steps your agency has taken to ensure your facility is ready for employees to return in person and adapting to updated guidance

# Welcome

## Agency Reopen Teams

### Agency Tasks

- Continue to work with DMs and OCA/EOC GovOps for review and approval of plans.
- Set up the Agency Reopen Team (ART).
- Plan adoption of the ART framework and develop agency-specific protocols.
- ART recommended to initially meet daily once established by the agency head.

## Support Team

Each agency should establish an Agency Reopen Team (ART) who will be responsible for the overall success and each aspect of an agency's plan.

## Establish Your Team

The Agency Reopen Team should have one organizing lead (Team Manager) and cover four functional areas: (1) prevention and protocols; (2) sanitization protocols; (3) communication and training; and (4) PPE and other supplies. These may be individuals already engaged in your agency's COVID-19 response operations, such as your lead for PPE ordering and distribution. In collaboration with agency leadership and the agency's Continuity of Operations Plan (COOP) manager, the Team Manager will assign and coordinate the establishment of the team. When possible, agencies should consider leveraging existing logistics officers such as the Agency Risk Manager (ARMR), Public Information Officer (PIO), and the Agency Human Resources Advisor (HRA). In addition to the Team Manager, each agency should assign between two and five employees to serve as leaders on the team depending on the agency's size, with staffing support from other agency employees as needed.

## Agency Communications

All mass communications to staff concerning reopening and the implementation of this guide should be reviewed and approved by each agency's Public Information Officer (PIO). The PIO will coordinate with the Joint Information Center (JIC) to ensure that communications are consistent across agencies.

Included with this guide are several templates that agencies should use when reopening their worksites. These include:

- **Email templates.** In many sections of this guide are email templates with suggested language for use when communicating with agency staff.
- **Signs.** Visual cues intended to increase awareness of protocols and best practices are included on page 58. These signs are provided in a printable PDF format.
- **DC Health Posters.** Several DC Health posters have been consolidated for easy access. These posters can be found on page 58 and are accessible directly from <https://coronavirus.dc.gov/page/public-resources>.



- **Screening Poster.** A daily self- screening poster is included for agencies' use. Found [here](#), this poster provides a friendly reminder to complete a simple self-wellness screening when arriving to work each day.

## Template Communication for Notifying Newly Designated Team Members

Agencies should use the below Agency Reopen Team designation email template. Agency-specific and lead designations information should be filled into the template, and the link to this *Return to Work Guide* ([returntowork.dc.gov](http://returntowork.dc.gov)) should be included in the email.

### Agency Reopen Team Email Template

**Subject** Agency Reopen Team

[Agency name] is committed to keeping employees safe during this unprecedented time. To aid in our efforts to minimize the risk of the virus and to return our employees to work, you have been selected to serve on the Agency Reopen Team. This team will help ensure our agency is following proper safety protocols. Please see below for your team assignments:

- Team Manager:
- Prevention and Protocols Lead:
- Sanitization Lead:
- Communication and Training Lead:
- PPE and Supplies Lead:

There will be more communication sent to this team regarding your assigned role and next steps. In the meantime, please read over the Return to Work Guide for more information and for a description of your assignment.

## Functional Areas

The functional areas covered by the ART are as follows:

- **Team Manager.** The Team Manager is responsible for an agency's return to work preparedness, coordinating, and aligning the agency's strategy with its own recovery plan and the city's overall reopening. DCHR recommends that the agency's Chief of Staff or Chief Administrative Officer, or a similar management official, fill this role. The Team Manager should consult with the agency COOP manager. Agency COOP managers will provide Homeland Security and Emergency Management Agency (HSEMA) with the contact information for the agency's Team Manager.
- **Prevention and Protocols Lead.** The Prevention and Protocols Lead oversees the protocols that ensure the wellness of all employees, the agency is up-to-date and aligned with all city-wide guidance and has drafted and made easily accessible agency-specific protocols. This lead also coordinates the agency's emotional support plan for employees. Agencies should consider designating a Prevention and Protocols Lead selected from the following employees as appropriate: physicians; nurses; the Health and Safety Leader; the Human Resource Manager; supervisors; emergency team or first aid team leaders. As protocols may change based on the latest guidance, this role may shift from enforcing requirements to advising on best practices.
- **Sanitization Lead.** The Sanitization Lead manages employee personal space cleaning logistics, including routine cleaning processes using the protocols set up by the Prevention and Protocols Lead. This lead also drives continual process improvement and ensures 100% compliance with the cleaning protocols described in this guidance. As

cleaning guidance may change based on the latest guidance, this role may shift from enforcing requirements to advising on best practices.

- **Communication and Training Lead.** The Communication and Training Lead manages all COVID-19 related communications, consistent with guidance provided by the Joint Information Center (JIC). The lead also oversees all related training across the agency for employees, management, and the ART. Training should be consistent with this guide. This lead should consult with the agency's PIO before any COVID-19 related messaging is published to the workforce. Additionally, before sending communications to the agency, the PIO should review all posters and other communications, and consult with the JIC to determine if JIC review is also required. For this reason, we recommend that agency PIOs serve as the Communication and Training Lead.
- **PPE and Supplies Lead.** This leader secures all necessary supplies to implement and sustain the agency's preparedness and response plan, including inventory monitoring across agency locations and coordinating supply ordering. This leader may also be the QuickBase contact and should be in close contact with the [PPE Customer Service Team](#). As PPE guidance may change based on the latest guidance, this role may shift from enforcing requirements to advising on best practices.

# Before Returning Employees

Use this checklist to ready your agency, facilities, and staff.

## First...

- ☐ Review the *Return to Work Guide* to learn how to address the following steps below.

## Lay the Foundations for a Safe Return

- ☐ [Set up an Agency Reopen Team \(ART\).](#)
- ☐ [Train members of the ART on their role and responsibilities.](#)
- ☐ [Confirm that your agency has adequate stock of PPE and other COVID-related supplies, and gain familiarity with procurement procedures for supplies.](#)
- ☐ [Find out who to contact for maintenance or facility-related matters.](#)
- ☐ [Gain familiarity with how to make a work request for your facility.](#)
- ☐ [Post signage regarding the latest DC Health and District guidance for workplaces.](#)
- ☐ [Implement a daily self-screening process for employees.](#)
- ☐ [Designate and train staff to facilitate self-screenings.](#)

## Return Employees

- ☐ [Review COVID HR Policies.](#)
- ☐ [Communicate with OLRCB and then local unions on your agency's return to work plan and protocols.](#)
- ☐ [Implement flexible work options and staggered scheduling as permitted.](#)
- ☐ [Gather necessary communications to provide to employees who will be returning to work.](#)
- ☐ [Communicate with employees about potential disruptions to public transportation and of flexibilities.](#)
- ☐ [Inform employees of available District government services to help them with adjusting to COVID-19.](#)
- ☐ [Inform and train employees of how they can report unsafe work conditions using ERisk.](#)

# PEOPLE



## In this section...

- Communicating the Return to the Workplace
- Telework, Leave, and Other HR Policies
- Getting to Work
- Screening Protocols and COVID-19 Positives
- Support for Employees
- Labor Relations

## Communicating the Return to the Workplace

### Agency Tasks

- Determine how employees will return with consideration to your agency's operational needs.
- Get your plan reviewed by EOC GovOps and OLRCB.
- Prepare communications to employees about their return to work, agency expectations, and what they can expect prior to their return.

### General Considerations

Agencies should provide all employees notice of return-to-work options in an equal manner. While agencies should maximize flexibilities for employees who may be at greater risk of contracting COVID-19 and suffering acute symptoms (see below), agencies should not make their own determinations about employees based on their actual or perceived limitation, disability or other protected traits. For example, agencies should not return younger managers only or limit communications regarding voluntary accommodations to older or pregnant managers.

Managers should engage their employees to provide them with an opportunity to voluntarily raise any scheduling considerations and/or accommodation requests related to COVID-19 prior to their return. To do so, managers should communicate with their employees prior to their return to work. Managers should inform employees that they may voluntarily raise any accommodation requests related to the employee's own health condition with the agency ADA coordinator. All other requests or considerations that are not related to the employee's own health condition, such as childcare issues, should typically be handled by managers, and requests for leave due to the employee's own needs or familial needs should be handled by the employee's supervisor and/or through the agency FMLA Coordinator depending on the relevant circumstances. Managers are reminded of the importance of ensuring that all communications and interactions with employees are consistent with [Equal Employment Opportunity](#) laws.

### High Risk Employees

Some employees may be at greater risk of contracting and suffering acute symptoms from COVID-19. These risks may qualify some employees for certain leave categories or ADA accommodations, if the employee requests them.

Agencies should process accommodation requests from high-risk employees on a case-by-case basis. A larger percentage of employees in a given agency may fall within the high-risk category whereby accommodating all of these employees may impact government operations. Agencies with this concern should reach out to the Department of Human Resources at [dchremployeerelations@dc.gov](mailto:dchremployeerelations@dc.gov). Agencies should also reach out to the Office of Disability Rights at [ODR@dc.gov](mailto:ODR@dc.gov) generally for ADA accommodation questions and support.

Agencies should continue to process and review all employee requests for ADA accommodations and DC/federal FMLA applications at all stages, even when certain heightened risks related to the COVID-19 public health emergency have decreased or ceased, and the District has resumed normal operations. Please refer to [Issuance No. 2020-23](#) in the [HR Guidance](#) section for additional information on COVID related leave options.

An employee who is high-risk due to an underlying medical condition does not need to provide a physician's clearance prior to returning to work. Therefore, if an employee self-discloses to the agency that they are high-risk or the agency has prior knowledge that an employee is high-risk, the agency should not require the employee to provide a physician's clearance in order to return to work.

## Communicating with Employees

The following email template can be used to give employees an overview of the safety measures your agency is taking prior to the currently planned July 12, 2021, general return to the workplace.

[SAMPLE RETURN TO WORK – GENERAL INFORMATION EMAIL NEXT PAGE]

## Return to Work Email Template #1: General Information

**Subject** Return to Work Notification

Dear [Employee Name],

Since March 2020, we have successfully modified our operations to maintain the continuity of key government services. The District government recognizes and applauds your dedication to the city and its residents. However, we know that challenges for our residents remain and there is a benefit to public servants being present throughout their city. As a result of public health advancements and the hard work and dedication of the District workforce, we are approaching a point when more District government employees can return to their physical worksites and more services can be delivered in person.

Nearly half of our colleagues have reported to their duty stations regularly throughout the public health emergency. These District employees have safely and successfully fulfilled their roles in person with the safety measures advised by DC Health. The District government has learned a lot about how to do this right, and we have built these lessons into the guidelines, tools, and resources to safely return the remaining workforce to the physical worksite.

With vaccines now widely available across the Washington region, and all residents in the region ages 16 and up able to get the shot, the District is continuing with its phased reopening as public health metrics continue to improve. The Mayor has eased restrictions on several activities, and many employers are bringing employees back to the workplace. Most District government managers have been directed to return to the workplace in the coming weeks and District government employees may now voluntarily return to their pre-pandemic duty station within DC Health guidelines. All employees should prepare to report to their official, in-person duty station as early as July 12th, 2021.

To prepare for your return to the workplace, our agency is taking the utmost precautions to ensure we are ready for this transition. We ask that you do the same. If you are a unionized employee, the agency has also notified your labor representative of these plans.

### Agency Preparations

We want to assure you that we have made the necessary plans to maintain a safe work environment:

#### Agency Reopen Team

A team of staff dedicated to ensure the agency is following proper safety protocols put forth by DC Health and outlined in the District's Return to Work Guide ([returntowork.dc.gov](http://returntowork.dc.gov)). For more information on the Agency Reopen Team and the agency's plan for following these safety protocols, please contact [\[contact info\]](#).

#### Health Screenings

A brief self-screening verification every day before starting work in-person. You will receive detailed information about completing these screenings before your return.

#### Personal Protective Equipment

Personal Protective Equipment (PPE), such as masks, for all employees. The type of PPE provided depends on your position and you will receive more information about the applicable type and proper use of PPE.

#### Facility Readiness

Outfitting of the workspace with supplies including, but not limited to, hand sanitizer stands, floor decals, and signage to encourage changes in behavior concerning how people move and interact throughout the building. Some workspaces may also be reconfigured to allow for safe interactions. Our building and its systems are regularly cleaned and maintained to ensure optimal functioning.

#### Scheduling Changes

We continue to develop employee schedules as public health metrics and subsequent guidance change. We will be sure to notify you of your post-July 12th schedule, including number of days required in-office, no later than 30 days prior to the start of that schedule.

### Employee Preparations

Ahead of your return, we recommend you make considerations for:

#### Vaccination

We strongly encourage that you get vaccinated against the coronavirus (COVID-19). The vaccines being administered in the District, and across the country, are the safest and most effective way to protect yourself, your colleagues, and your loved ones against the virus. To find an appointment for the vaccine in your state of residence, go to [vaccinefinder.org](http://vaccinefinder.org) or contact your state's system:

- For DC residents, go to [vaccinate.dc.gov](http://vaccinate.dc.gov) or call 1-855-363-0333.
- For Maryland residents, go to [covidvax.maryland.gov](http://covidvax.maryland.gov) or call 1-855-634-6829.
- For Virginia residents, go to [vaccinate.virginia.gov](http://vaccinate.virginia.gov) or call 877-829-4682.

#### Commuting

Getting to work may be more challenging as public transportation service schedules may have changed. We encourage you to check daily for any updates or changes to public transportation. Also, the District government continues to provide employees parking and mass transit benefits:

- A parking account can be used to pay for parking at or near your office or parking at a park-and-ride from which you can take mass transit or a vanpool.
- A commuter account can be used for monthly commuter passes, the cost of trains, subways, shared ride-sharing services, vanpools, or other mass transit to get to/from work.

Employees may currently set aside up to \$270 a month pre-tax for each account, and amounts roll over year to year. Employees should inquire of the HR team about these benefits.

### Childcare and Wellbeing Support

We understand that some employees may continue to have childcare issues until there is a greater reopening of schools and childcare centers, as well as need additional emotional, financial or other wellbeing support. The DC Department of Human Resources' website provides a number of support resources through our Employee Assistance Program (EAP), including assistance locating childcare providers. Additionally, employees can contact My Child Care DC and DC Child Care Connections, which can help connect families with licensed child care providers who are open.

Thank you again for your hard work and dedication to serve the District residents during this time.

## Telework, Leave and Other HR Policies

### Agency Tasks

- Review and keep up to date with current HR policies concerning COVID-19.
- Communicate regularly with your employees about current leave and HR policies.

## Administrative Leave for Vaccinations

### [Issuance I-2020-2](#)

Though the District government is not mandating that employees receive the COVID-19 vaccination, all employees are strongly encouraged to do so. To facilitate vaccinations, employees may be granted [administrative leave to enable them to get vaccinated for COVID-19](#). All District government employees who are physically ordered to report to work must do so even if they have not been fully vaccinated.

## ADA Accommodations

Employees may be eligible for ADA accommodations concerning return to the workplace. For additional guidance on ADA accommodations and processing ADA requests, please refer to the [provided guide from the Office of Disability Rights](#).

## COVID Sick Leave

### [Issuance No. 2020-23](#)

Employees who are unable to work (or telework) due to COVID-19 circumstances may be eligible for a special COVID Sick Leave program. This issuance outlines the COVID Sick Leave benefit, explains the application process, and provides guidance to subordinate agencies (including independent agencies with service agreements) on handling applications so that eligible employees may take full advantage of this important benefit. Employees will not receive the COVID Sick Leave benefit after August 29, 2021, under any circumstances.

## Credentialing

Agency HRAs or other approved agency designees should utilize the [online credentialing request form](#) when requesting an employee identification badge for an employee. If you have any questions about planning for credentialing, or updating expired badges, please contact DCHR's Customer Care Center at (202) 481-3784 or [dchr@dc.gov](mailto:dchr@dc.gov).

## Face Coverings

### [City Administrator's Order 2021-04](#)



As employees return to the workplace, the District will employ universal safeguards that include the appropriate use of face coverings, and stringent sanitation and hygiene practices.

Accordingly, while on duty at a District government facility or worksite, employees must wear a face covering except for employees who are fully vaccinated who have reported their vaccination status in PeopleSoft. However, fully vaccinated employees must continue to wear a face covering when providing direct services to customers, clients, patients, and residents. Fully vaccinated employees must also continue to wear a face covering while in customer service spaces while open to the public, in certain District government buildings (such as schools and healthcare facilities), and in other limited circumstances described in City Administrator's Order 2021-2.

Employees who are not fully vaccinated must wear a mask while on duty and in government buildings unless specifically exempted by City Administrator's Order 2021-2. Agencies, with the approval of the City Administrator, may also require personal protective equipment (PPE), including face coverings, while on duty and in government buildings for some employees due to the specific nature of their duties.

Members of the public will continue to be required to wear face coverings while in government buildings. For the advisement of members of the public, agencies should continue to post clear signage approved by the District's Joint Information Center (JIC) that states that no person may enter the government facility without wearing a face covering, unless they cannot wear face covering due to a medical condition, a disability, or are under two years of age. Agencies shall provide employees and visitors with a face covering if they do not have one. For individuals who are able to wear a mask, agencies shall exclude or attempt to eject individuals who are not wearing masks or who remove their required masks.

Employees who require an accommodation and exemption from the mask mandate should consult with their agency ADA coordinator. For additional information regarding accommodations for masks, please refer to [ODR's accommodation guidance for the mask requirement](#).

## Human Resources Guidance for the COVID-19 Emergency

### [Issuance No. 2021-23](#)

The Department of Human Resources (DCHR) released this guidance to assist agencies and employees in understanding personnel management changes that are in effect during the COVID-19 emergency. This issuance is routinely updated to address the fluid situation. Among other topics, this issuance provides guidance on:

- [Hiring and Promotions](#)
- [Americans with Disabilities Act \(coming soon!\)](#)
- [Scheduling and Deployment](#)
- [Reporting Time](#)
- [Employee Protections \(including continued requirements for face coverings\)](#)
- [Telework](#)
- [Leave](#)
- [Workforce Management](#)
- [HR Management](#)

## New Employee Orientation

New Employee Orientation is now conducted via an online environment. New employees will be given a virtual meeting invitation to complete their onboarding process online.

## Protocols for Employees Exposed to COVID-19

### [HR Checkpoint 2021-01](#)

The Department of Human Resources (DCHR), in collaboration with DC Health, has developed protocols to use when an employee may have been exposed to someone who tested positive for COVID-19. This HR Checkpoint outlines the step-by-step instructions on how to proceed when an employee has become exposed to COVID-19 and provides templates for communicating with employees. As with all medical information, the fact that an employee tested positive for COVID-19 or had COVID-19 symptoms is subject to ADA confidentiality requirements and agencies should not disclose the name of such employee to other employees.

## Occupancy Limits

### [Mayor's Order 2021-69](#)

The District government will no longer enforce COVID-19 related capacity limits, time limits, or other such restrictions (including a six-foot physical distancing requirement) on activities for government services and facilities, except where otherwise specified in the law or relevant Mayor's Orders.

## Telework

### [Issuance I-12-58](#)

The District government will discontinue situational telework on July 12, 2021. Generally, agencies will return to normal telework policies as provided in issuance I-12-58. District government employees may telework no more than 2 days per week. However, employees may qualify for expanded telework as a reasonable accommodation under the Americans with Disabilities Act. Agencies may authorize telework of more than 2 days per week when operationally feasible if requested from and approved by the City Administrator.

## Vaccination Requirement

### [Issuance I-2021-29](#)

Employees of the District of Columbia government must be fully vaccinated against COVID-19 by September 19, 2021, as announced in Mayor's Order [2021-099](#). All new hires must be vaccinated against COVID-19 as a qualification requirement.

# People

## Getting to Work

### Agency Tasks

- Communicate with employees about their transportation options.
- Encourage managers to be flexible with employees experiencing transportation issues.

## Public Transportation

In line with current policies, employees should immediately notify their supervisor if they experience commuting delays. When practicable, managers are encouraged to be flexible and allow opportunities for employees to work later than scheduled to make up for lost time.

**NOTE: Employees must always wear face coverings while using mass transit for their safety and because it is required by most transit authorities.**

## Washington Metropolitan Area Transit Authority (WMATA)

WMATA continues to update their current service advisory statuses for Metrorail, Metrobus, and MetroAccess service on their [COVID-19 Service Information page](#).<sup>i</sup> Employees will need to closely monitor Metro service levels if they rely on Metro to get to work. Per [order from the CDC](#), all riders are required to wear a mask or other appropriate face covering while on mass transit.

WMATA plans to ramp up service ahead of demand for those who need to travel as businesses and governments scale back teleworking and schools reopen.

## Maryland Transit Administration (MTA)

MTA continues to update their service information for MARC rail on the [MTA website](#).<sup>ii</sup> Per [order from the CDC](#), all riders are required to wear a mask or other appropriate face covering while on mass transit.

## Virginia Railway Express (VRE)

VRE continues to update the service information for their VRE trains on the [VRE website](#).<sup>iii</sup> Per [order from the CDC](#), all riders are required to wear a mask or other appropriate face covering while on mass transit.

## Communicating with Employees

Agencies should be proactive when considering impacts to an employee's commute. Agencies should research if transportation stations near their agency's work sites are closed and provide additional resources via email for how employees can get to work.

### Return to Work Email Template #2: Commuting to Work

**Subject** Returning to Work: Public Transportation Options

We are sending you this follow-up email about your return to work. This email provides you additional information concerning public transportation.

[Provide agency-specific disruption info here if possible (e.g., is a nearby station or bus route closed?)]

We are aware that getting to work may be challenging, as many regular transportation options are running on a modified service schedule or have been disrupted entirely. With this in mind, we encourage you to thoroughly research your route to work and take into account any stations or bus routes that are closed or non-operational.

Please visit the below websites for the most up to date service information on local public transit:

- [Metrorail \(Metro\), Metrobus, and MetroAccess service](#)
- [MARC Rail](#)
- [Virginia Railway Express \(VRE\)](#)

If you have any concerns regarding your commute and ability to arrive to work on time, please contact your manager. As a reminder, please follow local and federal laws regarding face coverings, social distancing, and other health measures when using public transit.

## Screening Protocols and COVID-19 Positives

### Agency Tasks

- Implement a daily self-wellness screening process for employees and communicate in advance of return.

### District Screening Policy

This policy outlines how agencies should manage screening entrants to District facilities and offices. All agencies, regardless of the method of screening delivery, should post [approved signage](#) at public and employee entrances, and should conduct their screenings in accordance with the following guidelines:

#### I. Anyone who enters a District facility or office must properly wear a mask or face covering.

- This requirement is in accordance with [Mayor's Order 2020-080](#).
- Individuals who refuse to wear a mask or face covering **should** be denied access to the facility. Requests for an accommodation under the Americans with Disabilities Act (ADA) or other accommodation regarding the mask or face covering requirement must be reviewed and approved by the agency ADA coordinator or other appropriate agency designee.
- Where possible, agencies should attempt to provide individuals with alternative methods of access to services or resources where individuals are denied entry due to an inability to wear a mask or face covering.

#### II. All agencies should implement a symptoms-based screening for entry into District facilities and offices.

- Questionnaires **should** use [DC Health-approved language](#).
- District employees reporting into a workstation should use the "Check Yourself" self-screening tool ([screening.dc.gov](https://screening.dc.gov)). [See here for more information](#).
  - Agencies opting to use alternative systems should receive prior written approval from OCA.
  - Employees, such as some contractors, without DC.GOV email accounts are unable to use the "Check Yourself" self-screening tool. Alternative screening should be employed, such as daily check-ins with the appropriate agency designee.
- Visitors to facilities should see [signage](#) upon entry advising them that if they are experiencing certain symptoms they should not enter the facility.
  - Agencies opting to use a screening tool or survey for visitors should receive prior written approval from OCA. These should typically be restricted to routine clients or visitors receiving services that require close or sustained interaction.

Agencies are advised to keep a record of entrants to facilities or office spaces to support contact tracing as needed, such as through a Visitor's Log. Important information to collect are individual's first and last name, telephone

number, and date of entry. Requesting such identification or information is solely for the purposes of facilitating contact tracing and all records shall be destroyed after thirty (30) days.

### III. Proposed test results-based and vaccination-based screening is to be reviewed for approval by OCA and DC Health.

## Daily Self-Wellness Screening

Maintaining a safe and healthy workspace is a shared responsibility. All District government employees should self-screen for [symptoms of COVID-19](#) <sup>u</sup> before reporting for duty each day.

Managers should remind staff daily to assess themselves:

1. **Any new or unexplained:**

- Chills
- Cough
- Fatigue or muscle pain
- Feeling unwell (not your usual state of health)
- Fever (Temperature above 100°F)
- Loss of ability to taste or smell
- Shortness of breath or difficulty breathing
- Sore throat

2. **Within the last two weeks, have you been in close contact with someone who tested positive for COVID-19?**

3. **Have you been directed to quarantine/self-isolate?**

If an employee can answer “yes” to any of the above, that employee should immediately notify their supervisor before reporting to their workstation. The supervisor shall then work with the employee to determine whether they should report for duty, move to telework, or take leave, or use another appropriate accommodation depending on the nature of the concern. The supervisor should also recommend the employee contact their physician for further medical advisement and otherwise follow [CDC public health recommendations](#). <sup>v</sup>

If an employee is directed to self-quarantine or isolate ([see COVID-19 Positives in the Workplace](#)), whether due to a positive test, exposure, or symptoms and consultation with a physician, managers should review and follow post-quarantine [return to work protocols](#) before the employee may return.

## Employees Reporting to Workstations

Managers should maintain awareness and keep record of employees who report to a workstation each day. In the event management becomes aware that an employee or visitor tested positive for COVID-19, the agency should use this information to help trace possible exposures and follow protocol to inform those potentially exposed.

Managers and supervisors should personally inform their staff that we all have a responsibility to keep our co-workers healthy and safe in the workplace.

In addition to checking in with managers daily, employees reporting to workstations should also complete a [Self-Wellness Screening](#) (screening.dc.gov). These forms can be accessed by smartphone using a QR code, or by link. Managers should

include this information in their daily reminders. Agencies should remain ready to assist employees who may need a reasonable accommodation to complete the self-screening form.

See the [Signage](#) section for the self-wellness screening poster and other healthy workplace reminders to print and post in your workplace.

## Self-Wellness Screening Form

Below is an illustration of the [Self-Wellness Screening](#) form.

### Daily Wellness Self-Screening (v2)

To help mitigate the risk of infection at District government facilities, please answer the following questions to the best of your ability regarding your personal health.

Hi, Dan. When you submit this form, the owner will see your name and email address.

\* Required

1. Are you experiencing any unexplained --

Chills  
Cough  
Fatigue or muscle pain  
Feeling unwell (not your usual state of health)  
Fever (Temperature above 100°F)  
Loss of ability to taste or smell  
Shortness of breath or difficulty breathing  
Sore throat? \*

☐ Yes

☒ No

2. Within the last two weeks, have you had close contact with someone who has COVID-19? (Close contact means being within 6 feet of someone for 15 minutes or more who has COVID-19.) \*

☐ Yes

☒ No

3. Have you been directed to quarantine/self-isolate? \*

☐ Yes

☒ No

Next

Page 1 of 4





## Sample Action Needed Response

If the user of the electronic form requires further action based on their response, they will receive a response such as this:

The screenshot shows a web form titled "Daily Wellness Self-Screening (v2)". At the top left, there is a red asterisk followed by the word "Required". The main heading is "Action Needed". Below this, there are two paragraphs of text: "Based on your responses, please contact your immediate supervisor by phone before reporting to your workstation. If you are feeling unwell, please return home immediately. Your supervisor will give you additional details on next steps." and "If you are experiencing trouble breathing, persistent pain or pressure in the chest, confusion, difficulty staying awake, or bluish lips or face seek emergency medical care immediately." Below the text is a question: "2. I understand that I need to reach out to my supervisor. \*". Underneath the question is a radio button followed by the word "Continue". At the bottom of the form, there are three elements: a "Back" button, a "Next" button, and a progress indicator showing "Page 2 of 4" with a progress bar.

Daily Wellness Self-Screening (v2)

\* Required

### Action Needed

Based on your responses, please contact your immediate supervisor by phone before reporting to your workstation. If you are feeling unwell, please return home immediately. Your supervisor will give you additional details on next steps.

If you are experiencing trouble breathing, persistent pain or pressure in the chest, confusion, difficulty staying awake, or bluish lips or face seek emergency medical care immediately.

2. I understand that I need to reach out to my supervisor. \*

☐ Continue

Back Next Page 2 of 4

## Sample Almost done ... Response

If no further action is required, and the user is cleared to report to work, they will receive a response such as this:

The screenshot shows a web form titled "Daily Wellness Self-Screening (v2)". The main heading is "Almost done ...". Below this, there are two paragraphs of text: "We're glad to see you are feeling well today!" and "Based on DC Health guidance, after completing the next section, you are cleared to report to your duty station. Keep in mind, that by reporting for duty you are agreeing that you are feeling well and that you do not pose a health or safety risk to your coworkers." At the bottom of the form, there are three elements: a "Back" button, a "Next" button, and a progress indicator showing "Page 3 of 4" with a progress bar.

Daily Wellness Self-Screening (v2)

### Almost done ...

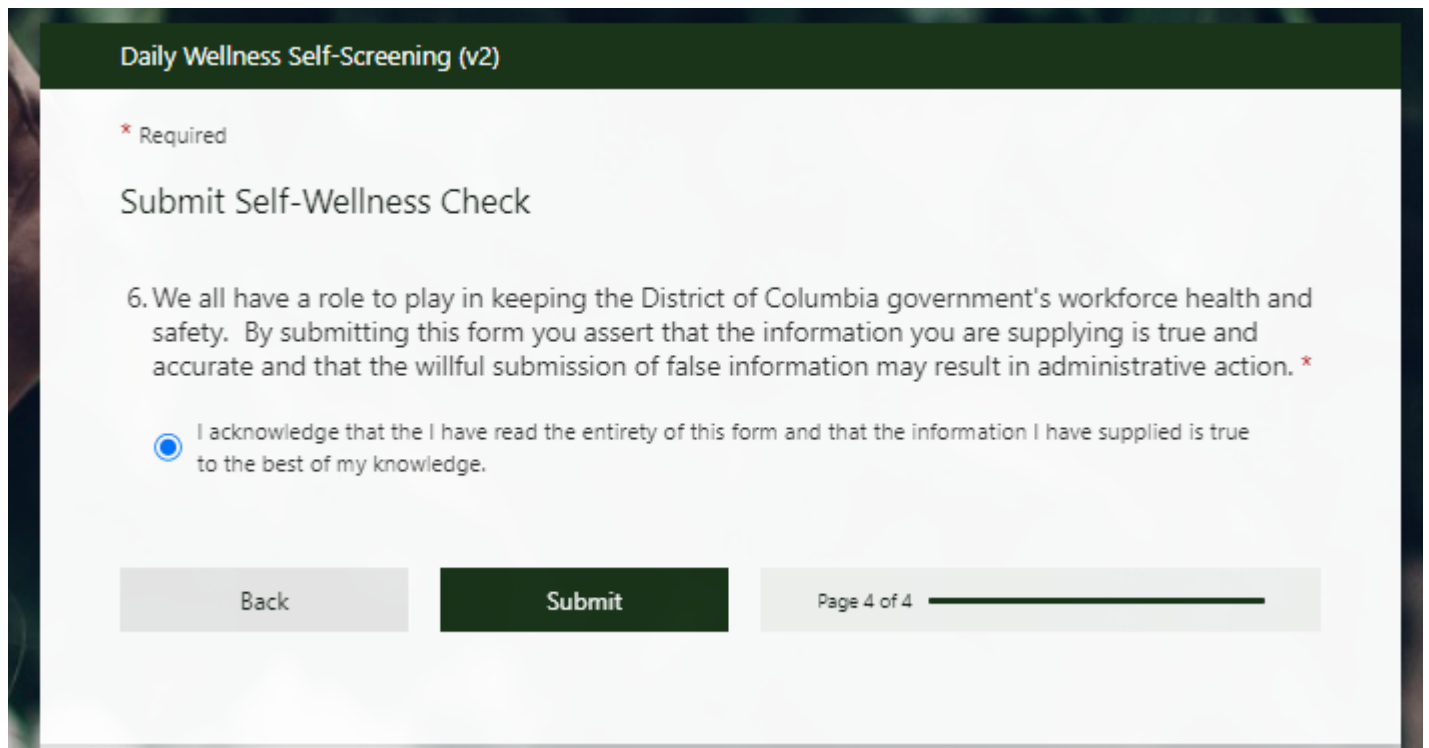
We're glad to see you are feeling well today!

Based on DC Health guidance, after completing the next section, you are cleared to report to your duty station. Keep in mind, that by reporting for duty you are agreeing that you are feeling well and that you do not pose a health or safety risk to your coworkers.

Back Next Page 3 of 4

## Sample Submission Screen

After completing the Form, each employee will be prompted to submit. The below is a sample of the potential submission screen:



The image shows a digital form titled "Daily Wellness Self-Screening (v2)" in a dark green header. Below the header, there is a red asterisk followed by the word "Required". The main heading is "Submit Self-Wellness Check". A paragraph of text states: "6. We all have a role to play in keeping the District of Columbia government's workforce health and safety. By submitting this form you assert that the information you are supplying is true and accurate and that the willful submission of false information may result in administrative action. \*". Below this text is a radio button with a blue dot, followed by the text: "I acknowledge that the I have read the entirety of this form and that the information I have supplied is true to the best of my knowledge." At the bottom, there are three elements: a "Back" button in a light gray box, a "Submit" button in a dark green box, and a "Page 4 of 4" label next to a progress bar that is nearly full.

Daily Wellness Self-Screening (v2)

\* Required

### Submit Self-Wellness Check

6. We all have a role to play in keeping the District of Columbia government's workforce health and safety. By submitting this form you assert that the information you are supplying is true and accurate and that the willful submission of false information may result in administrative action. \*

☒ I acknowledge that the I have read the entirety of this form and that the information I have supplied is true to the best of my knowledge.

Back Submit Page 4 of 4

## Self-Wellness Screening Protocols

Employees should complete a self-wellness screening upon their arrival to work. This may take the form of an employee, upon entering the office, scanning the QR code to complete a webform (see Signage section) or receiving the form link from a manager each morning. Agencies should designate employees to serve as Screening Facilitators to help employees who may initially need assistance.

### Screening Values

Agencies should adhere to the following three pillars to ensure a safe, efficient, and non-discriminatory process.

Confidentiality	Preparedness	Professionalism
Conduct screenings in a manner that protects the health information of employees being screened.	Plan. Assess and modify your routines to facilitate screenings.  Conduct dry runs of the screening process and make sure managers and any screening facilitators are adequately trained and ready to go.	Be mindful. Recognize that this is a difficult time for many employees. Always provide services consistently, cordially, and respectfully, even if such courtesies are not returned.

#### Confidentiality

If an employee requires a Screening Facilitator to help an employee self-screen, agencies should assist employees in a manner that safeguards the employees' confidentiality and privacy throughout the entire process. Agencies must treat and handle all employee responses to screening questions and temperature readings (if required) as [confidential information](#)<sup>vi</sup>.

#### Preparedness

A safe and efficient screening process is built upon proper preparation. Prior to employees' return to work, agencies should provide guidance to employees on the screening process, so they know what to do before they arrive to work and when they arrive to work.

## Return to Work Email Template #4: Self-Wellness Screenings

**Subject** Returning to Work: Daily Self Screenings

As you prepare for your return to the workplace, we will be implementing daily self-wellness screenings to help protect the safety and health of all our employees. These screenings allow District employees to self-screen for [symptoms of COVID-19](#) by completing a short survey.

Upon arrival at your agency each day, you will complete a survey each day using this [web form](#). The following steps outline the self-wellness screening process:

1. Find the “Check Yourself” poster or pull up [screening.dc.gov](#).
2. Using either a personal or government issued mobile phone, select your camera app and point the camera at the QR code on the poster.
3. Follow the instructions on your screen to open the website.
4. If prompted, login to your government account using your email address and password.
5. Answer the first three questions and press “Next.”
  - a. If you answered “no” to the three questions, you will receive a message saying “We’re glad to see you are feeling well today,” and instructing you to finalize the survey and report for duty.
  - b. If you answered “yes” to any of the questions, you will receive a message saying “Attention Needed.” If you receive this message consult the Screening Facilitator or contact your immediate supervisor by phone.
6. Click “Next.”
7. Review the acknowledgement screen, select “I acknowledge” and then press “Submit.”

If you need any assistance with the Self-Wellness Screening process, seek out the Screening Facilitator.

If you have any questions about this health screening, please contact a member of the Agency Reopen Team at [\[Insert Agency POC\]](#). Thank you in advance for your assistance in implementing this new practice.

### Professionalism

Always strive to provide service that is consistent, cordial, and confidential. With proper professionalism, agencies can implement screening procedures that keep their workforce safe with minimal disruption to an employee’s work experience. Conduct dry runs before beginning screenings. An employee’s first day back in the workplace should not be the first time Facilitators have walked through the screening process.

## Human Resources Considerations

Under current public health circumstances, the U.S. Equal Employment Opportunity Commission (EEOC) has stated that the Americans with Disabilities Act permits employers to bar an employee from the physical presence in the workplace if the employee refuses to answer questions about whether the employee has symptoms associated with COVID-19. Therefore, agencies may prevent employees from entering their worksites and place them in an absence without official leave (AWOL) status if they refuse to cooperate with the screening process. Before disciplining an employee for refusing

to cooperate with the health screening process or placing them in an AWOL status, agencies should first attempt to gain the cooperation of employees and ask the employee the reasons for any concerns with screenings or other protocol. The agency may be able to provide information or reassurance that the agency is taking steps to ensure the safety of everyone in the workplace.

## ADA and Other Legal Considerations

If an employee provides information or documentation from a medical provider indicating that they have tested positive for COVID-19, the employee may not physically remain at their worksite as a reasonable accommodation under the ADA because COVID-19 is considered a direct threat that cannot be accommodated in that manner at this current time.

An employee may exhibit a symptom consistent with COVID-19 as a result of a non-communicable medical condition that may or may not also be considered a disability under the Americans with Disabilities Act. When an employee reports to work with a symptom consistent with COVID-19 that would prevent them from reporting to work under current screening processes, the agency should treat this disclosure as part of the ADA interactive process pursuant to EEOC guidance and the agency ADA Coordinator should work with the employee to determine whether a reasonable accommodation is available that would allow the employee to report to or remain at their worksite (e.g., permitting an employee with a headache or runny nose to remain at work despite current self-wellness screening and workplace admittance policies). In such cases, there will be a tension between the need to allay concerns that an employee with symptoms consistent with COVID-19 is in the workplace with confidentiality requirements that restrict disclosing an employee's disability or accommodation. The agency ADA Coordinator should start a dialogue with the employee and ask how the employee would like to handle managing these competing factors. If the employee does not want to disclose the disability or accommodation, agencies should state that they are taking all precautions pursuant to District guidelines to minimize the risk of contracting COVID-19 at the worksite and that they cannot answer questions about specific cases due to ADA confidentiality rules.

Employees who have developed symptoms consistent with COVID-19 and who suspect they may be infected should notify the agency ADA Coordinator, stay home, and are advised to consult their healthcare provider. Employees should note the presence of any symptoms related to COVID-19, including, but not limited to, coughing, shortness of breath or a fever. Finally, employees who believe they have had a known exposure to COVID-19 should notify the agency ADA Coordinator, stay home, follow [CDC public health recommendations](#),<sup>vii</sup> and are advised to consult their healthcare provider.

Employees who become sick during their tour of duty should immediately be separated from other employees, customers, and visitors, and sent home. While asking employees whether they have *symptoms* related to COVID-19 may be permitted when done in accordance with [EEOC guidance](#), supervisors are prohibited from asking employees for a diagnosis of why the employee is experiencing such symptoms. However, at this current time under EEOC guidance,<sup>viii</sup> an agency ADA Coordinator may ask an employee if they believe they have COVID-19 or have tested positive for COVID-19 if the agency ADA Coordinator knows this through objective evidence.<sup>ix</sup> Agencies should keep all conversations with employees about the symptoms they are experiencing confidential and should keep any medical documentation provided by the employee secure and separate from their personnel file (consistent [Chapter 31](#) of the District personnel regulations), only sharing such documentation with the agency ADA Coordinator or other agency designee involved in making the decision about whether an employee who is exhibiting symptoms may remain at work. For more information concerning ADA accommodation requests in terms of returning to the workplace, please refer to the [Office of Disability Right's guide](#).

## Storage of Screening Information

Agencies will only have access to questionnaires of their employees. Access to the questionnaires within the agency should be limited to designated Screening Facilitators in compliance with the agency's ADA confidentiality policy. Agencies must not and will not store information that would disclose specific details about an employee's health condition beyond their disclosure of whether they answered "yes" to any of the health screening questions. The questionnaires will be stored on a secure cloud server managed by OCTO.

The release of questionnaire information to contract tracers, personnel authorities and law enforcement shall be governed by [Chapter 31](#) of the District's personnel regulations, the Americans with Disabilities Act, and any other relevant legal authorities.

For questions about access to screening data please refer to [the Backend User Experience Summary](#).

## Mitigation Protocol in Case of Symptoms

### Agency Tasks

- Review and understand protocol.
- Identify and train a Prevention and Protocols Lead.
- Implement protocol to isolate employees if they are symptomatic on site.
- Print out forms and protocol to be available as needed.

While employees should be encouraged to stay home if they feel sick, employees may start to feel sick or develop symptoms after arriving at work. In this case, agencies should take the necessary steps to ensure employees receive any medical attention they need and to minimize their exposure to other employees. If an employee starts experiencing symptoms consistent with COVID-19 at work, or if someone observes that another person is persistently exhibiting symptoms of COVID-19 at work, the employee exhibiting symptoms should immediately isolate themselves and contact their immediate supervisor. The supervisor will then contact the [Prevention and Protocols Lead \(PPL\)](#). Telephone or electronic communication is preferable to allow the Prevention and Protocols Lead to wear the appropriate PPE prior to aiding an ill employee. The PPL should advise the employee to go home and consult a healthcare provider as appropriate. The PPL should contact emergency services if the employee is unable to move from their current location due to the experienced symptoms or if it appears the employee requires immediate medical attention.

## COVID-19 Positives in the Workplace

District employees and contractors are required to notify their employing agency if they test positive for COVID-19. [DC Health](#) recommends that employers establish a plan for COVID-19 exposures in the workplace. Therefore, agencies are strongly encouraged to establish a plan if an employee or patron is diagnosed with COVID-19 in the workplace. Each plan should identify a point of contact at the agency that an employee can notify, if not their manager, if they test positive for COVID-19 and choose to disclose this information. If an individual develops any of the COVID-19 symptoms during the workday, agencies should have a plan in place for that individual to immediately isolate, notify their supervisor, and leave the facility. Agencies should also take the following additional steps:

1. Ensure the positive individual is no longer coming into the workplace. If the positive individual is an employee, the post-quarantine [return to work protocol](#) should be followed before they may return;
2. Follow the [Protocols for Employees' Exposed to COVID-19](#) to alert and guide other employees;
3. Notify DC health when:

- An employee notifies the agency they tested positive for COVID-19; or
  - If a visitor/customer notifies the agency they tested positive for COVID-19.
4. Agencies who notify DC Health should submit an online form at <https://dchealth.dc.gov/page/covid-19-reporting-requirements> under the section “Non-Healthcare Facility Establishment Reporting.”
    - Select “Non-healthcare facility establishment seeking guidance about an employee, patron, or visitor that reported testing positive for COVID-19 (epidemiology consult/guidance).”
    - An investigator from DC Health follow-up within 48 hours to all appropriately submitted email notifications.
    - If DC Health investigators are involved, agencies are reminded of the critical importance to work with DC Health in an expeditious and thorough manner to identify exposures; and
  5. Contact DGS or the appropriate entity for cleaning to determine the next steps for necessary [cleaning](#).

The schedules of the affected office and its employees may need to be adjusted temporarily to accommodate this process.

### If an Employee must enter Quarantine or Isolation

Agency ADA Coordinators should communicate with employees entering quarantine or isolation and provide the employee information outlined in [Employee Supports](#). Agency ADA Coordinators should also inform these employees of the post-quarantine return to work protocols; agency ADA Coordinators should remain in communication to help facilitate the timeline in these protocols.

#### Quarantine Exemptions

[DC Health guidance](#) states that close contacts of a person confirmed to have COVID-19 do NOT need to quarantine if:

They have tested positive for COVID-19 within the last 90 days, have since been cleared to return to work, AND do not currently have any symptoms consistent with COVID-19; or

They are fully vaccinated against COVID-19 AND do not currently have any symptoms consistent with COVID-19.

NOTE: An individual is considered fully vaccinated at day 14 after completion of a COVID-19 vaccination series (after the second dose of a 2-dose series, or after one dose of a single-dose vaccine). The day an individual receives their final vaccine dose is Day 0.

Employees who have a close contact exposure with another individual who has COVID-19 will not be directed to quarantine if they have been fully vaccinated against COVID-19 or if they have tested positive for COVID-19 within the last 90 days, have since been cleared to return to work, **and** if they do not currently have any symptoms consistent with COVID-19. These employees may also be [exempt](#) from the District’s testing and quarantine requirements related to high-risk travel.

Employees who are not required to quarantine due to the exemptions identified above must still self-monitor for symptoms for 14 days after the date of their close contact exposure. If the employee develops symptoms of COVID-19 during this time period, they must isolate and follow-up with their health care provider for testing.

### If an Employee Passes Away due to COVID-19

It is the sobering reality of this crisis that District employees have become sick and passed away due to COVID-19. In order to avoid any further pain that may be caused by uncertainty or speculation among fellow employees, managers should

communicate swiftly with agency leadership, the agency HR advisor, and the District's Joint Information Center to adapt and send out the templated employee [notification letter for COVID exposure](#), and then send a more personal follow-up communication from agency leadership and management.

## Post-Quarantine Return to Work Protocol

### Agency Tasks

- Understand when employees may return to the workplace after having been isolated or self-quarantined due to COVID-19.
- Provide information to employees on the process for and availability of testing.

### After Self-Isolation or Self-Quarantine

Employees who contract COVID-19 should follow [recommended steps provided by DC Health](#). DC Health, in concordance with CDC recommendations, requires that employees should not return to work until the criteria to [discontinue home isolation](#) are met. Employees who contract COVID-19 or have a known exposure to COVID-19 and are subject to home isolation or self-quarantine may return to work in accordance with the following table, which is subject to change as DC Health guidance evolves. Agencies should note that some employees may request additional time for recovery or for self-quarantine. Agencies should process each request for additional time for recovery or self-quarantine on an individual basis and in a consistent and non-discriminatory manner.

In order to return to work, employees who contract COVID-19 must meet the following per [DC Health guidance](#):

#### Conditions for Return: Isolation after Testing Positive

- At least 10 days\* have passed since your symptoms first started; **AND**
- At least 24 hours after your fever resolves without medication; **AND**
- Your other symptoms have improved.
- If you test positive, but never display any symptoms, you must wait until at least 10 days have passed since you were tested.

\*Persons who experienced **severe illness** are recommended to consult with their doctors as they may have to isolate until 20 days have passed since symptoms first started.

#### Conditions for Return: Self-Quarantine after COVID-19 Exposure

- [DC Health](#) currently states that if an individual is in close contact (i.e. within 6 feet for at least 15 minutes total over a 24-hour period) of a person confirmed to have COVID-19, quarantining for 14 days after the last exposure remains the safest course of action. However, based on updated guidance from the Centers for Disease Control and Prevention (CDC), ending quarantine after 10 days (on day 11) after exposure may be acceptable if: (1) an individual does not develop symptoms of COVID-19 at any point during quarantine **AND** (2) The individual continues to self-monitor for symptoms until 14 days after the last exposure. If an individual develops symptoms at any time in the 14 days after exposure, the individual should self-isolate immediately and follow-up with their health care provider for testing.

*In addition to the guidance provided by DC Health, the District government requires all employees who return to work following a positive COVID-19 test or who were advised to quarantine because of symptoms consistent with COVID-19 to provide documentation from their healthcare provider which demonstrates that the employee has met the [criteria for discontinuing home isolation](#) and that the employee is cleared to return to work.*



## Access to Testing for Essential Employees

Agencies should refer to the [Mayor's guidance](#) on available testing sites if testing of an employee is needed.

## Employees Who Exhibit Symptoms at Work

Employees who exhibit symptoms at work and were recommended to follow-up with a health professional must acquire clearance from a health professional to return to work, either from their primary care physician, or via the District government's telemedicine options with the employee's insurance provider. The District government offers the following telemedicine options:

Provider	Options	How to Access
Aetna	Teledoc	Download the Aetna Teledoc app on Google Play or the Apple App Store. Call 1-800-835-2362 for more information or refer to the <a href="#">teledoc flyer</a> .
CareFirst BlueCross Blue Shield	Video Visit	Contact your primary care provider for more information to schedule a Video Visit at <a href="#">carefirstvideovisit.com</a> , or download the CareFirst Video Visit app.
Kaiser Permanente	Video Appointment	To schedule a video appointment with a licensed care provider, call the number on your membership card. If you do not have your membership card with you, visit <a href="#">kp.org/getcare</a> and click on "24/7 advice."
UnitedHealthcare	Telehealth	Members should <a href="#">sign into their account</a> to review their telehealth benefit and schedule an appointment through one of UnitedHealthcare's preferred providers including Teladoc, American Well, Doctor On Demand and other partners.

## Support for Employees

### Agency Tasks

- Inform employees of available District government services to help them with adjusting to workplace changes caused by COVID-19.
- Ensure employees who must enter quarantine or isolation receive regular communication and appropriate support.

## Health & Wellness

### Employee Assistance Program

The Inova Employee Assistance Program (EAP) is a comprehensive, top-ranked employee assistance services provider that offers practical, real-world solutions to employee life issues that may derail productivity and satisfaction. District employees can log onto the [Inova Employee Assistance member site](#) to access their Inova EAP and Work-Life services web portal.

- Username: DCGOV
- Password: DCGOV

Inova's 24/7 EAP hotline and convenient online resources provide employees with easy, confidential access to professionals and resources.

### Critical Incident Stress Debriefing (Virtual)

Critical Incident Stress Debriefing (CISD) is a specific, small group, supportive, crisis-focused discussion of a traumatic event. A CISD generally includes the impacted individuals and a trained professional whose responsibility is to help the individuals understand their emotional reactions, validate their responses and provide tools and resources for stress management. The debriefing is not group therapy, but rather is a process that enables the individuals to reflect on the traumatic events and their effects on the individuals. The debriefing provides psychoeducation and promotes resiliency and recovery from high levels of stress and/or trauma situations. The EAP is available 24/7 to provide individual support including counseling for all employees in addition to CISD services.

### Grief counseling

EAP can provide individual counseling or 1:1 service as needed for any employees impacted due to grief or a traumatic event. There is a fee for this service.

### Childcare

The DC Department of Human Resources' website provides a number of support resources through our [Employee Assistance Program \(EAP\)](#), including assistance locating childcare providers. Additionally, employees can contact [My Child Care DC](#) and [DC Child Care Connections](#), which can help connect families with licensed child care providers who are open. Employees should also be encouraged to check on openings at DPR Summer Camps.

## Cognitive and Emotional Support

If employees feel anxious, stressed, scared, or worried about COVID-19, the EAP provides professionally trained mental health experts free of charge and open to anyone via [www.inova.com/eap](http://www.inova.com/eap).

### Mental health support from respective health plans

Provider	Resource
Aetna	<a href="#">Resources for Living</a> (RFL) is 24/7 support for personal issues including those related to COVID-19. You can call RFL at 833-327-2386.
CareFirst BlueCross BlueShield	<a href="#">CareFirst Wellness</a> . Available 24/7 offers soothing music and relaxation videos to help break free from stress, unwind at the end of the day, or ease into a restful night of sleep.
D.C. Department of Behavioral Health	Access HelpLine at 1(888)7WE-HELP or 1-888-793-4357.
Kaiser Permanente	<a href="#">Wellness Resources</a> . A broad range of self-care resources, including apps, audio activities, articles, and more.
United Healthcare	Emotional support line is available at any time at 866-342-6892. This 24/7 Optum Help Line is staffed by professionally trained mental health experts, is free of charge and open to anyone. <a href="#">Additional resources available online</a> .

## E-mail Template for Supporting Employees

Employees may have anxiety as they prepare to return to work or may fear having to return to the workplace. Agencies should let employees know the offerings available to them to receive assistance.

### Return to Work Email Template #3: Resources for Employees

**Subject** Resources for Employees

As you prepare for your return to work date, we want to provide you with available resources.

#### Employee Assistance Program

The Inova Employee Assistance Program (EAP) is a comprehensive, top-ranked employee assistance services provider that offers practical, real-world solutions to employee life issues that may derail productivity and satisfaction. District employees can log onto the [Inova Employee Assistance member site](#) to access their Inova EAP and Work-Life services web portal.

- Username: DCGOV
- Password: DCGOV

The EAP also provides other services such as grief counseling.

You may also access the DBH Mental Health Hotline at (888) 7WE-HELP or (888) 793-4357.

#### Reporting Unsafe Work Conditions

If you have specific safety and health concerns, please reach out to our agency's Prevention and Protocols lead, [\[add contact information for the Prevention and Protocols lead\]](#). The Prevention and Protocols lead will work with you to submit a report using the Office of Risk Management's ERisk system.

## Getting Vaccinated

There are multiple resources employees can use to find and get vaccinated for COVID-19 at a time and location most convenient to them. To find a vaccine near you, visit [vaccines.gov](https://www.vaccines.gov).

If you are District resident, DC Health provides an up to date list of walk-up sites provided in addition to the pharmacies, clinics, and health care providers that are also administering the vaccines citywide. These sites will operate their own scheduling systems. To see DC Health's list of walk-up sites, please visit DC Health's [Get Vaccinated](#) page.

If you are unable to leave your home, you may request DC Health to come to you to administer the vaccine by calling 1-855-363-0333. For any additional questions regarding the vaccine program, you may email [vaccinatedc@dc.gov](mailto:vaccinatedc@dc.gov).

## Labor Relations

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### Agency Tasks

- Communicate and educate local unions on the agency's COVID-19 response plan and return-to-work protocols.

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Proper communication between labor and management helps ensure that proper safety protocols will be followed, and employees remain healthy and safe. To that end, unionized agencies are strongly encouraged to communicate their safe work practices and other agency initiatives with respect to COVID-19. To do so, agencies should develop a cycle of conversations first with the Office of Labor Relations and Collective Bargaining (OLRCB) and then, as advised by OLRCB, union leadership to keep them informed of the plans in place that will impact their members

### [OLRCB](#) Contact Information

441 4<sup>th</sup> Street, NW, Suite 820 North

Washington, DC 20001

Phone: (202) 724-4953

# PLACES

## In this section...

- Building Maintenance and Facility Requests
- Points-of-Entry
- Keeping Our Workplaces Clean
- Workplace Flexibilities and Accommodation Flexibilities to Help Acclimate to Workplace

## Places

# Building Maintenance and Facility Requests

### Agency Tasks

- Find out who to contact for maintenance or facility-related matters.
- Be familiar with how to make a work request for your facility.

## Guidance

For guidance on maintenance or facility-related matters, agencies are encouraged to consult with their assigned building specialist. If you are unsure of your point of contact, please refer to the provided [directory](#). Note, this directory is current as of May 20, 2021. If unable to connect with the building specialist, contact the Department of General Services at [FIRST.dgs@dc.gov](mailto:FIRST.dgs@dc.gov) or (202) 576-7676.

Agencies should connect and coordinate with building specialists for guidance relating to cleaning and support reworking workspaces when the agency is not typically responsible for such activities. Additionally, agencies should connect and coordinate with building specialists when the agency shares a facility with other offices and agencies to understand how shared spaces between agencies are being managed.

## Facility Requests

If you require facility or building services such as changing out HVAC filters, response cleanings or other requests, please submit a ticket using [DGS' work request page](#) using the instructions provided. See [Submitting a Work Request from the Community page](#) for a walkthrough of how to use the system. You may also submit requests for Facility Readiness materials such as hand sanitizer devices, floor decals, and plexiglas. Plexiglas requests are subject to review, and will only be approved for customer-facing spaces.

## Heating, Ventilation, and, Air Conditioning (HVAC) Maintenance

In preparation for the reopening of District-owned and leased properties, the Department of General Services-Facilities Maintenance Division (DGS-FMD) proactively works to ensure building systems are safe for returning employees and the public, where applicable, according to the Center for Disease Control (CDC) and DC Health guidelines.

The CDC acknowledges the American National Standards Institute/ American Society of Heating, Refrigerating and Air-Conditioning Engineers Standards 62.1 and 62.2 as the recognized standards for ventilation system design and acceptable indoor air quality (IAQ). Both standards specify minimum ventilation rates and other measures to minimize adverse health effects for occupants. The Facilities Management Division -Boiler Plant Operators (BPO), who monitor and maintain HVAC systems in District facilities, adhere to these guidelines.

In addition to the CDC guidelines, the Department of Consumer and Regulatory Affairs (DCRA) inspects all relevant systems at DC Government-owned and leased facilities, yearly, from May 15th-October 15th.

FMD-BPO has been conducting preventative maintenance (PM) services across all properties in the District's portfolio, including the leased properties DGS has agreements with to maintain. It is the responsibility of all District of Columbia lessors to provide PM services on their properties. DGS has communicated instructions and expectations to all lessors from whom the District leases space to comply with HVAC quality standards, including MERV filter requirements, inspection, cleaning protocols, as well as ventilation usage.

Agencies can contact their building specialists with any additional questions regarding PM services.

### Preventative Maintenance Plan

Type of HVAC Unit	PM Service Performed	Frequency
<b>Roof Top Unit (RTU)</b>	<ul style="list-style-type: none"><li>• Visual inspection for proper operation</li><li>• Check motors are running</li><li>• No corrosion on contacts</li><li>• Check wiring – frayed, loose, exposed</li><li>• Blown fuses</li><li>• Clean coils</li><li>• Change filters</li></ul>	Bi-Annual <ul style="list-style-type: none"><li>• Mid-February – end of March</li><li>• Mid-August – end of September</li></ul>
<b>Cooling Towers</b>	<ul style="list-style-type: none"><li>• Visual inspection for proper operation</li><li>• Pull strainers on chillers, empty and clean out debris</li><li>• Check belts – loose, broken, or fragile due to weather exposure</li><li>• Clean and remove algae from Sump</li><li>• Clean baffles – remove algae; grease motors</li></ul>	Annual Mid-February – end of March
<b>Chillers</b>	<ul style="list-style-type: none"><li>• Clean coils</li><li>• Check amp on compressors, amp on condenser fans, wiring, contactors, refrigeration level, oil, communication wires, oil pressure, refrigeration, pumps, voltage, fuses, safeties</li><li>• Remove: Endcap; Strainers</li><li>• Punch Tubes</li></ul>	Annual January - February
<b>Univents</b>	<ul style="list-style-type: none"><li>• Visual Inspection</li><li>• Change filters</li><li>• Clean coils</li><li>• Check the electrical</li><li>• Inspect for leaks</li></ul>	Bi-Annual <ul style="list-style-type: none"><li>• Mid-February – end of March</li><li>• Mid-August – end of September</li></ul>



## Reporting Unsafe Working Conditions

Employees may raise specific safety and health concerns with their agency's designated [Prevention and Protocols Lead](#) or another member of the Agency Reopen Team. While raising safety and health concerns through the Prevention and Protocol Lead is preferred, employees may report safety and health concerns to the Office of Risk Management (ORM) through ERisk, the District's incident reporting system.

ERisk is easily accessed on the web by:

1. Going to [ERisk.dc.gov](http://ERisk.dc.gov)
2. Selecting the ERisk link found on [Start.dc.gov](http://Start.dc.gov)
3. Selecting the ERisk link found on ORM's website at [www.orm.dc.gov](http://www.orm.dc.gov)

In addition to ERisk, employees may contact the Office of Risk Management, Risk Prevention and Safety division directly by calling (202) 727-8600 or by emailing [orm.rps@dc.gov](mailto:orm.rps@dc.gov).

## Points of Entry

**Agency Tasks**

- Get familiar with policy for visitors to government facilities

### Point-of-Entry Requirements

To ensure consistent execution and application of recommended health and safety best-practices, agencies should develop the following point-of-entry requirements. For agencies in multi-tenant or leased spaces, be sure to consult with your DGS Building Specialist before implementing. Agencies who wish to adopt more stringent or alternative point-of-entry requirements, including temperature checks, must receive the prior approval of OCA.

#### Signage

At a minimum, agencies should post these signs at their facility and/or office points-of-entry in a clearly visible location:

- Employee self-wellness screening poster ([“Check Yourself” poster](#))\*
- Visitor self-screening poster ([“STOP” poster](#))
- Signs regarding mandatory mask requirement (Pages 17, 18, 19, and 23 in the signage pack)
- If performing temperature screenings, a sign indicating the checkpoint area (Page 9)

Approved signs for use can be found in the Signage section of the [Return to Work Guide](#).

\*Select agencies may have approved alternative self-wellness screening procedures and signage. Agencies must receive approval for alternatives from OCA.

#### Sanitization

Agencies should consult the [CDC’s guidance on how to clean regularly](#) to ensure they are incorporating the most up to date cleaning procedures when sanitizing points-of-entry, especially when DGS is not responsible for typical custodial functions. As a reminder, individual employees are responsible for cleaning and sanitizing their own workstation in any District facility.

At facility points-of-entry, agencies should set up hand sanitizing stations using CDC-recommended products and make them available to individuals entering the facility.

#### Masks and Face Coverings

While on duty at a District government facility or worksite, employees must wear a face covering except for employees who are fully vaccinated who have reported their vaccination status in PeopleSoft. However, fully vaccinated employees must continue to wear a face covering when providing direct services to customers, clients, patients, and residents. Fully vaccinated employees must also continue to wear a face covering while in customer service spaces while open to the

public, in certain District government buildings (such as schools and healthcare facilities), and in other limited circumstances described in City Administrator's Order 2021-2.

Employees who are not fully vaccinated must wear a mask while on duty and in government buildings unless specifically exempted by City Administrator's Order 2021-2. Agencies, with the approval of the City Administrator, may also require personal protective equipment (PPE), including face coverings, while on duty and in government buildings for some employees due to the specific nature of their duties.

Members of the public will continue to be required to wear face coverings while in government buildings. For the advisement of members of the public, agencies should continue to post clear signage approved by the District's Joint Information Center (JIC) that states that no person may enter the government facility without wearing a face covering, unless they cannot wear face covering due to a medical condition, a disability, or are under two years of age. Agencies shall provide employees and visitors with a face covering if they do not have one. For individuals who are able to wear a mask, agencies shall exclude or attempt to eject individuals who are not wearing masks or who remove their required masks.

#### Enforcement of Face Covering Requirements

Employees who knowingly fail to wear a face covering when required threaten the integrity of the District government, create an immediate hazard to other District employees, and engage in conduct that is detrimental to the public health. For this reason, unless an accommodation is required for medical or other qualifying reasons, an employee who does not wear a face covering when required is subject to summary administrative action, which may include an immediate one-day suspension with instructions to return to the workplace the following day, and to wear a face covering. Agencies should adhere to summary action provisions consistent with Chapter 16 of the District Personnel Manual or any applicable Collective Bargaining Agreements when enforcing face covering requirements.

If an employee refuses to leave the workplace following their summary suspension, agencies should contact the Department of General Services' Protective Services Division for assistance by calling (202) 727-8031.

## Keeping Our Workplaces Clean

### Agency Tasks

- Contact DGS regarding routine facility cleaning and in response to confirmed COVID-19 positives. Implement ongoing cleaning of personal workspaces and District vehicles by employee users.

## Cleaning Policy and Protocols

The guidelines in this section set a minimum standard for District facilities. Agencies should consult with custodial and cleaning providers, DGS, and receive OCA approval as needed if they make additional enhancements beyond these standards, such as greater frequency or more intensive cleaning specific to a facility type.

DGS, janitorial staff, and cleaning vendors working in District facilities follow, at minimum, protocols as advised by DC Health.

- [Routine Cleaning](#) – Routine daily cleaning in facilities while being mindful of high-touch surfaces
- [Response Cleaning](#) – Cleaning and disinfection of spaces where individual confirmed positive for COVID-19 has been within last 24 hours; cleaning if longer ago than 24 hours

## Products and Supplies

For the purposes of all cleaning activities described in this section, custodial and cleaning staff and contractors must use CDC recommended products with EPA-approved emerging viral pathogens claims. These products are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning products (e.g., concentration, application method and contact time).

A list of recommended products can be found in guidance from the [American Chemistry Council](#), and the [Environmental Protection Agency](#).<sup>x</sup>

Cleaning staff should follow manufacturer recommendations for proper use and surfaces. Some cleaners are more appropriate for cleaning larger, more open areas such as floors and walls while others are more appropriate for smaller items. It is important to use the right product for the right application.

## Response Cleaning

If an agency has a confirmed COVID-19 positive case within its workplace, the agency should submit a cleaning request through the DGS Cleaning Request Portal using the following link <https://dgsdc.force.com/CCR/s/>. This portal has been established specifically in response to COVID for agencies to request DGS to review impacted spaces and determine the appropriate response.

1. Agencies should close off areas used by the person who is confirmed COVID-19 positive.
  - Note, agencies do not necessarily need to close operations if they can close off impacted areas.
2. Open outside doors and windows to increase air circulation in the area if possible.
3. Wait as long as possible to enter for cleaning (at least two hours).
4. Once area has been appropriately cleaned, it can be reopened for use.
  - Workers without close contact with the person who is sick can return to their workspace immediately after cleaning.

If more than 3 days since area of a facility has been closed due to a confirmed case, Response Cleaning is not necessary and Routine Cleaning should continue as normal.

## Property Management Responsibilities

### District Owned Facilities

DGS will be responsible for cleaning at District facilities where management of regular custodial functions, whether direct or contracted, falls under the purview of the Department of General Services (DGS).

Where management of regular custodial functions falls to another agency, such as DC Public Schools (DCPS) for school facilities or DC Housing Authority (DCHA), the above responsibilities fall to that agency (including working with DGS as needed to procure necessary products and services).

The agency responsible for regular custodial services will ensure they have a facility manager assigned to each facility. These facility managers should be in direct contact with all agencies and offices that occupy the facility in order to communicate enhanced cleaning schedules and information, as well as field requests from and to occupants.

### District Leased Facilities

Where management of regular custodial functions for a lessee falls to DGS or another DC Government agency, DGS or that agency in consultation with DGS will take on all the responsibilities as outlined above. However, client agencies shall notify DGS' portfolio division and/or the building manager to ensure that the need is met in a timely manner. Where management of regular custodial functions falls to the lessee, DGS will share the guidance used by the District, but responsibility for alterations to cleaning will remain with the lessee. DGS or the agency responsible for custodial management will also take on the communication responsibilities of the facility as outlined above.

Where the District is leasing space from a third-party landlord who is responsible for regular custodial services, DGS will be responsible for negotiating with the landlord, or taking other actions as needed to ensure compliance with the outlined guidance. If an agency other than DGS is the direct lessee of a landlord (as in, DGS had no part in negotiating or managing the lease), that agency will be solely responsible in lieu of DGS.

## Personal Workspace Cleaning

Employees should be reminded that they are responsible for cleaning personal workspaces. Cleaning materials can be ordered through the District's PPE portal. This is especially important for Sanitization Leads to remind employees of if they are hoteling or otherwise sharing workspaces. **Error! Bookmark not defined.**

## Vehicle Cleaning

### Agency Tasks

- Sanitization Lead should meet with fleet coordinator(s) to review protocols and implement disinfection/cleaning protocols for government vehicles.
- Customize Transportation Sanitation Checklist.

To ensure cleaning of District government vehicles, agencies with District government vehicles in their possession should ensure that their vehicles are properly cleaned before and after use. Vehicles should only be used for essential work.

### District-Owned Vehicles Protocol

The following outlines an example protocol for agencies to edit for their use:

- **Vehicle Use Documentation.** Agencies should maintain driving records for each vehicle. The documentation should include the dates and times of each trip and the identity the driver and each occupant for each trip. The documentation shall be readily available for inspection by District personnel in the event one of the occupants later tests positive for COVID-19.
- **COVID-19 Exposure.** If the occupant of a vehicle later tests positive for COVID-19 the vehicle, the interior and exterior should receive Response Cleaning and be t All other occupants shall be notified of potential COVID-19 exposure according to [Protocols for Employees' Exposure to COVID-19](#).
- **Personnel Protective Equipment.** All riders must wear face coverings or masks regardless of rider capacity.
- **Daily Sanitization.** Employees should clean the interior of the vehicle, namely high-touch surfaces like the steering wheel, gear lever, door handles, etc. before and after use with wipes or sprays followed by a paper towel.

Agencies may use the following audit checklist as a template to ensure vehicles are properly cleaned. Agencies can tailor this template to meet the specific needs and circumstances of their transportation fleet. Agencies may determine the appropriate personnel to complete the checklist.

TRANSPORTATION SANITATION CHECKLIST					
Agency			Division		
Date					
Before Starting Pick Up	Task		Action	Date	Responsible Driver
	Yes	No			
Is there antibacterial gel?	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize – Seats & Armrest	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Dashboard	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Door Handles	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Seatbelts					
After Employee(s) Arrive at Destination					
	<input type="checkbox"/>	<input type="checkbox"/>			
Is there antibacterial gel?	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize – Seats & Armrest	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Dashboard	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Door Handles	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Seatbelts					
After Employee Returns Vehicles					
	<input type="checkbox"/>	<input type="checkbox"/>			
Is there antibacterial gel?	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize – Seats & Armrest	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Dashboard	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Door Handles	<input type="checkbox"/>	<input type="checkbox"/>			
Clean/Sanitize - Seatbelts	<input type="checkbox"/>				
Auditor Name/Signature			Driver Responsible		
Name			Name		
Signature			Signature		

# Workplace Flexibilities and Accommodation Flexibilities to Help Acclimate to Workplace

## Employee Schedules

As employees return in greater numbers and a new telework policy goes into effect beginning July 12, 2021, agencies may use the tools at their disposal to help employees reacclimate. A combination of telework two days per week, adjusting employees' tours of duty, and compressed scheduling are available to help employees feel more comfortable returning to the workplace.

See [Telework, Leave and Other HR Policies](#) for options available to your agency.

## Connecting with Other Facility Occupants

If your agency shares a facility with other agencies or occupants, it is recommended to connect with your DGS Building Specialist and those fellow occupants to understand how they are managing employee schedules, use of and signage in shared spaces, and generally communicating about facility operations.

## Workplace Accommodations

Agencies should consider flexible work options or other workplace accommodations for employees who request such [accommodations under the ADA](#). These requests may include continued telework in excess of two days per week, or may include alterations to the workplace. The agency should work through the standard ADA request process to determine the best course of action.



# Tools

## In this section...

- Preventative Supply Inventory
- Personal Protective Equipment
- Technologies
- Employee Education and Training
- Signage

# Preventative Supply Inventory

### Agency Tasks

- Confirm adequate supplies of cleaning supplies and hand sanitizer.
- Confirm appropriate stock of PPE, face masks, face shields, gloves, and glasses onsite, and ensure that orders are placed with appropriate lead time so that PPE remains adequately stocked.

Each agency should ensure that it is properly supplied with:

- Hand sanitizer and/or places to wash hands easily accessible to employees and visitors.
- Appropriate face coverings and other PPE as issued for agency's employee assessed risk categories.
- All employees should have access to cleaning products for personal work spaces.

All routine orders and shipments of cleaning supplies, hand sanitizer and PPE to agencies will be developed in consultation with the [building specialist](#) and [PPE Customer Service Team](#).

## Hand Washing and Sanitization

Each agency should ensure that it has an adequate supply of hand soap, wipes, sprays, hand sanitizer, paper towels, and tissue before its workforce returns to duty. At a minimum, agencies should maintain a 30-day supply of cleaning supplies. Portable and mountable hand sanitizer stations are available for each agency especially when there are concerns about restroom crowding for handwashing. Agencies with multiple floors within a building, if needed, should set up one or more disinfection stations on each floor. Once you have determined the number of units needed, include 2-3 hand sanitizer refills and battery packs for each stand.

See Building Maintenance and Facility Requests for how to order hand sanitizer stands. See [Keeping our Workplaces Clean](#) for more information on other cleaning products being used in District facilities.

## Personal Protective Equipment (PPE)

To ensure that all staff members are properly equipped and using appropriate PPE, agencies should post throughout the agency and digitally share materials educating employees on PPE best practices. These materials can be found at: <https://coronavirus.dc.gov/page/coronavirus-resources>.<sup>xi</sup> Employees should contact their PPE Lead if they have questions concerning what PPE is needed or required within their agency.

# Tools

## Personal Protective Equipment


### Agency Tasks

- Review and understand PPE protocols.
- Identify employee roles and responsibilities for proper PPE categorization.
- Identify PPE and Material Lead to manage agency PPE and other materials.

To ensure that all staff members are properly equipped and using appropriate PPE, agencies should post throughout the agency and digitally share materials educating employees on PPE best practices. These materials can be found at: [https://coronavirus.dc.gov/page/coronavirus-resources\\_xii](https://coronavirus.dc.gov/page/coronavirus-resources_xii) Employees should contact their PPE Lead if they have questions concerning what PPE is needed or required within their agency.

The **PPE and Supplies** and **Sanitization** leads are responsible for ensuring adequate supplies as advised by standards outlined in this guide. Agencies should apply the protocols outlined in this section to conserve and manage PPE. Proper and appropriate use and reuse of PPE are critical to ensure the protection of District employees, residents, and visitors. It is important to note that the PPE Equipment standards are representative of supplemental PPE that will be provided to agencies to augment the PPE agencies may already use in their operations prior to the onset of COVID-19. Individual employees who have allergies or any other disability rising to the level of a disability under the ADA with regard to PPE provided to them may request a reasonable accommodation for provision of alternate PPE from their agency ADA Coordinator or other designee. Employees are encouraged to supply and bring their own cloth masks if desired.

For any PPE supplies questions, please contact [returntowork.customerservice@dc.gov](mailto:returntowork.customerservice@dc.gov).

<b>Masks</b> 	N95 masks are required for employees who qualify as having higher risk of exposure to COVID-19.  Surgical and cloth masks are required for medium or low exposure employees.	<b>Face Shields</b> 	Face shields are reserved for employees who are engaged in very high-risk exposure jobs. This includes: <ul style="list-style-type: none"><li>• Autopsy Technicians</li><li>• Nurses</li><li>• Paramedics</li><li>• Physicians</li></ul>	<b>Gloves</b> 	Our top priority is protecting people. Based on CDC guidance, we do not recommend gloves except for employees who are engaged in high or very high-risk work. All employees should routinely wash their hands, or if not possible, use hand sanitizer.	<b>Gowns</b> 	Gowns may be needed for select employees while engaging in work that is at high or very high-risk for COVID-19 exposure.
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# PPE Equipment Standards

Category	Category Description	Common Example	PPE Distribution	PPE Reuse	PPE Extension Criteria
Very High	Very high potential exposure to known or suspected sources of COVID-19 during medical, postmortem, or laboratory procedures.	<ul style="list-style-type: none"> <li>Autopsy Technician</li> <li>Nurse</li> <li>Paramedic</li> <li>Physician</li> </ul>	<ul style="list-style-type: none"> <li>N95 mask (1 per day)</li> <li>Gown (1 per day) <sup>xiii</sup></li> <li>Gloves, as needed</li> <li>Face shield (disinfect daily and replace as needed) <sup>xiv</sup></li> </ul>	<ul style="list-style-type: none"> <li>N95 mask (decontaminate after COVID-19 exposure)</li> <li>All others discarded after COVID-19 exposure</li> </ul>	All items may be reused unless soiled, damaged, or exposed to COVID-19.
High	High potential for exposure to known or suspected sources of COVID-19.	<ul style="list-style-type: none"> <li>Corrections Officer</li> <li>Firefighter</li> <li>Police Officer</li> <li>Psychiatric Nurse</li> <li>Youth Development Rep</li> <li>Custodial Staff</li> <li>Security Officers</li> <li>Receptionists at Medical Facilities, Shelters, and Senior Centers</li> </ul>	<ul style="list-style-type: none"> <li>N95 mask (disinfect daily and replace as needed)</li> <li>Gown (1 per day), as needed</li> <li>Gloves, as needed</li> </ul>	<ul style="list-style-type: none"> <li>N95 mask (decontaminate daily)</li> <li>All others discarded daily</li> </ul>	All items may be reused unless soiled, damaged, or exposed to COVID-19.
Medium	Frequent close contact with people who may be infected with, but who are not known or suspected COVID-19 patients. (Close contact means less than 6 feet.)	<ul style="list-style-type: none"> <li>Environmental Compliance Specialist</li> <li>Housing Inspector</li> <li>Social Worker</li> <li>Teachers</li> <li>Maintenance Workers</li> <li>Other Receptionists</li> </ul>	<ul style="list-style-type: none"> <li>(5) Cloth masks</li> </ul>	N/A	Use for specified period unless soiled, exposed to COVID-19, or damaged.
Low	Everyone else	<ul style="list-style-type: none"> <li>Accountant</li> <li>Admin Assistant</li> <li>HR Specialist</li> <li>IT Specialist</li> <li>Program Analyst</li> <li>Construction Workers</li> <li>Managers</li> </ul>	<ul style="list-style-type: none"> <li>(5) Cloth masks</li> </ul>	N/A	Use for specified period unless soiled, exposed to COVID-19, or damaged.

Exceptions may be granted to these classifications on an as-needed basis.

## Recommended Supply Inventory

The below table outlines the quantity of each specific preventative material, and when those materials are required. An agency's need of a specific material type is contingent on the risk level of the agency's positive as assessed by the PPE Customer Service Team.

Material	Specifications	Quantity
Masks (N95)	NIOSH N95 Mask (air filtration)	30 days min.
Masks (surgical)	Disposable surgical masks (1-day)	30 days min.
Face Shields	Polycarbonate	30 days min.
Gown	Isolation gowns	30 days min.
Nitrile gloves	Touchflex / Surgical Nitrile Gloves	30 days min.
Disinfectant Wipes	10% bleach solution, or commercial grade (Clorox Disinfectant Wipes)	30 days min.
Disinfectant Sprays	0.10% Alkyl dimethyl benzyl ammonium saccharinate and 58% ethanol (commercial Lysol)	30 days min.
Sanitizer Dispenser	Floor or wall mounted dispensers	1 per 50 employees
Hand sanitizer refills	Sanitizer with 70% alcohol	30 days min.
Paper towels	Paper towels	30 days min.

# Secure Storage of Supplies

## Space Allocation

Agencies should select a location with enough space to safely store items. Individuals should have enough space to select items without obstruction. Heavy and large items should be stored closer to the ground while lighter and smaller items can be stored higher up. To establish an effective storage room, agencies should have a labeling and inventory management system.

## Controlled Access

The storage area should have controlled access. Only those individuals responsible for item distribution should have access to the storage area. Ideally, no more than three individuals have direct access to any storage area.

## Records Management

The team responsible for item distribution should maintain records to include the following:

1. Issued Item
2. Date Issued
3. Quantity Issued
4. Name of Person who Received the Item

Agencies can maintain records by a simple method of documenting issuance of items on a physical sheet of paper and maintained by way of a 3-ring binder, or through other means like a SharePoint site. Agencies must retain these records for a period of 5 years.

## Requesting Supplies/Equipment

10 PPE and Supplies Leads, working with Sanitization Leads, should ensure that all procurements of the products listed in the previous sections are made through the [QuickBase Procurement Process](#) (with the exception of Facility Readiness supplies requested directly from DGS as outlined in the Building Maintenance and Facility Requests section).

### PPE and Supplies Lead Duties

#### Initially

- Complete QuickBase training.
- Place the agency's initial PPE and cleaning materials order for a one month's supply through [QuickBase](#).
- Complete PPE usage training.

**Daily.** Submit daily PPE utilization report to Customer Support Team via [QuickBase](#).

**Weekly.** Submit weekly PPE utilization report to Customer Support Team via [QuickBase](#).

**By the 15<sup>th</sup> of each month.** Order required PPE supplies for the upcoming month (orders must be received at least two weeks prior to the beginning of each month.) Ultimately, the PPE Customer Service Team will determine proper monthly agency orders. Agencies should complete a [Site Visit Form](#) for an assessment.

### PPE Customer Service Team

The PPE Customer Service Team is responsible for the following:

1. Ensuring that the Safe Workplace Warehouse will package, and coordinate pick up for all agencies to receive their allotted 30-day supply of PPE.
2. Enrolling agencies into the QuickBase system that will track utilization/inventory to set expectations for re-orders based on demonstrated burn rates and/or based on recommended PPE distribution.
3. Providing PPE and Supplies Leads with training on the resource request process. It is expected that Leads will follow the guidelines provided in the training when District employees return to work.
4. Overseeing Support Service Managers who are responsible for the pick-up, in-house distribution, and accountability of all on-hand PPE supplies as well as the reordering of PPE items no less than two weeks prior to need.

## Technologies

### Agency Tasks

- Identify employees who work remotely.
- Verify access and equipment for each remote employee.

The Office of the Chief Technology Officer (OCTO) has implemented numerous technology tools that enable employees to effectively telework as some employees may continue to work remotely for select days each week under the new telework policy beginning July 12, 2021.

### REMOTE.DC.GOV

[REMOTE.DC.GOV](#) is the District's online portal to working remotely. From VPN to hosting virtual conferences, everything you need to work electronically can be accessed here.

### Email and Office 365

Get access to your e-mail and your Office 365 apps through the District's [Office 365 Portal](#). From here, you can access helpful apps online such as Outlook, Word, Excel, and Teams, to name just a few.

### Getting Help

If at any time you need assistance while working from home, or from the office, help is easily within reach. Simply reach out to your agency's [CIO/IT Leads](#). You can also reach out to the OCTO helps line directly at (202) 671-1566.

### DC Remote Toolkit

OCTO's [Remote Work Guides and Resources](#) supports employees and teams in the District to successfully and securely work remotely. This comprehensive guide covers topics such as:

- Virtual Private Networking (VPN)
- Getting Ready to Work Remotely
- Meeting Solutions
- Agency CIO/IT Leads and Telecomm Coordinator Lists
- Office 365 Quick Guides
- Anti-Virus Resources

### Virtual Meetings

OCTO supports [Cisco WebEx](#) and [Microsoft Teams](#) meetings tools. The [Virtual Meetings](#) page gives employees access to virtual meeting best practices, instructions on getting started with the support meeting tools, as well as options to try Office 365 Microsoft Teams conference calling.



## Education and Training

### Agency Tasks

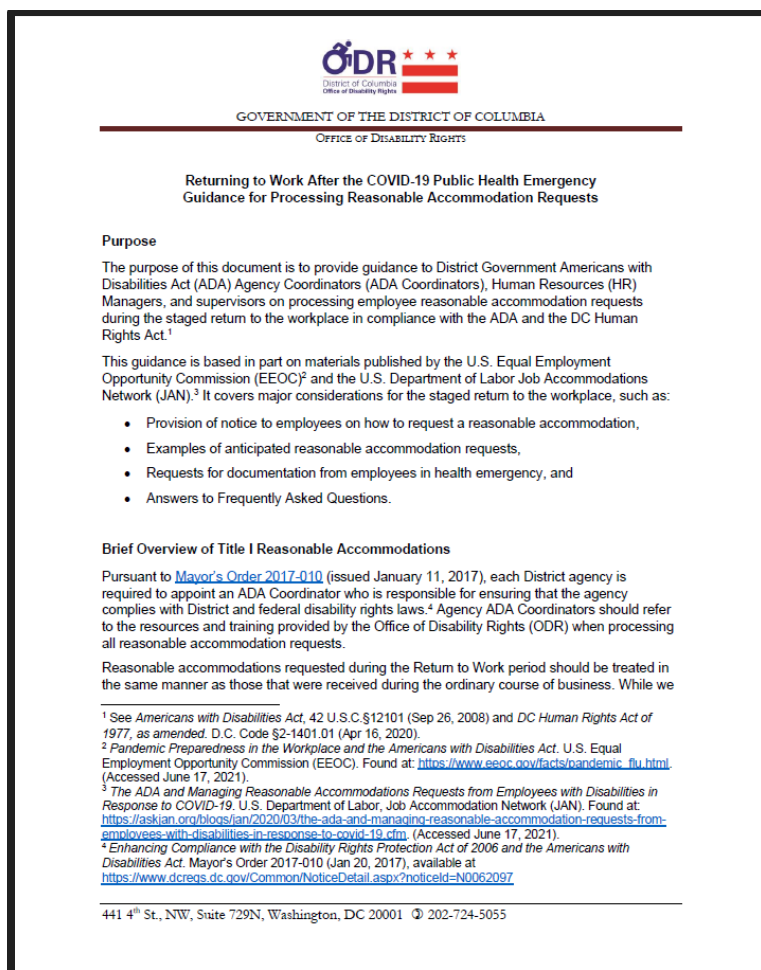
- Train and educate employees on COVID-19 awareness and protective measures by having them view the District return-to-work webinar.

## COVID-19 Awareness

**TRAINING**— Employees should review the training [videos](#) that cover the expectations and best practices established in the Return-to-Work Guide.

## ADA Accommodations

Employees may be eligible for ADA accommodations concerning return to the workplace. For additional guidance on ADA accommodations and processing ADA requests, please refer to the [provided guide from the Office of Disability Rights](#).

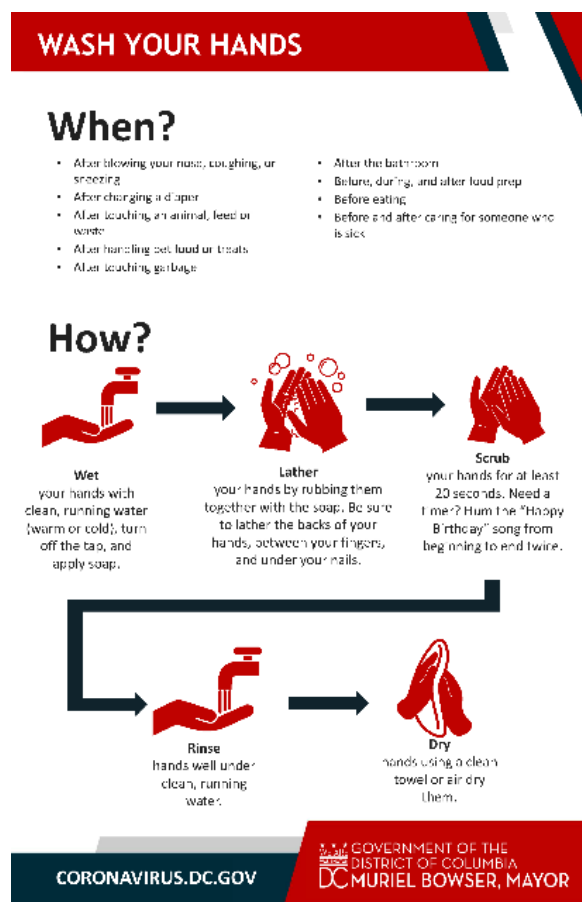


## Signage

Agency Tasks • Create and post COVID-19 informational signage at appropriate locations

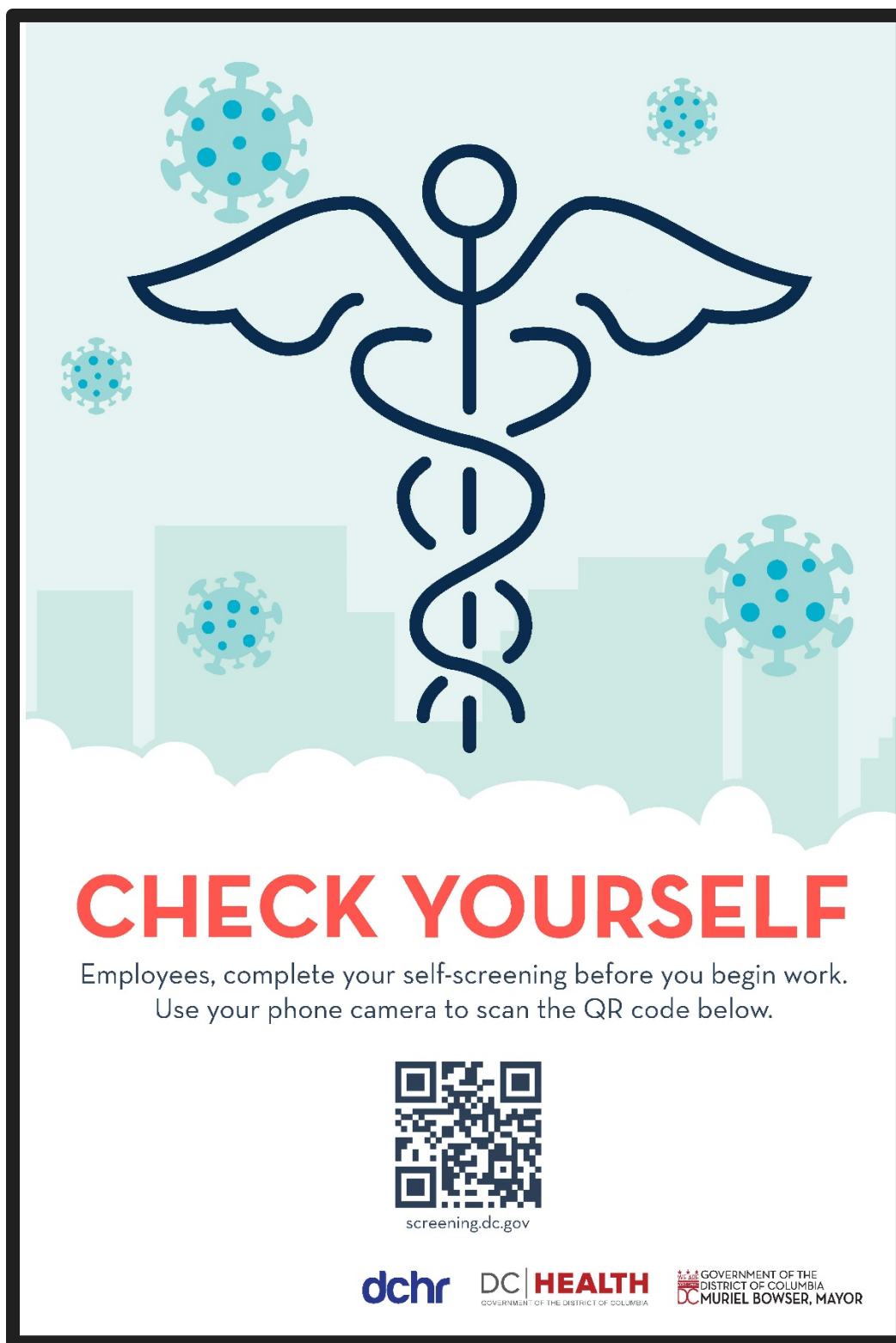
### Sample Facility Signs

We have developed [sample signage](#) that agencies may use for visual cues within their facilities.



## “Check Yourself” Self-Screening Poster

When employees arrive at the worksite, they should complete a self-wellness check. [Click here](#) to access this poster.



## Correspondence Templates

### Email Templates

#### Agency Reopen Team Email Template

**Subject** Agency Reopen Team

[Agency name] is committed to keeping employees safe during this unprecedented time. To aid in our efforts to minimize the risk of the virus and to return our employees to work, you have been selected to serve on the Agency Reopen Team. This team will help ensure our agency is following proper safety protocols. Please see below for your team assignments:

- Team Manager:
- Prevention and Protocols Lead:
- Sanitization Lead:
- Communication and Training Lead:
- PPE and Supplies Lead:

There will be more communication sent to this team regarding your assigned role and next steps. In the meantime, please read over the Return to Work Guide (attached) for more information and for a description of your assignment.

## Return to Work Email Template #1: General Information

**Subject** Return to Work Notification

Dear [\[Employee Name\]](#),

Since March 2020, we have successfully modified our operations to maintain the continuity of key government services. The District government recognizes and applauds your dedication to the city and its residents. However, we know that challenges for our residents remain and there is a benefit to public servants being present throughout their city. As a result of public health advancements and the hard work and dedication of the District workforce, we are approaching a point when more District government employees can return to their physical worksites and more services can be delivered in person.

Nearly half of our colleagues have reported to their duty stations regularly throughout the public health emergency. These District employees have safely and successfully fulfilled their roles in person with the safety measures advised by DC Health. The District government has learned a lot about how to do this right, and we have built these lessons into the guidelines, tools, and resources to safely return the remaining workforce to the physical worksite.

With vaccines now widely available across the Washington region, and all residents in the region ages 16 and up able to get the shot, the District is continuing with its phased reopening as public health metrics continue to improve. The Mayor has eased restrictions on several activities, and many employers are bringing employees back to the workplace. Most District government managers have been directed to return to the workplace in the coming weeks and District government employees may now voluntarily return to their pre-pandemic duty station within DC Health guidelines. All employees should prepare to report to their official, in-person duty station as early as July 12th, 2021.

To prepare for your return to the workplace, our agency is taking the utmost precautions to ensure we are ready for this transition. We ask that you do the same. If you are a unionized employee, the agency has also notified your labor representative of these plans.

### Agency Preparations

We want to assure you that we have made the necessary plans to maintain a safe work environment:

#### Agency Reopen Team

A team of staff dedicated to ensure the agency is following proper safety protocols put forth by DC Health and outlined in the District's Return to Work Guide ([returntowork.dc.gov](http://returntowork.dc.gov)). For more information on the Agency Reopen Team and the agency's plan for following these safety protocols, please contact [\[contact info\]](#).

#### Health Screenings

A brief self-screening verification every day before starting work in-person. You will receive detailed information about completing these screenings before your return.

#### Personal Protective Equipment

Personal Protective Equipment (PPE), such as masks, for all employees. The type of PPE provided depends on your position and you will receive more information about the applicable type and proper use of PPE.

#### Facility Readiness

Outfitting of the workspace with supplies including, but not limited to, hand sanitizer stands, floor decals, and signage to encourage changes in behavior concerning how people move and interact throughout the building. Some workspaces may also be reconfigured to allow for safe interactions. Our building and its systems are regularly cleaned and maintained to ensure optimal functioning.

#### Scheduling Changes

We continue to develop employee schedules as public health metrics and subsequent guidance change. We will be sure to notify you of your post-July 12th schedule, including number of days required in-office, no later than 30 days prior to the start of that schedule.

### Employee Preparations

Ahead of your return, we recommend you make considerations for:

#### Vaccination

We strongly encourage that you get vaccinated against the coronavirus (COVID-19). The vaccines being administered in the District, and across the country, are the safest and most effective way to protect yourself, your colleagues, and your loved ones against the virus. To find an appointment for the vaccine in your state of residence, go to [vaccinefinder.org](http://vaccinefinder.org) or contact your state's system:

- For DC residents, go to [vaccinate.dc.gov](http://vaccinate.dc.gov) or call 1-855-363-0333.
- For Maryland residents, go to [covidvax.maryland.gov](http://covidvax.maryland.gov) or call 1-855-634-6829.
- For Virginia residents, go to [vaccinate.virginia.gov](http://vaccinate.virginia.gov) or call 877-829-4682.

#### Commute

Getting to work may be more challenging as public transportation service schedules may have changed. We encourage you to check daily for any updates or changes to public transportation. Also, the District government continues to provide employees parking and mass transit benefits:

- A parking account can be used to pay for parking at or near your office or parking at a park-and-ride from which you can take mass transit or a vanpool.
- A commuter account can be used for monthly commuter passes, the cost of trains, subways, shared ride-sharing services, vanpools, or other mass transit to get to/from work.

Employees may currently set aside up to \$270 a month pre-tax for each account, and amounts roll over year to year. Employees should inquire of the HR team about these benefits.

### Childcare and Wellbeing Support

We understand that some employees may continue to have childcare issues until there is a greater reopening of schools and childcare centers, as well as need additional emotional, financial or other wellbeing support. The DC Department of Human Resources' website provides a number of support resources through our Employee Assistance Program (EAP), including assistance locating childcare providers. Additionally, employees can contact My Child Care DC and DC Child Care Connections, which can help connect families with licensed child care providers who are open.

Thank you again for your hard work and dedication to serve the District residents during this time.

## Return to Work Email Template #2: Commuting to Work

**Subject** Returning to Work: Public Transportation Options

We are sending you this follow-up email about your return to work. This email provides you additional information concerning public transportation.

[Provide agency-specific disruption info here if possible (e.g., is a nearby station or bus route closed?)]

We are aware that getting to work may be challenging, as many regular transportation options are running on a modified service schedule or have been disrupted entirely. With this in mind, we encourage you to thoroughly research your route to work and take into account any stations or bus routes that are closed or non-operational.

Please visit the below websites for the most up to date service information on local public transit:

- [Metrorail \(Metro\), Metrobus, and MetroAccess service](#)
- [MARC Rail](#)
- [Virginia Railway Express \(VRE\)](#)
- [Virginia Railway Express \(VRE\)](#)

If you have any concerns regarding your commute and ability to arrive to work on time, please contact your manager. As a reminder, please follow local and federal laws regarding face coverings, social distancing, and other health measures when using public transit.

## Return to Work Email Template #3: Resources for Employees

**Subject** Returning to Work: Resources for Employees

As you prepare for your return to work date, we want to provide you with available resources.

### Employee Assistance Program

The Inova Employee Assistance Program (EAP) is a comprehensive, top-ranked employee assistance services provider that offers practical, real-world solutions to employee life issues that may derail productivity and satisfaction. District employees can log onto the [Inova Employee Assistance member site](#) to access their Inova EAP and Work-Life services web portal.

- Username: DCGOV
- Password: DCGOV

The EAP also provides other services such as grief counseling.

You may also access the DBH Access HelpLine at 1(888)7WE-HELP or 1-888-793-4357.

### Reporting Unsafe Work Conditions

If you have specific safety and health concerns, please reach out to our agency's Prevention and Protocols lead, [\[add contact information for the Prevention and Protocols lead\]](#). The Prevention and Protocols lead will work with you to submit a report using the Office of Risk Management's ERisk system.

## Return to Work Email Template #4: Self-Wellness Screenings

**Subject** Returning to Work: Daily Self Screenings

As you prepare for your return to the workplace, we will be implementing daily self-wellness screenings to help protect the safety and health of all our employees. These screenings allow District employees to self-screen for [symptoms of COVID-19](#) by completing a short survey.

Upon arrival at your agency each day, you will complete a survey each day using this [web form](#). The following steps outline the self-wellness screening process:

1. Find the “Check Yourself” poster or pull up [screening.dc.gov](#).
2. Using either a personal or government issued mobile phone, select your camera app and point the camera at the QR code on the poster.
3. Follow the instructions on your screen to open the website.
4. If prompted, login to your government account using your email address and password.
5. Answer the first three questions and press “Next.”
  - a. If you answered “no” to the three questions, you will receive a message saying “We’re glad to see you are feeling well today,” and instructing you to finalize the survey and report for duty.
  - b. If you answered “yes” to any of the questions, you will receive a message saying “Attention Needed.” If you receive this message consult the Screening Facilitator or contact your immediate supervisor by phone.
6. Click “Next.”
7. Review the acknowledgement screen, select “I acknowledge” and then press “Submit.”

If you need any assistance with the Self-Wellness Screening process, seek out the Screening Facilitator.

If you have any questions about this health screening, please contact a member of the Agency Reopen Team at [\[Insert Agency POC\]](#). Thank you in advance for your assistance in implementing this new practice.

## Return to Work Email Template #6: Accommodations for Returning to Work

**Subject** Accommodations for Returning to Work

[Insert Agency Name] is committed to returning employees back to the workplace in a safe and efficient manner while ensuring continuity of services to District residents.

Employees who wish to request a scheduling accommodation or telework accommodation due to their own health condition should contact the agency ADA Coordinator. All other requests for temporary exceptions to the existing policy should be reviewed on a case by case basis and will be considered in accordance with operational needs. If you have any additional questions or concerns, please contact your supervisor. Thank you for your service and your continued cooperation.



## COVID-19 Exposure Letter – Close Contact

If an individual at your agency tests positive for COVID-19, agencies will need to identify and notify employees who had close contact with that individual using the below template. A Word version of the letter can be found at the following link: [COVID-19 Exposure Letter Template- Order to Self-Quarantine](#). For more information, see [HR Checkpoint No. 2021-01: Protocols for Employees' Exposure to COVID-19](#).

## COVID-19 Exposure Letter

If an individual at your agency tests positive for COVID-19, agencies should notify all employees in the building at the time of exposure using the below letter template. A Word version of the letter can be found at the following link: [COVID-19 Exposure Letter Template](#). For more information, see [HR Checkpoint No. 2021-01: Protocols for Employees' Exposure to COVID-19](#).

# Acknowledgements

This *Return to Work Guide* would not have come into existence without intra-agency collaboration. We thank those listed here, and those we do not, for their dedication to a safe and effective government workplace.

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## Executive Office of the Mayor

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Joseph Breems  
Marcus Coleman  
Mayo Sonko

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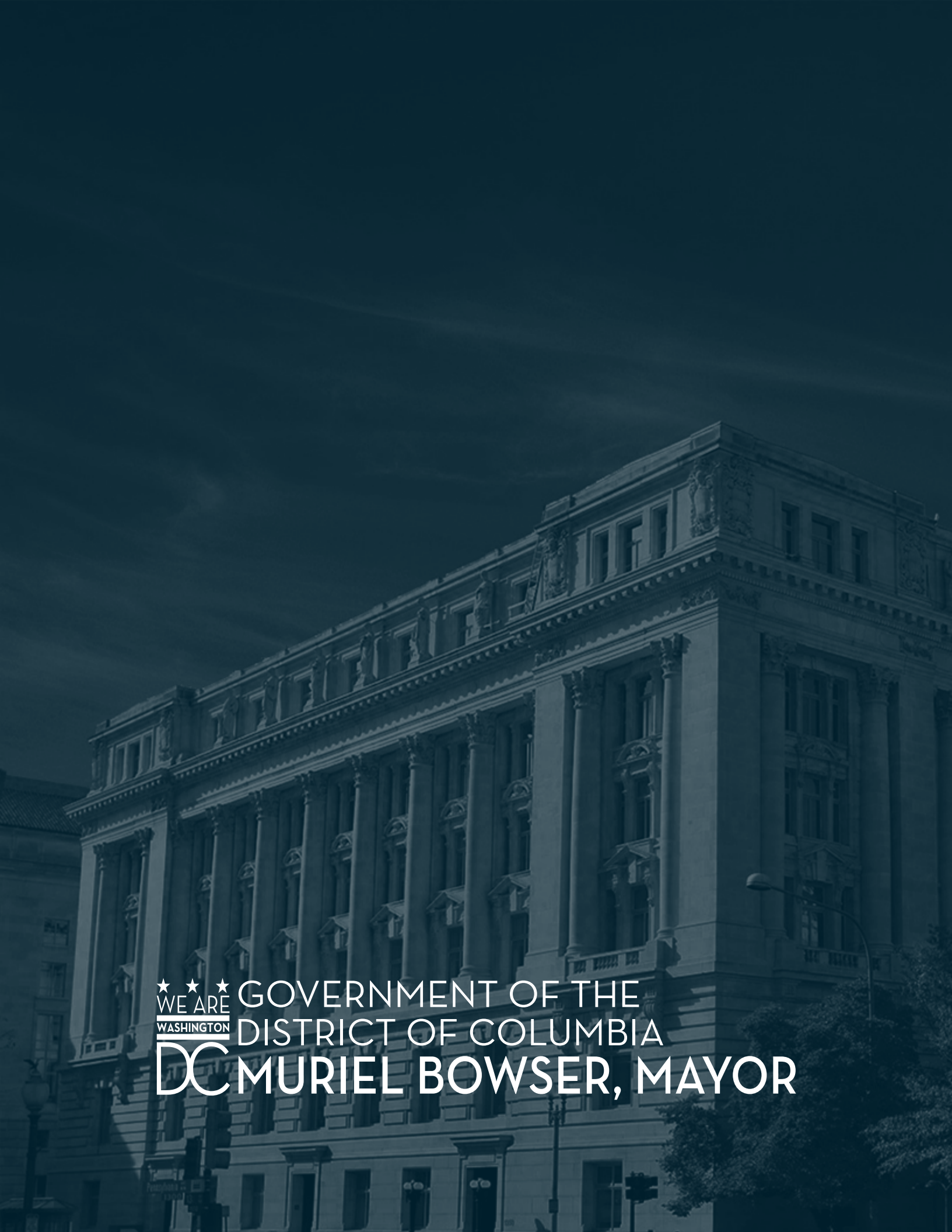
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## Office of Disability Rights

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★ ★ ★  
WE ARE  
WASHINGTON  
DC GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR

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