



The YOGC Workplace Guidelines have been developed in response to COVID-19 for the protection and health of our team members. It is critically important that everyone follow these guidelines, and that we encourage and support each other in the implementation of these enhanced workplace protocols.

These guidelines will remain in place for the YMCA of Greater Charlotte until notified otherwise. Every team member is required to review these guidelines and the Team Member COVID-19 Training, and submit an [acknowledgement form](#) after completion.

## 1. SOCIAL DISTANCING

Space planning and social distancing will be used to reduce transmission of contagious diseases among YMCA team members at branches, overnight camps and the Association Office. All current CDC, NCDHHS, local and federal occupancy and spacing recommendations will be maintained.

### Six Feet Office Protocols

#### Space use/density monitoring

Supervisors of each department or area shall be responsible for monitoring regular team member head counts and ensuring proper social distancing.

#### Circulation spaces

- Designate and place signage for direction of foot-traffic in main circulation paths: entries, corridors, hallways, stairs, etc.
- One-way circulation routes through the YMCA
- Mark increments of locally acceptable social distance on floors where queues could form

## 2. WORKSTATIONS

All workstations should maintain social distance from others – a minimum of six feet apart. If any workstations aren't a proper distance from one another, a team member must move to another location or change workstation configurations until proper distance is attained.

### Individual seats in shared work areas (e.g. branch shared office space, BOS, Marketing, Human Capital, Facilities, Dowd 4<sup>th</sup> floor open work space, etc.):

- Use alternating desks in a checkerboard fashion, disabling or removing alternate desks
- Add desks to spaces previously used for group activities (convert meeting rooms, conference rooms, and community rooms into temporary work spaces)
- Increase space between desks where needed for proper spacing
- Specify desk assignments for team members to ensure minimum work distances

*\* Supervisors will oversee ongoing compliance within their assigned department/area. If a supervisor needs assistance they should reach out to their HRM.*

### 3. MEETINGS, GATHERINGS, DEPLOYMENT OF WORK EFFICACY RULES

All team members should limit unnecessary travel between locations, meetings, gatherings, workshops and trainings. If in-person meetings, gatherings, workshops and trainings occur, the host/originator is responsible for ensuring adherence to capacity restrictions aligned with maintaining proper social distancing. If in-person meetings, gatherings, workshops, or trainings occur, social distancing must be in place. This will limit the number of possible attendees. In-person meetings, gatherings, workshops, and trainings should be held in large meeting spaces where team members can sit at least six feet from each other. Consider having in-person meetings outdoors when feasible.

Technology should be used to minimize personal contact and promote appropriate social distancing to every extent possible. Communication should happen via email and virtual conferencing through TEAMS.

#### Meeting and shared spaces

- Reduce the occupancy capacity of all public use spaces
- Prohibit shared use of small rooms
- Calculate the maximum capacity of each room by dividing the net usable area by the square of the locally acceptable social distance (e.g., 5 staff per 1,000 sq. ft.)
- Communicate this capacity via signage

*\* Supervisors will oversee ongoing compliance within their assigned department/area. Prescribed signage will be created and posted in shared gathering spaces.*

### 4. TEAM MEMBER SAFETY & CLEANLINESS

*Resources, i.e. hand washing and sanitizer, face coverings*

#### Team Member Safety

- All team members working a shift will be provided the following:
  - Appropriate position-specific personal protective equipment (PPE) (e.g. face coverings, plexi-shields where applicable)
  - Training information in application, removal, sanitation, and disposal of PPE is required for all employees who are issued PPE for required use. *\* See attached CDC worksheet for training details*
  - Requirements for hand washing and social distancing
    - Wash hands frequently with soap and water for at least 20 seconds (about as long as it takes to sing "Happy Birthday" twice).  
<https://www.cdc.gov/handwashing/when-how-handwashing.html>
- After use of PPE, team members must appropriately dispose of PPE designed for single use
  - After removing PPE, team members must wash their hands immediately, adhering to CDC recommendations
- Follow all applicable safety practices, existing regulatory requirements, policies and procedures
- Communicate what is expected of team members to maintain a safe workplace, including:
  - Clean desk policy to enable easy cleaning of individual workstations at the end of each day
  - Individual cleaning of all personal items including laptop, keyboard, mouse, phone, etc.



- Team members should avoid handshakes, hugs, or any similar personal contact
- Stagger shifts and lunch/rest breaks. Always disinfect surfaces where food is stored, prepared or consumed. When you bring your lunch, eat at your desk, outside, or away from others where social distancing is possible. Do not eat in the break room or near coworkers or members. Do not share food or bring food to share with others. Only use water fountains that are hands-free fill-up. Remove lobby coffee options and only use self-serve coffee in breakrooms.

### Face Coverings

Droplets from breathing or speaking may spread COVID-19 from person to person. Therefore, the use of face coverings may help decrease transmission of the virus.

**The YMCA will provide team members with three (3) cloth face coverings and filter inserts which will be required for use while working.** Each location will have additional filters on hand for team members. There will be limited circumstances in which team members may not be required to wear a face covering, such as lifeguarding and in-pool swim instruction. During these limited circumstances, face coverings should be worn up until the specified activity begins. Even while wearing a face covering, team members should continue to follow social distancing guidelines and avoid close contact with others (within 6 feet).

Disposable face coverings will be available on site in every location if a team member does not have their YMCA issued cloth face covering during a shift.

*Best practices for use of washable cloth face coverings (team members are responsible for laundering their own cloth face coverings):*

- Routinely wash the face covering daily
- The face covering should be fully dry before using
- Use of washing machine is recommended
- Face coverings may shrink so hang dry is recommended
- Avoid adjusting the mask by touching your face while the mask is on
- Continue to practice frequent hand hygiene while wearing the mask
- Be careful not to touch your eyes, nose, and mouth when removing the face covering and wash hands immediately after removing

### Cleaning, Disinfecting and Supplies

- Review site inventory of cleaning chemicals, materials, and consumables to ensure inventory levels are aligned with forecasted building occupancy
- Ensure a safety data sheet is available for all chemicals and requirements for safe use are followed
- Ensure cleaning equipment and tools are in working condition
- Cleaning crew or team members engaged in cleaning should review and complete refresher training on general cleaning and site-specific protocols and proper disinfecting guidelines
- Areas which require thorough cleaning due to heavy usage: membership desks, restrooms, locker rooms, wellness center, pool areas, gyms, group ex studios, vending machines and all high touch points
- Prior to initiating cleaning tasks, ensure all team members practice hand hygiene, washing hands thoroughly prior to use of PPE
- Treat all surfaces using disinfectants from government approved or authorized lists ensuring all chemical dwell times are adhered to



### **Frequently Touched Surfaces**

Frequently touched surfaces are reservoirs for viral pathogens. By reducing the frequency of physical contact with items in the workplace that are also touched by others, individuals can reduce their exposure to communicable diseases.

In addition to providing disinfectant sprays or wipes in a centrally located location in each space, implement the following precautions to reduce touchpoints:

#### *Light/power switches*

- Affix signage to remind team members to keep switches 'on' all day
- Provide wall-mounted disinfectant dispensers, where possible

#### *Doors and drawers*

- Affix doors in an open position where appropriate. To the greatest degree possible, keep all corridor and other interior doors open to avoid excessive touching of door surfaces and hardware
- Regularly clean and disinfect all door and drawer handles, at a higher frequency in shared work spaces or public areas

#### *Collaboration tools*

- Remove whiteboard pens and erasers and encourage individuals to bring and manage their own, or provide sanitizing wipes for cleaning these supplies before and after use
- Provide whiteboard cleaning solution & disposable wipes adjacent to every board

#### *Chairs*

- Remove unnecessary chairs to discourage socializing or meetings in office and member facing spaces
- Affix notices nearby each chair reminding occupants to avoid or disinfect touchpoints

#### *Shared equipment (printers, copiers, conference phones)*

- Provide cleaning and sanitizing supplies by all shared equipment
- Post signs reminding employees to clean key pads and touchpads before and after each use
- Send notice via email asking all employees to limit the use of shared office equipment and printing activities

#### *Supplies storage*

- Secure supplies storage, appointing one team member per office location to manage stock and distribute items

#### *Elevators and stairs*

- No more than two people in an elevator at a time
- Practice social distancing on stairs

*\* Supervisors will oversee ongoing compliance within their assigned department/area.*

## **5. TRAVEL RESTRICTIONS**

Team members should eliminate unnecessary business travel.

Any business travel for meetings, conferences, or trainings which a team member believes may be essential or necessary should be discussed in a timely manner with the team member's executive director or senior leader and HR Manager for evaluation and guidance.



The Y will assess team member risk and association needs in considering canceling travel or training events. Risk assessment will include current public health/CDC guidance on large gatherings and social isolation strategies. Decisions will be made case by case and with the most current health risk information available. Risk will be assessed in partnership with the traveling staff member and executive director or senior leader.

### Personal Travel

- If a team member has plans to travel outside of the YMCA of Greater Charlotte's service footprint, or is returning from travel for personal purposes, the CDC's website should be used for the most up-to-date information regarding restrictions, requirements, FAQs and guidance: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
- Team members should check with their HR Manager for specific instructions related to work requirements, if any.

## 6. QUARANTINE & STAY AT HOME

*If infected by COVID-19 or in close contact*

Given the heightened concern regarding COVID-19, we are closely monitoring the changing circumstances and have comprehensive action plans to respond accordingly. Our main concern is for the health of our team members, participants, members, and their families.

### Actively Encourage Team Members to Stay Home

- If a team member is at work and is experiencing COVID-19 symptoms, they should be directed to go home and contact their medical provider. Symptoms may include: cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell.
- Team members should be directed to stay home if they are experiencing any symptoms of COVID-19.
  - If a team member has any illness with a fever, they should remain at home until they are free of the fever for 24 hours without use of fever-reducing medications. Further, they should check in with their HR Manager for guidance prior to returning to work.
- Any team member absences related to COVID-19 symptoms must be reported to the Chief Human Capital Officer promptly. Team members' sensitive health information will be maintained appropriately.
- If a team member is awaiting Covid-19 test results because due to symptoms or direct exposure, they should not report to work until a negative test result is received.
- If a team member is confirmed to have COVID-19, or if they have had direct close contact (within six feet for a cumulative 15 minutes over a 24 hour period) with a person who has had a confirmed case of COVID-19 or COVID-19 symptoms, it must be reported to the executive director or senior leader, Director of Risk Management, and HR Manager immediately; decisions regarding notifications to fellow employees will be made by the Health Department, CHCO and senior leadership, maintaining confidentiality as required by law. \*If a member or participant is confirmed to have COVID-19, please report to Executive Director or senior leader and Director of Risk Management, upon notice.

Any team member with concerns related to returning to work should reach out to their Human Resources Manager (contact information listed below):

Doug Sarver 704-716-6930



Kristy Witherspoon 704-716-8306  
Kristi Datta 704-716-4255  
Le'Var Twitty 704-716-6783

## 8. FLEXIBLE TELEWORK POLICY/MINIMAL EXPOSURE POLICY

To support the concept of social distancing, we are asking that team members should only report to work at their branch or office location if clearly asked to do so by their supervisor. Team members who are currently working remotely should continue to work remotely until notified otherwise. Branch and association leadership will continue to actively work together to identify work plans during this period.

Branches and Association Office departments are encouraged to develop plans to stagger work schedules to every extent possible. These plans should include allowing flexible telework schedules. Team members who are not in member facing roles and who are able to work remotely telework two or three days per week so everyone rotates days in and out, limiting exposure and encouraging social distancing.

### Remote Work Guidelines

The following standards will apply to all remote work:

- Only team members who have been granted express approval/assignment to work should work remotely.
- Team members must work with their supervisor to manage their time appropriately and understand that no work is to be completed off the clock, whether at home or the Y. Non-exempt, hourly team members should not be working from home or anywhere else without being clocked in to record time and that time should be approved by their supervisor prior to completion of any work offsite.
- Working remotely will apply to those that have approved remote access and their responsibilities require them to provide communication and support during the period of branch closure.
- For teleworking, the only approved method of access to the YMCA of Greater Charlotte network, systems and applications (with the exclusion of email) is through the Y's secure Virtual Private Networking (VPN) connection.
- Team member work hours will be mutually agreed upon by the supervisor and the team member.
- Team members working remotely are subject to the same policies, duties, obligations and codes of conduct outlined elsewhere by the YMCA of Greater Charlotte.
- Any change in the approved job assignment, location or defined work schedule must be reviewed and approved by the supervisor in advance.
- Team member must be available by phone and email during standard business hours and present for all mandatory virtual meetings or conference calls. Any exceptions require permission from supervisor.
- Team member is responsible for keeping documents, sensitive business data and other work-related materials confidential and secure in the home office location.
- Supervisors who need to establish remote access for an employee should contact their HRM.

*\* Supervisors will oversee ongoing compliance within their assigned department/area*

# General Procedures for Properly Putting on and Taking Off a Disposable Respirator



- Before handling the respirator, wash hands thoroughly with soap and water.
- If you have used a respirator before that fit you, you should use the same make, model and size.
- Inspect the respirator for damages. If your respirator has been damaged – DO NOT USE IT. Get a new one.
- Anything that comes between the respirator and your face will make the respirator less effective. Do not allow facial hair, hair, jewelry, glasses or clothing to come between your face and the respirator, or interfere with the placement of the respirator on the face.

If respirators are used for people performing work-related duties, employers must comply with the Occupational Safety and Health Administration's (OSHA) Respiratory Protection Standard, 29 CFR 1910.134. Consult [www.OSHA.gov](http://www.OSHA.gov) for more information.

**Put the respirator on correctly:** NOTE: Follow the instructions that come with the respirator. Manufacturer instructions for many NIOSH approved disposable respirators can also be found at: [http://www.cdc.gov/niosh/npptl/topics/respirators/disp\\_part/](http://www.cdc.gov/niosh/npptl/topics/respirators/disp_part/)

**Always check your fit when you wear a respirator. There are two steps to assessing the fit.**



Position the respirator in your hands with the nosepiece at your fingertips.



Cup the respirator in your hand, with the nosepiece at your fingertips, allowing the headbands to hang freely below your hand.



Position the respirator under your chin with the nosepiece up. The top strap goes over your head, resting high at the top back of your head. The bottom strap is positioned around the neck and below the ears. The straps do not cross over one another. If there is only 1 headband, it should rest high at the back of your head.



Most disposable respirator models have a metal nose clip. Place your fingertips from both hands at the top of the metal nose clip. Slide your fingertips down both sides of metal nose strip to mold the nose area to the shape of your nose.



First, place both hands completely over the respirator, then take a quick breath in to check whether the respirator seals tightly to the face. Be careful not to disturb the position of the respirator.



Next, place both hands completely over the respirator and exhale.



If during either step, air leaks around the nose, readjust the nosepiece as described above. If air leaks at the mask edges, work the straps back along the sides of your head until a proper seal is achieved.



If you cannot achieve a proper fit and seal, ask for help from someone else, try a different size in that respirator model, or try a different respirator model. Different models of respirators may fit faces differently. Do NOT attempt to get a better fit by tying the straps into "knots" to shorten them.

## When taking off a respirator



Front of respirator may be contaminated —DO NOT TOUCH!



Grasp bottom strap and pull over back of head without touching respirator, then with top strap and carefully remove



Discard in waste container and wash your hands thoroughly after removing the respirator.

**WASH YOUR HANDS THOROUGHLY AFTER REMOVING THE RESPIRATOR**



## ACKNOWLEDGEMENT OF COMPLETION

Every team member is required to review these guidelines and the Team Member COVID-19 Training. After the completion of both, please submit the online [acknowledgement form](#) or detach and submit the completed form below to your supervisor.

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Name of YMCA  
branch/camp/  
office location: \_\_\_\_\_

I acknowledge that I have watched the COVID-19 Team Member Training.

I acknowledge that I have read and understand the YMCA of Greater Charlotte COVID-19 Workplace Guidelines.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_