

Frequently Asked Questions for Opening State Office Buildings (April 30, 2020)

Which offices will be open to the public? Each department will be responsible for deciding which offices to open and for maintaining the social distancing requirements within these public areas.

Will opening state buildings to the public require that all state employees report to work at their buildings? No. Departments should still use remote work wherever possible. This is in line with the state's overall guidance for all Missouri businesses (see <https://showmestrong.mo.gov/businesses/>).

Will all public services be open to the public, or will virtual public servicing still remain in place? We should continue to encourage the public to use online, mail, or phone services wherever possible. Please be sure that all services that are open to the public in a state office building are clearly stated on your websites. You should also indicate to the public that they will be advised not to enter a state building if they would answer yes to any of the following questions:

Do you, or a person you live with, have:

- a) A temperature of 100.4°F or higher, OR*
- b) Two or more of the following: chills, new loss of taste or smell, or unexplained body aches, headache, or sore throat, OR*
- c) One or more of the following: dry, non-productive cough (new onset or worsening of chronic cough), shortness of breath, or difficulty breathing?*

Can “appointment only” services be implemented? Yes, if “appointment only” services will fulfill the department's mission, then appointments should be used to the greatest extent possible to help maintain social distancing.

What is the department responsible for when an area is open to the public in a state office building? A department must require members of the public to sign in, provide their contact information, and maintain social distancing. The department may call on OA to help with the arrangement of chairs, etc. for their space to help maintain social distancing.

If lobbies are opened to the public, will there be limits set in addition to social distancing? Yes, in conjunction with social distancing requirements, departments should limit the number of people entering public spaces to no more than 1 person per 150 square feet.

When employees report to work, will they be screened before entering the work place? Yes, there will be basic screening at the entrance of larger state office buildings. (See below)

Which buildings were selected to have screenings? State office buildings with 300 or more employees were selected to be screened. Most of these buildings have high traffic from the public. (See below)

Who will be conducting the screening? The National Guard will be posted at these buildings to screen employees and advise the public. Screening will require employees to respond to three health related questions. At the present time, screening will not include taking temperatures.

Will there be different lines for the public and for employees? Yes, in most cases if the entrances allow for it, there will be different lines.

Should departments in larger state office buildings plan to stagger start times and shifts to help the screening process? Yes. Wherever possible, departments should stagger start times to reduce wait times at screening stations and to enhance social distancing during the workday.

How long will it take to get screened, and what happens during screening? Screening should take less than 30 seconds. Screening currently will not require taking employee temperatures. Screening will require employees to respond to three health related questions and the public to hear the same three questions as advice.

Should Departments provide any guidance to staff about screening? Yes, Departments should remind all employees to have their state ID badge displayed for screening. OA will provide FAQs to supervisors to guide them if they have questions. Staff coming back to work should be reminded it may take a little longer to get into the building and should arrive within 10 minutes of their assigned time to start work.

Should Departments advise team members to self-screen at smaller state facility locations? Yes, self-screening reminder flyers will be available to post at building entrances.

Will conference rooms be available? No, in the first phase of opening buildings to the public, conference rooms will not be available for reservation.

Will in-person meetings be allowed? WebEx meetings should be used unless it is absolutely necessary to have an in-person meeting. If an in-person meeting is required, there should not be more than 10 people in a room and social distancing (6 feet) is necessary.

Will face coverings be required? Wearing face coverings is highly recommended, but not mandatory except for certain positions such as those providing care to clients in residential facilities. Please check the DHSS website for recommendations for wearing or making face coverings.

How often will the buildings be cleaned? Buildings will be cleaned daily, with an emphasis on disinfecting touch surfaces. The buildings will also be cleaned consistent with the State Workplace Closure and Cleaning Related to Positive COVID-19 Tests Guidance.

Will administrative leave continue to be available for employees that cannot work from home? This issue is addressed in the Leave Guidance Memo dated April 8. Generally, administrative leave will not be available when state buildings are reopened to the public. Employees who cannot work remotely should report to work unless their specific workspace is closed due to a COVID 19 positive test.

Could an employee elect to use annual leave if they did not feel comfortable reporting to work? Yes. If the department's business function can allow for an employee to use annual leave, then that employees request to use leave for COVID-related concerns should be approved. Other leave questions are addressed in the Leave Guidance Memo.

What happens if an employee answers yes to the screening questions? The team member will be asked to return home, alert their supervisor, and contact their physician about their symptoms.

If a member of the public refuses to sign in or touch a pen what actions should the department take? The supervisor in charge should explain that it is important to keep track of who has entered their area in case there is a COVID exposure and that the supervisor can complete the form for them. Pens should be sanitized after each use and hand sanitizer should be available for the public. If they refuse, you

should suggest they conduct their business online, by phone, or by mail. If they continue to refuse, the supervisor should politely ask them to leave.

Will vendors working in the buildings be screened? Yes, like state employees.

Will face coverings be provided to employees? Face coverings can be obtained through MVE. Your department can order and provide face coverings to your teammates.

What happens if the number of people wanting into your reception area exceeds the limit? If appropriate, each department should designate a greeter to control the number of people moving in and out of your reception area.

What happens if the public is confrontational and will not follow the rules? Please call the Capitol Police if the level of tension escalates for Jefferson City buildings. If outside of Jefferson City, please call local law enforcement agency or, if available, call contracted building security.

Buildings include:

Capitol Building
Truman Building
Lewis and Clark Building (DPS and DNR)
Jefferson Building
Howerton Building (DSS)
920 Wildwood (DHSS)
930 Wildwood (DHSS)
3418 Knipp (DSS and DHSS)
Fletcher Daniels Building (Kansas City)
Wainwright Building (St. Louis)
9900 Page (St. Louis)
Landers Building (Springfield)