



BREWSTER CULBERSON EL PASO HUDSPETH JEFF DAVIS PRESIDIO

Emergency Operations and Business Continuity Plan Addendum  
**Guidance for Safely Reopening Workforce Centers to the Public**

Rev: May 29, 2020 – v1

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# Table of Contents

- Introduction..... 3
- Scope..... 3
- General Overview ..... 3
- Workforce Center Phased Opening or Resuming Operations ..... 3
  - The Rule of 15 ..... 3
    - Monitoring and Scaling Access ..... 4
    - Re-Evaluate with Intent to Increase Capacity ..... 4
  - Staff Re-Orientation ..... 4
  - Drive-Thru Services..... 5
  - By Appointment Only Services ..... 7
- Safeguarding Our Workforce..... 8
  - Access Procedures ..... 8
    - Medical Screenings ..... 8
  - Employees Diagnosed with COVID-19..... 11
  - Contact Tracing..... 12
  - Personal Protective Equipment (PPE) ..... 12
  - Responsibility of the Employee ..... 13
- Facility Safety ..... 13
  - Signage..... 13
  - Social Distancing ..... 14
  - Work Environment Resources ..... 14
  - Enhanced Janitorial Services ..... 14
  - Electrostatic Disinfecting (Deep Cleanings)..... 14
  - Workspaces ..... 14
    - Workstations ..... 14
    - Break Rooms..... 14
    - Business Meeting and Events ..... 15
  - Administration Offices..... 15
  - Workforce Services..... 15
    - Virtual Services..... 15

## Introduction

Workforce Solutions is the public workforce system in the six-county Borderplex region that assists employers in finding quality employees, and training individuals with the skills necessary to thrive in the workplace. Workforce Solutions Borderplex (WSB) administers a broad range of programs and services to effectively address local workforce issues. WSB establishes partnerships with various stakeholders within the region to improve education, employment, and economic development.

## Scope

Due to the outbreak of the COVID-19 Coronavirus Disease, WSB has activated its Emergency Operations and Business Continuity Plan. The Plan is a living document, a work in progress, and is subject to change depending on the realities encountered and provide employees information and resources regarding health and wellness. Adjustments may be made to safeguard and protect WSB staff, clients and assets.

## General Overview

The following measures support plans to reopen the workforce centers while safeguarding our workforce's health as we build back our regional economy. This plan applies to all WSB employees, contractor staff, state merit staff, and partner staff who have worksites at any WSB workforce centers.

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## Workforce Center Phased Opening or Resuming Operations

### The Rule of 15

Workforce Centers will implement an 15% incremental ramp-up of its operations beginning Monday, May 18, 2020, and will add capacity at time points that are in line with local public health guidelines to sustain a healthy work and customer service environment. The intent of this process is to open the doors with limited capacity to visitors and staff. Once that process is closely monitored, a scale adding additional capacity will be added.

WSB workforce will prioritize the opening of its workforce centers in this order:

Week 1: North Loop Workforce Center – this is the largest and busiest centers. It will serve as a model for the other centers to follow at they approach their opening.

Week 2: Alpine and Presidio Offices – these two locations are the only centers in their respective communities.

Week 3: Northeast Workforce Center

Week 4: Artcraft, Fort Bliss, and Horizon Satellites

TBD: Downtown Library – will follow the schedule based on the City's opening of public libraries.

Upon completion of the new headquarters office spaces, WSB administration staff will continue to work from home.

#### Monitoring and Scaling Access

Our centers put the health of the public and staff first and continue to follow relevant state and local health guidelines. In all of these changes, safety is our first priority. Although WSB is not opening its doors to the public just yet, WSB will provide contactless drive-thru service and ask the public to practice social distancing as they wait to be served. Parking lot signage will be displayed to help navigate the operational changes. Entry to the workforce centers will be limited to screened contract and board staff, serving the public via drive-thru.

At the end of week 1, the services most frequently sought via drive-thru and vehicular traffic will be assessed and dependent on the results, WSB will move towards opening the resource room to the public. Entry to the workforce centers will be limited to 15 screened clients at a time assigned into two groups – Group A and Group B. A single group will not exceed 15% of the listed occupancy (for North Loop this is 52 in a group; max listed occupancy is 344), managed by security personnel and customer service representatives (CSRTs) with a max timed access of 30 minutes. After group A leaves, Group B will be going through the screening process and Group A's stations will be disinfected. Customers will be given disposable pens/pencils and all resource computers will have keyboard covers to reduce its contact with the environment and reduce the spread of viral pathogens. One employee will be assigned to support with the Resource Area printer to limit multiple individuals touching the printer.

Customers will be asked to wait in line outside the offices, under the shaded area in front of the workforce center. Outside lines will not extend into the spaces of other shopping center tenants and security personnel will provide additional support with crowd control.

The 30-minute access limits and group assignments will allow workforce staff to customers waiting in line with time-marked cards in order of their space in line, with identifiers for Group A or B. They will be offered to continue to wait in line or return at their designated group time. Disruptive customers will be asked to leave the premises and seek video or telephonic services.

#### Re-Evaluate with Intent to Increase Capacity

Per relevant state and local public health guidelines, and if the above process is successful, capacity will be carefully increased by another 15% capacity (15 customers and 15% listed occupancy). However, if the process is not adequate to handle a larger than expected crowd or does not function effectively enough to maintain a healthy environment, WSB will take immediate action to close the centers to the public once again. WSB will then re-evaluate and modify the plan as necessary.

#### Staff Re-Orientation

Only essential personnel will be assigned to report to the workforce centers in phases, which are defined as front-line and direct-service employees. Essential personnel include management, Employment Services Specialists, Customer Service Representatives, and Career Navigators that are required to briefly meet in person with their clients by appointments. Back-office staff will continue to work from home indefinitely.

The North Loop Workforce Center soft opened on Monday, May 18, 2020. Employee re-orientation and training was provided to essential staff on Wednesday, May 13, 2020, for familiarity with the new norm. During the pre-opening orientation, management communicated

the protocols for the site plan, health screening process, customer flow, cleaning protocols, work-day protocols, trainings and introductions to the controlled environment. Staff was trained and instructed on the proper utilization of PPE.

The Alpine and Presidio Centers soft opened by appointment only on Thursday, May 28, 2020. The Northeast Workforce Center is scheduled to soft open on Monday, June 1, 2020. Employee re-orientation and training was provided to essential staff on Thursday, May 21, 2020, and Friday, May 22, 2020, for familiarity with the new norm. During the pre-opening orientations (broken up for center occupancy guidelines established for safety), management communicated the protocols for the site plan, health screening process, customer flow, cleaning protocols, work-day protocols, trainings and introductions to the controlled environment. Staff was trained and instructed on the proper utilization of PPE. They were provided the opportunity to observe and participate alongside the original cohort that soft-opened the North Loop Workforce Center.

### Drive-Thru Services

To reduce the foot traffic of the North Loop and Northeast Workforce Center, drive-thru workforce services were implemented. The services provided via drive-thru are those that are considered transactional and brief and do not require a person to enter the workforce center.



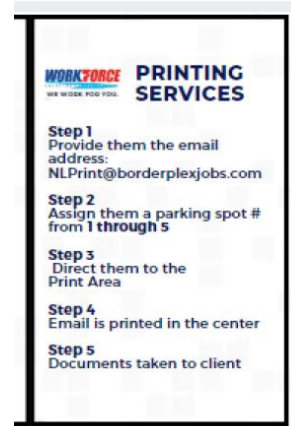
The North Loop Workforce Center sits in a very large shopping center area and parking lot. We have coordinated with the property manager to identify which area we can “block off” without disrupting

other tenants in the shopping center. We’ve also identified the area to best use to prevent any spillage into the streets. El Paso PD Traffic Unit has been notified and we’ve been assigned one POC should we need support with the traffic.

Customers enter the parking lot via multiple parking lot entrances. Way finding signage is placed indicating where the drive thru services line forms. The multiple access points funnel into a one-way, two-car lane. Two tents are set up (daily) along this lane to further indicate which way to drive but are there to serve mainly as cooling stations, providing shade to our staff, and access to coolers with water. Customers remain in their vehicles the entire time. Customer Service Reps (CSRs) are equipped with walkie talkies for instant communication with the team (other CSRs and management). CSRs communicate with drivers via the passenger side of the vehicle to promote social distancing. If a passenger is in the vehicle, the CSR further distances themselves from the vehicle. Customers in vehicles are not be provided face coverings.



Customers needing to fax, print, make copies, or have scheduled appointments to pick up supportive services are directed to marked parking spots at the front of the building – similar to curbside services. They drive up, get in the lane, and are directed to a prenumbered space.



Individuals that walk up to doors or staff wearing safety vests, will be given a disposable face covering if they do not have one on. They are provided the same service which is provided via the drive-thru with absolutely no access into the workforce center. The security guard outside of the workforce center door supports by promoting social distancing.

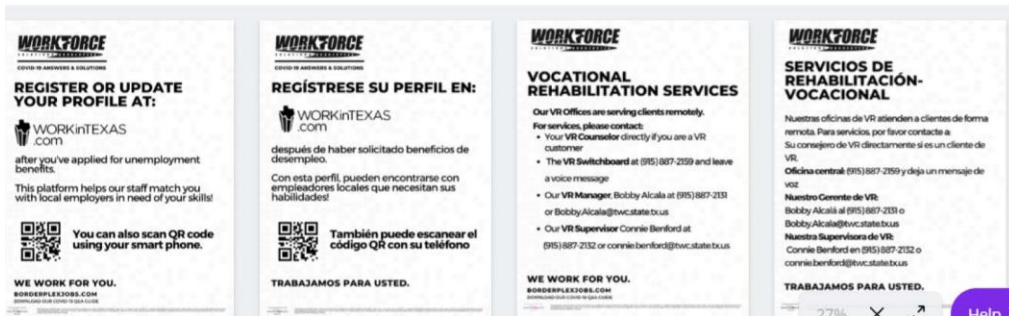
In addition, to aid the CSRTs during this anticipated fast paced environment, commonly used informational flyers (English/Spanish, front/back) were color-coordinated for ease of reference.

For example:

- Blue: Unemployment Benefits
- Yellow: WorkinTexas
- Purple: Wage Claim Information



Color Coded Flyers



### By Appointment Only Services

The rural area workforce centers of Presidio and Alpine are much smaller centers. For this reason, it was determined safer to soft open these centers on a ‘by appointment only’ basis, allowing only one person in at a time with the center staff. Additionally, the centers will operate on a reduced schedule – Monday to Friday, 10 a.m. – 2 p.m. The reduction in hours and foot traffic best allows for a controlled environment, particularly because one or two staff are scheduled to work at a time, making the drive-thru concept simply not feasible for these areas.

Staff will be provided PPE for them and the customers. Staff will be equipped with a contactless thermometer and will be asked to complete the self-assessment questionnaire daily prior to opening the centers for their daily appointments.

Best practices from the large El Paso Centers that can be implemented at the rural centers will be shared, such as the commonly used color-coordinated informational flyers (English/Spanish, front/back).

## Safeguarding Our Workforce

### Access Procedures

#### Medical Screenings

As WSB workforce centers re-open, WSB will implement mandatory health screening of employees, visitors, and vendors in accordance with the updated CDC Guidance for Businesses and Employers. WSB facilities, including the administration offices and workforce centers, will be monitored by one professional medical screener at each location. A triage area near each entrance for conducting the screenings will be designated. The screener will use a scan digital thermometer to take the all incoming visitors' temperature. The scan digital thermometer will be sanitized frequently.

Any person, wanting to gain entrance to any WSB Workforce Centers or Administration Offices who has a temperature of 100 degrees, or more will not be admitted but will be served in an alternative manner, video or telephonically. Temperature testing will be done three (3) times to verify the test result. The highest temperature of the test will be the deciding factor to either allow or deny access.

Workforce personnel and partners may only use the designated main entrance to gain access and be screened. All other entrances will be closed. Each time the facility is exited, and re-entry is required, the process will be repeated, even if for short instances – example, picking up lunch, forgot cell phone in car, etc.



**NOTE:** IN AN EFFORT TO PROTECT AND PREVENT THE SPREAD OF COVID-19 TO ITS EMPLOYEES AND VENDORS/VISITORS:

Workforce Solutions Borderplex will be taking all person's temperatures before allowing admittance to this site as a precautionary measure to screen for possible COVID-19 symptoms and help prevent the spread of an infectious illness.

Temperatures of 100.4 degrees+ will not be allowed admittance but will be served in an alternative manner, virtually or telephonically.

Refusal to be screened will result in non-admittance, with recommendations to be served virtually or telephonically.

Persons who have a fever or symptoms related to the virus are highly encouraged to seek medical attention and maintain social distancing.

We appreciate your cooperation.

**WORKFORCE**  
SOLUTIONS BORDERPLEX

borderplexjobs.com  
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A PROUD PARTNER OF THE AMERICAN JOB CENTER NETWORK

Workforce Solutions Borderplex, and its subsidiaries and partners, are not responsible for individuals' health. Only have to attend a Level 4 or higher facility. Facility will have the necessary equipment to take the temperature of all individuals. Workforce Solutions Borderplex is a proud partner of the American Job Center Network. Workforce Solutions Borderplex is a proud partner of the American Job Center Network. Workforce Solutions Borderplex is a proud partner of the American Job Center Network. Workforce Solutions Borderplex is a proud partner of the American Job Center Network.



## Screening Tool

In compliance with Executive Order No. GA-16, Texas Workforce Commission, and City of El Paso Local Emergency Directives, the below questionnaire will be used as the screening tool by the screening technicians and will be administered in English or Spanish.

Si	No	Symptoms of COVID-19 Within the past 14 Days  Síntomas de COVID-19 durante los últimos 14 días
		Feeling feverish or a measured temperature greater than or equal to 100* F  Se siente con fiebre o su temperatura ha medido igual o mas de 100* F
		Cough  Tos
		Shortness of breath or difficulty breathing  Dificultad para respirar (sentir que le falta el aire)
		Chills  Resfriado
		Repeated shaking with chills  Escalofríos
		Muscle pain  Dolor muscular
		Headache  Dolor de cabeza

		<p>Sore Throat</p> <p>Dolor de garganta</p>
		<p>Loss of taste or smell</p> <p>Pérdida del olfato o el gusto</p>
		<p>Diarrhea</p> <p>Diarrea</p>
		<p>Known close contact with a person who is lab confirmed to have COVID-19</p> <p>Contacto cercano con alguien a quien le confirmaron a través de un laboratorio que tiene COVID-19</p>
<p>If you checked Yes to any of the Above, Go Home and Call your Provider</p> <p>Si contestó Si a una de las preguntas anteriores, Vaya a casa y Llame a su proveedor de servicios médicos</p>		
Y	N	<p>Have you been tested or know someone that has been tested for COVID-19?</p> <p>Le han hecho la prueba o conoce a alguien a quien se le hizo la prueba de COVID-19?</p>
<p>If YES, do you know the results? _____Positive _____Negative</p> <p>Si la respuesta es SI, sabe los resultados? _____Positivo _____Negativo</p>		
<p>If NO, do you know when the test was administered? Date_____</p> <p>Si la respuesta es NO, sabe cuándo se administró la prueba? Fecha _____</p>		

DON'T KNOW, send the employee home. NO SABE, mande al trabajador a casa.

If test was Negative or it has been more than 14 days since exposure employee is clear to enter.

Si la prueba fue Negativa o han pasado más de 14 días desde que se expuso el trabajador puede ingresar.

Employees whose access is denied:

Employees with  $\geq$  100 temperature will be denied access. The employee will be sent home and instructed to contact their health care provider. The screener who conducted the testing will notify the reporting manager.

Absenteeism

Leadership will plan for absenteeism considering that employees could be absent because they are sick; are caregivers for sick family members; are caregivers for children if schools or day care centers are closed; have at-risk people at home, such as immunocompromised family members; or are afraid to come to work because of fear of possible exposure.

Employees Diagnosed with COVID-19

In the case of an employee who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met:

1. At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications); and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed since symptoms first appeared; or –
2. In the case of an employee who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or –
3. If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

An employee with known close contact to a person who is lab-confirmed to have COVID-19 will not be allowed to return to work until the end of the 14-day self-quarantine period from the last date of exposure.

Posted Notice

A notice (English and Spanish) will be posted at the entrance of the centers and administration offices, notifying all persons that temperature screening will be required to gain admittance to the facility.

“Due to COVID-19, Workforce Solutions Borderplex will be taking a person’s temperature before allowing access. A person’s temperature of 100 degrees or more will not be allowed admittance but will be served in an alternative manner, video or telephonically. This is to protect and prevent the spread of COVID-19 to its employees and vendors/visitors. The temperature screening will not prevent someone from getting the virus, but it might prevent someone who has a temperature from spreading an infectious disease to others. We appreciate and thank you for your cooperation.

Persons who have a fever or symptoms related to the virus are highly encouraged to seek medical attention and maintain social distancing.

Persons that refuse to have their temperature taken will not be admitted but will be served in an alternative manner, virtually or telephonically.

Debido al COVID-19, Workforce Solutions Borderplex tomará la temperatura a las personas antes de permitir el acceso. Una persona con temperatura de 100 grados o mas no se le permitirá el acceso, pero le ayudarán de una manera alternativa, por teléfono o video. Esto es para proteger y prevenir la propagación de COVID-19 a sus empleados y vendedores / visitantes. El examen de temperatura no evitará que alguien contraiga el virus, pero podría evitar que alguien que tiene temperatura propague una enfermedad infecciosa a otros. Apreciamos y agradecemos su cooperación.

Se le recomienda a las personas que tengan fiebre o síntomas relacionados con el virus que busquen ayuda con su proveedor de servicios medicos y mantengan distanciamiento social.

No se admitirá a las personas que se nieguen a tomarse la temperatura pero serán atendidas de manera alternativa, virtual o telefónicamente.”

#### Contact Tracing

To maintain the integrity of the workforce centers and administration offices, contact tracing will be activated. Workforce Center Customers Tracker (WCCT) and security cameras will aid in identifying the contacts of infected people. WSB will confer with the Public Health Department for official contact tracing protocols and if possible, designate a contact tracer for WSB if necessary.

#### Personal Protective Equipment (PPE)

##### Face Coverings

The Centers for Disease Control and Prevention (CDC) also [recommends using simple cloth face coverings](#) in public to help slow the spread of the virus. Face coverings help to contain potentially infectious respiratory secretions at the source (i.e., the person’s nose and mouth). It is required that everyone wanting to gain access to a workforce center and administration office wear a face covering.

Visitors and vendors who do not have a face covering and want to gain entrance to the workforce center or administration office will be provided a disposable face covering. Staff will be provided cloth face coverings (a one-time issuance of two face coverings to rotate and wash). They will be expected to wear their face covering for their safety and the safety of others – lunch being the exception.



## Social Distancing

Workplace controls have been set in place by reconfiguring workforce centers and administration office to continue to promote 6-foot social distancing. Visual cues such as floor decals, colored tape, or signs to indicate where participants and vendors should stand will be placed. Additional security personnel will support social distancing, inside and outside of center(s) and the establishing of routine traffic cadence.



## Work Environment Resources

Resources and a work environment will be provided to promote personal hygiene. Paper towels, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for employees to clean their work surfaces will be provided. Facilities management will increase, in locations where able, the percentage of outdoor air that circulates into the system.

## Enhanced Janitorial Services

Regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment have been enhanced – meaning they have been increased and shifted to during the day to aid with the foot traffic during the day. Only Environmental Protection Agency (EPA)-approved disinfectants labeled with claims against emerging viral pathogens will be used.

## Electrostatic Disinfecting (Deep Cleanings)

Specialized disinfecting and deep cleanings for decontamination will be scheduled daily at the end of each workday. The schedule will be with increased frequency at the forefront with an expected reduction anticipated toward the tail end will be set in place – when and as the pathogenic virus trends downward.

## Workspaces

### Workstations

To structurally limit physical contact between employees, plexiglass on workstations with a pass-through opening at the bottom for minimal exchange of documents has been installed. Employees will be discouraged from using other workers' phones, iPads, etc. Keyboard covers will be installed on all keyboards to reduce its contact with the environment and reduce the spread of viral pathogens. Employees will not be allowed to remove these protections and they will be urged to minimize personal belongings in their workspace to facilitate routine and deep cleaning of surface areas.

### Break Rooms

Chairs and tables will be removed or rearranged to or add visual cue marks in employee break rooms to support social distancing practices between employees. Alternative areas such as conference rooms or empty offices to accommodate overflow volume will be identified. Community provided coffee pots will be eliminated. If employees are going to use the microwaves and refrigerators, they will be educated on the new norm of usage and sanitizing.

When possible, employees are encouraged to bring their lunches from home and eat at their workstations.

#### Business Meeting and Events

Employees remain prohibited from attending large group, in-person meetings, internally or externally. Visitors will be limited and will be subject to the screened entrance protocols.

#### Administration Offices

Board administration employees will not return to 300 Main, except to pack up their office(s) in anticipation to the move to the Blue Flame Building. Scheduling will be coordinated for a seamless process as the move nears.

#### Workforce Services

##### Virtual Services

Services for participants will continue to be provided, and encouraged, virtually for those wishing to continue to receive these virtually.

These services include:

##### Call Centers Services

Support with general questions about unemployment benefits, wage claim information, and registration into Work in Texas job database.

##### Webinars (Job Seeker & Employer)

Webinars via social media or other platforms are being offered for job readiness and training.

WSB is in the process of developing virtual webinars that will be hosted on different social media platforms to help educate businesses about the resources available through WSB. Through Facebook Lives and Instagram Lives employers will learn:

- How to Register in WIT;
- How to enter job orders;
- How to search for candidates;
- How to navigate virtual job fairs (job seekers and employers); and WSB will
- Guide them through registering for the virtual platform and how it will work.

##### Virtual Hiring Events

Three “Single Employer” smaller scale job fairs have been scheduled. With an online platform, WSB is utilizing these smaller scale events to gauge the interest of the jobseekers and employers to identify best practices and expand into larger scale virtual job fairs (first one tentatively scheduled for mid-July with 50+ employers).