



Facility Operating Procedures and Rules

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I. COVID-19 Health & Safety Standards

To ensure the health and safety for all staff and customers, the PA CareerLink® Chester County and United Way Financial Stability Center will adhere to all health and safety guidelines established by the Center for Disease and Control (CDC) and by the PA Department of Health to mitigate the spread of COVID-19.

Partners and staff will be required to adhere to the following:

- Limit the # of staff in the building at one time – this may include rotating on-site staff schedules for staff to ensure social distancing. The capacity of persons in the building at one time will be determined by health and safety officials.
- All persons, both visitors and staff will be required to complete a Health Screening prior to entering the building.
- Wear face coverings or masks – Staff will be required to wear face coverings or masks while interacting with other staff and customers while in the office.
- Social Distance - Maintain a distance of at least 6 feet from other individuals.
- Wash hands with soap and water for at least 20 seconds as frequently as possible, or use hand sanitizer if soap and water are not available.
- Cover coughs or sneezes with a sleeve or elbow.
- Do not shake hands.
- Regularly clean high-contact surface areas.
- If a staff member is sick, they will be required to stay home.
- Do not gather in groups larger than 10 people.

Social Distancing standards will remain part of daily office protocol even when it has been determined safe for the public to be on the premises. These standards will include: limiting the # of customers in the building at one time – as determined by health and safety guidelines, allowing customers in the building by appointment only, limiting the # of individuals in a specific area at the same time and not allowing non-essential visitors on site.

A full copy of PA CareerLink Chester County® and Chester County Workforce Development Board's Post Pandemic Strategic Service Delivery Plan is available to individuals upon request.

II. CUSTOMER REGISTRATION WITH RECEPTIONIST

All PA CareerLink® customers must enter and exit through the main entrance (Suite 500). When arriving at the facility, customers will be greeted by the Reception Staff and then directed to the appropriate staff person or location in the facility.

III. **SMOKING POLICY**

The County Commissioners and the Fire Marshall have prohibited smoking in all County Buildings. Additionally, smoking is prohibited within 100 feet of all entrances and exits to the PA CareerLink® - Chester County facility. **A designated smoking has been identified and is located outside the staff entrance on the opposite of the parking lot.**

IV. **CHILDREN**

We need to maintain a quiet, professional office environment for all customers. To the extent appropriate, please ask your customers to limit the instances of having their children accompany them to their appointments.

In instances where customers cannot arrange for appropriate daycare, we understand there may be a need for children to accompany customers to PA CareerLink® - Chester County. We kindly ask that the children are supervised by an adult and are not disturbing other customers or staff. If customers cannot control their children's behavior, they may be asked to leave.

Under no circumstances, are children are permitted in the Computer Resource Center (CRC), workshops, assessment areas or classrooms. There are no exceptions.

V. **INTERNET CONNECTION PROVIDED TO NON-COUNTY and/or NON-COMMONWEALTH STAFF AND WIRELESS CONNECTIVITY**

Both a Wireless and Ethernet connection are available to partner staff to utilize. Wireless passwords will be made available upon request.

Partners may not connect to any of the following equipment to the County network without authorization from PA CareerLink® and the County of Chester's Department of Computer and Information Systems: network routers, modems, extenders, wireless iCloud devices, IP phones or other wireless components/peripherals. Such equipment has the potential to pose a security threat to the County LAN and compromises the reliability of the facility's LAN and Wireless connections.

For Partner and member staff that utilize **County of Chester provided** computers, computer files, email system, computer software and internet and wireless connections – please be advised that county-provided resources and equipment are intended for business usage only. To ensure compliance with this policy, the County of Chester reserves the right to monitor such usage of their property.

The County strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the County of Chester prohibits the use of their computers and email system in ways that are disruptive, offensive to others, disrespectful to the workplace or harmful to morale. Additionally, County of Chester provided computer equipment and resources may not be used for commercial ventures, religious or political causes, outside organizations or other non-business matters.

Abuse and/or misuse of county provided internet access and equipment is prohibited and may lead to Partner termination. Partners and their staff who are found to be in violation of this policy will be held personally liable for any violations of this policy.

VI. BREAK OUT ROOM USAGE (Rooms in CRC area)

Three Break Out Rooms are available for all partner staff to utilize to meet individually with customers. Rooms may be utilized for one-on-one consultations, job search assistance, counseling services, etc. Staff are required to utilize these rooms for the appointments as opposed to the Conference Rooms.

Rooms are available on a first-come, first serve basis. There are no reservation requirements for usage of the Break Out Rooms

All rooms are equipped with a computer, along with a county-provided internet connection.

VII. CONFERENCE ROOM RESERVATION – SCHEDULING

There are 2 conference rooms, one located in the public area across from the Reception Area, and one located in the Staff Area. Staff may use these rooms for their meetings with staff, team members, committees, etc. Please note, staff should not use these rooms for their private appointments. The only exception is when the Break-Out Rooms are in use.

Both rooms are available on a first-come, first-serve basis. Staff must register for usage of these rooms by reserving the rooms in advance. A weekly reservation schedule will be posted in the room for staff to reserve the meeting room.

Staff are asked to be mindful of the schedule when utilizing the rooms, particularly when there is an adjoining appointment for the room. Staff will need to vacate the room in the event that another staff member has reserved the room for a particular time/timeframe.

VIII. MULTI-PURPOSE ROOM RESERVATION

Two multi-purpose rooms are available for various events, including Orientations, Workshops, Trainings, Job Fairs, etc. The room itself can be transformed into one large room for larger events (PREP, REA, and Job Fairs) by retracting the room dividing panels.

Rooms are available on a first-come, first-serve basis and must be reserved in advance by submitting an email request to the PA CareerLink®- Administrator or designee. Requests for room usage must include: 1) Event Name, 2)Start/End Time of Event, 3) Room Set-up Style (# of tables/chairs), and 4) Need for AV equipment.

Approval of room usage will be provided by return email.

IX. FOOD OR DRINK IN COMMON AREA

Food and/or drink is *prohibited* in the common office areas, classrooms, assessment rooms, testing rooms, multi-purpose rooms, computer resource center and conference rooms.

Food and drink must be contained to the break room adjacent to the Computer Resource Center. Food and drink cannot leave this area.

Staff may have the usual drink at the workstation or desk, however, all food should be contained to the staff break area.

X. COUNTY PROVIDED FURNITURE

The County of Chester has purchased specific cubicles/workstations, specific private office furniture, specific conference room furniture, specific multipurpose room furniture and specific break room furniture for usage in those appropriate areas and/or rooms. Staff are asked not to move or utilize such furniture for their own personal use without authorization from the Administrator.

Staff are asked to take appropriate care of county provided furniture. Any requests for cleaning and/or repairs of furniture should be directed back to the Administrator.

XI. ALTERATIONS TO WORKSPACE - WORKSPACE RECONFIGURATION POLICY

Staff and Customers are prohibited from making alterations to their private office area and/or workstation. This would include any alterations to paint/wallpaper, drywall, and carpet, in their private office or workstation area.

Staff may hang posters to walls, however, with items that require fastening, requests should be submitted to the PA CareerLink® Administrator or designee for approval. This would include items that require screws, nails, anchors, etc.

Staff are prohibited from hanging items in common office areas (hallways, conference rooms, break rooms) without approval from the PA CareerLink® Administrator

XII. REQUEST FOR MAINTENANCE REQUESTS and FACILITY REPAIRS

Requests for repairs and/or facility issues should be submitted to the PA CareerLink® Administrator through email.

Additionally damage to facility items or the facility itself should be reported the PA CareerLink® Administrator immediately.

XIII. USAGE AREA FOR CUSTOMER APPOINTMENTS

Staff are required to use the facility's Break Out/Meeting Rooms for one-on-one appointments with their customers. In instances when Break Out Rooms are unavailable, staff may utilize their private office(s) in the Staff area to for their appointments. In these instances, the customer(s) need to be escorted by the appropriate staff member when in the Staff Area.

Because of confidentiality issues, staff will not be permitted to meet with their customers at their individual cubes/workstations in the Staff Area.

XIV. UNAUTHORIZED USE OF A STAFF MEMBERS WORK SPACE

As a Partner with PA CareerLink® - Chester County, each partner pays an annual cost for the usage of a cubicle/private office. Under no circumstances are staff permitted to utilize another staff member's work space without their authorization.

Should staff require an additional space whether it be to meet customers, complete paperwork, make a personal phone call, etc. they should seek out one of the designated meeting rooms for



such usage. Additionally staff are prohibited from storing any supplies or personal items at another staff member's workspace.

Unauthorized usage of another Partner / Partner Staff's work space is strictly prohibited.

XV. COMPUTER RESOURCE CENTER (CRC) USAGE POLICY

Staff should advise their customers that the computers located in the Computer Resource Center (CRC) are for accessing and utilizing the JobGateway system, job search, training research, job research, UC and for checking e-mail.

Customers who use these computers for other purposes (including but not limited to personal business, work on sideline business, personal social media sites, inappropriate sites, surfing the internet) will be asked to stop using the computer to access these sites. If customers do not follow the rules after being reminded, the Security staff will remove them from the CRC area.

XVI. CELL PHONE USAGE POLICY (ON SILENCE)

Staff and customers should keep their personal mobile devices and cell phones on silent mode. Usage of these devices at the front desk/reception area is prohibited.

Staff should make and/or take their calls in the staff area or outside the facility.
Customers should make or take their calls in the public break room or outside the facility.

XVII. FACILITY OPERATING HOURS and DESIGNATED HOLIDAYS

Facility operating hours are Monday through Friday – 8:30 am to 4:30 pm.

Staff is permitted to work outside of the normal operating hours at the facility.

Non-partner staff and customers are not permitted inside the facility during before/after normal operating hours.

On an as needed basis, the partnership will evaluate the need to offer Extended Hours to the public and communicate to the partnership when extended hours will be available.

PA CareerLink® - Chester County will observe the following Holidays:

- New Year's Day –
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day Thanksgiving Day
- Day After Thanksgiving
- Christmas Day



PA CareerLink® - Chester County **will be open** on the following days designated as County Floating Holidays/Holidays: **Good Friday, Flag Day and Election Day**. Please note, these holidays are subject to change.

XVIII. VISITORS

To prevent instances of disruption of business and because of safety and confidentiality risks, staff may not receive personal visitors during work time or in work areas. The exception to this matter is in the event of an emergency, or with authorization received from the Site Administrator. Staff who must conduct personal business involving PA CareerLink® - Chester County offices are expected to confine such activity to non-working time.

XIX. PARKING

The office park provides free parking within the complex. To accommodate our customers, staff is asked to not park in the store front parking spaces. These spaces should be left for our customers to utilize.

Staff should also be mindful of the scheduling of large scale events and the impact that it could have on the availability of parking within the complex. Staff may schedule large scale events, but they are asked to be mindful of the neighboring offices 'busy times' so as to not create an insufficient parking situation for everyone.

XX. INCLEMENT WEATHER POLICY

As a Commonwealth-chartered PA CareerLink®, we have a designated inclement weather policy in place. The decision to have a delayed opening or closure is based on two major factors:

- road conditions as determined by Chester County Emergency Services through contact with local officials, and
- Current and projected weather forecasts.

It is important to note that PA CareerLink® - Chester County's decision to open late or close is not necessarily based on the same factors taken into account by area school districts or county government as ultimately approval must be received by the PA Department of Labor and Industry – Bureau of Workforce Partnership and Operations, our Local WDB and One Stop Operator.

When weather dictates a change in office status, notification will be provided via the following outlets:

- **E-mail:** All partner staff will receive an email of any changes in office operating hours.
- **Voice Mail:** The PA CareerLink Administrator will leave a recorded message on the Center voice mail system. The general public and staff may call the main office phone number.
- www.pacareerlinkchesco.org : an alert bar will be placed on our local webpage indicating any change in office status
- **Twitter and Facebook:** notification of any change in status will be posted on our Facebook and Twitter pages.

A full inclement weather policy will be provided to all Partners and Partner Staff.

XXI. FIRE SAFETY

To provide a safe work environment and to comply with public safety rules and regulations, the County will conduct fire drills for the facility. Participation in all drills is mandatory. Employees are expected to be familiar with exits, location of nearest fire extinguisher, location of nearest fire alarm signals and proper procedures and evacuation procedures.

In the event of a fire:

- Pull the nearest fire alarm switch
- Notify Emergency Services by dialing 9-1-1
- Attempt to extinguish minor fires with available equipment if properly trained
- Evacuate the building and meet at the designated meeting spot

A full evacuation procedure will be provided to all Partners and Partner Staff.

XXII. SPACE HEATER GUIDELINES

Space heater units are permitted. However, County Policy only permits usage of these units between November 1st and March 1st of each year.

Site Administrator must approve portable space heating units before they are put into use. The space heater must be disconnected whenever you leave the area where it is being used and unplugged before going home for the day.

Staff must follow the Space Heater Guidelines found in the *Office Electrical Safety Handout* that is posted in the Supply Room..

XXIII. BOMB THREAT

In the event of a bomb threat, the person receiving the call must:

- Listen to what the caller making the threat is saying and write down as much as possible
- Immediately call 9-1-1 and provide the dispatcher with information on the bomb threat.
- Immediately inform the PA CareerLink® Administrator or designee
- The evacuation process will be initiated by the sounding of an alarm.
- Evacuate the building according to pre-arranged procedures
- After evacuation, the person who received the call should report to the mobile communications vehicle to inform officials of the details noted regarding the bomb threat.

XXIV. SHELTER-IN-PLACE PLAN

A Shelter-in-Place Office Plan has been developed for our facility. The purpose of this document is to provide the employees of the **PA CareerLink® - Chester County and United Way Financial Stability Center** and the public within the office during a potential threat of violence or an active shooter within the building with a procedure to follow for a shelter-in-place plan.



This plan is to be implemented by the employees of the **PA CareerLink® - Chester County and United Way Financial Stability Center** when there is an active shooter or potential threat of violence within the building and there is need for a shelter-in-place action plan.

A copy of the plan and has been provided to all staff. Additional copies can be made available upon request.

XXV. PROFESSIONAL and BUSINESS APPROPRIATE ATTIRE

While staff should follow their home office dress attire policy, all Staff are asked to maintain professional and business appropriate dress attire at all times.

On designated days, the office may participate in dress-down day events for a designated charity. Such events will be announced to staff at the appropriate time.