

COVID-19 GUIDELINES FOR CMRA'S BUSINESS PARTNERS

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A Service Mark of

COMMUNITY REHABILITATION AGENCIES OF TENNESSEE

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1 PURPOSE OF THIS DOCUMENT

CMRA developed these Guidelines to help its Business Partners plan for and deal with Covid-19 matters. Every Business Partner of CMRA agreed in its contract with CMRA to follow these Guidelines concerning Business Partner's operations relative to the goods or services it provides for CMRA. The Guidelines provide minimum standards for Business Partners. Following the Guidelines will not ensure that Covid-19 is being adequately addressed to keep Business Partners' employees and others from contracting the virus. Each situation is unique, and Business Partners should exercise independent judgment as to whether additional measures need to be taken and should treat these Guidelines as a minimum.

The Guidelines are based on the Tennessee Pledge, Universal Guidelines for All Businesses, beginning at page 18, https://www.tn.gov/content/dam/tn/governorsoffice-documents/covid-19-assets/Pledge_General.pdf, including recommendations from the CDC and the Tennessee Department of Health (collectively, the "Official Guidance") for businesses that are not critical infrastructure businesses.

Official Guidance will change periodically. As changes occur, these Guidelines will be updated as soon possible to reflect those changes. The most current version of the Guidelines can be found on CMRA's website, www.cmraonline.org.

CMRA has a Covid consultant who is available to help Business Partners address Covid-19 matters. If a Covid-19 incident occurs, Business Partner should call the Covid consultant immediately. If a Business Partner has questions about Covid-19 or these Guidelines, the Covid consultant is available to help with those questions, too.

Contact information for CMRA's Covid consultant is as follows:

Robyn Smith,
615-251-5468
rsmith@cmraonline.org

If anything in these Guidelines or any advice given by anyone at CMRA is contrary to the advice given by an employee's healthcare provider, then employee should follow their healthcare provider's advice.

2 "CLOSE CONTACT"

2.1 Close Contact means that within the past 14 days:

- For a cumulative total of 15 minutes or more during a 24 hour period, you were within 6 feet of someone who has COVID-19 starting from 2 days before the infected person's onset of symptoms or, for asymptomatic persons, 2 days prior to test specimen collection, or

- You provided care at home to someone who is sick with COVID-19, or
- You had direct physical contact with someone who has Covid-19 (hugged or kissed them), or
- You shared eating or drinking utensils with someone who has Covid-19, or
- Someone with Covid-19 sneezed, coughed, or somehow got respiratory droplets on you.

2.2 Workplace Contact Tracing after Close Contact

When an employee tests positive for Covid-19 or is presumed to have Covid-19 based on their symptoms, Business Partners should determine who else at work may have been exposed through Close Contact with the employee. CMRA's Covid consultant can assist in this determination. See section 2.3 below for information on what to do if Close Contact occurred.

2.3 What to do when you determine an employee who tested positive for Covid-19 was in Close Contact with other employee(s)

- Inform the other employee(s) of their Close Contact to Covid-19 in the workplace but maintain confidentiality concerning the identity of the infected person as required by the Americans with Disabilities Act (ADA).
- Instruct the exposed employee(s) to stay home for 14 days and self-monitor for symptoms. Guidance on when the exposed employee(s) may return to work after Close Contact can be found in section 6.3.
- These Guidelines are focused on the workplace; however, Business Partner should encourage the employee who tested positive for Covid-19 to let people they have been in Close Contact with outside the workplace know that they have been exposed.

2.4 Potential Airborne Transmission Beyond Six Feet Under Special Circumstances

According to the CDC, Covid-19 is mainly transmitted through Close Contact (i.e., contact transmission and droplet transmission), but it can sometimes, under special circumstances, also be spread via airborne transmission over long distances or times. The CDC reports that these transmission events appear uncommon and have typically involved the presence of an infectious person producing respiratory droplets for an extended time (>30 minutes to multiple hours) in an enclosed space. In these transmissions, enough virus was present in the space to cause infections in people who were more than 6 feet away or who passed through that space soon after the infectious person had left. Circumstances under which airborne transmission of the virus appears to have occurred include:

- Enclosed spaces within which an infectious person either exposed susceptible people at the same time or to which susceptible people were exposed shortly after the infectious person had left the space.
- Prolonged exposure to respiratory particles, often generated with expiratory exertion (e.g., shouting, singing, exercising) that increased the concentration of suspended respiratory droplets in the air space.

- Inadequate ventilation or air handling that allowed a build-up of suspended small respiratory droplets and particles.

2.5 What to do when you determine an employee who tested positive for Covid-19 was in proximity of other employee(s) under the special circumstances for potential airborne transmission beyond six feet

- Inform the other employee(s) of their potential exposure to Covid-19 in the workplace but maintain confidentiality concerning the identity of the infected person as required by the Americans with Disabilities Act (ADA). Tell the other employee(s) that the potential exposure does not meet the criteria for Close Contact; therefore, they are not required to self-isolate, but encourage them to be especially vigilant in self-monitoring for symptoms and in limiting their Close Contact with others for the next 14 days.
- Instruct the other employee(s) to not come to work if symptoms occur and to call their supervisor.
- Report the incident to CMRA and monitor their symptoms as described in section 4.2.

3 GUIDELINES FOR EMPLOYEES

3.1 Stay home and notify your supervisor if/when

- you get tested for Covid-19
- you have tested positive for Covid-19
- a doctor has told you to stay home
- you have had a fever in the last *48 hours*
- you have a new loss of taste or smell
- you have been experiencing a cough, shortness of breath, or sore throat
- you have had vomiting or diarrhea in the last *24 hours*
- your temperature is over 100.4 degrees Fahrenheit
- anyone in your household has Covid-19 symptoms
- anyone in your household tested positive for Covid-19
- you have been in Close Contact with a confirmed case of COVID-19 ("Close Contact" is defined in section 2)

3.2 Practice good cleanliness

- Wash your hands frequently.
- Avoid touching your face.
- Cover coughs and sneezes with a mask, tissue, or shirt sleeve.

- Avoid using other employees' phones or other work tools and equipment, when possible. If you must use them, clean and disinfect them before and after use.

3.3 Masks and gloves

3.3.1 Masks: CMRA requires the following of all employees while at work

- Wear a mask or cloth face-covering that completely covers both your nose and mouth. The mask should fit securely under your chin and snugly against your face.
- Do not remove your mask or face-covering while inside the building unless you follow the guidelines in section 3.3.3 regarding eating or drinking during a dinner break or a rest break.
- Do not remove your mask outside unless you are more than 6 feet away from other people.

3.3.2 Gloves: CMRA requires the following of all employees while at work

- Wear disposable gloves while you are cleaning, disinfecting, and handling trash.
- After using disposable gloves, throw them out in a lined trash can. Do not disinfect or reuse the gloves.
- After removing the gloves, wash your hands with soap and water for 20 seconds. If soap and water is not available, use hand sanitizer with at least 60% alcohol.

3.3.3 Circumstances when a mask may be removed inside a building

If you take dinner breaks or rest breaks indoors, you may remove your mask to eat and drink if you comply with the following:

- Allow at least 6 feet distance from others.
- Replace your mask when you finish your meal, snack, or drink.

3.3.4 Tips and recommendations for wearing a mask

- Wash your hands before and after removing your mask.
- Be careful not to touch your eyes, nose, and mouth when removing your mask
- Try not to touch your face when you adjust it throughout the day.
- Don't let others wear your mask.
- Keep it away from machinery that it could get caught in.
- If using disposable masks, do not reuse them, and throw them away in appropriate trash receptacles.
- Don't lay your mask on any surface that may contaminate either the mask or the surface.

- Don't use it if it's damaged or has holes, unless it is the only face covering you have access to.
- Make sure it completely covers your nose and mouth.
- Keep cloth masks clean by washing daily, or more often if contamination occurs.

3.4 Practice social distancing

- Try to stay at least 6 feet away from people while at work. Do this even if both of you are wearing masks. If you must get within 6 feet of someone, limit the amount of time you spend near them.
- If you take a break inside, do not stay in an office or room with another person.
- Remember, "Further is safer."

4 EMPLOYER'S EVALUATION OF EMPLOYEE'S HEALTH

4.1 Evaluating Whether an Employee May be at Work

Business Partners should ask employees to self-monitor before coming to work as described in section 3.1. CMRA recommends that Business Partners evaluate each employee when they get to work as described below.

- (1) Take the employee's temperature.

If temperature is above 100.4 degrees Fahrenheit, the employee should not work and should be "monitored" as described in section 4.2.

Ask the employee the following questions:

- (2) Have you had a fever in the last 48 hours?
- (3) Are you experiencing a new loss of taste or smell?
- (4) Have you been experiencing a cough, shortness of breath, or sore throat?
- (5) Have you had vomiting or diarrhea in the last 24 hours?

If the employee answers yes to any of the questions above, the employee should not be permitted to work and should go home. The supervisor should monitor the employee as described in section 4.2.

- (6) Does anyone in your household have Covid-19 symptoms?
- (7) Has anyone in your household tested positive for Covid-19?

If the employee answers yes to question 6 or 7, the employee should not be permitted to work and should go home. See section 6.2 for guidance on the employee returning to work.

- (8) In the past 14 days, have you been in "Close Contact" with a confirmed case of COVID-19? ("Close Contact" is defined in section 2.)

If the employee answers yes, the employee should not be permitted to work and should go home. See section 6.3 for guidance on the employee returning to work.

4.2 Monitoring Employees

When an employee is not permitted to work because of a symptom that reasonably could be something other than Covid-19:

- The supervisor should contact the employee 24 to 48 hours after the employee first had symptom(s) and ask whether the symptom(s) have resolved.
- If the symptom(s) have resolved, the supervisor may determine that the symptom(s) were caused by something other than Covid-19 and permit the employee to return to work.
- If the symptom(s) have not resolved or if it is unclear whether the symptom(s) have resolved, the employee should stay home as if they have Covid-19. See section 6 for instructions on when the employee can return to work.

5 REPORTING COVID-19 INCIDENTS TO CMRA

5.1 "Covid Incident" means any of the following:

- Business Partner learns that an employee has tested positive for Covid-19
- An employee reports having one or more symptoms of Covid-19 (section 3.1)
- Business Partner determines an employee has symptoms of Covid-19 (section 4.1)
- Business Partner learns that an employee has been in Close Contact (section 2) with a person who tested positive for Covid 19
- Business Partner learns that someone in the employee's household has Covid-19

5.2 Call CMRA First

When a Covid Incident occurs, a supervisor immediately should call CMRA's Covid consultant, Robyn Smith, 615-251-5468. If Robyn does not answer, leave a voice mail, and then call your contracts manager. The TDOT contracts manager is Reggie Parkerson, (615) 674-0111. The contracts manager for JLL and other Business Partners is Marc Jenkins, 615-308-8588.

The Covid consultant or contracts manager will ask the supervisor questions and assist in determining the following:

- Should the employee be required to stay home and practice social distancing or self-isolation?
- Should other employees be advised that they may have been exposed to Covid-19?
- Should deep cleaning be required?
- Should any other steps be taken?

5.3 Submit a Written Incident Report Within 1 Day

Addendum 1 is a CMRA Covid-19 Incident Report Form that Business Partners must submit to CMRA within 1 day of a Covid Incident.

Complete the Covid-19 Incident Report after calling CMRA and submit it within 1 day of the incident. The form should be sent to CMRA either by fax to 615-736-6095 or by email to Robyn Smith, rsmith@cmraonline.org, and to your contracts manager, Reggie Parkerson, rparkerson@cmraonline.org, or Marc Jenkins, mjenkins@cmraonline.org.

5.4 Business Partner to Follow-up with CMRA upon Request

After an incident is reported, CMRA may request additional information to monitor the situation. For example, did an employee who went home sick test positive? The Covid consultant will request by email any additional information that is needed.

CMRA will maintain a timeline describing the chronology of events for each incident.

5.5 CMRA Reporting of Incidents to TDOT, JLL, and Others

5.5.1 Incident Reports.

CMRA will send incident reports to TDOT, JLL, and others within 24 hours of receiving the report. TDOT incident reports will be emailed to Reza Baghaevaji with copies to Alan Durham and Chris Cowan. JLL incident reports will be emailed to Stan Key. Incident reports for other entities will be emailed to appropriate persons as determined by CMRA.

5.5.2 Requests to Close a Building and/or Conduct Deep Cleaning and Disinfecting.

CMRA will communicate requests to close a building and/or conduct deep cleaning and disinfecting to TDOT, JLL, and others within one hour of deciding to make the request. Requests concerning TDOT will be communicated to Alan Durham by email, text or telephone, or a combination of the three. Requests concerning other entities will be communicated by email, text or telephone, or a combination of the three to appropriate persons as determined by CMRA.

6 SELF-ISOLATION AND RETURN TO WORK

6.1 When Employee Has Covid-19 (tested or assumed)

NOTE: This section applies either when the employee tested positive for Covid-19 or when they had symptoms that were assumed to be Covid-19 based on the guidelines in sections 4.1 and 4.2.

According to the CDC:

Employers are permitted under the Americans' With Disabilities Act ("ADA") to require a doctor's note from employees to verify that they are healthy and able to return to work; however, as a practical matter, healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner. Most people with COVID-19 have mild illness and can recover at home without medical care and can follow CDC recommendations to determine when to discontinue home isolation and return to work.

The CDC recommends a symptom-based strategy for determining when a person can end isolation and return to work. Researchers have reported that people with mild to moderate Covid-19 remain infectious no longer than 10 days after their symptoms began, and those with more severe illness or those who are severely immunocompromised remain infectious no longer than 20 days after their symptoms began. The following guidelines are based on the CDC's recommendations for discontinuing home isolation.

6.1.1 Employee had Mild or Moderate Covid-19

If the employee does not have a severe case of Covid-19 and is not severely immunocompromised, then they may discontinue isolation and return to work when the following criteria are met:

- at least 10 days have passed since symptom onset; and
- at least 24 hours have passed since the employee's fever returned to normal without fever-reducing meds; and
- other symptoms have improved.

6.1.2 Employee had Severe Covid-19 or Employee is Severely Immunocompromised

If the employee has a severe case of Covid-19 or the employee is severely immunocompromised, then they may discontinue isolation and return to work when the following criteria are met:

- at least 20 days have passed since symptom onset; and
- at least 24 hours have passed since the employee's fever returned to normal without fever-reducing meds; and
- other symptoms have improved.

Alternately, for persons who are severely immunocompromised, testing could be considered in consultation with infectious disease experts. If a test-based strategy is used, the employee must receive negative results from at least two consecutive respiratory specimens collected no more than 24 hours apart.

6.1.3 Employee Tested Positive for Covid-19, but Developed No Symptoms

If the employee who tested positive does not develop any Covid-19 symptoms, then they may discontinue isolation and return to work 10 days after their first positive test result.

6.2 When Household Member has Covid-19 (based on symptoms or positive test)

If an employee shares any living space with an individual who begins having symptoms of Covid-19 or if the household member tests positive for Covid-19, even if the person has no symptoms, then this section applies to the employee. The sharing of living space includes bedrooms, bathrooms, living rooms, kitchens, etc.

The employee must stay home and practice social distancing from non-household members for the duration of the household member's isolation period plus an additional 14 days. Refer to section 6.3 for guidance concerning the 14-day period. If the employee develops Covid-19 (based on symptoms or positive test), refer to section 6.1 for guidance.

6.3 When Employee has Close Contact with Person Who Tested Positive for Covid-19

Follow the guidance in sections 6.3.1 through 6.3.3 when:

(a) an employee had Close Contact (defined in section 2) with a person who had tested positive for Covid-19 and the person's isolation period had not ended, or

(b) an employee had Close Contact with a person who has tested positive for Covid-19 during the time period beginning two days before the person's symptoms began, or two days before the person's positive specimen was collected if the person has no symptoms.

6.3.1 If Employee Develops No Symptoms and is Not Tested after Close Contact

If an employee is not tested and no symptoms of Covid-19 are reported during daily monitoring after Close Contact, then the employee must remain at home or in a comparable setting and practice social distancing for 10 days from the date of the Close Contact. They may return to work after day 10.

6.3.2 If Employee Develops No Symptoms and Tests Negative after Close Contact

If an employee reports no symptoms of Covid-19 during daily monitoring and receives a negative test result from a nose swab PCR (polymerase chain reaction) test or antigen Covid-19 test taken on or after day 6 after a Close Contact with an infected person, then the employee must remain at home or in a comparable setting and practice social distancing for 7 days from the date of the Close Contact. They may return to work after day 7.

6.3.3 If Employee Develops Covid-19 (based on symptoms or positive test) after Close Contact

If an employee tests positive or develops symptoms of Covid-19 after a Close Contact with an infected person, refer to section 6.1 for guidance.

7 PERSONAL PROTECTIVE EQUIPMENT (PPE)

7.1 Business Partners whose Employees Work in Rest Areas and State Office Buildings

- Business Partners must provide adequate masks and gloves for employees.
- Employees must always wear a cloth mask covering their nose and mouth while inside a state building.
- Employees should not remove their mask from their nose or mouth while inside a state building, even if they are on break.
- Employees who work outside should not remove their mask outside unless they are far away from other people.
- Employees must wear gloves while performing cleaning tasks.
- Business Partner should monitor to ensure that PPE is properly used.
- CMRA will monitor the availability and proper use of PPE during its inspections.

7.2 Other Business Partners

- Business Partners must provide adequate masks and gloves for employees.
- Business Partners must require employees to practice social distancing.

7.3 Need Help Finding PPE?

If a Business Partner needs help locating PPE, you may contact CMRA's Covid consultant and ask for assistance in locating a vendor.

8 CLEANING AND DISINFECTING

8.1 Cleaning and Disinfecting in the Regular Course of Business

8.1.1 Business Partners that provide services at rest areas

Follow the guidelines in Addendum 2, TDOT Rest Area HTP Maintenance Checklist, and in your contract with CMRA. Additional information can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

8.1.2 Business Partners that provide janitorial services in state buildings

Follow the guidelines in your contract with CMRA and in Addendum 3, CMRA Janitorial Covid-19 Guidelines.

8.1.3 Other Business Partners

Develop your cleaning and disinfecting plan based upon your business process. CDC guidance can be found at https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf.

8.2 Cleaning and Disinfecting After a Person Tests Positive for Covid-19

8.2.1 Business Partners Whose Employees Work at Rest Areas and State Office Buildings

When a person who has been inside a building tests positive, a decision must be made as to whether any part of the building needs to be shut down for the deep cleaning and disinfecting. When a Business Partner calls CMRA's Covid consultant to report a Covid Incident (section 5), the Covid consultant will ask questions to help in deciding whether deep cleaning and disinfecting will be recommended.

Ideally, the cleaning and disinfecting will occur 24 hours after contamination, or less if that is not feasible. The delay in deep cleaning and disinfecting is to minimize potential for other persons being exposed to respiratory droplets.

If the person who tested positive for Covid-19 has not been in the building during the last 7 days, deep cleaning and disinfecting will not be recommended.

If the person who tested positive has been in the building during the last 7 days, then variables that will be considered in deciding whether to recommend deep cleaning and disinfecting include, but are not limited to:

- How much time has passed since the person was last in the building?
- For each room in the building that the person was in, what size is the room, and how long were they in the room at one time?
- What was the ventilation in the room, i.e., was the door open or shut, and windows open? If the door was open, was it open to the outside or to another area inside the building?
- Was the person wearing a mask? At all times? Sometimes?
- Was the person coughing or sneezing while they were in the building?

If CMRA recommends deep cleaning and disinfecting, CMRA will provide further instructions to the Business Partner. Instructions may include closing off the area(s) that

need to be deep cleaned and disinfected or, if feasible, opening outside doors and windows to increase air circulation in the area.

CMRA will notify the appropriate state officials of its recommendation to deep clean and disinfect the area(s). They will make the final decision on whether to deep clean and disinfect the area(s). After deep cleaning and disinfecting occurs, the area can be reopened.

In areas that have not been closed off, employees should continue services as usual including routinely cleaning and disinfecting all high-touch surfaces.

8.2.2 Other Business Partners

Your actions will need to be based upon CDC guidelines as they relate to your business, <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>. If you would like assistance in navigating the CDC guidance as it relates to your business, please call CMRA's Covid consultant.

9 HANDLING COMPLAINTS FROM THE PUBLIC CONCERNING MASKS

State buildings have signs requiring that masks be worn in the building. The following is guidance for how Business Partners' employees can handle various encounters with the public concerning the mask mandates.

Comment: *I refuse to wear a mask.*

Response: Do not respond. If the person persists and is attempting to draw a response, politely say, "have a nice day."

Comment: *That person is not wearing a mask; they're supposed to wear a mask; make them wear a mask.*

Response: "I'm sorry, but I don't have the authority to force them to wear a mask."

Comment: *That person is not wearing a mask, make them leave.*

Response: "I'm sorry, but I don't have the authority to make them leave."

10 COVID-19 ASSISTANCE FOR BUSINESS PARTNERS

CMRA encourages Business Partners who have questions concerning Covid-19 to contact the Covid consultant:

Robyn Smith, 615-251-5468, rsmith@cmraonline.org.

If Robyn is not available, you may contact your CMRA contracts manager:

Reggie Parkerson (TDOT), 615-674-0111, rparkerson@cmraonline.org

Marc Jenkins (JLL & Other), 615-308-8588, mjenkins@cmraonline.org

ADDENDUM 1: Covid-19 Incident Report Form

CMRA COVID-19 INCIDENT REPORT FORM

**WHEN A COVID-19 INCIDENT OCCURS, CALL * CMRA IMMEDIATELY BEFORE COMPLETING THIS REPORT,
AND SEND THIS REPORT WITHIN ONE DAY**

Subcontractor/Agency: _____ Today's Date: _____

Location(s) [bldg name/addr] where employee works: _____

Name of Person Completing Report: _____ Phone Number: _____

This report relates to employee (give the employee's initials) : _____

CIRCUMSTANCES

Employee called-in; left work sick; other _____

Last Day Worked (date): _____ Time Left Work : _____ AM PM

Has employee been tested for Covid-19? Yes No Test results: Positive Negative Waiting

If tested, date the test sample was taken _____ Date the test results were received _____

SYMPTOMS - please check or circle all that apply

Fever or chills (Temp: _____°F)	New loss of taste or smell	Cough	Fatigue
Shortness of breath or difficulty breathing	Muscle or body aches	Congestion or runny nose	Diarrhea
Nausea or vomiting	Headache		Sore throat

DESCRIBE WHAT HAPPENED

*PROCEDURE FOR REPORTING

- Immediately, before filling out this form**, call Robyn Smith, Covid Consultant, at 615-251-5468.
- If no answer, leave a message and then call your CMRA Contracts Manager:
Reggie Parkerson (TDOT), 615-674-0111 or Marc Jenkins (JLL & Other), 615-308-8588
rparkerson@cmraonline.org *mjenkins@cmraonline.org*
- Within 1 day of the incident, send this form to CMRA by fax 615-736-6095, or e-mail it to Robyn Smith, *rsmith@cmraonline.org* **and** to your contracts manager, Reggie or Marc, at their email address above.

ADDENDUM 2: TDOT Rest Area High Touch Point (HTP) Maintenance Checklist

(ADD SUBCONTRACTOR / AGENCY)																			
TDOT REST AREA HTP MAINTENANCE CHECKLIST																			
(ADD REST AREA LOCATION)																			
*** HIGH TOUCH POINT MAINTENANCE SHOULD BE PERFORMED HOURLY FOR ALL FREQUENTLY TOUCHED AREAS ***																			
DATE OF REPORT: ____/____/____										REPORTED BY: _____									

	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	12 AM	INITIAL
ENTRANCE DOORS AND WINDOWS																			
ENTRANCE DOOR HANDLES																			
ENTRANCE DOOR PANELS																			
WATER FOUNTAINS																			
RESTROOM DOOR PANELS																			
RESTROOM DOOR HANDLES																			
PARTITION DOORS AND SURFACES																			
URINAL FLUSH HANDLES																			
TOILETS AND TOILET SEATS																			
TOILET FLUSH HANDLES																			
TOILET PAPER DISPENSERS																			
SINK KNOBS AND FAUCETS																			
SINK COUNTERTOPS																			
SOAP DISPENSERS																			
HAND DRYERS																			
PAPER TOWEL DISPENSERS																			

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ADDENDUM 3: Janitorial Covid-19 Guidelines

CMRA JANITORIAL COVID-19 GUIDELINES

Personal Protective Equipment (PPE)

CMRA, its Business Partners and all janitorial service members servicing CMRA customers are required to wear masks in State of Tennessee buildings at all times except as permitted below*. All janitorial service providers must wear gloves while performing duties.

*An employee may remove their mask inside a building to eat or drink during a break, but only if they allow at least 6 feet distance from others and replace the mask immediately after finishing the meal, snack, or drink.

Hard surface cleaning

Use EPA-approved disinfectants. See <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>. If surfaces being cleaned are visibly dirty, they are to be cleaned using a detergent or soap and water solution prior to applying the disinfecting product. If necessary, surfaces may be cleaned again after sanitizing to remove any film or spots left by the sanitizing product. Centers for Disease Control (CDC) Guidelines for cleaning can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

Cleaning "high touch" office common areas in state buildings

High touch points should be cleaned each evening Monday-Friday consistent with hard surface guidelines above. A new and freshly rinsed cloth should always be used for each cleaning.

High touch points include:

- Restroom door handles/plates, countertops, faucets, and stall doors
- Toilets and urinals
- Water fountains
- Breakroom refrigerator and microwave handles, countertops, faucets and tables and cabinet handles
- Elevator button panels and handrails
- Conference room tables but not chairs
- Building main entry door handles/plates
- Interior of elevator cab walls
- Food court tables and countertops

Best practice to mitigate the possibility of dispensing the virus through garbage/trash

Trash collected in bags should always be tied off and disposed of properly.

Cleaning hard surfaced floors in state office building breakrooms, restrooms, and food courts

Mop floors daily, Monday-Friday, using a new or freshly rinsed mop head, with an EPA-approved floor care disinfectant. See <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>.

Cleaning vehicles used by State of Tennessee

Follow Tennessee Department of Transportation (TDOT) guidelines for cleaning and disinfecting state vehicles/motor fleet "high touch" areas. Use an EPA-approved product, a product with an alcohol solution of at least 70% alcohol, or bleach solutions pursuant to CDC guidelines at <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>. Areas that should be disinfected include:

- Key / key fob
- Steering wheel
- Steering column
- Seat belts
- Center console
- Door interiors
- Door pockets
- Interior door handles
- Exterior door handles
- Seat pockets / seat surfaces
- Areas between seats & consoles
- Areas between seats & doorjambs
- Cupholders / compartments
- Instrument panel
- Accessory panel / touchscreen
- Rearview mirror / side mirrors
- Visors / visor mirrors
- Dashboard / vents
- Gear stick / gear shift
- Trunk release

No requirement to clean chairs, individual desks, workstations, or hard walled offices

Chairs, individual desks, workstations, and hard walled offices are not cleaned/sanitized by janitorial staff. Cleaning of these areas is the responsibility of the person occupying the office/workstation. It is expected that individual state agencies will provide cleaning products for their respective staff to clean these areas as well as shared workstations.

No requirement to clean telephones, keyboards, computer peripherals (i.e. mouse, keypad), copiers, fax machines, printers, etc.

Electronic equipment is not cleaned by janitorial staff. Cleaning of these items is the responsibility of the user of the equipment. It is expected that individual state agencies will provide cleaning products for their respective staff to clean these items.