

Operational Area Reopening Plan

Name of WU/WIT Academic or Administrative Operational Unit	Ichabod Service Center
Bldg/Room Location	Memorial Union-Main Level
Name/Position Title of Reopening Plan Developer	Gayla Sarkesian
Date Reviewed	
Name/Position Title of Dean/Director Reviewer	Janel Rutherford
Date Reviewed	
Area Head Name	Chris Kuwitzky, VPAT
Date Reviewed and Approved	June 5, 2020
Date Approved to Return to Campus* (this date will need to be communicated to WU/WIT Facilities/WUPD)	July 20, 2020

“The Washburn University Ichabod Service Center office has been determined to have a business need for its employees to work physically on campus when Phase 2 begins. The Ichabod Service Center has 2 employees.

- Gayla Sarkesian, Office Supervisor
- Vanessa Nunez, Senior Administrative Assistant

Office Description

The Ichabod Service Center is located on the main floor of the Memorial Union. Both employees are seated behind a large reception desk/counter top as you enter the office approximately 4 feet apart. If not necessary to have both employees rotating schedules one working from office and the other from home. We can move 1 employee’s work station to accommodate further distancing if needed.

Proposed Reopening process

1. Open general office with 1 employee working in the office and the other employee working from home. They can rotate schedules. If we find it necessary to have both employees in office moving 1 work station for social distancing will happen.
 - a. No more than 2 additional people will be allowed in the welcome area, and strict social distancing will be maintained, with masks encouraged.
 - b. Signage will be outside the Ichabod Service Center’s doors on procedures to follow before they enter. Doors can be propped open so lines can form outside of the office with marked social distancing X’s as well as inside the office. <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>
 - c. Staff will be briefed on social distancing expectations, sanitation, hygiene and other safety measures. Staff who have concerns should report them to the director.
 - d. Hand sanitizer will be placed near the door to the office. Examples of training can be found https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention_H.pdf

- e. Cleaning and sanitizing of surfaces will be done in accordance with CDC Guidelines. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html> additional information is available <https://www.washburn.edu/student-life/health-safety/index.html>
 - a. All cleaning chemicals should be requested through Campus Facilities by submitting a work order. No employees other than trained facilities staff should be mixing any cleaning chemicals. Submit a work request to Facilities Services for products. <https://www.washburn.edu/faculty-staff/campus-services/facilities-services>

Expectations from the Reopening Department

The Ichabod Service Center staff will abide by all criteria set up for operation during each phase of the reopening plan for WU. This includes the following:

1. The reopening plan will be sent via email to all office employees, with a read receipt by the Director.
2. All staff will receive training on how to clean their office and any communal areas.
3. We will continue to rotate or alternate staff in office as much as possible. If both staff are required to be in office, social distancing will be in place.
4. We will promote social distancing in the office and the building.
5. Staff will be discouraged from bringing non-essential items from home to the office. Any items brought from home will be disinfected using appropriate cleaning methods.
6. We will encourage employees to wear face masks in shared areas, public settings, when interacting with others, or when in transit inside the building.
7. Any staff member who may need a work assignment modification due to being in a “high risk” category for developing a severe illness from COVID-19 or an accommodation due to a disability will be directed to the Director of Human Resources, Teresa.lee@washburn.edu, promptly.

Office Traffic Flow

1. Movement around the office will be in a manner to minimize passing or close contact. Masks are encouraged when out of their respective offices and public space.
2. On days when 1 staff employee is working in the office, the other employee is expected to work from home and complete their assigned tasks as appropriate.
3. Any office meetings will be conducted either via Zoom or a phone call.

Office/Work Areas

Front Desk/Reception Counter

1. Starting on July 20 employee assigned to work physically on campus for the day will work M-F 8am-4pm, opening the office 9am-4pm, transitioning to M-F 8-5 starting August 3.
2. Tape put down 6 feet from work station for customers to maintain distance from the employee.
3. A Plexiglass barrier between front counter and visitors

4. Wipe down used spaces after each visit (includes pens, cash register, credit card machine and other used items)
5. Clean hands regularly using hand sanitizer and once per hour is encouraged to physically wash hands in the nearest rest room, especially after handling government ID verifications, cash, credit cards, and paper documents.
6. Lobby furniture will be removed to discourage staying/sitting in the office beyond regular work transactions.

Work Duties

Taking Photo IDs

1. It will be recommended visitors wear mask before entering the office
2. Upon entering Ichabod Service Center taped X's will be placed on carpet to promote social distancing.
3. Visitors will be instructed to place their government issued photo ID in the container provided and left on front counter or side table?
4. ID photo is taken and visitor is instructed to stand in designated marked X on carpet.
5. After the iCard has printed it will be placed in the container with the visitor's government issued photo ID. The visitor is instructed to pick up out of the container left on front counter/table. We will give verbal instructions on how and where they can use their iCard. The container will be sanitized between each use as well as counter space/table and chair where visitor sat to take photo. Hands sanitized between each interaction. We buy a stack of 4 to 6 to have on hand to trade out between sanitizing?
6. Other work interactions may include, deposits of funds to a Meal Plan, Bod Bucks, purchase of stamps, making copies or notary services. All interactions will be accommodated by placing credit cards or cash in a container for employee to retrieve. Once transaction is completed any credit cards, cash, receipts or documents will be placed back in the container for customer retrieval. The container, counter space/table, cash register, credit card machines, pens and or any other items used will be sanitized between uses. Hands sanitized after each interaction.
7. Offline lock transactions require the iCard to be put through an encoder. Visitor will put iCard in the container provided and leave on front desk/side table. Employee will retrieve and run iCard through encoder. The iCard will be placed in container and put on front counter/side table for retrieval. The container will be sanitized after each use. Hands sanitized after each interaction.

Shared Work Spaces

Back Office

1. Encouraged to wear face mask at all times.

2. Staff will not be allowed to eat at their desks. There is space in the back office and wipes will be provided to sanitize space between usage.
3. All areas must be wiped down (sanitized) after each use.
4. Social distancing etiquette required. (masks, cleaning, etc)
5. All lunch receptacles must be sanitized before putting in refrigerator.

Copier

1. Since the copier is frequently used, it is important to sanitize your hands after each use and before picking up printed materials.
2. Social distancing measures are expected to be maintained.
3. Do not wipe down machines. Frequent use of liquid products could damage the machine.