

Office Procedures

1. Offices shall remain open but will be staffed on a very limited basis.
2. Hand sanitizer and tissues are to be made readily available at the reception desk, in the kitchen, and agent work areas.
 - a. Wastebaskets are to be positioned near these areas.
 - b. Wastebaskets are to be emptied at mid-day and the end of the day
 - i. Be sure to tie-off the bags at the top when disposing of them. Treat them as if they contain infectious material. They might.
3. Post a sign inviting visitors to participate in the fight against CV by making use of the hand sanitizer upon entry to the premises.
 - a. Post similar signs in the office encouraging the agents to participate in the fight against CV. See the posters from the CDC.
4. The following areas are to be cleaned with soap and water or wiped with an anti-bacterial/anti-virus wipes at the beginning of each day, at mid-day and the end of the day:
 - a. The reception area tables and counter tops
 - b. The common-use keyboards (use wipes only)
 - c. Kitchen counters, tables, and chairs
 - d. Doorknobs
 - e. Hand railings inside the building
 - f. Elevator buttons or similar-type buttons (e.g. door lock buttons)
 - g. Conference tables, after use by agents or their clients
 - h. Copiers and printers
 - i. Kitchen refrigerator and microwave
 - j. Other commonly touched areas
 - k. Bathrooms: please spray all surfaces with Lysol
5. Inside-the-office social gatherings are prohibited until further notice.
6. No food to be provided for any type of meeting or gathering.
 - a. Individuals may bring their own food, which may not be shared.
 - b. No food to be left out on kitchen tables or elsewhere in the office.
 - c. Remove candy bowls and similar snack item containers from reception areas and elsewhere within the office.
7. Take all other reasonable steps to maintain a sense of general cleanliness.

Staff Instructions

1. If you're sick, coughing or sneezing, *please stay home*.
 - a. Advise your Branch Operations Manager and/or your Branch Leader of your illness as soon as possible.
 - b. If you stay home, please be prepared to work remotely to the extent you are able, so that the workflow keeps moving.
 - i. Be available by phone.
 - ii. Be prepared to attend meetings by Zoom, as needed.
 - iii. Have a printer available with adequate paper and ink.
 - iv. Be prepared to receive a courier, as needed.
 - c. If you are unable to work remotely, please advise your Branch Operations Manager and/or your Branch Leader.
2. If someone in your home has the coronavirus, notify your Branch Operations Manager and your Branch Leader as soon as possible. *Do not come into the office without authorization* to do so after speaking with your Branch Office Manager or Branch Leader.
 - a. Be prepared to work from home (see steps above for preparedness.)
 - b. If you are unable to work from home and you are not allowed to come into the office because you or a house-member is sick with the coronavirus, you will be allowed to use sick leave while you are out.
3. While at work, wash your hands with soap and water for 20 seconds periodically (e.g. at least once an hour) or use hand sanitizer.
 - a. Note that soap and water are the best means of removing the virus from many surfaces, including hands and countertops.
4. Courier runs will continue as the offices remain open. The courier will call the office when he arrives at the location, at which point a staff member will meet the courier at his vehicle, where the pouches will be exchanged. Staff members are to wash their hands immediately after handling any items received in the courier runs.
5. Cover your mouth and nose with a tissue, a handkerchief or, as a last resort, the crook of your arm, when you cough or sneeze.
6. Practice social distancing, to the extent practical and possible in our line of work.
7. Use good common sense and follow the CDC guidelines. Learn more about how to prevent getting sick at the [CDC website](#).
8. Do not share food or eating utensils in the office. Place used cups, plates, and silverware in the kitchen dishwasher after use. Do not leave such items in the sink or on countertops.
 - a. If while cleaning you touch cups or other items used by agents or clients, wash your hands immediately afterward placing the items in the dishwasher.