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**Literacy Green Bay’s Reopening After the COVID-19 Pandemic**

**June 11, 2020**

The Literacy Green Bay office closed to the public in late March, 2020 at the onset of the COVID-19 pandemic. All onsite classes moved to a virtual format, tutoring pairs were encouraged to tutor remotely and employees began working primarily from the safety of their homes. The following plan has been created to ensure the safety of our employees, volunteers, learners and others who come onsite to Literacy Green Bay as our local community begins to re-open after the COVID-19 pandemic.

**Phased-In Reopening**

Phase 1: Beginning June 15th

* At least one staff person will be onsite to serve guests during the following hours: 8:30 AM to 3:00 PM on Monday, Wednesday, and Thursdays; 8:30 AM to 6:00 PM on Tuesdays; and 8:30 AM to 12:00 PM on Fridays.
* These hours are to accommodate individuals with scheduled appointments only; we will not be serving walk-ins during this time
* Limited staff will work onsite, while others continue to work from home.
* All testing, registration, and other interactions between staff, volunteers, and guests will be conducted in accordance with social distancing and other safety precautions outlined in this plan.
* Tutoring pairs may meet onsite with scheduled appointments only (pending Plexiglas barriers) (see tutoring guidelines below).

Phase 2: Date to be determined

* All staff will be permitted to work onsite, although flexibility to continue to work from home is granted if the employee is not needed onsite.
* Walk-ins are permitted to drop off/pick up items, ask questions of staff, etc. but no more than one guest in an enclosed space (ie: office, lending library) at a time.

Phase 3: Date to be determined

* Onsite classes will and childcare will resume, following the below guidelines.
* Tutoring pairs will no longer need an appointment to meet onsite.
* Regular office hours will resume.

**Employees**

* All employees are required to complete a self-check each day before coming into work and are required to stay home if they meet any of the following criteria, as outlined by the Center for Disease Control (CDC):
	+ They have experienced a cough, difficulty breathing, shortness of breath, or at least two of these symptoms: fever, chills, muscle pain, sore throat, headache, repeated shaking with chills, nausea, vomiting, diarrhea or a new loss of taste/smell within the last 2 to 14 days.
	+ They have been diagnosed with COVID-19 within the last 14 days.
	+ To their knowledge, they have they been within 6 feet of contact with anyone diagnosed with COVID-19 or who is experiencing symptoms of COVID-19 within the last 48 hours.
* A facemask is required when employees interact with any other employees or guests within 6 feet. When employees are alone in their office or workspace, a facemask is recommended but not mandatory.
* Employees are encouraged to continue to work from home when they are not required at the office for office coverage or appointments.
* An employee schedule will be established to reduce the number of staff working in close proximity while also ensuring the office has necessary coverage.
* Employees are encouraged not to gather around the water cooler station or other such locations and to limit hallway gatherings.
* Employees are to refrain from using another employee’s workstation, phone, etc.

**Guests**

* All guests, including tutors, other volunteers, learners, or any other individuals onsite at Literacy Green Bay must complete the provided check-in form to disclose any symptoms or situations which may indicate they are at high risk of carrying the COVID-19 virus. Individuals responding YES to any question will not be permitted to enter.
* All guests will have their temperature taken before being permitted to enter.
	+ Individuals with temperatures 100 degrees F or higher will not be permitted to enter. If the guest believes the thermometer gave an inaccurate reading, they may wait outside for 5 minutes before being tested a second time. If their temperature remains at 100 degree or higher, they will not be permitted to enter.
	+ Temperatures will not be recorded or tracked.
* Non-tutoring volunteers will be permitted on a case-by-case basis for specific projects and will be limited to working in identified spaces.
* All guests will be asked to limit gathering in groups of more than four and to limit congregating in hallways.
* All guests will be required to wear a facemask while in common areas or while interacting with others. Tutoring pairs may remove their masks at their discretion to facilitate tutoring.
* Guests may request disposable gloves if needed while handling materials.
* A bin will be placed in the common hall outside of the Literacy Green Bay office for materials to be picked up or dropped off by tutors or learners. Tutors or learners should request specific materials in advance and indicate an approximate time when they will pick it up. Staff will check the box every two hours to collect any materials that have been dropped off.

**Physical Space**

* Plexiglas barriers will be installed at the reception desk.
* All employees and guests are encouraged to maintain social distancing of 6 feet whenever practical.
* Up to four individuals will be allowed on the elevator at a time.
* Signage will be posted on the office door asking guests to wait in the hallway if another guest is at the reception desk. Markings will be placed on the floor to remind guests to maintain social distancing while waiting.
* Disinfectant materials (spray and paper toweling, sanitizing wipes, hand sanitizers, etc.) will be placed in tutoring or meeting areas for guests to use as needed, inasmuch as such items are available. Guests are asked to leave these materials for others to use and not take them when they leave.
* Signage will be placed in conspicuous areas to remind individuals to maintain social distancing, hand washing, coughing in elbow, etc.
* Extra trash cans will be available to dispose of toweling, disposable face masks, etc.
* Electronic transactions are encouraged for purchases of books, registration, etc.
* The guest chair will be removed from the reception area to discourage congregating there.

**Face Coverings or Masks**

* Facemasks will be worn by employees and all guests following the guidelines outlined within this document.
* Individuals who refuse to wear a facemask will be asked to conduct their business with Literacy Green Bay remotely by phone, email or virtual meetings.
* Facemasks should cover both the nose and mouth.
* Cloth facemasks should be washed on the hottest setting after each daily use.
* Face covering should not be shared.
* Single use mask must be properly and safely discarded after each use.
* Disposable face masks will be available for guests who do not have one.
* All staff and guests are reminded not to touch their face.

**Disinfecting**

* Employees will disinfect their office or work area after others have been in the area.
* Tutoring pairs or other guests are encouraged to sanitize their work area when they come in, using disinfectant materials that will be made available. All guests are also asked to sanitize their area as they leave. Commonly used surfaces will be sanitized regularly by staff.
* Staff will keep a record of common areas that are disinfected, along with the date and time Areas to be disinfected include:
	+ Tables in the Learning Center, Sisters Study Hall, copier areas, frequently touched surfaces in classrooms, computer lab and childcare. Surfaces of electronics such as smartboards and copy machines will be sanitized according to manufacturer guidelines.
	+ High touch surfaces such as door handles, light switches, countertops, etc.
	+ Kos Management, the property manager of the building will be responsible for disinfecting common areas, but Literacy Green Bay staff will supplement, as necessary, with more frequently disinfecting of high touch common areas such as door handles, toilet handles, sink knobs, etc.
* Staff will use gloves when disinfecting areas. Guests may request gloves if desired.
* Hand sanitizer will be made available throughout the office and learning areas, inasmuch as it is available.
* CLEAN and USED pen holders will be made available so guests may safely use clean pens and return them to the USED holder after use. Staff will disinfect used pens regularly and return them to the CLEAN holder.

**Signage**

* Signage will be placed in multiple areas to inform guests of safety precautions.
* Signage will be in various languages common among our guests and will make use of pictographs and/or video.
* Markings will be made on the floor as needed for reminders of social distancing.

**Onsite Tutoring**

* Tutoring pairs may meet onsite with scheduled appointments only (pending Plexiglas barriers).
* Tutoring pairs are encouraged to enjoy the beautiful Wisconsin summer by meeting outdoors in parks or other public areas where they can safely social distance and children of tutors or learners can play while the adults study. Jackson Park, which is one and a half blocks north of Literacy Green Bay, has plenty of picnic tables.
* Tutoring pairs who wish to meet onsite must reserve a tutoring station, which may be done online scheduling at [www.literacygreenbay.org](http://www.literacygreenbay.org), by calling the office during office hours at (920) 435-2474, or by calling or texting the Adult Tutoring Program Coordinator at (920) 241-6787.
* Up to four tutoring stations will be available at a time (two in the Sisters Study Hall; two in the Learning Center, as Learning Center is available).
* Tutoring sessions will be scheduled in one hour and 45 minute increments.
	+ Staff will sanitize between tutoring pairs.
	+ Tutoring pairs are encouraged to sanitize when they arrive for their own comfort in knowing the area is sanitized.
* Tutoring pairs are asked to practice good hygiene by washing their hands before entering their tutoring area, using hand sanitizer as needed, sneezing or coughing into their elbow or shirt sleeve, and avoid touching their face.
* Tutors and learners may not bring their children with them during onsite tutoring.
* Tutors may use the copy machine, but must notify staff when finished so that staff may properly sanitize it after use. Guests are asked not to sanitize copy machines due to special sanitizing needs they have.

**Onsite Classes**

* Classes will continue to be held virtually during the Summer of 2020.
* We are hopeful that in-person classes will resume in a limited capacity for the Fall semester, but this will become more definitive, pending guidance from the CDC and the Brown County Health Department, as fall approaches.
* Enrollment for onsite classes will be for a limited number of learners to allow for social distancing within each classroom.
* Virtual classes will continue for learners who cannot attend onsite.
* Learners must pre-register to attend onsite classes.
* Onsite childcare will be limited and available only for children who are pre-registered.
* Classroom learners and children in childcare will be allowed no more than two unexcused absences, after which time their space will be given to another learner waiting to attend onsite classes. The absent learner will be permitted to continue classes virtually.
* All teachers, volunteers, learners and children will have their temperatures taken before admittance and will follow the temperature taking guidelines within this document.
* All teachers, volunteers, and learners will be required to keep their facemask on as much as possible, only removing it if necessary to aid in oral activities.
* Guidance provided by the DCD, Brown County Health Department, Wisconsin Department of Children and Families and other resources will be used to determine guidelines for childcare.
* Additional guidelines regarding onsite classes will be developed as we progress through the early phases.

**Registration of new learners**

* Registration will be conducted by appointment only. To make an appointment, learners may call the office during office hours at (920) 435-2474, or sign up online at [www.literacygreenbay.org](http://www.literacygreenbay.org).
* Only the learner and one additional guest of the learner will be permitted onsite during the registration.
* Registration will take place in the space indicated by the registration staff.
* All hygiene and safety guidelines described throughout this document must be followed (mask wearing, social distancing, etc.)
* Separate holders will be made available for clean and used pens, as described above.
* The learner’s workspace will be sanitized by staff between each learner.

These guidelines will continue to be adjusted as guidance becomes available or as situations dictate. Thank you for your adherence to the guidelines to help ensure everyone’s safety. Literacy Green Bay looks forward to safely welcoming our learners, volunteers, and other guests onsite again!