



# Safety Expectations and Guidelines for Colleagues Working in Non-Patient Care Office Settings

For colleagues working in non-direct patient care/office settings and in administrative services office buildings or departments

**Version: #2**

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**COVID-19 Response Team Owner:** Planning

**Date of Last Review:** 10/11/2020



## Introduction

Trinity Health's Core Values are fundamental to our approach in creating requirements and expectations that will minimize transmission of SARS-CoV-2 (the virus that causes COVID-19).

Trinity Health reviews guidance and requirements from the Centers for Disease Control and Prevention (CDC), the Occupational Health and Safety Administration (OSHA), and other agencies to ensure we protect the health and well-being of all our colleagues.

These requirements and expectations in response to COVID-19 have been created for your health and safety and the health and safety of those around you. Some may seem challenging, but this cautious approach will keep all of us safer! Colleague safety is a top Trinity Health priority.

As a result, Trinity Health's expectations and requirements may be more restrictive than guidance and requirements from federal, state, and local agencies. Our goal is to provide you with a safe work environment, and you are a key participant in achieving that goal.

## Background

Since March 2020 and the onset of the pandemic, many colleagues who work in our non-direct patient care settings have transitioned to work-from-home/remote work. However, some colleagues need to continue to physically report to these locations due to their core job responsibilities. **This is preliminary guidance for colleagues with physical presence in non-direct patient care/office settings due to their job function.**

This guide addresses requirements and expectations for working in a non-patient care office setting, including how to safely report to work, daily screening at identified check points, cleaning and disinfection of the environment, workspaces and common use areas, hand hygiene, physical distancing, use of masks or face coverings and other best practices to minimize exposure to COVID-19 and minimize chance of exposure in our workplaces.

We know our workplace experience will not be "business as usual" as it was before. We are considering the impacts of the COVID-19 pandemic on our work environment and creating protocols to make it safer for you and your colleagues. Together, we are creating a new workplace future.



## Your Role

Colleagues need to follow the work practices and strategies outlined to promote a safe office environment. We all must be flexible and patient as we together adjust to and shape our new work environments. Thank you for your commitment to these important responsibilities for your own safety and your colleagues' safety.

## Overview of Trinity Health and Colleague Commitments

Trinity Health continues to evaluate workplaces to determine risk of exposure; this includes evaluating routine and reasonably anticipated tasks and procedures for all colleagues to determine whether there is actual or reasonably anticipated colleague exposure to SARS-CoV-2. The following table details important commitments for Trinity Health and colleagues in office/administrative/non-direct patient care services settings.

## Core Value of Safety

We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Trinity Health Role	Colleague Role
<b>Preparedness, Response and Notification Plan</b>	
Develop and implement SARS-CoV-2 Preparedness and Response Plan for office / administrative / non-direct patient care services settings	Become familiar with and abide by the Preparedness, Response, and Notification plan issued by Trinity Health.
Assess level of risk exposure for job functions and implement protocols to minimize exposure to SARS-CoV-2	Follow protocols identified based on job function(s)
Notify local public health department AND any co-workers, contractors, or suppliers that may have come in contact with a person with a confirmed case of COVID-19 within 24 hours of identification	Report any symptoms to your supervisor  Follow instructions provided as a result of potential exposure
Provide reporting process for potential work-related exposures to COVID-19	Report work-related exposures through the Trinity Health Employee Incident Reporting (THEIR) application  Notify your supervisor
<b>Daily Self-Screening</b>	
Provide designated entry point(s) for colleagues to complete screening process	Enter only through designated entry point(s)  Check in daily
Questions cover symptoms and suspected or confirmed exposure to people with COVID-19, including travel	Answer all questions honestly  Notify your supervisor if you are aware of any potential exposure (whether the exposure happened at work or while away from work)
<b>General Disinfection and Hand Hygiene</b>	
Provide disinfection supplies and instructions for when, what, and how to disinfect	Disinfect according to frequency and methods identified in Trinity Health's communications  Individual work spaces must be disinfected at least twice daily
Provide hand hygiene supplies (soap, water, alcohol-based hand rubs, etc.) and hand hygiene procedures	Follow all hand hygiene procedures
<b>Physical Distancing</b>	
Design work spaces and pedestrian traffic flow to minimize exposure to other people  Identify traffic flow and physical distancing with signage	Follow all signs, traffic flow directions (stairs, walkways, etc. identified with one-way arrows), and instructions for utilizing work spaces
Provide options for virtual meetings and alternatives to minimize the need for in-person connections, including restricting non-essential business travel	Utilize tools for these activities and follow guidelines identified in Trinity Health's guidance
Require physical distancing of at least 6 feet (or more if otherwise indicated)	Maintain physical distancing of at least 6 feet (or more if otherwise indicated) at all times

Suspend all non-essential visitors	If a visitor is necessary, contact your supervisor for additional instructions
Minimize carpooling and other ridesharing	Do not rideshare or carpool for work; if you do, everyone in the vehicle must wear a face covering
<b>Face Coverings</b>	
Provide face coverings to colleagues as supplies allow	Must wear face coverings in all shared spaces, even if physical distancing is possible
Identify face covering requirements with signage	Must wear face coverings unless alone in an enclosed space  Follow all posted signage for face coverings  If medically unable to tolerate a face covering, contact your supervisor for guidance
Provide cleaning procedures for face coverings that have been provided by Trinity Health	Follow cleaning instructions for face coverings <ul style="list-style-type: none"> <li>• If face covering provided by Trinity Health, follow Trinity Health procedures</li> <li>• If providing your own face covering, follow cleaning instructions provided by source</li> </ul>
<b>Training Topics and Requirements</b>	
Provide education on: <ul style="list-style-type: none"> <li>• types of personal protective equipment (PPE) as needed for job functions</li> <li>• information about face coverings</li> <li>• general workplace infection control practices (hand hygiene, disinfection, etc.)</li> <li>• steps colleagues must take to notify Trinity Health of any symptoms of COVID-19 or exposure to a suspect or confirmed case of COVID-19 (whether the exposure occurred at work or away from work)</li> <li>• reporting unsafe work conditions</li> <li>• COVID-19 surge plan</li> <li>• unconscious bias as a result of wearing face coverings</li> </ul>	Review and complete all education and information provided within required timeframes and apply education in your workplace
Provide communications regarding available vaccine and general updates about COVID-19	Read communications and ask questions

## Key Considerations & What to Expect

### 1. Prior to Arrival

- If you are not feeling well, have developed symptoms of COVID-19 while not at work, or otherwise know that you will be answering “yes” to any of the screening questions or protocols at the location where you work, you must notify your supervisor and must not enter the building.

### 2. Screening at Building Designated Point of Entry



- You will be screened daily upon arrival at your initial work location. Screening protocols will continue to evolve. Follow your work location’s specific entrance screening protocols, as they must align with state, county or other local ordinances if they are more stringent than Trinity Health’s requirements. Contact your supervisor if unsure about the screening process for the building location(s) you will enter.
- Some building locations will utilize a self-screening protocol; you must accurately answer screening questions.
- If you are temporarily leaving and returning to the same building on the same day, unless your condition changes there is no need to be re-screened after the initial daily screening at that building location if there is an ability to identify that you have already been screened that day at that building.
- If you are traveling between buildings on the same day, you must complete the required screening protocol at each building entry.
- Maintain physical distancing of 6-feet separation while waiting to respond to screening questions if others are present at the entrance or in the building lobby.

#### Entrance Screening Questions

(based on federal CDC & OSHA references – requirements for buildings in specific locations may vary – follow applicable state or local requirements if more specific than the following)

- Do you have a fever (i.e., > 100.0 F / 37.8 C)?
- Do you have any of the following symptoms?
  - Cough (unrelated to known asthma or allergies)
  - Shortness of Breath or Difficulty Breathing (unrelated to known asthma or other conditions)
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
- Have you been in close contact with someone diagnosed with COVID-19 in the last 14 days?
- Have you returned from international travel during the last 14 days?

If you answer “**yes**” to any of the questions above, do not proceed to your workstation or further into the building. Notify your supervisor and determine next steps.

**If you become sick during the work day**, immediately separate from others, notify your supervisor who will ask you to go home. Follow-up with your health care professional.



### 3. Face Coverings and Gloves

The table below identifies the Trinity Health requirements for face coverings. These requirements are to be followed unless state, county or other local ordinances are more stringent than Trinity Health's requirements.

Situation	Face Covering Status	Comments
Entering lobby of building	Required	Required by state OSHA and state Health plans, regardless of whether physical distancing can be maintained.
Seated alone at my workstation (e.g. cubicle) and able to maintain 6-foot distance from others	Optional	
Alone in an enclosed workspace	Optional	If a second person enters the workspace, face covering must be worn.
Meeting in large conference room and able to maintain 6-foot distance from others	Required	Required due to state OSHA plans
Leaving workstation to go to kitchenette, restroom or other area shared by other colleagues	Required	Applicable regulations require face covering in shared spaces, e.g., in-person meetings, in corridors, etc.
Leaving workstation and going to cafeteria or shared space for lunch or break	Required	Required by state OSHA and state health plans, regardless of whether physical distancing can be maintained.
Participating alone in a Webex or MS Teams meeting in an enclosed workspace	Optional	
Riding elevator with others and not able to take the stairs	Required	Required by state OSHA and state health plans, regardless of whether physical distancing can be maintained.

For colleagues with medical conditions that limit wearing of face protection, refer to the [Trinity Health COVID-19 Guidance – Colleague Cannot Tolerate Mask](#) document for additional information.

#### Acceptable Face Coverings

- A face covering will be provided during screening, as supplies allow. We cannot provide procedure masks to non-patient facing colleagues.
- You may bring your own face covering that meets the following criteria:
  - a. A clean, reusable cloth face covering made of 100% cotton or other fabric recommended by the CDC. Colleague is responsible for cleaning the face covering and ensuring face coverings in use are clean. Face coverings must not have political or other references that may be offensive to others.
  - b. A disposable medical-grade procedure mask

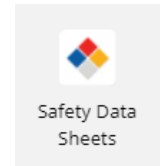
#### Gloves

- Are not recommended or allowed unless your job responsibilities require gloves.
- If gloves are required as PPE, Trinity Health will provide PPE.



#### 4. Hand Hygiene

- Practice good hand hygiene:
  - a. Use hand hygiene after removing your face covering.
  - b. Avoid touching or rubbing eyes, nose, and mouth.
  - c. Avoid handshaking, hugs, and fist bumps with others.
  - d. Be mindful of what you touch, especially if you have touched surfaces that are touched frequently by colleagues, e.g., handrails, doorknobs, elevator buttons, copy machines, etc.
  - e. Always wash hands before and after eating, after using the restroom, etc.
  - f. Use paper towel to turn off restroom faucets, opening restroom door
- Follow one of these hand hygiene methods:
  - a. Wash hands with soap and water for at least 20 seconds.
  - b. Use hand sanitizer with at least 60% alcohol and rub onto hands until the sanitizer dries (preferred method).
- Hand sanitizer
  - a. Dispensers are in public and common areas of the building.
  - b. If you bring your own hand sanitizer into the building, it must be listed in the MSDSOnline database for Trinity Health and a Safety Data Sheet (SDS) must be available through the MSDSOnline database. If the SDS is not available, the product is not allowed in your work space. Access MSDSOnline by either:
    - i. Clicking this link to access the [MSDSOnline Database](#).
    - ii. Accessing the MSDSOnline Database through ZENworks (or your local application delivery system) using the following icon.



#### 5. Physical-Distancing Practices

- Stairwells, Elevators and Corridors
  - a. If possible, take the stairs instead of the elevator.
  - b. Some stairwells may be designated to single direction (Up Only or Down Only). Follow all posted directional signs. In the case of building evacuation, either due to a routine life safety drill or actual emergency, all stairwells will be used for exiting.
  - c. While taking the stairs, maintain 6 feet of physical distance from the person in front of you. Do not congregate on the stairs or the landings.
  - d. Elevator occupant capacity will vary based on the size of the cab.
  - e. Follow all posted physical distancing signage in the elevator lobby and elevator cab.
  - f. Some corridors may be designated as single direction. Follow all posted directional signs. In the case of building evacuation, either due to a routine life safety drill or actual emergency, all corridors will be used for exiting.
  - g. While using corridors, both single direction and dual direction, strive to maintain 6 feet of physical distance from other people.
  - h. Follow face covering requirements as described in the face coverings section above.



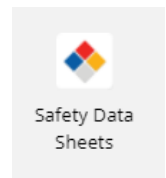
- i. Complete hand hygiene after using the stairwell, elevator or corridor, using the available hand sanitizer dispensers or soap and water (see Section 4 Hand Hygiene).

**It is important that you continuously strive to put 6 feet of physical distance between yourself and other people.**

- Meeting & Common Areas
  - a. Even while in the office, use virtual meetings to limit in-person meetings.
  - b. If in-person meetings must take place, limit invitees to no more than 10 people while still maintaining the 6-foot physical distance between people. Small conference rooms and enclaves may be limited to single occupancy.
  - c. Maintain 6 feet between colleagues in cafeterias, kitchenettes, collaboration spaces and other areas.
  - d. Face coverings must be worn in all public or shared spaces, including meeting rooms, even when physical distancing can be achieved.
- Offices and Workstations
  - a. Department offices and workstations will remain in the layout configuration.
  - b. Shared offices and workstations will be used as single occupancy.
  - c. To achieve physical distancing in open work environments, some colleagues will be assigned new workstations. Other workstations will be blocked or labeled “not for use.” The reason for this is to maintain 6 feet of physical distancing between colleagues while at their assigned station.

## 6. Cleaning & Disinfection

- Cleaning & Disinfection Plan
  - a. A cleaning and disinfection plan for the building is in place and aligns with the CDC, OSHA, any state and/or local authorities. Please contact your supervisor with any questions.
- Janitorial Services
  - a. The janitorial colleagues will clean and disinfect the building entry, public and common areas of the building as defined in the cleaning and disinfection plan.
- Colleague Self-Sanitizing
  - a. You have an important role in keeping your work space and common areas clean, disinfected and safe. Colleagues are required to complete the following self-sanitizing protocol.
  - b. Cleaning and disinfecting supplies will be made available for colleague use.
  - c. If you bring your own disinfectants or cleaners into the building, they must be listed in the MSDSOnline database for Trinity Health and a Safety Data Sheet (SDS) must be available through the MSDSOnline database. If the SDS is not available, the product is not allowed in your work space. Access MSDSOnline by either:
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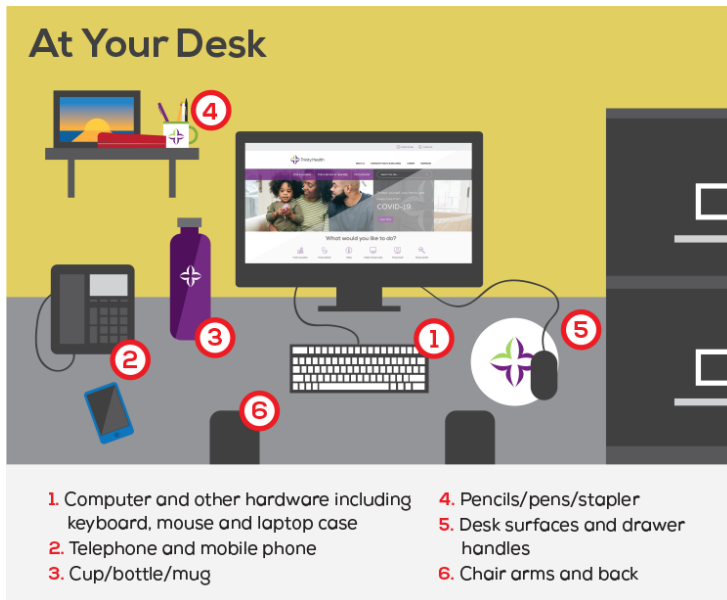




Office/Workstation	Meeting & Collaborative Areas	Kitchenette/Breakroom
<p>At least 2x daily, wipe down the frequently touched equipment, furniture, and finishes.</p> <p>Follow the cleaning directions below to protect your equipment.</p>	<p>Prior to the beginning and at the end of the meeting, participant(s) wipe down the table top, the chair backs/arms, and devices (remotes, markers, phones, etc.) touched or used during the meeting.</p> <p>Remember to practice hand hygiene after all meetings.</p>	<p>Wipe down all appliance handles (microwave, refrigerator, sink, etc.) before and after use.</p> <p>Remember to practice hand hygiene after using common areas.</p>



Your workspace: Clean the following items twice daily



**Important guidance:** How to clean your keyboard, monitor and PC safely

Extra care should be taken when cleaning sensitive electronics including your keyboard, mouse, PC and monitors to prevent damage. For example, do not spray cleaning solution directly on your keyboard. Instead, lightly moisten a microfiber cloth with the solution and wipe gently.

**Follow this guidance:**

HP devices: [HP Business PC Cleaning Guidance](#)  
 Apple devices: [How to clean your Apple products](#)







**Thank you for your commitment to safety and our Mission.**


## Additional Guidance

# STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

- Avoid close contact with people who are sick.**  

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.**  

- Avoid touching your eyes, nose, and mouth.**  

- Clean and disinfect frequently touched objects and surfaces.**  

- Stay home when you are sick, except to get medical care.**  

- Wash your hands often with soap and water for at least 20 seconds.**  


 [cdc.gov/COVID19](https://www.cdc.gov/COVID19)

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## Wayne County Guide to Making the Workplace Safe



Sanitize frequently touched objects and surfaces



Wear a mask or other face covering and practice social distancing by maintaining at least six feet of space



Practice good personal hygiene



If you become sick while at work, immediately contact your supervisor and leave the work premises



Don't use breakrooms



Don't crowd in the elevator



Public Health

[www.WayneCounty.com](http://www.WayneCounty.com)



For Southwestern Michigan



Info Lines: 2-1-1 or (734) 287-7870

## How to Wear a Cloth Face Covering



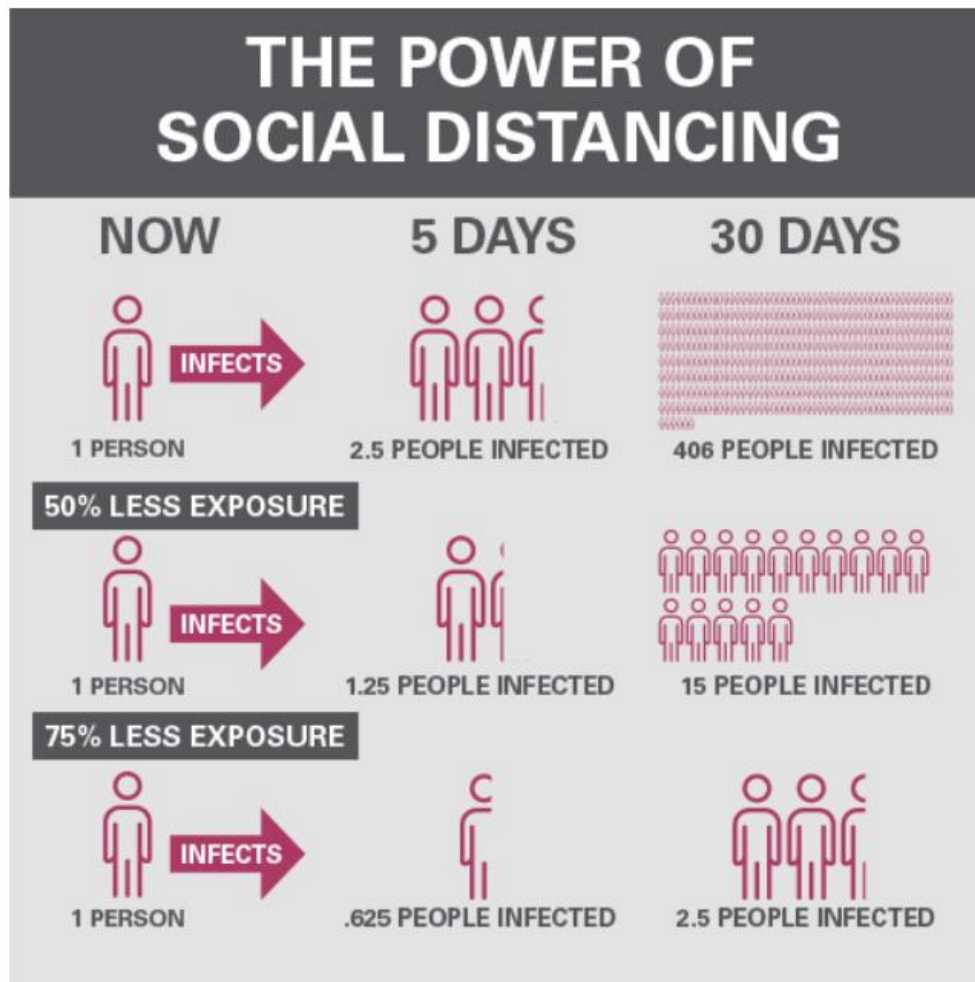
Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

Source: CDC // [See more information on the CDC website](#)

[See the Trinity Health Personal Protective Equipment Guide for additional mask information](#)







# Gloved Hands May Spread Germs

People are wearing gloves (made from materials like vinyl, latex or nitril) when they head out in public during the pandemic. While individuals think they are being safe and protecting themselves and others from the SARS-CoV-2 virus that causes COVID-19, they may actually be spreading germs in the community. Vinyl, latex and nitril gloves protect the skin from body fluids and certain harmful chemicals. The surface of gloves can support germs just like skin. But, unlike skin, washing gloves is not an option. Even healthcare workers are instructed to wash their hands before they put on gloves and after taking off gloves. **Gloves are not a substitute for hand washing.**



## How Gloves Can Spread Germs

When gloves are put on they are presumably clean.

- Germs collect on the gloves when a person wearing them starts touching surfaces (elevator buttons, grocery carts, gas station pumps).
- Germs are spread when the person touches other objects.

People may think they are protected by the gloves, but they are not.

- Difference: you can clean your bare hands with hand sanitizers or soap and water. This stops the spread of the germs.



## Gloves Are Not a Complete Barrier

Gloves may have very tiny (micro-sized) pin holes not visible to the naked eye.

- Thousands of germs pass through these holes onto the skin in a short amount of time.
- The germs may be on the outside of the glove and may seep inside too.
- Gloves can be damaged with holes made by fingernails, jewelry or wear and tear.
- Vinyl, latex and nitril gloves can be damaged by moisture, heat and chemicals.



## Don't Touch Your Face

This is a habit that is hard to break.

- Keep hands away from your eyes, nose and mouth because it is one way germs enter the body and cause infections.
- When people wear gloves, it may give them a false sense of security. Since the outside of gloves are not clean; gloves may be more contaminated than bare hands.
- Be sure to wash your hands frequently with hand sanitizer or soap and water often and keep hands away from the face.



The Association for Professionals in Infection Control and Epidemiology (APIC) is creating a safer world through the prevention of infection. APIC's nearly 16,000 members develop and direct infection prevention and control programs that save lives and improve the bottom line for healthcare facilities. APIC advances its mission through patient safety, education, implementation science, competencies and certification, advocacy, and data standardization. Visit us at [apic.org](http://apic.org).

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