Healthy Washington – Roadmap to Recovery

Phased reopening of Washington state agencies

Version 16
What changed in this version?

You will find a summary below that lists what we changed in this version of the guide. This will help agencies plan and implement changes more quickly.

Page 5 – Added reminder that assessment includes monitoring the impacts of COVID-19 and variants.

Page 10 – Clarify masks are included in supply and purchasing planning. Deleted the reference to mask removal in back-office settings. Added emphasis of the appropriateness of ongoing physical distancing to mitigate COVID-19 transmission.

Page 21 – Updated information about considering telework when an employee screens out from the workplace. Updated requirements for isolation. Includes new return to work provisions.

Page 25 – Included obtaining proof of booster vaccination for vaccination leave requests.

Page 26 – Update PPE and Safety Equipment to include new masking requirements for state employees and contractors in all indoor settings. Updates are incorporated throughout the section.

Throughout Guide –

- Updated references to masking in all indoor worksites and where physical distancing cannot be maintained at outdoor worksites.

- Removed links to new CDC and DOH isolation and quarantine guidelines as they are in the process of changing and to avoid confusion until updates for agencies are included in version 17 of this Guide.
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Introduction

The pandemic has provided a unique opportunity for state government to look differently at how, where, and when we get our work done as we serve Washington. This guide provides clarity and describes the requirements and guidance for cabinet, small cabinet agencies, and governor appointed boards and commissions as the state reopens and we strengthen our new approach to work and workplaces. It is consistent with Gov. Jay Inslee’s Washington Ready direction to all Washington businesses and organizations.

We will continue to model the way by turning the dial of expanded reopening in a way that allows for learning and improvements. We will continue to use data and science to inform our return and in how we implement our safety and business practices for the ultimate goals of public service and COVID-19 prevention.

Our guiding principles:

- Provide timely, equitable, quality public service
- Prioritize business and customer needs
- Engage employees in finding shared solutions for success
- Apply innovative solutions that create a sustainable business model
- Use the best public health and safety practices

To apply these principles, we need to implement agency requirements and guidance that allow adaptability in a safe and responsible manner. Our main goal is to meet business expectations, keep employees and customers safe and healthy and continue to learn and improve as we test new strategies to meet our goals.

This includes knowing where and how our customers, clients and the public are best served so we align access to meet those needs. It also means understanding employee needs as they transition back to the workplace or engage in increased levels of telework based on what we’ve learned.

The Washington State DOH, L&I, Office of the Governor and OFM partnered with agency leaders and subject matter experts to update this guide. The guide does not take the place of general health and safety requirements issued by these agencies or other authorizing sources. It is designed to provide clarity for state agencies in applying assessment and implementation for our overall return to workplaces, while applying COVID-19 related requirements.

This guide lays out the key parts to our reopening strategy and how we can rethink state agency worksites as we continue to improve how we serve Washington:
How to prioritize and open services

The COVID-19 pandemic has changed the way we work. We have learned a great deal about our capacity to perform many of our functions through telework and technology and remained clear about many essential services that must be done in our facilities and at our worksites. We also know that during the peak of the pandemic we were able to delay or create workarounds for some services to help us minimize the spread of COVID-19 while serving customers. Now it is time to use what we have learned to close gaps that still exist in our business processes and improve services and access as we continue to assess the impact of COVID-19 and its variants.

To safely reopen, your Healthy Washington - Roadmap to Recovery plan must include ongoing support of a workforce that may continue to accomplish business outcomes through telework, while identifying the work that must be done on premise or in-person in the community. A combination of on-site and telework may be the best option for many lines of businesses and employees (i.e., a hybrid model).

As we move into this next stage of recovery and reopening, this means further analysis of work functions and services that can continue remotely and those that need to take place at worksites, facilities, or in-person in the community to close business gaps, improve services, increase access, and better serve Washington. It also means engaging with employees to determine what is working, what can be improved and what can be done to further our goal to reduce unnecessary commute trips and be an employer of choice. The fact that most of our workforce is now vaccinated provides additional opportunities.

Having a vaccinated workforce makes an important difference for workplace safety. It becomes our foundation on which all other measures will build upon. Additional precautions, where needed, provide even greater protection as you reopen and maintain services. It is also important for agencies to continue to consider strategies where there are unvaccinated people, or their vaccination status is unknown. This guidance also contemplates that there could be instances where public health direction and unique work settings may have employees on-site, on-site volunteers and on-site contractors who are exempt from the vaccination requirement and have received an accommodation. The expectation is that the safety requirements of this guidance must be applied in addition to any approved accommodations.

Cabinet, small cabinet agencies, and governor appointed boards and commissions will continue to develop and implement reopening plans and OFM will continue to work with our partners to provide updates as they become available on the enterprise guidelines.

These plans are iterative and agencies will be expected to move to full implementation in a staged approach that aligns with closing priority business gaps and customer and employee needs and current health and safety orders related to the pandemic. Leaders should communicate and provide updates regularly, keeping employees and customers informed. The use of these types of change management strategies are a part of implementation and success.
Requirements and Guidelines

Assess and prioritize business gaps, workflow barriers and customer needs resulting from closures

- Determine what remaining services and functions the agency needs to perform at a facility, worksite, or in-person in the community to meet agency goals and mission.

- Create or update an action plan that outlines steps and timelines for reopening those services and closing other gaps that require in-person presence to achieve.

- Use information from employees and customers about business gaps and how best to close them. Pulse surveys and other means for gathering information from employees are recommended.
  - Supervisors should meet with their employees as a group or individually to discuss return to the workplace, ideas for improvement and telework options to inform the reopening plan.

- Collaborate with your facilities staff on the use of workspaces in your planning. Consider that future workspaces may be used differently than office spaces of today and use this opportunity to help with the transition. In particular, consider the agencies will not be creating 2 workplaces for each employee (one remote and one in the office). Staff who mostly work remotely likely will not have an individual dedicated workspace in the office. Revised workspace guidelines are being developed to reflect this approach. The OFM Facilities Oversight and Planning Team have provide this guidance to assist agencies in planning. If changes to the workplace are made, they shouldn’t incur substantial cost increases that aren’t offset by cost savings.

- Adopt practices that help the agency achieve the goals of universal access, equity, and inclusion.

- Ensure plan implementation allows the agency to meet reopening requirements outlined in this guide.

- Make sure the plan includes the steps needed for:
  - Employee awareness, readiness, and training, including allowing time to adjust to any needed schedule changes. Provide a reasonable amount of notice and time for employees to adjust. Sixty-day notice is recommended unless the employee wants to return sooner or business needs drive a quicker return for essential services.
  - Apply change management strategies including communicating updates to employees regularly and foreshadowing changes to come to help them prepare. (See resource section below for tools and guidance.)
  - Facility readiness.
  - The agency’s need for and access to face coverings, equipment, supplies, or other personal protective equipment to meet expectations.
Creating or updating the agency Commute Trip Reduction plan and incorporating those changes into agency practices allowing for future reporting on commute trip reduction. In most cases, an agency’s CTR rates for telework should increase given what we’ve learned from our experience during the pandemic; and

- Exit and return strategies should COVID-19 risks increase leading to the need to temporarily stop certain in-person services or on-site work.
- Communication and coordination with labor on re-entry plans.

Assess what business objectives are being met through telework, flexible schedules, and technology and embed those practices in your agency culture

- Consider maintaining these approaches when service and business expectations are being met. Use the information gathered from employees and customers to inform what is working or what improvements can be made for success. This may include different hybrid telework or flexible schedules.
- Continue the use of telework, flexible schedules and technology to meet business needs where possible. If an employee or business partner doesn’t need to be at a state worksite or work a traditional schedule to perform all or some of their duties, support them achieving their work objectives at their telework site and/or with a flexible schedule.
- Ensure review and determination of telework eligibility and flexible schedules and make updates to HRMS and other related records to reflect any changes. Use a telework agreement with employees as a part of this process. An example template is available here.
- Follow OFM State HR guidelines for the use of telework when an employee who is required to be on site is temporarily unable to work on site due to COVID-19 symptoms, exposure, or infection. This will occur when the person feels healthy enough to achieve assigned work objectives.

How reopening guidelines change by county or local public health jurisdiction

- Each county or local public health jurisdiction may differ in how they approach reopening. It is important to take into consideration county and local public health requirements as a part of reopening services and worksites.
- If you have worksites or operations in a more restrictive county or public health jurisdiction, follow local public health guidelines, updated direction from DOH, L&I, OFM, or the Office of the Governor, and consult with your assigned AAG(s).
- If you have worksites or operations in a less restrictive jurisdiction, you may proceed with your plan to reopen those sites as long as you follow the requirements in this guide.
- If you have worksites and operations specifically outlined in the governor’s COVID-19 Reopening Guidance for Businesses and Workers or other state authorized guidance, you must follow those requirements when they are more restrictive, unless OFM provides an exception. If you contract
or have oversight for those types of businesses within a facility or worksite you operate, you must make sure those providers are meeting the expectations as a part of your contract or agreement.

**How we will collect and measure data**

- Each agency will be prepared to report the status of their Healthy Washington - Roadmap to Recovery reopening plan and include how they continue to utilize telework options and flexible schedules. Plans need **not** be submitted to OFM for approval.
- Agencies will report to OFM the percentage of positions that have been designated telework eligible and the percentage of employees who are teleworking. Agencies will be provided information about when reporting will begin to allow for adjustments to be made as employees begin to return and telework and as worksite schedules are formalized. Additional information will be provided on format and frequency of reporting. Setting a process to gather and report this data should be a part of each agency’s planning process.

In addition, your CTR reports will be updated as required and as indicated above.

- We outline additional data collection and reporting requirements in applicable sections below.

**What is the approval process to reopen facilities and services**

- Agencies have shifted to the phased reopening approach identified above. Plan approval is no longer needed. OFM is still available for consultation to support agencies in this transition. If your agency would like consultation on facility or worksite issues, contact Cheryl Sullivan-Colglazier. You can reach her via OFMSafeStart@ofm.wa.gov or at 360-489-5628.
- Review and approval are no longer required through OFM for state agency sponsored conferences or symposiums that will include in-person participation. Agencies must ensure they are meeting requirements from the Governor’s Office, DOH, and L&I in doing so. This includes special guidelines for events outlined in [proclamation 21-16.1, Large Event COVID-19 Vaccine Verification, effective November 15, 2021](#).
  - Conferences and symposiums, for this purpose, are considered large (50+ people), in-person gatherings that include participants from other agencies or businesses. They focus on networking, engagement in discussion and exploration of business matters of a common concern or interest, education and sharing of ideas to improve an area of business, profession, or body of work. They typically last for multiple hours or days.
  - Consider why the conference/symposium is necessary at the scheduled time; the purpose and anticipated attendance at the conference/symposium; why in-person participation is necessary; and how current required safety and health measures will be met.
Resources

- Washington Ready
- Proclamation 21-16, Large Event COVID-19 Vaccine Verification
- OFM Re-Entry Space Use Guidelines for Reentering the Workplace
- OFM Space use, footprints and telework planning for HR and Facilities Staff
- Change management resources and tools to assist supervisors and employees during the planning stages of returning to work in the office or a hybrid schedule. Tools found on this page include:
  - Strategies for supervisors and leaders to effectively prepare and support employees;
  - Checklist for employees to think about to help prepare them for returning to the office or a hybrid schedule;
  - Document for Change Management/Process Improvement specialists to use as a roadmap to manage the change in different work environments; and
  - Conversation starters for the transition to return to the office.
- Remote Work Resources (Telework)
- Change management guidance for sustaining a remote or hybrid work environment
  Commute Trip Reduction contact: StateAgencyCTR@wsdot.wa.gov and if in Thurston County,thurstoncommutes@trpc.org
- GO Pulse Check Survey Sample

How to prepare your facility
As previously mentioned, having a vaccinated workforce makes an important difference for workplace safety. Precautions, where needed, provide even greater protection as you reopen facilities and maintain services. It is also important for agencies to continue to consider strategies for workplaces where there are unvaccinated people, or their vaccination status is unknown. Occupancy, physical layout, the flow of people, and sanitation of the worksite are all important components of a staged reopening and maintenance plan to keep people safe and productive. The new DOH Guidance for Non-Health Care Businesses and Organizations during COVID-19, provides general information that is helpful to agencies as and after they reopen worksites and facilities. Additional requirements continue to be included in this guide.
Requirements and Guidelines

Make sure to complete cleaning, sanitation, HVAC and water system preparation and maintenance, and physical layout preparation before employees return to specific worksites and facilities. Where required, make sure there is an adequate supply of PPE and/or source control for employees who will be at the worksites or providing in-person services, with purchase plans in place for ongoing PPE and mask needs to meet the requirements outlined by the Governor’s Office, DOH, L&I, OFM and the CDC.

An accommodation for vaccination does not preclude the following requirements for those employees, on-site contractors, or on-site volunteers when they are different or in addition to the accommodation.

Co-located agencies

When agencies are co-located in a facility, agency leaders must coordinate to align practices to the extent possible for access and entry points, shared space/common areas, and where applicable, PPE and agreements for the process of wearing masks and physical distancing for employee, customer and business partner health and safety. Plans and agreements should also be in place to meet other related state requirements. If other building occupants are meeting standards in alternative ways, ensure the state’s standards are in place for your employees.

Residential care, health care, and related facilities

Special requirements are in place for essential service facilities that require close contact. In those cases, facilities must follow the requirements and guidelines specific to their type of facility and service delivery when inconsistent with the requirements in this guide.

Physical distancing

Currently, physical distancing continues to be a beneficial practice in some circumstances, reducing risk of transmission. Determining factors are vaccination status of the people in the worksite, number of people in a space, type of worksite or location, and ventilation/HVAC in the worksite (for instance, a conference room may be a more confined space where ventilation is an issue).

Agencies will begin to assess their facilities for phasing out physical distancing where it is no longer required per Washington Ready, DOH, and L&I guidelines. When circumstances warrant it, phase out plans can include 3-6 foot distancing in locations where there is a concentration of more people, including lobbies, reception areas, conference rooms, or other locations where there is limited air flow and ventilation or people are in close proximity of one another indoors without other protective measures in place (plexiglass or other barriers, additional PPE, improving ventilation, and other measures outlined in L&I and DOH guidance).

Phase out plans should be a part of the ongoing assessment agencies conduct as they move to their
new space and business models for state services. Where transmission continues to be a concern based on crowding (proximity or number of people), air flow or ventilation is limited, or other risk factors are evident, continued physical distancing is a preventive measure that can be used.

**Occupancy**

Occupancy rates changed for the state as a whole June 30, 2021. In most cases occupancy rates have returned to normal. Be strategic and deliberate about the number of people present in a worksite as you are first implementing your new business delivery model. Avoid creating crowded space that increases close contact, especially when there are unvaccinated people, or their status is unknown. When conducting in person meetings, consider using a larger conference room or space that mitigates crowding and increases ventilation.

**Frequent and adequate handwashing**

Employees must frequently and adequately wash hands. You must provide and maintain adequate handwashing supplies with a frequent schedule to restock supplies and empty trash. While agencies may provide gloves, employees should wash their hands regularly to prevent the spread of the virus. Single use, disposable gloves may help workers whose hands are bothered by frequent washing and sanitizing. Each worksite needs soap and hot and cold (or tepid) running water for frequent handwashing. Require employees to wash their hands frequently and effectively when they arrive at work, before and after all client interactions, before and after going to the bathroom, before and after eating or drinking or using tobacco products, after touching surfaces suspected of being contaminated, and after coughing, sneezing, or blowing their nose. Worksites that don’t have fixed bathrooms must supply portable handwashing stations and supplies.

- Agencies must provide supplemental hand sanitizer stations, wipes or towelettes, or clean water and soap in portable containers to facilitate more frequent handwashing after handling objects touched by others. This includes making sure you provide hand cleaning supplies in vehicles.

**Routine and frequent cleaning**

- Establish a housekeeping schedule to address regular, frequent cleaning with a particular emphasis on commonly touched surfaces. Wash and rinse visible dirt and debris from equipment, tools, and other items before disinfecting.
- Make sure high-touch surfaces are cleaned at least daily. Make sure these surfaces are properly disinfected on a frequent or periodic basis using an EPA-approved disinfectant (see link to CDC cleaning guidelines below).
- Make sure Safety Data Sheets (SDSs) for all disinfectants on-site are available and accessible to workers.
- Ensure your chemical hazard communication program under WAC 296-901 Hazard Communication covers disinfectants you use, and that employees are trained on safe and proper use of the chemicals.
• Make sure workers don’t mix chemicals; many are incompatible. Dilute and use chemicals according to the manufacturers’ directions.

• Provide appropriate and adequate cleaning supplies and PPE for scheduled cleaning (include spot cleaning) after a suspected or confirmed COVID-19 case.

• Make sure someone oversees regularly cleaning floors, counters and other surfaces with water and soap or other cleaning liquids to prevent build-up of dirt and residues that can harbor contamination.

• Make sure shared work vehicles are regularly cleaned and disinfected after each use or as otherwise required by the CDC and DOH.

• Cover fabric and rough surfaces with smooth materials so they’re easier to clean.

• In areas visible to all employees and clients, you must post the required hygienic practices. These practices include:
  o Don’t touch your face with unwashed hands or with gloves.
  o Wash hands often with soap and water for at least 20 seconds.
  o Use hand sanitizer with at least 60% alcohol.
  o Frequently clean and disinfect touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs.
  o Cover the mouth and nose when you cough or sneeze, as well as other hygienic recommendations by the U.S. Centers for Disease Control.

• Make sure to frequently and appropriately clean and disinfect restrooms throughout the day.

• Tissues and trash cans must be made available throughout the worksite.

• Establish protocol to safely clean equipment and supplies that employees transport to and from work consistent with health standards (laptops, etc.).

• See DOH, Safe Cleaning and Disinfection Guidance on Public Spaces for additional information.

Establish protocols to address sick employees

Employers must establish procedures that:

• Maintain confidentiality regarding employees with confirmed diagnosis, signs or symptoms of COVID-19 illness or suspected exposure to COVID-19.

• Require sick workers to stay home or go home if they feel or appear sick.

• Screen employees for signs/symptoms of COVID-19 at the start of the work shift. Ensure employees self-monitor during their shift for signs and symptoms and report them, when appropriate.

• Identify and isolate workers who exhibit signs or symptoms of COVID-19 illness.

• Identify and collect contact information for everyone who had contact with an ill employee starting two days before their symptoms began.
- Notify all employees and the employees of subcontracted employers of potential exposure to COVID-19 if they had or might have had close contact.

- Follow cleaning guidelines set by the CDC (see link below) on when and how to clean after you get a report of an employee with suspected or confirmed COVID-19 illness.

- Temporarily close off all areas where a suspected or confirmed COVID-19 illness sick employee worked or could have touched until you have completed cleaning and disinfection guidelines set by the CDC.

- Keep workers away from areas being cleaned.

**Educate employees**

When you determine that an employee must return to a worksite to perform some or all of their duties, provide the employee with advance notice unless it is an urgent situation. Notification gives the employee time to prepare before returning to the worksite, allows them time to consult with their supervisor or HR about questions or concerns and provides time to make sure their worksite is ready. (Refer to OFM State HR guidance on how to work with increased-risk employees and the types of leave available.)

Provide employees who will return to a worksite with an orientation and training. Agencies must provide basic workplace hazard education about coronavirus. Make sure the training includes:

- The signs, symptoms and risk factors associated with COVID-19 illness.

- How to prevent the spread of the coronavirus at work. This includes taking steps in the workplace to establish physical distancing where applicable, frequent handwashing, and other precautions.

- Instruction on why, when, and how to wear cloth face coverings, respiratory protection, and personal protective equipment (PPE) for workers when this protection is required.

- The importance of hand washing and how to effectively wash hands with soap and water for at least 20 seconds.

- Instruction on why, when, and how to clean frequently touched or shared items, such as tools, cell phones, keyboard, mouse, and other equipment.

- Proper respiratory etiquette, including covering coughs and sneezes and not touching eyes, noses, or mouths with unwashed hands or gloves.

- Who to contact if they have questions or concerns about returning to the worksite.

- The orientation should also include information that helps the employee understand what to expect when they return to the worksite. This includes:
  - Screening requirements and how to complete the screening.
  - Safe entrance and exit to the worksite.
  - Changes to workstation or site protocol.
• Their responsibility to prevent the spread of COVID-19 and ensure a respectful workplace culture.

• Safety precautions that differ where there are vaccinated and unvaccinated individuals. This should include the importance of maintaining a positive workplace culture.

• Additional training, support resources, and contact information to assist in successful return to work.

• Information unique to the successful operation of the worksite or position.

Resources

• Washington Ready

• Guidance for Non-Health Care Businesses and Organizations during COVID-19

• Specific reopening requirements by type of business COVID-19 Reopening Guidance for Business and Workers

• Secretary of Health Order 20-03.6, Face Coverings Statewide

• Updated L&I requirements for COVID-19 Prevention in the Workplace

• CDC information on close contact

• CDC guidance on disinfecting facilities: Cleaning and Disinfecting Your Facility

• DOH Guidelines: Water Supply Sanitation for Reopening Buildings

• CDC Guidance: People at Increased Risk for Severe Illness

• L&I Health Emergency Labor Standards Act (HELSA), Questions & Answers

• Communication and language access tools from DOH: Communication Access Tools (midway down the page)

• Washington State Return to Worksite Coronavirus Education Employee Return to Worksite Coronavirus Education available through the new Washington State Learning Center. Employees will need to confirm that they reviewed the following:
  o Washington State Coronavirus Response (COVID-19)
  o Signs and symptoms of COVID-19 illness
  o COVID-19 illness risk factors
  o Preventing the spread of the coronavirus
  o Effective hand washing with soap and water for at least 20 seconds
  o Proper hygiene practices, including covering coughs and sneezes and not touching eyes, noses, or mouths with unwashed hands or gloves
• Additional online learning resources regarding support during extraordinary times, workplace culture, and diversity, equity and inclusion (DEI) for employees through DES: Resources for Workforce Development

• Change management guidance for sustaining a remote or hybrid work environment

• A resource document on how to be human centered during return to worksite and long-term teleworking efforts: Talking Safety and Well-Being with Employees

• DOH Guidance for Long Term Care Facilities

Vaccinations
On August 9, 2021, Governor Inslee issued a vaccination mandate that included most state employees. The proclamation and its updates set out the requirements for state agencies to include state employees, onsite contractors, and other people who are connected to agency worksites and business. Proclamation 21-14.3, is based on vaccination being a proven tool we have to fight the pandemic and the requirements take positive, science-based steps for safer environments for employees and others to conduct state business.

Requirements and Guidelines
State agencies, as defined in the proclamation, have, and will continue to engage in action to carry out the requirements of the proclamation. OFM State Human Resources continues to develop guidance for implementing the personnel practices indicated in the proclamation.

Guidance related to employees is available to HR professionals on the HR Portal website. Questions from the HR community can be sent to OFM SHR at shrcovid@ofm.wa.gov. New and updated guidance and resources will be provided as they are developed, and many sources of guidance already exist.

DES and OFM have established guidance on implementing the proclamation with on-site contractors. (See resources below for links to tools and guidance.)

Vaccination verification and records
As an element of the vaccination mandate, agencies were required to review proof of full vaccination for current employees by October 18, 2021 and now will need to do this as a part of the hiring process as outlined by OFM SHR after October 18, 2021. In some cases, for cabinet agencies and some boards, commissions, and councils, this will apply to onsite volunteers and contractors (see available guidance for these circumstances). Actual verification of being fully vaccinated is required. Attestation does not meet this requirement.

Individuals who are vaccinated against COVID-19 by a two-dose mRNA vaccine (such as Moderna and Pfizer), or a single dose vaccine (such as Johnson & Johnson), are considered “fully vaccinated” two weeks after the final dose of vaccine (the second dose for a two-dose regimen, or the single dose for a single-dose regimen). Workers vaccinated outside the United States with a vaccine with a World Health Organization (WHO) Emergency Use Listing (EUL) are considered fully vaccinated if: The worker has completed the full vaccination series, AND the appropriate amount of time has passed according to the manufacturer’s guidance for the worker to be fully protected.
Approved boosters are not required to be considered fully vaccinated at this time.

**Vaccination verification for others:**

- Between state agencies for state agency employees – An agency can have a process that assumes the other agency employees have met the conditions of the mandate and are able to enter their worksites without additional verification. An agency can choose to verify if they have circumstances where they need to ensure someone is vaccinated rather than accommodated. If an agency has accommodated employees who may go to another agency, they need to work to ensure those employees are meeting the other agency’s expectations.

- Agencies with contractors – the system is in place per the proclamation and OFM and DES guidelines. [Proclamation 21-14.3](#), provides for an exception for certain 24/7 facilities when emergency care or response is needed (page 7-8).

- Agencies with on-site volunteers – agencies need a system in place to verify or accommodate.

- Agencies with other business partners who aren’t a contractors or state agency employees – Treat as a visitor and apply a verification or accommodation process for entry into non-public spaces.

- Agencies must also follow the requirements outlined in [proclamation 21-16.1, Large Event COVID-19 Vaccine Verification](#). This includes when holding or participating in events outlined in the requirements.

Note: Vaccination verification related to masks, as required by L&I, is found in the **Personal Protective Equipment and Safety Equipment** section below. We encourage a similar approach to verification and records maintenance to ensure confidentiality and to meet criteria related to public disclosure.

Acceptable types of verification of vaccination status are:

- A CDC vaccination record card (or a printed or electronically stored photo of the card);
- Documentation of vaccination from a health care provider or electronic health record;
- A state immunization information system record; or
- For an individual who was fully vaccinated outside of the United States, a reasonable equivalent of any of the above.
- Additional information on forms of verification can be found here: [DOH COVID-19 Vaccination Verification](#)

Both sides of documentation should be included when verifying vaccination.

Agencies should keep as few records as possible in meeting the requirements of the proclamation and L&I requirements and minimize the type of information that they maintain. Agencies must follow records requirements as outlined by the Secretary of State’s Office as well as other records requirements including consideration of public disclosure.
Considerations for data minimization include but aren’t limited to:

- Keeping a log with a simple yes or no checked box to indicate vaccination status— not a copy of the vaccination card or details of vaccination. As we learn more about vaccination and boosters, agencies may consider recording the date of the last dose of vaccine and type of vaccine.

- Federal guidance suggests that a log of employee names with a simple yes or no checked box, as suggested above, is confidential medical information under the Americans with Disabilities Act (ADA). Please note that, to ensure confidentiality is maintained, any such log must be kept confidential and stored separately from any employee’s personnel file. Under the Public Records Act (PRA), records that are exempted from disclosure by other statutes, such as the ADA, are exempt under the PRA.

- Consult with your assigned AAG(s) as needed if you have questions.

As with other personal information, agencies should inform employees what is collected, why it is needed, where it is stored and how it will be used.

Follow the Secretary of State’s requirements for records management. Updates will be posted here.

**Reporting data on vaccination**

State agencies covered by the proclamation are required to report rates of verified vaccination for their employees during the initial implementation phase. OFM SHR has provided a template to guide agencies in meeting the reporting requirements. It includes the number and percentage of employees who have verified being fully vaccinated, the number of employees who have requested an exemption, the number of employees who have received accommodations related to the vaccination mandate, as well as separation data.

OFM has created a new separation action reason in HRMS for reporting employer-initiated separations as a result of not meeting the vaccination requirement. New guidance and definitions for completing the HRMS reports has been released for HRMS users. If agencies have questions about coding actions in HRMS, they should connect with their internal HRMS data steward or contact StrategicHR@ofm.wa.gov.

Agencies will also continue to encourage employees who are leaving state employment to complete the OFM SHR exit survey. This will provide us with additional data related to the mandate.

**Resources**

- Proclamation 21-14.3, COVID-19 Vaccination Requirement
- Proclamation 21-16.1, Large Event COVID-19 Vaccine Verification
Tools and guidance for working with on-site contractors: These resources are available on the Governor’s website and include:

- Contract management summary chart [PDF]
- Contract management tools [MS Word document]
- Sample notification letter to contractors [MS Word document]
- Process for vaccine verification if delegated to the contractor [PDF]

Screening

When work and service delivery require contact with people outside the places we live or telework, screening is a critical part of minimizing the spread of COVID-19. Screening exists to help keep people safe and healthy by maintaining a safe and healthy workplace.

Screening can be a stressful process for those involved. Developing tools and processes that help to mitigate the stress, increase trust, and connect people to the benefits of health and safety are helpful in creating a more successful screening process.

It is also important to remember that employees are expected to contribute to a healthy workplace by complying with all safety and health practices that the employer establishes. This includes not knowingly exposing co-workers and the public to conditions that would jeopardize their health or the health of others.

An accommodation for vaccination does not preclude the following requirements for those employees, on-site contractors, or on-site volunteers when they are different or in addition to the accommodation.

Requirements and Guidelines

When is screening required?

- Screening is required for all employees who report to an out-of-home work location where they may be around other people, or in shared space that other people access (bathrooms, dining/kitchen areas, vehicles, etc.).

- Screening must be conducted at the start of the work shift and before the employee, customer, or business partner enters the worksite or state property (vehicle, facility, etc.). Screening can occur before an employee leaves for work to avoid unnecessary contact should the employee screen out due to symptoms or other factors.

- You do not need to screen employees who are teleworking and not accessing an out-of-home worksite.
What is required during screening?

All screening practices must require employees, customers, and business partners to answer questions related to each singular symptom of COVID-19. These are outlined in DOH’s COVID-19 Symptom Screening guidance. (Include a question that allows a fully vaccinated person to acknowledge if they have been exposed to COVID-19 so needed action can be taken. See “Quarantine” for more details.) This will help determine if the person is experiencing any signs of those symptoms that are not caused by another condition. In most cases, screening can be done through a self-attestation process using the DOH or another similar checklist prior to entering the worksite unless DOH or the CDC have specific requirements for your business or industry (i.e., 24/7 facilities). Where appropriate, screening must include questions related to current DOH and CDC guidelines on restricted travel found on the CDC website. All screening must limit questions to those that are related to the job/visit and consistent with business necessity and the federal Americans with Disabilities Act.

As with all practices, employers must avoid disparate treatment of employees during screening based on nationality, race, sex, or any other protected characteristics.

- Agencies must consistently apply standard screening tools to each area of business. This means each person who responds the same way to the same questions will lead to the same results (denied or granted access, secondary screening where applicable, return-to-work process).

- Agencies must write and present their screening questions based on the current DOH requirements. In the absence of DOH, OFM, or Office of the Governor information, follow CDC information.

- Agencies are encouraged to consider documenting completion of daily employee screenings as an initial part of implementation. This helps employees adapt to the new behavior and get in the practice of checking for each symptom, which includes monitoring their temperature. While each identified symptom needs to be checked by the employee or a screener, the documentation does not require information about each specific symptom. The documenter can record a simple ‘yes’ to indicate the presence of symptoms or exposure so appropriate action can be taken. Do not require, or retain, any personal health information associated with this process.

- The agency or worksite should consider maintaining a log where visitors and customers are required to participate in screening when it aids in notification or public health’s contact tracing. Encourage visitors/customers to provide their name and limited contact information so that we can aid others in contact tracing, if needed. This is not intended to override or interfere with any other log practices or requirements an agency follows.

Using a screener

- When an agency determines the need to have a person conduct the screening process for employees or others wanting to gain access to the facility, the screener must be trained in the process, screening tool, and equipment.
• You must provide the screener with necessary PPE and sanitation supplies to minimize their exposure. If the screener is required to check temperatures of people in the screening process, you must provide the screener with a no-touch infrared thermometer.

• If temperatures are taken by the person being screened, all thermometers and related equipment must be sanitized between uses. Disposable thermometer covers are an option to consider, if available.

Choosing a screener
• Clearly identify who will perform screening. There is not a specific classification identified for this work. In some cases, onsite security personnel or contracted personnel are conducting entrance screening.

• If the screener is not a supervisor or manager, consider having a supervisor or manager available for the screener to contact if they have questions or need support.

• Ensure the screener is trained in the screening process and use of PPE and supplies before conducting the screening process.

Secondary screening
• The state may require a secondary screening for high-contact, mandatory coverage, high-risk worksites, such as 24/7 facilities.

• A trained medical professional must conduct a secondary screening.

• A secondary screening helps us further assess an employee who has confirmed symptoms that might indicate COVID-19 or another infectious disease. The result may be to screen “in” an employee who initially indicated a COVID-19 symptom.

What happens when a person passes a screen or is screened out of the workplace?
• When an employee, customer, or business partner has affirmed, through the screening process, that they have no symptoms or meet other criteria outlined on the screen, they are granted access consistent with the facility or property standards for including face coverings, PPE, and other safety measures.

• When an employee, customer, or business partner has affirmed they have experienced a qualifying symptom(s) or meet other criteria in the screening process, they will be denied access to the facility or property. This step may involve secondary screening for high-contact, high-risk worksites such as 24/7 facilities.

What happens when an employee is denied access?
• The employer should handle these scenarios on a case-by-case basis. The employer should engage in a conversation with the employee being denied access to determine if telework
options are available or to inform leave status. Telework options should be considered when reasonable based on the employee’s job duties.

- If telework options are available and the employee can perform those duties, the employer should send the employee home with telework until they are cleared to return to the worksite based on the criteria in, “When can an employee return to work?” below.

- If there are no telework options, consult with your HR team and refer to OFM SHR workforce leave guidance on how to proceed. If the employee is subsequently diagnosed with the COVID-19 virus, the agency should advise the employee about other state and federal leave options that are available, depending on the circumstances.

- If the employee provides a statement from a medical professional stating that the employee does not have a contagious illness and the symptoms the employee exhibited are not because of COVID-19, the employer will grant the employee access to the worksite.

When can an employee return to work?

Isolation is when someone who has COVID-19 symptoms, or has tested positive, stays home and away from others (including household members) to avoid spreading their illness. An employee who has been in isolation may return to work under the following conditions:

- If the employee was symptomatic:
  - They are without a fever (100.4 or above) for at least 24 hours without the use of fever reducing medication; and
  - Their symptom(s) has improved, and they are able to work (loss of taste and smell may persist for weeks or months after recovery and doesn’t delay the end of isolation); and
  - 10 days have passed since the symptom(s) first appeared.

- If the employee tested positive with no symptoms:
  - They continue to have no symptoms, and
  - 10 days have passed since the date of the positive test.

- Exception: Employees who return after a severe case of COVID-19, or employees who are severely immunocompromised and return after a confirmed case of COVID-19, may need to isolate longer than 10 days and up to 20 days. A healthcare provider or infection control expert will recommend the best timeframe.

- Quarantine is when someone who has been exposed to COVID-19 stays home and away from others for the recommended period of time in case they were infected and are contagious. Quarantine becomes isolation if the person later tests positive for COVID-19 or develops symptoms. Infectiousness usually begins 2 days before symptoms or if no symptoms, 2 days before test results, and will last throughout the duration of symptoms, or
10 days after a positive test.

In the case of close contact (defined on page 29) or exposure, an employee may return to work when:
They are at or beyond the 14-day quarantine period or at the point the suspected case’s test came back negative.

- The CDC and DOH have included two shorter exceptions to return to work when there are special circumstances. The criteria and process for 24/7s is included in the DOH guidance for 24/7 facility screening. For other agencies facing critical staffing restraints that jeopardize essential services, these circumstances require consultation with OFM, and in some cases, the local health jurisdiction. Contact Cheryl Sullivan-Colglazier at cheryl.sullivan-colglazier@ofm.wa.gov or OFMSafeStart@ofm.wa.gov

- When an employee is in the same household (or similar exposure) as someone else who is isolating/positive or symptomatic with the virus, their quarantine starts the first day they are no longer exposed to someone who has the virus. In many cases this is someone the employee lives with, so it means when the person with the virus no longer needs to isolate (see criteria above).

For example, the person who is sick meets all the criteria and can stop isolating in 10 days. That is the point when the employee living with the person who was sick, starts counting their 14-day quarantine. In this case the person could be out of the worksite for 24 days as long as they don’t become symptomatic or test positive.

- Fully vaccinated employees who have had close contact or been exposed to someone with COVID-19 are required to mask in indoor settings for 14 days and are not required to quarantine if they meet all the following criteria:
  - Are fully vaccinated (For 2-dose vaccine - had both doses, and at least two weeks have passed since the second dose. For single-dose vaccine – had single dose and at least two weeks have passed since the required dose.).
  - Have not had symptoms since current COVID-19 exposure. Fully vaccinated people should still watch for symptoms for 14 days after their exposure.

Employees who do not meet all the criteria listed above should continue to follow current quarantine guidance after close contact or exposure to someone with suspected or confirmed COVID-19. It is recommended fully vaccinated employees who have had a known exposure to someone with suspected or confirmed COVID-19, be tested 5-7 days after exposure in addition to wearing a mask as required above. If an employee chooses to get tested and provides proof of a negative test 5 or more days after exposure, they no longer need to wear a mask unless otherwise required.

- Someone who tested positive for COVID-19 with a viral test within the previous 90 days and has subsequently recovered and remains without COVID-19 symptoms does not need to quarantine. However, close contacts with prior COVID-19 infection in the previous
90 days should:

- Get tested with an antigen test 5-7 days after exposure.
- Wear a mask indoors in public for 14 days after exposure or until they receive a negative test result (follow masking requirements for worksites).
- Monitor for COVID-19 symptoms and isolate immediately if symptoms develop.

- Consult with a healthcare professional for testing recommendations if new symptoms develop. In addition, side effects from vaccination do not require someone to quarantine. If they are clearly from vaccination, the person would be able to attribute the symptoms to another condition. Common side effects are explained here.

- Return to work criteria can vary for certain professions who have close contact with others. Refer to CDC and DOH guidelines for additional information on those professions. One example is available here when they are immunocompromised.

- If an employee is exposed to someone who was exposed to COVID-19, the employee may return to work but must monitor themselves for symptoms for 14 days from the last exposure. If symptoms are present, the employee would be screened out of the worksite. Follow the requirements for 'return to work' as you would for any other employee in this situation.

If the employee provides a statement from a medical professional stating the employee does not need to quarantine or the employee does not have a contagious illness and the symptoms the employee exhibited are not because of COVID-19, the employer will grant the employee access to the worksite.

DOH has provided a calculator to assist in determining the length of isolation or quarantine based on the circumstances. It can be found here: [Isolation and Quarantine Calculator]

**What type of test can be used**

When test results are used for worksite access, the test needs to be done by a doctor, pharmacy, testing site, or authorized employer. The test needs to be an antigen or PCR test unless otherwise specified, and the actual test result needs to be reviewed if allowing return to work or other types of access to worksites or others as a part of work. This does not apply to 24/7s or other congregate care settings when a different approach has been authorized by DOH or the CDC.

**Work-related travel**

Work-related travel should be aligned with the stage of reopening an agency is engaged in and the Governor’s reopening guidelines as determined by the agency director or designee. For instance, if an agency is operating only essential in person services, then travel should be limited to essential travel. If an agency has moved to broader reopening for on-site services and activities, work related travel can align with those types of function.

When an employee travels as a function of their employment, all the guidance outlined in
**Proclamation 20-83.2**, DOH and the CDC guidelines will be applied. Options above to avoid or have a shorter quarantine may not apply to people who must quarantine based on a travel restriction. In these cases, the agencies must follow the quarantine requirements related to travel when they apply to the workplace.

**What happens when someone refuses to be screened?**

- If an employee, customer, or business partner refuses to participate in the screening process, they will not be allowed access to the worksite/property.
- Each agency has unique circumstances in managing this situation. Make sure you have protocol in place to respond to this situation and it’s recommended you ask your assigned AAG to review the protocol before it is finalized. Include notice of refusal protocols in communications to employees, customers, and business partners.

**Does an agency need to report cases of COVID-19?**

**Reporting to Local Health Jurisdictions**: Agencies must notify the local health jurisdiction within 24 hours if the employer suspects COVID-19 is spreading in the agency’s workplace, or if the agency is aware of two or more employees who work at a state facility or state worksite that develop confirmed or suspected COVID-19 within a 14-day period. Notification is provided to the local public health jurisdiction where the employees work.

- Do not base your reports on “word of mouth” or rumored reports. Base them on first-hand information from the employee with the virus or another credible information source (e.g., health care provider, authorized family member).
- Suspected cases are when an employee is not a confirmed case of COVID-19, but they have symptoms consistent with COVID-19 and are getting tested, or they are quarantining because of possible exposure to someone who has COVID-19 and they have not yet been tested.
- Agencies will work with their local health jurisdictions to establish the best reporting protocol for reporting cases or suspected cases. This will include who provides the notification. (See link below for local health jurisdiction contact information.)
- Agencies will tell the involved employee(s) about the notification and what information the agency has shared.

**Reporting to L&I**: Agencies will notify L&I about cases under certain circumstances based on **RCW 49.17.062**. In general, reporting requirements are triggered if there are COVID-19 outbreaks of 10 or more employees at workplaces or worksites with more than 50 employees or worksite exposures occur (worksite means the building, store, facility, agricultural field, or other location where the qualifying individual worked. "Worksite" does not include any buildings, floors, or other locations of the employer that the qualifying individual did not enter.).
• Details on notifications can be found here: L&I Q&A Reporting and Notification Requirements of HELSA and PPE Usage and in this emergency rule: https://content.govdelivery.com/accounts/WADLI/bulletins/2ec329a. They provide information on the reporting requirements including what to count when determining if there is an outbreak and when to provide L&I, employee, and union notification.
  
  o Report to L&I by calling DOSH 1-800-4BE-SAFE (1-800-423-7233), and using the option to report fatalities, hospitalizations, amputations, or loss of an eye.

Documentation and records

• You must maintain all documented screening assessments consistent with state records and retention laws and policy. This includes following any requirements to safeguard confidential information under other laws, such as HIPAA and the ADA.

• Screening records have the primary purpose of ensuring a safe workplace for agency employees. Categorize these records as Entry/Exit Logs – Facilities (DAN GS 25009) for retention purposes. (See “Using records retention schedules” (August 2020) on the Secretary of State website under “COVID-19 Screening Records Advice” for more information.)

• In addition to the criteria outlined under vaccination and personal protection equipment and safety equipment, you may request vaccination status under these circumstances:
  
  • A fully vaccinated employee wanting to return to work after close contact without having to quarantine, and
  
  • To approve leave when someone requests leave for vaccination, including boosters.

Records retention requirements may vary in each circumstance. For example, we consider proof of vaccination to avoid quarantine part of the screening process we outlined above. Proof of vaccination for leave approval is associated with the records requirements related to leave. Consult with the Secretary of State’s information and your assigned AAG(s) as needed.

• You may request a COVID-19 test result to verify if an employee is approved to return to work after a shorter quarantine (as outlined in the section on isolation and quarantine above). Apply records retention requirements and consult with the Secretary of State’s information and your assigned AAG(s) as needed.

• If the employer receives a public records request or a request from a union for employee records related to COVID-19, seek advice from your assigned AAG(s).

• See Documentation and record requirements related to vaccination (page 30) regarding logs on vaccination status related to masks and physical distancing.
Employee orientation

- You must provide employees with the screening tool and process as a part of their orientation before they return to work for the first time, and updates when the tool or practices have changed. The orientation will include information about the level of confidentiality in the screening process and any related documentation.

Customer and business partner notification of screening

- Customers and business partners can review information about the screening tool and process before screening. Agencies are required to provide meaningful language assistance and communication access services about the process.

- The information will include the screening process’ level of confidentiality and any related documentation.

Resources

- May 18, 2021, [DOH Screening Guidance](#) and July 2, 2021 [DOH Guidance for Non-Health Care Businesses and Organizations for COVID-19](#)
  - DOH’s updated [24/7 Screening Guidelines](#)
- OFM SHR workforce leave guidance
- [DOH COVID-19 Travel Restrictions](#)
- [Washington Local Health Jurisdiction Contact Information](#)
- Communication and language access tools from DOH: [Communication Access Tools](#)
- Sample County COVID-19 Case Reporting Process (process may vary by county): [Suspected or Confirmed Cases of COVID-10 to Thurston County Public Health & Social Services](#)
- [Proclamation 20-83.2](#), Travel Restrictions

**Personal protective equipment and safety equipment**

**Requirements and Guidelines**

We require personal protective equipment and other safety equipment in certain circumstances. This guidance reflects recent changes by the CDC, L&I, DOH, and the Governor’s Office as we work to reopen Washington. We have used a measured approach to apply standards based on CDC, DOH, and L&I guidance for congregate, indoor public facing, indoor non-public facing, and outdoor settings. We need to continue to have safety measures in place to protect employees and customers/clients as we continue to encourage increased vaccination and understand the impacts of COVID-19.

An accommodation for vaccination does not preclude the following requirements for those
employees, on-stie contractors, or on-site volunteers when they are different or in addition to the accommodation.

**Employees and contracted service providers**

We know the vast majority of employees and on-site contractors will be vaccinated adding additional safety to worksites. We also know that due to the Delta and Omicron variants and transmissions, there are protective measures that need to be added to vaccination to assist in workplace safety and reduce the transmission of COVID-19.

Masking in indoor and outdoor settings

State employees are required to mask in indoor settings unless a higher level of protection is required or they meet the criteria for working alone (see below).

*Proclamation 20-25.17* and the Order from the Secretary of Health, 20-03.6, outline a mask mandate and the L&I workplace standards for ensuring enforcement of masking in relation to vaccination status. For state employees and contractors, we are building on the Order and requiring masking in all indoor settings unless “working alone” as described below.

Removing one’s mask is allowed in most outdoor settings, but there are exceptions. These orders include requirements for masking in outdoor settings where there are 500 or more people. In addition, employees and contractors are required to wear face coverings in any crowded outdoor setting when it isn’t feasible to meet physical distancing from others at a worksite. 24/7 facilities need to continue to follow the requirements from the CDC and DOH related to those facilities.

The L&I requirements on masking, vaccination and the removal of masks will be met by agencies given mask removal will not be allowed in indoor settings and specified outdoor settings.

For employees who require PPE and masks based on COVID-19 requirements and their duties follow the guidelines below:

- Provide PPE such as gloves, goggles, face shields and face masks to employees. At a minimum, you must provide the required cloth face coverings for employees. An employee may choose to use their own cloth face covering if it meets L&I and DOH standards.

- Employees who don’t work alone must wear a cloth or equivalent facial covering on the jobsite unless their exposure dictates a higher level of protection under L&I safety and health rules and guidance. Refer to the *Order of the Secretary of Health 20-03.6* for a list of the types of face coverings permitted. Additional resources can be found at [Coronavirus Facial Covering and Mask Requirements](https://www.cdc.gov/coronavirus/2019-ncov/face-masks/index.html) and the updated recommendations from the CDC on [Improve How your Mask Protects You](https://www.cdc.gov/coronavirus/2019-ncov/face-masks/index.html) for additional details. Double masking or the use masks with higher protection are also considerations as outlined by DOH and the CDC.

- Someone is considered to be working alone when they're isolated from interaction with other people and have little or no expectation of in-person interruption. How often a worker can work
alone throughout the day may vary. Note, when someone meets the standard for “working
alone”, they do not have to mask regardless of vaccination status.

Examples of working alone include when the person has little or no expectation of in-person
interruptions:

- A lone worker inside the enclosed cab of a crane or other heavy equipment, vehicle, or
  harvester.
- A person by themselves inside an office with four walls and a door.
- A lone worker inside of a cubicle with 4 walls (one with an opening for an entryway) that are
  above the head of the seated or standing desk cubicle worker, and whose work activity will
  not require anyone to come inside of the cubicle.
- A worker by themselves outside in an agricultural field, the woods or other open area with
  no anticipated contact with others.

For cubicles, ‘alone’ means:

- The employee’s face is below the height of the panels, typically while seated. The furniture
  panels act as a barrier to virus aerosols and droplets expelled if an employee is speaking,
  coughing, or sneezing.
- When an employee’s face is at or above furniture panel height and there are other people in
  the area, a face covering shall be worn. This includes when the employee leaves the cubicle
  space.

- Some employees might not be able to wear face coverings or certain types of PPE due to
disabilities, medical, or religious reasons. If so — and if the employee requests reasonable
accommodation — employers must try to accommodate unless it poses an undue hardship.
Accommodation could include allowing telework, leave, temporary change in work duties,
modified work schedule or workspace, enhanced PPE, etc. Work with your HR team and L&P
AAGs when needed.
- If an employee refuses to wear required PPE or face coverings and the supervisor has worked
with HR to determine there is no reasonable accommodation, consult with your HR Team and
with your assigned L&P AAG, as needed.
- Service providers that contract with state agencies must follow the same employee PPE
standards unless L&I or DOH requirements state otherwise. Agencies must amend contracts as
needed to address these expectations, which include informing their employees or involved
business partners.
- Employees working with deaf or hard of hearing peers or clients may temporarily remove masks
during communicating to accommodate facial expression and lip reading.
Customers and visitors are required to wear face coverings and may be required to use other PPE

- Customers and visitors are required to wear face coverings in some settings. This is outlined in the DOH Secretary of Health Order 20-03.6, Face Coverings Statewide, and L&I Requirements and Guidance for preventing COVID-19.

- Refer to the Order of the Secretary of Health 20-03.6 for a list of the types of face coverings permitted.

- Provide clear written masking and, where needed, physical distancing requirements at the entry point. To assist in compliance agencies may choose to keep a supply of disposable masks at the entry to offer customers who do not have one.

- For customers who are unable to wear a face covering, agencies are encouraged to offer some kind of accommodation for the customer such as curbside pickup, delivery, or a scheduled appointment when physical distancing and/or other barriers can protect employees and other customers and visitors.

- Agencies must post signs and information, so customers are aware of the expectations and how their efforts help keep everyone healthy and safe. When practical, agencies will give this information to customers before the customers attend appointments or come to a worksite for services. Agencies may consult with their assigned L&P and program AAGs in developing and implementing their policy and protocols.

- In some cases, customers may be required to use other PPE. This requirement helps prevent the spread of virus to employees and other customers and visitors.

- The CDC and DOH define close contact as someone who was within 6 feet of someone with COVID-19 for a cumulative total of 15 minutes or more within a 24-hour period. This includes when people are wearing face coverings. This is based on the approach that experts use for contact tracing. It’s a gauge to drive other more defining questions. Exposure can happen in less than 15 minutes. When contact occurs with someone who is contagious, the local health jurisdiction or health provider may ask additional questions to determine if someone may have been exposed in a shorter period of time. For instance, the virus can quickly spread if someone coughed, sneezed, or exhibited other behaviors. This reinforces the need to limit choke or contact points, consider physical distancing in crowded spaces, use required face coverings and PPE, and follow cleaning and sanitation protocol.

Implementing face covering requirements for customers and visitors

If a customer or visitor is not wearing a face covering, agencies should take the following steps:

- An agency representative or employee should politely educate the customer or visitor about the public health requirement to wear a mask or face covering. Agencies may choose to keep a supply of disposable masks to offer customers who do not have one.

- If the individual still declines to wear a mask or face covering, the agency representative or employee should politely ask if the person has a medical condition or disability or religious
reasons that prevents them from wearing a mask. Agencies **cannot** ask about the details about a person’s specific medical condition or disability and **cannot** ask for proof or documentation.

- For customers who are unable to wear a face covering, agencies are encouraged to offer some kind of accommodation for the customer such as curbside pickup, delivery, or a scheduled appointment when physical distancing and/or other barriers can protect employees and other customers and visitors.

- If a customer or individual refuses to wear a face covering but does not have a medical condition or disability that prevents them from wearing a mask, the agency representative or employee must politely say that the agency cannot serve them and that they need to leave the premises. Under no circumstances should the agency representative or employee attempt to physically block an individual from entering or physically remove them from the premises unless directly associated with the authority and expectation of their position (i.e., law enforcement).

- If the individual refuses to leave, the agency representative or employee should follow whatever procedures they normally follow if an individual refuses to leave the establishment when asked to do so (this includes contacting local law enforcement to indicate that the individual is trespassing).

- Agencies will make this part of their reopening and maintenance planning and consult with their assigned L&P and program AAGs in developing and implementing their policy and protocols. Agencies must post signs and information, so customers are aware of the expectations and how their efforts help keep everyone healthy and safe. When practical, agencies will give this information to customers before the customers attend appointments or come to a worksite for services.

**Accessing PPE and cloth face coverings (masks)**

- The Department of Enterprise Services and the State Emergency Operations Center created a system to help agencies secure PPE, cloth face coverings and COVID-19-related cleaning supplies. The DES website outlines the process and we linked it as a resource below.

- The Department of Corrections Correctional Industries will also provide access to some PPE, cloth face coverings, and cleaning supplies. The DOC website outlines the process and we linked to it below.

**Documentation and record requirements related to vaccination for masking**

If vaccinated employees want to wear a mask in areas where it isn’t required, they may do so. Agencies are required to review proof of vaccination for any employee who prefers to not wear a mask or physically distance in an approved setting. Actual verification of being fully vaccinated is required. Attestation does not meet this requirement.

Acceptable types of verification of vaccination status are:

- Proof of vaccination, such as a CDC vaccination card (or a printed or electronically stored photo of the card);
• Documentation of vaccination from a health care provider or electronic health record;
• A state immunization information system record; or
• For an individual who was vaccinated outside of the United States, a reasonable equivalent of any of the above.
• Additional information on forms of verification can be found here: DOH COVID-19 Vaccination Verification

Both sides of the document should be included when verifying vaccination.

Agencies should keep as few records as possible in meeting the requirements of the proclamation and L&I requirements and minimize the type of information that they maintain. Agencies must follow records requirements as outlined by Secretary of State’s Office as well as other records requirements including consideration of public disclosure.

Considerations for data minimization include but aren’t limited to:

• Keeping a log with a simple yes or no checked box to indicate vaccination status— not a copy of the vaccination card or details of vaccination. As we learn more about vaccination and potential boosters, agencies may consider recording the date of the last dose of vaccine and type of vaccine.

• Federal guidance suggests that a log of employee names with a simple yes or no checked box, as suggested above, is confidential medical information under the Americans with Disabilities Act (ADA). Please note that, to ensure confidentiality is maintained, any such log must be kept confidential and stored separately from any employee’s personnel file. Under the Public Records Act, records that are exempted from disclosure by other statutes, such as the ADA, are exempt under the PRA.

• Consult with your assigned AAG(s) as needed if you have questions.

As with other personal information, agencies should inform employees what is collected, why it is needed, where it is stored and how it will be used.

Follow the Secretary of State’s requirements for records management. Updates will be posted here.

Resources
• Governor Inslee Proclamation 21.14.3, COVID-19 Vaccination Requirement
• Secretary of Health Order20-03.6, Face Coverings Statewide including what face coverings are permitted.
• Department of Labor and Industries FAQs on masks: Coronavirus (COVID-19) Common Questions Regarding Worker Face Covering and Mask Requirements

CDC recommendations for improving face covering protection:
Maximizing Fit for Cloth and Medical Procedure Masks to Improve Performance and Reduce SARS-CoV-2 Transmission and Exposure, 2021

Improve How Your Mask Protects You

- CDC guidance for agencies on obtaining and maintaining PPE supply: Strategies to Optimize the Supply of PPE and Equipment.
- Information from DES regarding the contracting and purchasing of PPE: Acquiring PPE and Supplies for Your Agency.
- For PPE and face covering supplies at DOC Correctional Industries, visit washingtonci.com (see Safety Products).
- L&I Requirements and Guidance for Preventing COVID-19
- DOH Resources for masks and face coverings.
- EEOC guidance on COVID-19 and the ADA: What You Should Know About COVID-19 and the ADA, the Rehabilitation Act, and Other EEO Laws
- Overview of COVID-19 Statewide Face Covering Requirements from the Office of the Governor
- CDC information on close contact
- CDC guidelines on international air travel
- Secretary of State guidance on Managing COVID-19 Pandemic Records

Where these requirements come from

General authorizing sources
- Washington State Coronavirus Response Website: Washington Ready
- Governor Inslee’s Proclamation 20-25.17
- Governor Inslee Proclamation 21-14.3, COVID-19 Vaccination Requirement
- Order of the Secretary of Health 20-03.6, Statewide Face Coverings
- Healthy WA - Roadmap to Recovery
- Proclamation 21-16.1, Large Event COVID-19 Vaccine Verification
- L&I Workplace Safety and Health Guidance
- OSHA Guidance on Mitigating and Preventing the Spread of COVID-19 in the Workplace
- DOH Workplace and Employer Resources & Recommendations
- Centers for Disease Control and Prevention: Coronavirus Disease 2019 (COVID-19) and Opening Up America Again
- COVID-19 symptoms
- CDC guidance document for case investigation and contact tracing
Authorizing sources for prioritizing services

- Additional ideas from L&I for agencies to use for facility preparation: General Requirements and Prevention Ideas for Workplaces

Authorizing sources for facility preparations

- L&I and DOH standards for Washington business requirements: All businesses have a general, legal obligation to keep a safe and healthy worksite for a variety of workplace hazards. In addition, they must comply with the following COVID-19 worksite-specific safety practices outlined in the Governor’s ‘Washington Ready’ Proclamation 20-25.17, L&I’s General Requirements and Prevention Ideas for Workplaces, and DOH’s Workplace and Employer Resources & Recommendations.
- State of Washington’s COVID-19 Reopening Guidance for Businesses and Workers
- OSHA Protecting Workers: Guidance on Mitigating and Preventing the Spread of COVID-19 in the Workplace
- CDC Cleaning Guidelines: Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes

Authorizing sources for vaccination mandate

Proclamation 21-14.3, COVID-19 Vaccination Requirement


The new COVID-19 related records series is on p.91.

Authorizing sources for Screening

- Department of Health’s Employee Screening Guidelines: Guidance for Daily COVID-19 Screening of Staff and Visitors
- Secretary of State’s COVID-19 Screening Records Advice: See Using Records Retention Schedules and Managing COVID-19 Pandemic Records
- Gov. Inslee’s Proclamation 20-25.17

Authorizing sources for personal protective equipment and safety equipment

- Governor Inslee’s Proclamation 20-25.17
- L&I Guidelines for Workplace Safety and Health
- DOH, Secretary’s Order on Face Coverings: Order of the Secretary of Health 20-03.6
- CDC Using Personal Protective Equipment (PPE)
- CDC information on close contact
- Washington Coronavirus Hazard Considerations for Employers (except hospitals/clinics): Face coverings, masks, and respirator choices.