



IHLS COVID-19 Office Procedures Frequently Asked Questions

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The safety of the IHLS staff is of great importance and information during this time can be very helpful. Below you will find several frequently asked questions to help all of us navigate through the changes.

Face Masks and other Personal Protective Equipment

- 1. Are masks to be worn at all times, or only if you cannot socially distance?** Masks are to be worn at all times when **IN ALL OFFICE COMMON AREAS**. If you can socially distance, such as in a private office, the mask may be removed. However, if another employee comes into the office the mask should be put back on unless there is a space of 6 feet or more to social distance.
- 2. What if I cannot wear a mask or face covering due to a medical reason?** Please provide a written and signed statement indicating that you cannot wear a mask or face covering due to a medical reason. Once received, Human Resources will conduct an interactive process with you for accommodation.

Additionally, if you cannot wear a mask or face covering due to a medical condition, it is strongly encouraged that you continue to work from home to limit your exposure and the exposure of others.

- 3. Are masks to be worn outside?** Masks are suggested when there is a gathering. The only exception is when individuals can socially distance themselves from each other.
- 4. Are members or visitors required to wear masks?** To ensure safety, members and visitors will be required to wear a mask or face covering. For those that do not have a mask available, IHLS will provide disposable masks for use.
- 5. What if an employee forgets their mask?** Masks are available in every work location if you did not remember to bring your own mask.
- 6. If an employee refuses to wear a mask and does not have a medical reason, what discipline will be enacted, if any?** Disciplinary action may be taken if the employee refuses to wear a mask and has no medical reason for not wearing one. In this situation, Human Resources should be contacted on how to handle the situation.

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7. **Are gloves required to be worn in the work location?** Gloves are not *required* to be worn in the work location; however, they will be provided for those employees that choose to do so. Hand sanitizer will also be available at each work location, and use is encouraged whether the person is wearing gloves or not.

Employee Health

8. **Are employees required to have their temperature taken before coming to work? If so, what is the temperature that is not acceptable, and what happens to the employee if the employee reaches or exceeds that temperature?** Temperature machines will be positioned in the designated entryway of each location. (Designated entryways are established by building location and are subject to change.) The machine will take your temperature and display your temperature. If you have a temperature of 100.4°F or above, wait one minute and take your temperature a second time. If after the second reading you continue to have a fever at or above 100.4°F, you are to exit the building immediately. Notify your supervisor before or after you return home.
9. **What if I have been exposed to someone with COVID-19 either directly or indirectly or have symptoms of COVID-19?** First, you should stay home and not go to the workplace. You should then contact your manager to report your situation. The manager will reach out to the department director, who will contact the Human Resources department. The Human Resources department or your supervisor will then reach out to you and advise you of the next steps.
10. **What if an employee is not feeling well, whether they feel it is COVID-related or not?** If you feel you are sick or not feeling well then you should stay home, call your supervisor, and not potentially infect other employees.
11. **What if one of my family members goes for testing because they have symptoms or have been exposed to someone that has tested positive?** You should call your supervisor and report this information before going into your work location to make sure you are approved to come to work.
12. **If I have been directed to stay at home by the Human Resources department or my supervisor because I have a temperature of 100.4°F or above, what will be needed in order to return to work?** In this situation, you may not enter the building until:
- 24 hours have passed with no fever, without the use of fever-reducing medications.
13. **If I have been directed to stay at home by the Human Resources department or my supervisor because I have COVID-19 like symptoms (untested), what will be needed in order to return to work?** In this situation, you should stay at home until:
- at least 10 days have passed since symptoms first appeared, **and**
 - 3 days (72 hours) have passed with no fever, without the use of fever-reducing medications.

14. If I have been directed to stay at home by the Human Resources department or my supervisor because I have had a positive COVID-19 test with symptoms, what will be needed in order to return to work? In this case, you may not enter the building until:

- at least 10 days have passed since the first symptoms, **and**
- at least 3 days (72 hours) have passed with no fever, without the use of fever-reducing medications, **and**
- improvement of symptoms.

15. If I have been directed to stay at home by the Human Resources department or supervisor because I have had a positive COVID-19 test without symptoms, what will be needed in order to return to work? In this situation, staff may not enter the building until:

- at least 10 days have passed since the date of the first positive test, **and**
- no symptoms have developed.

16. If I have been directed to stay at home by the Human Resources department or my supervisor because I have been exposed to COVID-19, what will be needed in order to return to work? In this situation, you should stay at home until:

- 14 days have passed since the date of the exposure with no onset of symptoms.
- **If the exposure was from a member of your household, you should quarantine an additional 14 days since the positive person was released from quarantine.**

Help Prevent the Spread

In the Workplace:

- Avoid touching eyes, nose, and mouth with unwashed hands.
- Clean your hands often with either soap and water for 20 seconds or a hand sanitizer that contains at least 60% alcohol. This is the best way to combat these illnesses.
- Regularly clean your work surface area with sanitizing wipes.
- Stay home if you are sick.
- Cover mouth and nose with the inside of the arm or with a tissue when coughing or sneezing.
- Wear a mask.
- Maintain a social distance of at least 6 feet.
- Clean and disinfect all “high-touch” surfaces daily (tabletops, doorknobs, bathroom fixtures, etc.).

In Public:

- Clean your hands often with either soap and water for 20 seconds or a hand sanitizer that contains at least 60% alcohol.
- Avoid close contact with people who are sick.
- Put distance between yourself and other people (at least 6 feet).
- Cover your mouth and nose with a cloth face cover when around others.
- Cover your cough or sneeze with a tissue, throw the tissue in the trash, then clean your hands.
- Clean and disinfect frequently touched objects and surfaces daily.
- CDC recommends that people wear cloth face coverings in public settings and when around people outside of their household, especially when other social distancing measures are difficult to maintain.
- Cloth face coverings may help prevent people who have COVID-19 from spreading the virus to others.

Regular Workday Routines

- 17. If employees are to have meetings, what will be the protocol?** *Meetings should be conducted electronically whenever possible.* If an in-person meeting must be held, please contact your supervisor with your needs. Your supervisor will determine if an in-person meeting is needed. If the meeting is necessary, all precautions must be followed including social distancing, masks being worn, and all necessary sanitation precautions.
- 18. Can or should work locations have birthday celebrations, potlucks, or other events where employees gather and share food?** Until further notice, all gatherings of any kind or events where food is shared are prohibited. This includes birthdays, baby showers, etc.
- 19. Are we able to use the lunch/break room?** No; at this time, the use of lunch/break rooms is prohibited to ensure the safety of all staff.
- 20. Will the offices and work locations be cleaned regularly to assist in reducing the spread of COVID-19?** Yes; cleaning protocols are in place for each work location/office. For work locations/facilities without regular cleaning crews during the day, employees are encouraged to wipe the bathroom fixtures with sanitizing wipes after the employee uses the bathroom.
- 21. What are the employee's responsibilities for cleaning?** Everyone needs to assist in keeping the work locations clean by wiping down their workspace, phone, keyboard, and mouse and by wiping common equipment used by all staff, such as phones, sinks, countertops, etc.
- 22. How should mail be handled when it is received?** For envelopes, including inter-office envelopes, the contents of the envelopes should be removed when received and the inter-office envelope should be set aside and not re-used for 4 days (96 hours). Hands should be washed or hand-sanitized after opening mail.

Special Circumstances

- 23. If an employee must stay home due to other closures (non-illness related, i.e. school closure due to an increase in COVID-19 cases in the community), how will the time usage requirements be handled?** If you are you are unable to work in the office or remotely due to lack of childcare, contact your supervisor. If you will need multiple/consecutive days, please work with the Human Resources department.
- 24. If an employee needs time off due to having a medical condition making them susceptible to COVID-19 or due to continued childcare issues, are there options?** Yes. In these situations, please contact Human Resources to discuss what options, if any, are available to you.
- 25. If an employee was on a probationary period prior to March 17, 2020, what happens to that probationary period?** The probationary period of the employee will be extended. Supervisors will be notified of the employee's upcoming evaluation.
- 26. What if staff from a member library indicates to me that they have tested positive for COVID-19, have recently been exposed to someone that has COVID-19, etc.?** You should immediately report this information to your supervisor. They will assess the situation after consulting with their department director as to how to handle the situation. *Our members should always be treated with care and respect, especially during this sensitive time. The member's personal information should never be disclosed to other IHLS members or staff members.*