

# COVID-19 Response Plan

## Guiding Decision Factors

WorkOne Northeast career centers will abide by governmental guidelines, when possible, as we strive to balance public health concerns with the needs of our business. The following operating protocols have been established in order to keep our staff and customers as healthy as possible.

## General Operating Protocols

- ▶ All staff and customers are encouraged to self-screen prior to entering the facility. Any staff or customer who have COVID-19 symptoms or an elevated temperature of 100.4° or higher are asked to not enter the facility. Any staff with symptoms, or that become symptomatic, will follow the guidelines as outlined from state and local authorities, CDC and Department of Health.
- ▶ All staff and customers must follow social distancing protocols and are asked to practice good hygiene by regularly washing and sanitizing hands, covering mouth when coughing and sneezing, and avoiding touching eyes, nose and mouth.
- ▶ All staff will be required to wear identified PPE in all common areas of the center(s). PPE identified as required include face mask.
- ▶ All customers must wear a face covering unless an exemption is applicable.
- ▶ Face-to-face interactions will practice and follow social distancing protocols.
- ▶ High-touch surfaces, such as tables, chairs, door handles, countertops and equipment, such as computers, phones, mice and tablets will be disinfected throughout the day.
- ▶ Office hours are subject to change based on guidelines from state and local authorities, CDC and OSHA.
- ▶ All nonessential social gatherings such as workshops, on-site job fairs, etc. may be suspended based on guidelines from state and local authorities, CDC and OSHA.

**The safety and health of our employees and customers is our highest priority.  
We appreciate your understanding, and following these protocols, to help keep our  
employees, customers and families healthy.**

## Information Updates

Visit [www.NEINworks.org](http://www.NEINworks.org)

R:\a - Policies, Procedures & Technical Directives\Operations

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\*Following current executive order 21-09