OFFICE OF THE CHIEF TECHNOLOGY OFFICER COVID-19 SAFETY GUIDELINES

The following safety guidelines are intended for individual and team-work environments. This document outlines the safety measures all OCTO personnel should take to protect continuity of operations during the coronavirus pandemic.

OCTO values and prioritizes:

1. The health and safety of all OCTO personnel.
2. Maintaining operational status of critical services.
3. Safely supporting pandemic-related projects.

WHO SHOULD USE THIS GUIDE

1. OCTO staff visiting sites

- Data Center Facilities Team
- Splicing Team
- Field Operations Team
- Voice Team
- Wireless Team
- OCTOhelps

2. OCTO staff coordinating site visits

- Service team leads
- Project Managers
- Network Operations Center (NOC)

3. OCTO teams working in close quarters

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1. Personal Safety
2. Site Safety Pre-Checklist
3. Risk Assessment
4. On-Site Safety
5. Team Safety
6. Know the Symptoms
7. More Resources

Maintaining Your
MENTAL HEALTH

Need someone to talk to? We're here to help! Certified clinicians are available for you 24/7. **Call the Department of Behavioral Health mental health hotline: 1-888-793-4357.**

Tips for Reducing Anxiety:

Reach out for help; your mental health is important.

Exercise regularly.

Limit time spent in public places.

If working from home or in self-quarantine, arrange your space so it's calming. Make sure you shower and get dressed like you're going to work.

NEWS

Moderate news intake.

Practice deep breathing exercises or other methods of meditation.

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If you are having any anxiety, depression or stress please reach out for help.

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PERSONAL SAFETY

1. **Practice good respiratory hygiene.**

   - Cover your mouth and nose with a tissue when you cough or sneeze.
   - Put your used tissue in a waste basket.
   - If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.

2. **Practice appropriate physical/social distancing.**

   - Maintain a distance of 6 feet to avoid transmission with co-workers and customers.

3. **Practice good hand hygiene.**

   - Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before eating, and after blowing your nose, coughing or sneezing.
   - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
   - Do not touch your eyes, nose and mouth.
   - Do not shake hands.

4. **Use appropriate safety equipment:**

   - Use safety eyewear to discourage eye touching. Sanitize safety eyewear worn in a site after leaving.
   - Use disposable gloves when practical to ensure hand hygiene. (How to remove gloves.)
   - Cover your mouth and nose with a cloth face cover or mask when around others.
     - You could spread COVID-19 to others even if you do not feel sick.
     - Wear a cloth face cover when you have to go out in public and on site.
     - Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.
   - Use face shields if available and appropriate for the required work task.

TIPS FOR USING NON-MEDICAL MASKS OR FACE COVERINGS

6' Masks or face coverings do not eliminate the need for **social distancing** and staying home when sick!

Before putting on a cloth mask, **clean hands** with soap and water or use hand sanitizer.

Cover **mouth and nose**, make sure there are no gaps.

Avoid touching the mask when using it.

After using, **toss single-use masks in the garbage** or immediately **wash cloth masks** and clean your hands with soap and water or use hand sanitizer.

Please **don't purchase N95 respirator masks**, they are needed for healthcare workers and first responders.

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SITE SAFETY PRE-SCREEN

Prior to going to a customer site should be screened before dispatch.
Send each customer the Pre-Screen Survey to gather the needed info for a risk assessment.

Customers who report COVID-19 symptoms or cases should be rescheduled.

Always first attempt to troubleshoot the problem remotely before scheduling or arriving to minimize your time at the site.

If working in a medical facility, screen for information about the location and repair site to avoid or minimize technician contact with multiple personnel or work in high hazard areas.

RISK ASSESSMENT

To minimize risk of exposure at sites, OCTO management and personnel should evaluate the level of safety and expected risk at the site based off the information gathered from the customer. The following questions can help determine site safety:

Criticality of service:
1. Does the work maintain operational status of critical services at the site?
2. Is the work for a pandemic-related project?
3. Has this visit been approved?

Site type and status:
1. What type of facility is it and are special protective measures required?
2. Have there been any confirmed COVID-19 cases at the site? If so, when? What special protocols have been taken?
3. Has the site been recently disinfected? If so, when? How?
4. What information has the customer and/or building owner provided about site status?

Work planning and expected interactions:
1. Can all or some of the tasks be done remotely instead of or before visiting the site?
2. Will the visit duration take less than 30 minutes? If not, how can it be limited?
3. When should on site tasks be done to reduce risk?
4. Can work be scheduled (staggered, rotating shifts) to reduce interactions?
5. How many people do I anticipate interacting with? How can interactions with others be limited?
6. Will I be able to maintain safe distances in this space?

Site access:
1. Do I know where the work will take place in the facility?
2. Are there other, less-used entrances and exits that OCTO personnel can use?
3. Do I have the right access keys?
4. Is escort needed?

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ON-SITE SAFETY

1. **Confirm at the entrance that no one at the site is ill or in quarantine.**

2. **If someone inside the site is ill or in quarantine**, or you have other reasons to believe the conditions are unsafe (e.g. a large number of people at the site) exit the premise and call your team lead to report.

3. While inside the site, **maintain an appropriate social distance (6 feet) with customers** to reduce the risk of transmission. Do your best to avoid unnecessary touching of surfaces within the site – coronavirus can live on surfaces for up to 72 hours or more.

4. **Keep a change of clean clothes** in your vehicle in case an incident occurs during a visit, such as a customer becoming ill or coughing on you.

5. **Report all incidents to your team lead.** The team lead will be responsible for coordination with the relevant OCTO Executive as well as the HCM Program Manager.

6. **Trust your instincts.** If you feel working within the customer's site would make you unsafe, voice your concerns to your team lead and ask for alternative work. Document unsafe working conditions and document your conversation with your team lead. The team lead will be responsible for coordination with the relevant OCTO Executive as well as the HCM Program Manager.

7. **Utilize recommended safety equipment** to reduce transmission risk during customer visits.

TEAM SAFETY

OCTO team members who must go on site should maintain distances of 6 feet and follow these additional guidelines to minimize contact with other team members and risk of shared exposure.

1. Don't travel together to the work site.

2. Stagger work/shifts at the work site to minimize contact with other teammates.

3. Conduct site visitation in rotations (approximately no more than 2-3 members on a specific day only per site).

4. Use appropriate equipment for the work task and level of proximity to teammates.

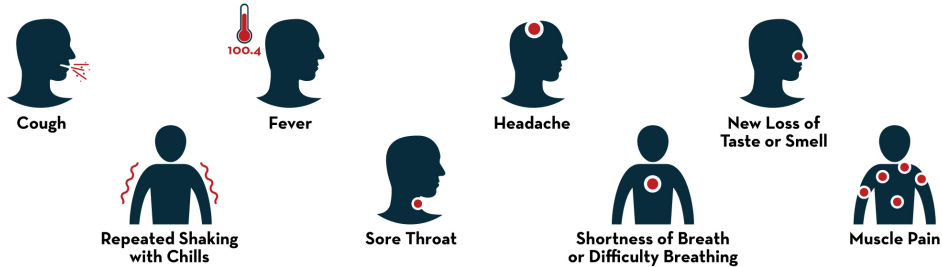5. If you must work together, maintain a safe distance (6 feet).

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SYMPTOMS OF CORONAVIRUS (COVID-19)

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

These symptoms may appear 2-14 days after exposure to the virus:

Cough

Fever
100.4

Headache

New Loss of Taste or Smell

Repeated Shaking with Chills

Sore Throat

Shortness of Breath or Difficulty Breathing

Muscle Pain

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To help ensure personal and collective team health, all OCTO personnel who need to work on site should closely follow guidelines for self-checking and reporting health status.

KNOW THE SYMPTOMS

Before going to the work site every day, self-check for symptoms:

- Is your temperature elevated?
- Are you experiencing fever, cough, and/or shortness of breath?
- Have you or do you suspect having been exposed to anyone with COVID-19 within the past 14 days? If yes, immediately notify your team lead.
- For more guidance and a self-check tool, see CDC's "Symptoms of Coronavirus."

If you exhibit symptoms:

- Immediately notify your team lead.
- Provide a list of team members and other staff with whom you have interacted within the past 14 days to your team lead.
- Follow guidance on coronavirus.dc.gov and your state Department of Health website (DC, MD, or VA) for appropriate actions:
  - **Stay home and self-quarantine until you are free of fever, signs of a fever, and any other symptoms for at least 24 hours and without the use of fever-reducing or other symptom-altering medications.**
  - **Seek medical attention if you have reason to believe you have been exposed to coronavirus or influenza. Call your healthcare provider before visiting a healthcare facility.**

Continue to inform your team lead and OCTO HCM of your status. Participate in OCTO HCM, DCHR, and any other DC Government communication efforts related to your health status.

If symptoms persist, follow your state (DC, MD, or VA) health department guidelines for next steps.

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MORE RESOURCES

This document supplements guidance from the Center for Disease Control (CDC), the Occupational Health and Safety Administration (OSHA), the DC Department of Health, the Mayor's office, and other authoritative sources regarding strategies and preventive actions to limit the spread of COVID-19. If guidance conflicts, the most stringent shall apply.

DC Government employee guidance:
- DCHR guidance

General health guidance:
- CDC health guidelines for all citizens
- CDC symptom and self-check guidance
- DC Health guidance, Mayoral and news updates
- DC Mayoral Order 2020-063 – Extends public health emergency status in DC to May 15, 2020
- MD Department of Health guidance and updates
- VA Department of Health guidance and updates

Workplace guidance:
- DC Health COVID-19 Guidelines for Construction Sites in the District of Columbia (includes actions to be taken when confirmed and potential COVID-19 at work sites are reported)
- OSHA COVID-19 Safety and Health site and Guidance on Preparing Workplaces for COVID-19
- Communication Workers of America (CWA) Recommendations for Workers who Enter Customer Premises

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