



**COLUMBUS**  
REGIONAL AIRPORT AUTHORITY

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# Safe Work Playbook

*An interactive guide for COVID-19  
pandemic preparedness and response*

#### **A NOTE TO ALL READERS**

The information contained in the Safe Work Playbook represents current practices of the Columbus Regional Airport Authority (CRAA) regarding the operation of its essential service airports during this time of the unprecedented COVID-19 pandemic. Our top priorities are the health and safety of our employees, tenants and customers. Health and safety first; business second. This guide is adapted from a template provided by The Lear Corporation. We are grateful for their contribution to this body of knowledge and making it available for public use. As such, CRAA also makes this freely available to others for public use as well.

#### **DISCLAIMER - LEGAL STATEMENT**

Please be advised that some or all of the information contained in this document may not be applicable to other airports, businesses or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate and consult with legal counsel regarding the legality, applicability and potential efficacy of this information in your place of business. Please also note that this is a “living” document that may be updated at any time given the fluidity of this situation. CRAA bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in the Safe Work Playbook.

# Letter from the CEO

*To our employees, customers and fellow airports:*

Since the beginning of the coronavirus (COVID-19) pandemic, our philosophy has been **health and safety first; business second**. That notion has guided every decision in our response to this health crisis. We appreciate your partnership in keeping our employees, customers, their families and the community healthy and safe while working at or visiting our facilities.

CRAA's Safe Work Playbook lays out new protocols and practices that will help keep our community safe as employees and passengers return to our airports.

While not a one-size-fits-all approach, this Playbook includes practical recommendations based on guidelines from the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) to address various scenarios we may encounter as we prepare for a new reality. We continue to evolve and remain prepared as we look toward the future. Regular updates will be made to the Playbook based on real-time feedback.

The manual covers a wide range of topics, including:

- The Response Team
- Cleaning and disinfecting procedures
- Practices for ensuring segregation of work teams and other social distancing strategies
- Practices for ensuring passenger safety
- Protocols for response to employee health issues

These are unprecedented times. It is important that we all work together to create an environment where employees feel comfortable performing their jobs safely and passengers feel safe and confident traveling again.

I look forward to working with our entire CRAA team to continue our mission to *Connect Ohio with the world*.

Respectfully,



**Joseph R. Nardone**

President & CEO

Columbus Regional Airport Authority

# Table of Contents

3 Letter from the CEO

## 5 General Protocols and Preparedness

7 Response Team  
10 Critical Material Inventory  
11 Personal Protective Equipment (PPE)  
13 General Disinfection Measures  
15 Decontamination Protocol  
16 Receiving Inventory/Materials/Packages/Mail  
17 COVID-19 Audit Checklist

## 18 Employee Health

19 Daily Employee Self-Screening  
20 If You Are Ill  
21 If You Are Directly Exposed to COVID-19  
22 Returning to Work After Illness Protocol

## 23 Workplace Best Practices

24 Social Distancing  
25 Work from Home  
26 Administrative Staff Return-to-Work Plan  
27 Essential Staff Return from Minimum Staffing Work Plan  
28 Specific Workforce Items  
29 Specific Work Area Practices  
30 Work Processes

## 31 Public and Common Area Best Practices

32 Best Practices for Public in Common Areas  
33 Best Practices in Specific Public Areas  
35 Visitor Policy  
36 Construction Project/Contractor Policy  
37 If You Encounter an Ill Person

## 38 Resources

39 Returning from Working at Home  
39 Governmental Reference Materials and Links  
40 COVID-19-Related Facility Signage





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REGIONAL AIRPORT AUTHORITY

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# General Protocols and Preparedness

## General Protocols and Preparedness

This Playbook is to be used as an Organizational Guideline and aligns with the Centers for Disease Control (CDC) and World Health Organization (WHO) recommendations to the greatest extent possible. We also subscribe to the Transportation Research Board and the Airport Cooperative Research Program for industry best practices.

This is a working document and will be updated to reflect changes in directives and will introduce new recommended practices as they become available.

While the organizational tasks outlined within this document fall to specific positions, it is the responsibility of each employee to understand and implement the following protocols to the best of their ability. This Playbook provides a framework for our CRAA employees so they are empowered to fully implement safe and healthy practices for all aspects of our business.

The Safe Work Playbook provides general recommendations for use in all CRAA facilities. Since there will be location-specific circumstances, sometimes a certain CRAA facility or area will have to adjust the Playbook recommendations to address that facility's needs. Such exceptions must be authorized by the applicable manager. Additionally, all facilities must comply with all applicable laws, meaning that if there is a conflict between the recommendations in the Safe Work Playbook and the applicable law, the facility must follow the applicable law.

# Response Team



## Tasks

- Activate pandemic response plan
- Establish the CRAA Response Team (RT) and communication frameworks
- Adapt response plan to specific protocols of state and local health officials and facilities

The Response Team will be made up of the following:

### Policy

**Joseph Nardone**, President & CEO

Alternate: **Casey Denny**

### Incident Commander

**Casey Denny**, Chief Operations Officer

Alternate: **Charles Goodwin**

### Emergency Preparedness and Operational Safety

**Charles Goodwin**, Director of Operations and Aviation Business Services

Alternate: **Michael Taylor**

Leads emergency planning, response and recovery, including liaising with emergency responders and public health agencies. Develops and manages the response of the event in an Incident Command System (ICS) format, including documentation of the policies, procedures, checklists, etc. that are developed. Develops and distributes briefings to Response Team members. Maintains situational awareness of all aspects of the incident and CRAA's response.

### Liaison Officer

**Michael Taylor**, Manager of Emergency Preparedness & Operational Safety

Alternate: **Christopher Pollock**

Maintains communications and coordinates activities with external community partners including Columbus Public Health and Franklin County Public Health. Additionally, the liaison will coordinate internal resources with our business partners such as airlines, concessionaires, real estate and other tenants.

### Safety Coordinator

**Gregg Mayberry**, Program Manager of Safety & Health

Alternate: **Christopher Pollock**

Ensures safety regulations and safe practices are adhered to. May provide specific training regarding to use of personal protective equipment (PPE) and/or cleaners/chemicals.

### Public Safety

**Ronald Gray**, Chief of Police & Director of Public Safety

Alternates: **Lt. Todd Heck / Lt. Scott Bekemeier**

Ensures readiness and availability of Police, Communications Center and ARFF/EMS services. Evaluates necessity and provision of first aid station(s) within the terminal. Enforces quarantine and containment orders for passengers and crew as directed by local health officials or CDC. Evaluates existing procedures to minimize number of first responders making contact with potentially ill individuals (suspected human biological vectors).

## Response Team (continued)



### Tasks

- Activate pandemic response plan
- Establish the CRAA Response Team (RT) and communication frameworks
- Adapt response plan to specific protocols of state and local health officials and facilities

### Terminal Operations, Supplies & Materials

**Marc Sethna**, Sr. Manager, Terminal and Facilities

Alternates: **Justin Murgatroyd / Timothy Allen**

Oversees terminal operations to ensure timely delivery of custodial services and functionality of all operating systems (facilities maintenance). Manages the provision and onsite supply of materials required to support the operation of the airport specific to the event. Ensures critical inventories are maintained and coordinates with CRAA Procurement for timely acquisitions, delivery and distribution to required areas.

### Technology Services

**Jodie Bare**, Chief Innovation Officer

Alternates: **Michael Journigan / Richard Jones**

Ensures deployment and availability of technology resources and productivity tools to support staff activities and operations, including those requiring offsite access. Ensures mission critical systems are accessible 99% of the time and, if accessibility failures should occur, access is restored as quickly as possible, including failover to designated hot sites if deemed necessary by Technology Services. Institutes necessary cyber security threat prevention, risk remediation, cyber security employee education and awareness, and cyber monitoring programs for safety and security of technology infrastructure.

### Communications & Public Affairs

**Kristen Easterday**, Director of Communications & Public Affairs

Alternate: **Sarah McQuaide**

Acts as Public Information Officer. Develops and executes internal and external communications. This includes working with the media and communicating to our customers during the pandemic. Assists with development of communications for employees, including announcements and directives outlining changes in policies and procedures. Maintains communications with and updates to elected officials.

### Ground Transportation

**Vicki Miller**, Manager of Parking & Ground Transportation Operations

Alternate: **Marcus Elliott**

Maintains timely transportation for passengers and employees utilizing parking facilities, including the regular sanitization of vehicles and equipment used.

### Accounting and Finance

**Randy Bush**, Chief Financial Officer

Alternate: **Paul Streitenberger**

Tracks expenses relative to event; forecasts impact of the event and leads the development of strategies to offset expected reductions in revenue. Ensures availability of funding to procure needed supplies. Reports on financial impact to executive leadership and Board of Directors. Supports capital projects and activities reporting provided by Planning & Engineering.



## Response Team (continued)



### Tasks

- Activate pandemic response plan
- Establish the CRAA Response Team (RT) and communication frameworks
- Adapt response plan to specific protocols of state and local health officials and facilities

### Human Resources

**Shannon Fitzpatrick**, Director of Human Resources

Alternates: **John Aldergate** / **Cammi Wing**

Communicates with employees regarding events and required protocols. Provides support to departments in fulfilling staffing requirements within applicable laws and regulations. Reviews actions and provides guidance regarding compliance and organizational policies, including alternatives to help fulfill objectives. Evaluates implementation of leave and other policies and work rules. Assists staff and families with logistical support of non-standard issues to help with maintaining staffing levels and employee relations. Considers impact of activities on staff's mental health. Monitors employees for signs of stress and depression. Makes counseling services available as needed.

### Planning & Engineering

**Tom McCarthy**, Chief Planning & Engineering Officer

Alternates: **Brian Sarkis** (P&E) / **Kevin Shirer** (Asset Management)

Provides capital program management and oversight, including the modification, cancellation, hold or other adjustments needed to capital projects, both active and those in planning. Manages design and deployment of all public/wayfinding/informational signage. Provides forecast of activity to support recovery efforts and scenario planning support and implementation as required. Manages asset management programs.

### Legal & Administration

**Amanda Wickline**, General Counsel & Chief Administrative Officer

Alternates: **Suzanne Bell** (Legal) / **Karmin Bailey** (Procurement)

Ensures legal compliance and provides interpretation and guidance on legal and ethics matters. Provides continued support and operation of administrative functions including coordinating with Board of Directors, mail delivery, administrative lobby and visitor procedures, etc. Manages policies on procurement of goods and services and facilitates appropriate sourcing and timely acquisition of necessary items.

The Response Team is guided by the philosophy of health and safety first; business second. The objectives of the Response Team are to:

- Slow the spread
- Remain operational
- Actively communicate

The Response Team shall implement the airport's pandemic response plan and adapt actions specific to national, state and local COVID-19 action plans. The team meets daily to review status, activities and actions, as well as implement strategies for short-term operation and long-term recovery.

# Critical Material Inventory



## Tasks

- Confirm supply of soap, disinfectant, hand sanitizer, paper towels and tissues
- Confirm stock of face masks, gloves and safety glasses onsite or on order with lead times
- Obtain and provide “non-touch” thermometers onsite for employee self-screening
- Establish and maintain 60-day supply levels for disinfecting supplies and personal protective equipment (PPE)
- Confirm or establish alternate vendors for when items are backordered or not available
- Acquire and deploy touch-free sanitizer dispensers for high passenger traffic areas

#	Item	Specs	Quantity
1	Masks/cloth face coverings	Disposable surgical masks, N95 respirators and cloth face coverings	Minimum 60-day supply for all CRAA personnel
2	Nitrile gloves	Powdered nitrile gloves, of various sizes and mils	Minimum 60-day supply
3	Disinfectant spray/wipes	Hospital-grade disinfectant, including various brands of disinfecting wipes, and all-purpose cleaning sprays	Minimum 60-day supply
4	Spray bottles	Plastic spray containers, 1 liter, pump handle	Minimum 20 bottles
5	Sanitization floor stand	Both Purell no-touch and Foamy IQ	As appropriate in passenger traffic areas
6	Hand sanitizer (refills)	Sanitizer with 70% alcohol: refills for Purell/Foamy IQ, 4- and 7.5-oz pump bottles and 4-oz squeeze bottles	Minimum 60-day supply
7	Hand soap	Foamy IQ	Minimum 60-day supply
8	Paper towels/toilet paper	Various paper products to include hand towels, heavy duty paper towels and various toilet paper	Minimum 60-day supply
9	Safety glasses	Safety glasses / polycarbonate/one size fits all	Minimum 60-day supply
10	Biohazard container	Bags that can be sealed and tagged as contaminated material	Minimum 30-day supply
11	Disinfectant spray chemical	Chemicals used to fog/disinfect large open areas	Minimum 60-day supply

# Personal Protective Equipment (PPE)



## Tasks

- Develop protocol for deployment of PPE
- Provide PPE training on when and how to use
- Ensure PPE is deployed and utilized appropriately



## Masks

N95 masks or cloth face coverings will be provided by CRAA as appropriate to the task. Per current CDC guidance, N95 masks are critical supplies reserved for healthcare workers and medical first responders. CRAA staff responding to potential COVID-19 exposure response activities are issued N95 masks. All other employees will be issued non-N95 masks including disposables or cloth face coverings.

### Cloth face covering

- Staff shall wear their cloth face coverings while in public spaces of CRAA facilities and in shared/common space work areas
- CRAA will issue a cloth face covering to each employee working onsite
- Alternatively, employees are authorized to provide their own cloth face covering, including a scarf/buff
  - Personal face masks must meet CDC guidelines and be appropriate and non-offensive for the workplace
- How to use cloth face coverings:
  - Wash hands thoroughly with soap and water prior to putting on a face covering
  - Secure face covering to your face
  - Do not touch your eyes, nose or mouth when removing the face covering and wash your hands immediately after removing
  - Staff shall launder their reusable face coverings daily, preferably machine-washed and dried
- Staff shall continue to maintain a six-foot social distance whenever possible, even when wearing a face covering

### N95 mask

- An N95 mask is a particulate-filtering facepiece respirator that fits tightly around the nose and mouth and is capable of filtering at least 95% of certain airborne particles, including viruses
- N95s shall be worn by CRAA first responders, medical personnel and Custodial or Facilities Maintenance personnel when responding to a possible exposure site. As such, additional training is required and shall be coordinated through the CRAA Safety Office before an employee may utilize an N95 and respond to an exposure site.
- N95s shall be properly removed and disposed of after use and exposure

## Personal Protective Equipment (PPE) (continued)



### Tasks

- Develop protocol for deployment of PPE
- Provide PPE training on when and how to use
- Ensure PPE is deployed and utilized appropriately



### Gloves are required when:

- Applying certain chemicals
- Addressing potential exposures to bloodborne pathogens
- Cleanup of bodily fluids is required
- Cleanup of an area that has been exposed to a person being treated for illness

### Safely remove your disposable gloves

Proper removal of gloves takes training; if contaminated gloves are not removed properly, employees may be at greater risk.



*Washing hands is the number one defense against any virus and therefore glove use does not eliminate the need for proper handwashing.*

# General Disinfection Measures



## Tasks

- Deploy materials to employee work areas that allow for self-cleaning and sanitization
- Establish policies and procedures for employees to clean their workspace on each shift
- Establish increased frequency standards and complete disinfection of common work areas

## Definitions

### Cleaning

Refers to applying cleaners and physical effort to remove loose dirt and surface debris.

### Sanitizing

Refers to applying disinfectants or other cleaners which results in killing germs less than 100%.

### Disinfecting

Refers to applying disinfectants or other cleaners which kill 100% of bacteria or viruses, usually accomplished by extended disinfectant dwell time.

The goal of disinfection measures is to establish a sanitary baseline at the beginning of each shift and reduce the risk of spread of infection. Employee workspaces should be disinfected prior to anyone working in that space which is accomplished by the outgoing shift. It is understood that there may be site-specific questions or specific procedures regarding techniques, chemicals to use, etc. Such questions should be directed to the Manager of Custodial Services **Tim Allen** at **614-239-4002**.

**Employees should sanitize and/or disinfect airport areas with special attention to their designated workspaces, including:**

- Workstations and equipment
- Break rooms and high-touch items such as coffee pot handles, vending machines, etc.
- Lockers
- Common surface areas such as chairs, door knobs
- Computer screens, keyboards, mice, telephones

## General Disinfection Measures (continued)



### Tasks

- Deploy materials to employee work areas that allow for self-cleaning and sanitization
- Establish policies and procedures for employees to clean their workspace on each shift
- Establish increased frequency standards and complete disinfection of common work areas

### General disinfection measures

- The checklist below should be implemented and completed on the frequency mentioned in all facilities to reduce the spread of infection and protect employees.
- Along with these workplace disinfection activities, proper personal sanitary practices including washing hands as needed after touching surfaces are also necessary.

### Disinfection frequency in offices and shops

#	Area/Place	Disinfection Content	Disinfectant	Disinfection Method	Frequency
1	Employee's common surfaces	Including workstations, tools and other common surfaces	Products will be provided by CRAA's Custodial Services	Spray with hand-held sprayer or wipe	Minimum at the end of each shift
2	Offices, desks and conference rooms	Table and chair surfaces		Spray with hand-held sprayer or wipe	Minimum at the end of each shift
3	General objects often used or touched	Doors and windows, handles, faucets, sinks and break rooms		Spray with hand-held sprayer or wipe	At least two times per day
4	Vending machines	Interface surfaces (pay, selection and vending surfaces)		Spray with sprayer	Daily
5	Carts/lifts	Wipe areas of common human interaction		Spray with sprayer	After each use
6	Transport vehicles	Common surfaces (e.g., seat surfaces, rails, belts, door and window controls)	It is best to dilute 70% isopropyl alcohol at a 1:1 ratio with water (preferably distilled). Disinfectant wipes work too (but not on monitors)	Spray with sprayer or use disinfecting wipes	After each use
7	Computers/electronics	Computers, docking stations, keyboards, mice		Spray solution on to microfiber cloth and wipe down equipment. Don't spray directly onto equipment. Alternatively, use disinfectant wipes for all IT components except monitors.	Daily



# Decontamination Protocol



## Tasks

- Review, understand and prepare for increased triggering events of Decontamination Protocol
- Acquire and deploy additional supplies and materials
- Train appropriate staff in decontamination procedures

## Definition

### Decontamination

Refers to cleaning and disinfecting in response to a potential infectious disease, bloodborne pathogen or bodily fluid event. Decontamination typically requires the use of a strong disinfecting chemical with an on-contact or minimal dwell time for 100% germ kill, along with appropriate PPE as per Safety Data Sheet requirements for the disinfectant being used.

### Coronavirus (COVID-19) decontamination

The General Disinfection Measures Protocol should be followed regularly, whereas the Decontamination Protocol is triggered when an employee or passenger is suspected of having a contagious disease, such as COVID-19.

Decontamination should be performed as soon after the suspected employee or passenger has departed the area, or as soon as practical thereafter. If a delay is expected, the Custodial Services Supervisor on duty should secure the area with support from Operations and/or Public Safety until decontamination steps are completed.

Decontamination efforts shall be completed in the immediate area occupied by the suspected person (their workspace and/or 10-foot radius of the areas the individual occupied).

Notwithstanding the above, if an active employee is confirmed to have a COVID-19 positive test, in lieu of performing decontamination, the area may be secured for a period of at least 72 hours to allow for natural deactivation of the virus followed by site personnel performing a comprehensive disinfection of all common surfaces.

### Decontamination procedure

1. Identify an approved external company or in-house Custodial Services to carry out the decontamination activity. The selected resource shall meet the following minimum requirements:
  - a. Have trained personnel execute the process of cleaning, disinfecting and disposing of contaminated waste items
  - b. Use proper equipment and PPE to perform the task
  - c. Complete all necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
  - d. Use approved COVID-19 disinfectant chemicals to perform this activity
2. The Custodial Services Supervisor on duty must coordinate and supervise the cleaning and decontamination process. They must ensure that:
  - a. There is a specific plan and strategy to clean all sites, machinery/equipment, common areas, offices and any typical areas where people interact
  - b. Only authorized people can access the site during the cleaning operation
  - c. All team members are using required PPE which is properly disposed of at the end of the process
  - d. Ensure that the Operations, Public Safety and Emergency Preparedness teams are made aware that the work areas have been decontaminated
3. PPE requirements for the decontamination team include proper use of:
  - a. Gloves
  - b. N95 masks
  - c. Eye protection
  - d. Optional – bodysuit
4. At the end of the process, the decontamination team must follow the local regulations to dispose of all the PPE and cleaning material used in the proper manner

# Receiving Inventory/Materials/Packages/Mail



## Tasks

- Develop and publish a policy on receipt of packages (accepted locations and times)
- Implement social distancing protocol in the receipt of goods and supplies
- Manage receipt, inventory, storage and distribution of supplies

The World Health Organization indicates it is safe to receive packages from areas where COVID-19 has been reported, advising that, “The likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus that causes COVID-19 from a package that has been moved, traveled and exposed to different conditions and temperature is also low.”

The virus does not survive on surfaces for long and the length of shipment time and other environmental factors should inactivate the virus.

If you receive an expedited package and are concerned about possible surface contamination, consider these steps:

- Wear gloves when handling the package
- Wipe the surface of the package with sanitizing wipes
- Wash your hands frequently with soap and water
- Use hand sanitizer when soap and water are not available
- Avoid touching your face, eyes, nose or mouth

If packaged materials have been in transit and/or storage at the airport for more than 48 hours from last human contact, no further action needs to be taken. Shipping & Receiving and the CMH Administrative Office reception desk have added the following additional precaution at package receiving stations:

- PPE supplies, which include hard surface sanitizing wipes, nitrile gloves and hand sanitizer products, are available at each receiving table

## Mail distribution and delivery

- When administrative employees are working from home, the postal service will reduce mail delivery to Tuesdays and Thursdays.
- On those days, administrative staff will be available to receive the delivery. Items requiring immediate distribution will be scanned and emailed to the recipient.
- Staff is asked to do their best to transact business electronically.
- When the administrative offices are closed, deliveries, including FedEx and other deliveries will be redirected to the Lost & Found office.

# COVID-19 Audit Checklist



## Tasks

- Ensure implementation of Safe Work Playbook practices
- Educate managers on Playbook requirements and the COVID-19 Audit Checklist
- Update Safety Committee inspections to include the COVID-19 Audit Checklist
- Implement the COVID-19 Audit Checklist

As work expectations have changed, a coordinated effort will be required from departmental leadership to ensure the work environment is being properly cleaned and new protocols are being followed. The below COVID-19 Audit Checklist will help departmental leaders verify implementation and identify areas requiring further review. Periodically, Safety Committee members will also audit workspaces for compliance.

Shift: \_\_\_\_\_ Department: \_\_\_\_\_

Inspection area: \_\_\_\_\_

### General disinfection measures

- ☐ Did the employees receive training about the disinfection method and frequency?
- ☐ Was the correct disinfectant used appropriately?
- ☐ Did the team conduct a comprehensive cleaning in all offices and conference areas including cabinets, desks, tables, chairs and other surfaces?
- ☐ Did the team conduct a comprehensive cleaning of all general objects often used or touched (doors, windows, handles, faucets, sinks, bathrooms)?
- ☐ Did the team conduct a comprehensive cleaning of the break room (tables, chair surfaces, dispensers, vending machines, etc.)?
- ☐ Did the team conduct a comprehensive cleaning of all common surfaces of assigned vehicles (seat surfaces, steering wheels, seat belts, door handles)?

### Other

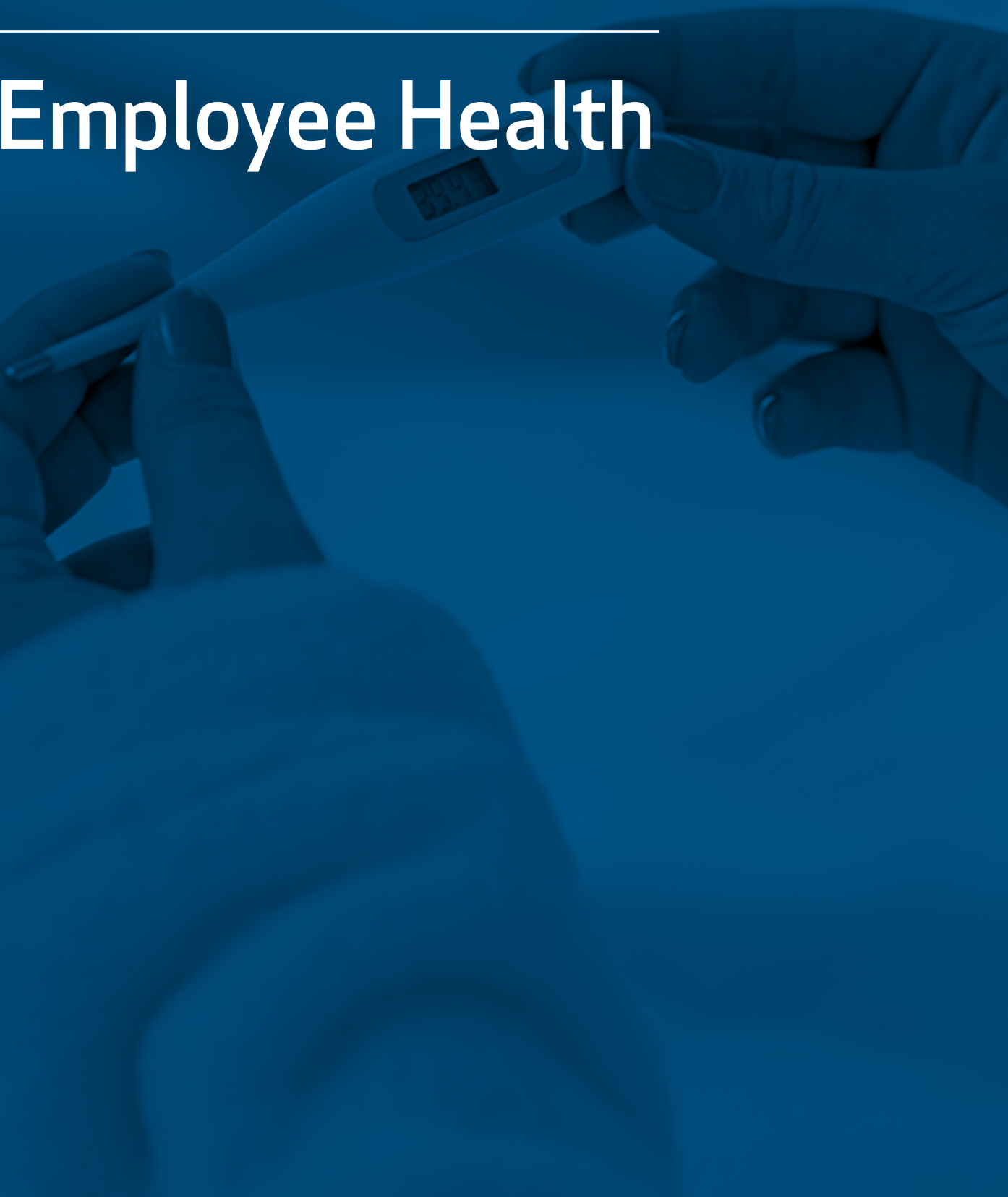
- ☐ Do employees have the appropriate supplies and materials for self-protection (hand sanitizer, cleaning supplies, etc.)?
- ☐ Do employees have proper PPE issued or accessible to them in their workspace (gloves, masks)?
- ☐ Are employees properly using PPE and adhering to social distancing protocols each day?



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# Employee Health



# Daily Employee Self-Screening



## Tasks

- Employees should self-check for fever or other potentially contagious symptoms prior to coming to work; stay home if symptomatic
- Supervisors shall ask and observe whether employees are symptomatic, immediately sending employees home if exhibiting or reporting symptoms
- No-contact thermometers are made available in each work area for employees to self-check every day they come into work

The Daily Employee Self-Screening protocols are in place to keep sick or symptomatic employees home and decrease the likelihood of spreading infection.

Each employee shall, before their shift, check to ensure they (the employee) are not experiencing the following:

- Fever at or above 100.4 degrees Fahrenheit
- Cough
- Shortness of breath
- Difficulty breathing
- Fatigue

If the employee does not recognize symptoms in their Daily Employee Self-Screening but they display symptoms upon reporting to work, the employee will be sent home.

If the employee develops symptoms any time after arriving at the facility, the employee will be sent home.

Reference the [If You Are Ill](#) protocol for employees who are home sick or are confirmed positive for COVID-19 prior to returning to work.

# If You Are Ill



## Tasks

- Establish strict policy on staying home if sick
- Require managers and supervisors to send sick employees home – no exceptions
- Actively communicate and reinforce requirements to supervisors and employees
- Allow employees to self-check temperatures on-site if not available at home

If you have any symptoms of sickness, you should STAY HOME. If necessary, see a healthcare provider.

## General

- When you cough/sneeze, cover your mouth and nose with a tissue; immediately throw tissues in garbage; wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean with hand sanitizer that has at least 60% alcohol.
- Avoid sharing household items, including drinking cups, eating utensils, towels or even bedding. Wash these items thoroughly after using.
- Clean high-touch surfaces daily using a household cleaner or wipe. These include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables.
- Clean surfaces that may be contaminated with blood, stool or bodily fluids.
- Shared spaces in the home should have good airflow—use an air conditioner or open windows weather permitting.

## Distance from others

- Continue social distancing protocols at home.
- No visitors unless the person needs to be in your home.
- If you must be around other people, such as a visit to a healthcare provider's office, wear a mask or cloth face covering.

## Seek medical attention

- Continue monitoring for any symptoms. If they worsen, such as if you begin to have difficulty breathing, call your healthcare provider.
- If you need medical attention, call ahead to ensure you're going to the right place and taking the necessary precautions.

## If you test positive for COVID-19

- Notify Senior Manager, Total Rewards, **Cammi Wing** in HR at **614-579-5628** immediately.
- Self-isolate yourself for 14 days per CDC direction.
- Order groceries, toiletries and medications online for home delivery or curbside pickup (if possible).
- If you don't have a washing machine at home, seek guidance from a healthcare provider about how to effectively wash your clothes.

Consult the [Returning to Work After Illness](#) protocol in all cases after being sick.

*Always follow CDC, Ohio Department of Health, local health department and your healthcare provider's recommendations.*



# If You Are Directly Exposed to COVID-19



## Tasks

- Ensure CRAA's protocol is created in consultation with the Columbus Department of Health, CDC guidelines and legal counsel
- Determine standard and safe operating protocols for Essential Service entities
- Develop exposure response protocol
- Implement and review each case to ensure maximum compliance and revise as needed

You may become exposed to people with COVID-19 during this pandemic. If you were in **direct contact** with someone who tested positive for COVID-19, for your safety and the safety of others, you should **stay home** and self-quarantine.

**Direct contact** is defined as being within six feet of someone with COVID-19 for more than 10 minutes. When direct contact happens, review next steps with health officials.

## General – stay home

- When you cough or sneeze, cover your mouth and nose with a tissue; immediately throw tissues in garbage. Wash your hands with soap and water for at least 20 seconds. If soap and water are not available clean with hand sanitizer that has at least 60% alcohol.
- Avoid sharing household items, including drinking cups, eating utensils, towels or even bedding. Wash these items thoroughly after using.
- Clean high-touch surfaces daily using a household cleaner or wipe. These include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets and bedside tables.
- Clean surfaces that may be contaminated with blood, stool or bodily fluids.
- Shared spaces in the home should have good airflow—use an air conditioner or open windows weather permitting.

## Distance from others

- Continue social distancing protocol at home.
- No visitors unless the person needs to be in your home.
- If you must be around other people, such as a visit to a healthcare provider's office, wear a mask or a cloth face covering.

## Seek medical attention

- Continue monitoring for any symptoms. If they develop or worsen, or if you start to have difficulty breathing, call your healthcare provider.
- If you need medical attention, call ahead to make sure you're taking the necessary precautions.

## If you test positive for COVID-19

- Notify Senior Manager, Total Rewards, **Cammi Wing** in HR at **614-579-5628** immediately.
- Self-isolate yourself for 14 days per CDC direction.
- Order groceries, toiletries and medications online for home delivery or curbside pickup (if possible).
- If you don't have a washing machine at home, seek guidance from a healthcare provider about how to effectively wash your clothes.

Consult the [Returning to Work After Illness](#) protocol in all cases after being sick.

*Always follow CDC, Ohio Department of Health, local health department and your physician's recommendations.*

# Returning to Work After Illness Protocol



## Tasks

- Ensure CRAA's protocol is created in consultation with the Columbus Department of Health, CDC guidelines and legal counsel
- Determine standard and safe operating protocols for Essential Service entities
- Develop return-to-work policy
- Implement and review each case to ensure maximum compliance

### **If you were ill, and the symptoms are not related or consistent with COVID-19 symptoms, you may return to work after:**

- Symptoms have cleared and
- You have consulted with Senior Manager, Total Rewards, **Cammi Wing** in HR at **614-579-5628**.

### **If you were ill, and the symptoms are consistent with COVID-19, you may return to work after:**

- Symptoms have cleared and remain clear for seven consecutive days,
- You haven't had a fever within the last 72 hours (three days) without taking fever-reducing medicine, and
- You have consulted with Cammi in HR.

### **If you test positive for COVID-19, you may return to work after:**

- Self-isolating for 14 days per CDC requirements,
- Your symptoms have improved,
- You have received two consecutive negative COVID-19 tests or have been cleared by the local public health entity, and
- You have consulted with Cammi in HR.

### **If you have been exposed to a COVID-19 carrier, but have not developed symptoms, you may return to work after:**

- Self-quarantining for 14 days after your last contact with the carrier, and
- You have consulted with Cammi in HR.



**COLUMBUS**  
REGIONAL AIRPORT AUTHORITY

# Workplace Best Practices



**RICKENBACKER**  
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# Social Distancing



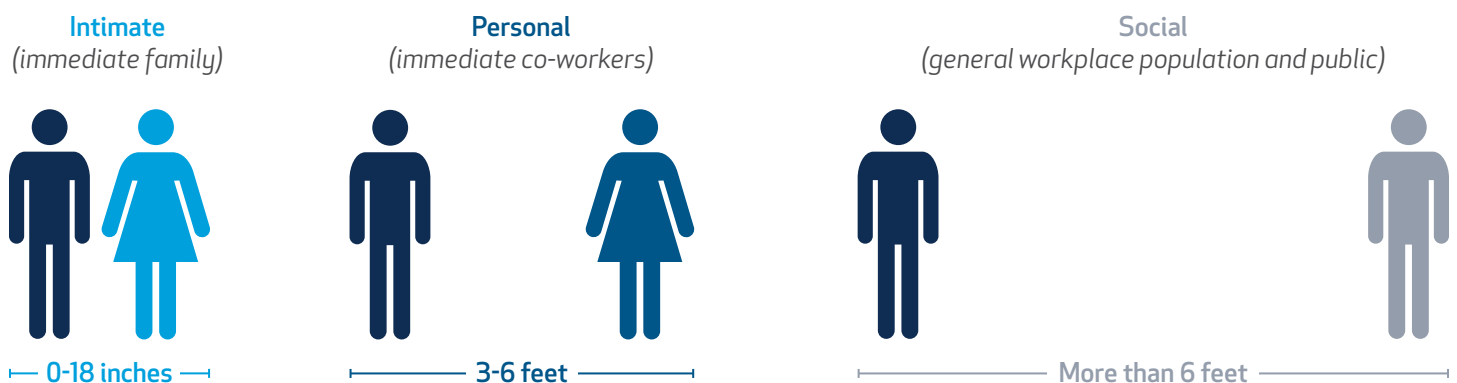
## Tasks

- Review, understand and implement the general social distancing protocol
- Develop social distancing protocols for specific departments, work areas and functions
- Develop social distancing protocols for customer areas and tenant implementation

Social distancing is a simple yet very effective procedure, relying on simple distance to avoid potential infection.

### In practice this means:

- Staying six feet away from others as a normal practice
- Eliminating contact with others; avoid handshakes and hugs
- Avoiding touching surfaces touched by others, to the extent feasible
- Avoiding anyone who appears to be sick, or who is coughing or sneezing



**Note:** No meeting of more than 10 people should take place until further notice, even when the meeting area is large enough to accommodate appropriate social distancing.

The practice of social distancing includes but is not limited to lockers, break rooms, common areas, entrance/exit areas of work locations and offices. These are examples, but the principle of social distancing is universally applicable.

# Work from Home



## Tasks

- Identify and authorize applicable staff who are able to work from home
- Provide technology and tools to complete tasks remotely
- Develop communication and best practices for telecommuters and managers
- Maintain onsite staffing to the minimum necessary to complete functions

COVID-19 will continue to be a part of our daily lives, and outbreaks and flare-ups will occur. Local public health departments will continue to require quarantining for individuals who have been exposed to the virus.

To promote the health and safety of our employees and minimize disruptions in our workforce, many CRAA departments may continue to work from home. Bringing employees onsite should be reserved for required functions until community-spread issues are adequately contained.

## General

- Administrative employees (those who have jobs that can be done remotely) are authorized to work from home based on the CRAA return-to-work plan and at the direction of their immediate supervisor.
- Technology Services has provided information on how to access the network through your personal home computer if you don't have a CRAA-issued laptop.
- Extreme care and caution for cyber security awareness is required for all employees accessing the CRAA network. Increased phishing attempts and attacks to our network may be expected as bad actors try to compromise the network by gaining access to employee passwords. Additional security measures will be required of all employees starting with those working from home.
- While limiting the number of people working in the airports and practicing social distancing, management will continue to be present in the airports as necessary.
- Any staff member working from home shall familiarize themselves with onsite work requirements and follow all protocols (such as social distancing, use of masks or cloth face coverings and work area cleaning) anytime they return to the work site, even for short durations.
- Many CRAA employees have jobs that can't be done remotely. Their roles are critical in ensuring that the airports are safe, clean and operational on a daily basis. Department heads shall utilize other means to minimize their exposure as outlined within this Playbook.

## Key elements of working from home include:

- Our core values – Service, Teamwork, Accountability, Innovation and Respect – are at the heart of how we approach everything we do. They are the foundation for how we should continue to conduct business and how we interact with one another, our tenants, customers and the traveling public.
- Actively communicate your availability. Let your team know when you are out or not available. Remember, you are not 'out of the office' – you are paid and are expected to do your job just as you do when in the office.
- General office rules/etiquette apply in a work-at-home environment.
- Be responsive – it is imperative that you respond in a timely manner to all phone calls, email inquiries, texts and any other forms of messaging and communication.
- Err on the side of over-communicating with each other and with our customers.
- If you need immediate attention or help and the normal prescribed workflow is not working, escalate in a timely manner.
- Be accountable for your responsiveness, communication, availability and work products. All of us depend on one another.
- Be respectful. Be kind. This is a stressful time and communication networks will get strained from time to time. We will all need to give and receive grace from time to time.

# Administrative Staff Return-to-Work Plan



## Tasks

- Ensure CRAA's return-to-work plan aligns with federal and state guidelines
- Implement and review the environment to determine when triggers are met that allow for gradually increasing administrative staff to return to the workplace

To continue to minimize interactions and exposures to slow the spread of COVID-19, administrative staff will continue to work from home through at least Friday, May 29.

Starting Monday, June 1, if the [federally outlined and state or regional gating criteria](#) are met, each functional leader may begin rotating a percent of their team members back into the office as outlined below.

- Employees who self-identify as "high risk" per the [CDC's definition](#) will be given the option to continue to work from home for a period of time. Leaders should work directly with HR in these cases.
- Employees who have children at home due to schools, camps and daycare closures can continue to work from home if they prefer. We plan to offer flexibility through the summer. If working from home is not an option, employees should contact HR regarding expanded FMLA.
- Leaders should talk with each person on their team to understand every team members' personal circumstances and accommodate as best they can based on business needs.

First Phase	Up to 25% of each functional administrative team may return to the office for the month of June* (this could include department heads to ensure workspaces are prepared, as needed)
Second Phase	Up to 50% of each functional administrative team may return to the workplace for the month of July*
Third Phase	Up to 75% of each functional administrative team for the month of August*
Fourth Phase	Up to 100% of each functional administrative team starting September 1*

\*Dates are subject to change based on COVID-19 cases/spread.

## Considerations

- Our goal is to be supportive, provide as much flexibility as possible and slowly increase the number of people we have back in our offices.
- At each phase, a continuation of working from home for employees should be considered should there be significant benefits to the organization and the employee.
- Leaders should establish a rotating schedule of employees who physically come into the office.
- Leaders can rotate which employees come into the office and which employees will work from home throughout the month.
- Consider office and cubicle locations and proximity to co-workers when establishing your team's schedule. Ensure masks are available to all returning team members.
- As of the publication of this Playbook, the employee parking lot is closed and does not have shuttle service. Please confirm parking location prior to return to work.
- Communicate the new requirements through training and review of this Playbook to returning employees in advance. Consult the [Returning from Working at Home](#) section.



# Essential Staff Return from Minimum Staffing Work Plan



## Tasks

- Draft CRAA's minimum staffing plan to align with federal and state guidelines
- Implement and review the environment to determine what accommodations can be put in place that allow for gradually increasing essential staff to return from minimum staffing protocol

To continue to minimize interactions and exposures to slow the spread of COVID-19, essential staff will continue to follow minimum staffing protocol through Friday, May 29.

- Starting Monday, June 1, after following the appropriate protocol for shift bids, new schedules that promote social distancing through use of staggered shift start times and other adjustments will be implemented.
- Minimum staffing will still be in place dependent on work demand and passenger traffic. Regular staffing will be phased-in at a department-by-department level based on monitoring these factors daily.

## Considerations

- Our goal is to be supportive, provide as much flexibility as possible and safely increase the number of people we have back in our airports.
- Employees who self-identify as "high risk" per the [CDC's definition](#) should contact HR directly in these cases.
- Employees who have children at home due to schools, camps and daycare closures should contact HR regarding expanded FMLA.
- Department heads shall communicate any new work requirements through training and review of this Playbook with returning employees in advance.

# Specific Workforce Items



## Tasks

- Review CDC and health official guidance and apply to employee positions with customer-facing interactions
- Department heads shall outline physical and operational changes to occur in each respective area
- Coordinate recommended changes with Emergency Preparedness and Human Resources as required
- Communicate changes with affected staff; implement as soon as possible
- Document changes and update standard operating procedures, memos, job instructions and other materials

## Shuttle operators

**Shuttle bus operators shall implement the following practices:**

- Contractors/supervisors shall ensure operators are in good health.
- Each operator must wear a mask or cloth face covering at all times while providing shuttle services.
- Provide antibacterial gel/hand sanitizer for employees/passengers to use upon boarding.
- All surfaces, seats, dashboards, door handles, seatbelts, etc. must be wiped down with a disinfectant solution prior to and immediately after the transport of any passenger.

## Valet staff

**Valet service providers shall implement the following practices:**

- The contractor shall ensure all of its drivers are in good health.
- Valet drivers must wear a mask or cloth face covering at all times while providing the service.
- All surfaces, seats, dashboards, door handles, seatbelts, etc. must be wiped down with a disinfectant solution/wipe in advance of transporting a customer vehicle to the Valet Holding Lot and after an employee delivers the vehicle to the terminal for customer pick-up.

## Customer Service stations

**Customer Service staff can be found in many areas of the airport, including at many fixed stations/areas:**

- Airport ID Office
- Customer information desks
- Parking & Ground Transportation offices
- Lost & Found
- Reception desks (including the front administrative desk)
- FBO service desk

**To protect employees and customers in these areas, department heads should implement the following measures and practices where possible:**

- Deploy plexiglass face shields to provide a barrier between the employee and the customer
- Utilize masks or cloth face coverings when interacting with customers
- When handling paperwork and/or other items with customers:
  - Replace gloves between each transaction and wash or sanitize hands once customer transactions are complete
  - If gloves are not available, hand sanitizer must be used between customer transactions
  - Disinfect items handled by customers, such as keyboards, after each interaction
- Disinfect workspaces at least three times per day: opening, mid-shift and closing
- Disinfect public workspaces frequently based on customer interaction

# Specific Work Area Practices



## Tasks

- Review and apply CDC and health official guidance to current airport work areas
- Department heads shall outline physical and operational changes that will occur in each respective area
- Communicate changes with affected staff; implement as soon as possible
- Document changes and update standard operating procedures, memos, job instructions and other materials

## Employee workstations

- Whenever possible, workstations should be arranged to allow separation of six feet and avoid face-to-face desk layouts
- Consider using signage, measured-out duct tape indicators or other physical barriers to help control the desired positions of employees and co-worker interactions within each workstation
- Workers shall disinfect their own workspaces multiple times during a shift, giving special attention to common surfaces used by others

**Where a minimum distance cannot be maintained due to workplace design, one or more mitigation strategies should be implemented as appropriate:**

- Wearing masks or cloth face coverings
- Changing body orientation to avoid direct face-to-face positioning
- Erecting physical barriers; where the surfaces of such barriers are likely to be touched by others, the barriers should be cleaned multiple times a shift (cubicles should have dividers when people are working within three feet of one another)

## Staff meetings/meeting rooms

- Meeting rooms should be organized to hold no more than 10 chairs with the appropriate six feet of spacing and meetings should include no more than 10 employees at a time, whether sitting or standing
- Communicate message multiple times per shift when possible to help reduce the number of people in an area at any time
- Interactions and quick meetings in common areas should respect the social distancing guideline of six feet
- Use electronic meeting formats (WebEx, Skype, Global Meet) when applicable

## Locker rooms

- Reassign lockers to ensure distancing of employees
- Limit access to only employees who must have a locker
- Add shelves in break areas to segregate personal items such as lunch boxes

## Shared vehicles and equipment

**Some CRAA employees must use shared vehicles to complete their work. Similar to the guidelines that administrative employees adhere to in their workspaces, users of shared vehicles and equipment will be responsible for:**

- Cleaning and disinfecting vehicles/equipment before and after use
- Occupants must wear a mask or cloth face covering while in a shared vehicle

# Work Processes



## Tasks

- Review and apply CDC and health official guidance to current work processes
- Department heads shall outline physical and operational changes that will occur in each respective area
- Coordinate recommended changes with Emergency Preparedness and Human Resources as required
- Communicate changes with affected staff; implement as soon as possible
- Document changes and update standard operating procedures, memos, job instructions and other materials

## Shift changes

Shift changes must be managed thoughtfully to reduce the possibility of spreading an infection throughout the workplace. Managers shall implement practices to minimize interactions on-shift and between shifts including, as appropriate, staggered start times. This should also result in staggered times in locker rooms, at time clocks, on break periods and while using ground transportation.

*Each department should design its protocols to work best for its specific environment/team.*

## Helpful tips for managers and employees

- Avoid gathering when entering and exiting the facility; consider establishing different entrances or exits for incoming and outgoing shifts or work groups
- Do not arrive early in the workplace or socialize with other employees before or after a shift
- Ensure six feet of space between each person while you wait in line for shuttle buses, time clocks, or entering or exiting doorways
- When you talk to someone in line, do not point your head directly at them
- Do not touch the time clock or entry door handle with exposed hands if possible
- Do not touch your face before you have had a chance to wash or sanitize your hands

## Additional measures to consider

- How and when to hand out PPE
- Propping doors open at shift change to minimize door handle touching (non-security doors only)
- Wiping off time clocks after each use
- Having supervisors clock in/out for employees if practical

## Start-up meetings

- Mark spaces on the floor to encourage the social distancing of six feet
- No more than 10 employees at any meeting; times for meetings may be staggered and larger groups must be divided to meet the 10-employee maximum
- Set up meeting rooms in a way that will enforce social distancing by removing chairs, marking spaces to stand or sit, and dismissing staff individually rather than in groups
- Be brief. Supervisors should pre-plan communications and work assignments to limit interactions to less than five minutes when possible

## Breaks

Manage employee breaks to provide social distancing spacing and proper hygiene as necessary. Stagger start and end times when possible.

## Helpful tips - seating and capacity

- Limit the number of optimal, allowable seats in the break room to follow the acceptable distance of six feet
- Limit and/or space chairs appropriately
- Place signage on tables and chairs to encourage proper social distancing
- Post capacity of the break rooms
- Consider allowing employees to sit only on one side of tables
- Remind employees not to arrive to the break room early
- Separate breaks by 10 minutes to have enough time to wipe tables, seats, all surfaces, refrigerator, vending machines and microwave ovens after each use
- Provide enough supplies for employees to clean up after themselves, wipe down tables, etc.
- Consider adding refrigerators and/or shelving to accommodate additional bags, if needed



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# Public and Common Area Best Practices



# Best Practices for Public in Common Areas



## Tasks

- Apply CDC and health official guidance to common areas of the airport terminal
- Outline physical and operational changes that will occur
- Coordinate required changes with affected parties and implement as soon as possible
- Document changes and update relevant agreements, contracts, training and other materials

## General recommendations for public terminal/tenant locations

- Stay six feet from others as a normal practice
- Eliminate contact with others; avoid handshakes or hugs
- Avoid touching surfaces touched by others to the extent feasible
- Avoid anyone who appears to be sick, or is coughing or sneezing
- Use public address system for regular announcements encouraging social distancing and other guidance from authorities, including traveler quarantine requirements
- Deploy plexiglass barriers in areas where passengers speak directly with staff

## Specific area guidance

The following pages provide guidance for specific public areas in the terminal. These procedures are in the process of being implemented or have already been implemented.



# Best Practices in Specific Public Areas



## Tasks

- Apply CDC and health official guidance to public areas of the airport terminal
- Outline physical and operational changes that will be implemented by the airport authority, airline, concessionaire or other parties
- Coordinate required changes with affected parties and implement as soon as possible
- Document changes and update relevant agreements, contracts, training and other materials

## Shuttle bus

### Display signage to ask passengers to:

- Wear a mask or cloth face covering whenever available or if required by authorities
- Select seats to provide maximum distancing between passengers
- Adjust body/head orientation to avoid direct face-to-face positioning
- Contractors/supervisors shall ensure operators are in good health
- Operators must wear a mask or cloth face covering at all times while providing shuttle services
- Provide antibacterial gel/hand sanitizer for employees/passengers to use upon boarding
- All surfaces, seats, dashboards, door handles, seatbelts, etc. must be wiped down with a disinfectant solution prior to and immediately after the transport of each cycle of passengers
- Play available PA announcements about terminal protocols during the shuttle trips

## Curbside

- Deploy signage to encourage social distancing by using six feet of separation
- Establish unidirectional pedestrian flows where possible to avoid opposite direction/face-to-face interaction with other passengers (this can be accomplished by using one-way doors with arrows on floor and/or signage)
- Play available PA announcements about terminal protocols in this area

## Ticketing

- Encourage social distancing by using stickers to indicate six feet of separation on floor when appropriate
- Display signage to encourage social distancing and other practices
- Deploy plexiglass barriers in areas where passengers speak directly with staff
- Ensure airlines clean the self-service kiosks frequently and disable kiosks in close proximity that do not meet social distancing guidelines

## Checkpoints

- Display signage to encourage social distancing and other practices
- Apply floor stickers to promote six feet of separation in lines
- Consult and coordinate with TSA officials on other measures

## Concessions/retail

- Obtain and review protocols from tenants prior to allowing stores to reopen. Review plans for compliance with known requirements and guidelines of federal or state entities, or that of CRAA.
- In coordination with retail tenants, limit occupancy of stores. Occupancy limits could vary by locations and may be determined by store's specific square footage and/or other airport guidance.
- Identify and mark queuing space so that it does not obstruct circulation paths or emergency egress. Consider closing or restricting path of travel at locations with multiple entrances.
- Leverage crowd barricades and signage to accomplish.

# Best Practices in Specific Public Areas



## Tasks

- Apply CDC and health official guidance to public areas of the airport terminal
- Outline physical and operational changes that will be implemented by the airport authority, airline, concessionaire or other parties
- Coordinate required changes with affected parties and implement as soon as possible
- Document changes and update relevant agreements, contracts, training and other materials

## Hold room areas

- Encourage social distancing in hold room seating by applying decals and signage on furniture and adjusting spacing as possible
- Encourage passengers to stay seated until their boarding zones are called
- Clearly mark queuing lines and extend to provide additional spacing as possible
- Sanitize high-touch areas frequently

## Baggage claim

- Display digital signage on baggage carousels to encourage social distancing and other practices
- Leverage crowd barricades and signage to accomplish if necessary
- Sanitize high-touch areas frequently

## Restrooms

- Display signage to encourage proper hand washing guidelines and any other recommended personal hygiene practices
- Display signage to reinforce and encourage use of QR codes on restroom walls to advise of supplemental cleaning needs
- Establish increased frequency standards and complete routine cleaning and sanitization of high-touch restroom areas
- Establish increased frequency standards and complete disinfection of restrooms areas

# Visitor Policy



## Tasks

- Establish and communicate a visitor plan
- Ensure visitors are self-screening and signing in using visitor logs
- Promote use of alternative measures to limit unnecessary visits

## Visitor restrictions

- CRAA no longer allows normal visitation to our facilities until further notice. Meetings should take place virtually going forward to ensure the protection of both employees and visitors
- When business-critical and in-person visits do occur, such as to allow equipment or facilities to remain operational, the employee hosting the meeting should:
  - Funnel all visitors to the CMH reception desk to check in if during normal business hours of 8:30 a.m. to 4:30 p.m.
  - Outside of normal business hours, ensure the visitor is not experiencing symptoms as described in the Visitor Self-Screening Checklist
  - Use directions for CMH visitors located on SharePoint
  - Ensure the meeting and all actions related thereto are in accordance with this Playbook
- The Visitor Self-Screening Checklist forbids visits from persons who have had known exposure to persons with COVID-19 within the past 14 days, or who are exhibiting symptoms of illness consistent with COVID-19

## Visitor Self-Screening Checklist (to be posted at the visitor logs)

Please confirm with the visitor that they are not experiencing:

- Fever at or above 100.4 degrees Fahrenheit
- Cough
- Shortness of breath
- Difficulty breathing
- Fatigue

## Host directions for visitors

Please adhere to CRAA's pandemic preparedness and response plan with respect to our visitors. This means:

- Visitation work is forbidden if the individual provides a YES response to the COVID-19 Self-Screening Checklist. If any symptoms are positive, please advise the visitor to leave the premises and call the work order hotline, **614-239-3001** so that Custodial Services can disinfect any common surfaces touched by the visitor. Also, advise the Emergency Preparedness and Operational Safety lead of the incident.
- Visits that do occur should limit exposure to employees to the extent feasible by:
  - Ensuring visitors take a direct route to meeting or work areas and limit interaction with employees to only what is necessary and unavoidable
  - Practicing social distancing and instruct visitors of our expectations regarding social distancing (e.g., no handshakes or embraces, keeping six feet apart when interacting, etc.)
  - Practicing expected hygiene regarding washing hands and covering coughs/sneezes, and pointing out or providing company guidance on this topic
  - Use dedicated meeting rooms when possible, and the common surface areas need to be disinfected by the CRAA meeting host once the meeting is complete

# Construction Project/Contractor Policy



## Tasks

- Establish contractor protocols
- Ensure contractors are self-screening

### There are two main types of contractors working for CRAA:

1. Those working within the CMH/LCK terminals and facilities, and
2. Those working on a remote site/airfield/roadway, etc.

All contractors working within the CMH/LCK terminals and facilities will be asked to comply with the requirements/guidance in this document to the extent practical.

All contractors working at a remote site must develop and implement COVID-19 protocols to ensure their workforce is adhering to all local and national orders and guidance while on a project site.

### CRAA will review each contractor's adherence to all COVID-19 best practices to limit the spread, including but not limited to:

- Restrictions regarding visitors at work sites to ensure adherence to contractor-developed COVID-19 protocols for that site
- Encouragement of good hygiene practices and requiring social distancing
- Use of cloth face coverings or acceptable PPE when in CRAA public spaces
- Daily self-screening prior to coming onto a CRAA work site and staying home if symptomatic. Reference [Daily Self Screening](#) protocol
- Using CDC recommended guidelines for contractor employees who are home sick or are confirmed positive for COVID-19 prior to returning to work. Reference [If You Are Ill](#) protocol.

### If working onsite and you notice an individual in need of medical assistance:

Call the Airport Communications Center at **614-239-4029** or **614-238-7800**.

## If You Encounter an Ill Person - Please Call 614-239-4029



### Tasks

- Review and implement existing response procedures for medical responses
- Implement enhanced questions from 911 prior to arrival of first responders
- Ensure first responders arrive in PPE to avoid inadvertent exposures
- Communicate protocols with tenants and staff

### If you notice an individual in need of medical assistance:

- Call the Airport Communications Center at **614-239-4029** or **614-238-7800**
  - Dispatcher may ask specific questions to help determine the appropriate response protocol
- Stay six feet away from the individual(s) and utilize PPE if the distance cannot be maintained
- If safe to do so, provide the ill individual a mask or cloth face covering if available to reduce possible transmission
- ARFF/EMS and Police will arrive; they might have masks or other PPE on as precaution
- ARFF/EMS will transport if necessary; be aware the ill person may refuse transport
- Custodial Services will be placed on standby when the medical call is requested; Custodians will begin to decontaminate the area after the individual and medical teams depart
- If the individual is subsequently diagnosed with COVID-19, public health officials may seek out individuals the person interacted with. This may occur days after the individual was at the location.



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# Resources

# Returning from Working at Home



## Tasks

- Follow return-to-work protocol as established by HR and communicated by your supervisor
- Advise staff working from home of required training prior to their return to working onsite
- Train staff previously working from home on the Safe Work Playbook requirements
- Audit compliance

It is important that all airport staff understand their responsibility in keeping our employees and their families safe. We must all do our part to prevent the spread of COVID-19. Prior to an employee re-entering the workplace after working from home for a period of time, department heads shall review the following sections.

Topic	Audience	Content
This Playbook	All employees	Items identified in this Playbook, such as: <ul style="list-style-type: none"><li>• PPE</li><li>• Workspace cleaning procedures</li><li>• Vehicle cleaning procedures</li><li>• Social distancing protocol</li><li>• Self-screening expectations</li><li>• Visitor policy</li></ul>
COVID-19 Resource Page on SharePoint	All employees	The information center has the latest information on COVID-19 and what CRAA is doing to address the crisis
Encounters with possible COVID-19 carriers	Operations, Public Safety	<ul style="list-style-type: none"><li>• CRAA infectious disease plan</li><li>• Memo to airlines regarding “do not board” procedures</li></ul>
Expectations regarding sending ill employees home	Supervisors	Supervisory staff requirement to send home employees who exhibit illness or report symptoms
Administrative Staff Return-to-Work Plan	Administrative staff	Administrative Staff Return-to-Work chapter of this Playbook
Essential Staff Return from Minimum Staffing Work Plan	Essential staff	Essential Staff Return from Minimum Staffing Work Plan chapter of this Playbook
Department-specific procedures	Your department	Any changes made within your department which can include items discussed in this document such as: <ul style="list-style-type: none"><li>• Modified schedules</li><li>• Impacted services (break rooms)</li><li>• Work-from-home guidelines</li></ul>

## Governmental reference materials and links

- CDC: [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)
- Ohio Department of Public Health: [coronavirus.ohio.gov](https://coronavirus.ohio.gov)
- Columbus Public Health: [columbus.gov/coronavirus](https://columbus.gov/coronavirus)
- Ohio’s coronavirus call center is open to answer questions from 8 a.m. to 9 p.m. daily; call 1-833-4ASK-ODH or 1-833-427-5634

## Weekly communications

One internal communication email will be sent to all employees on a weekly basis. The purpose will be to gather important information for employees in one weekly publication for efficiency. This provides an opportunity for supervisors to relay information that needs to be shared across the organization.

Please send information to **Sarah McQuaide** at [smcquaide@columbusairports.com](mailto:smcquaide@columbusairports.com), Communications and Media Relations Manager, by Thursdays at noon for publication in the following week’s employee email communication.



# COVID-19-Related Facility Signage

Communicating pertinent information during COVID-19 is critical. People interpret information in many different ways and it is important to utilize every possible method to ensure effective communication.

## **A variety of communication options are available for each airport, including but not limited to:**

- Tabletop (8.5" x 11")
- Lollipop (22" x 28")
- Table tents (4" x 6")
- Tenant closure signage (11" x 17")
- Floor clings to represent social distancing around time clocks, locker rooms, break rooms and public spaces around the airport (24" x 24")
- Restroom clings (3.75" x 6.75")
- Terminal digital signage (dimensions vary between monitors)
- Signage on Purell stations (custom sticker application)
- CRAA ID Office visitor guidance (8.5" x 11" or 11" x 17")
- PA announcement

## **PA announcements regarding COVID-19 that are currently playing and will play until further notice:**

- "The CDC recommends social distancing to stop the spread of germs. Please keep six feet of distance from others when waiting for your bags or gathering in any area of the airport." Played every 30 minutes
- "By state order, all open airport restaurants are available for carry-out service only." Played every hour.

## **If your team has any questions or is need of signage, please contact:**

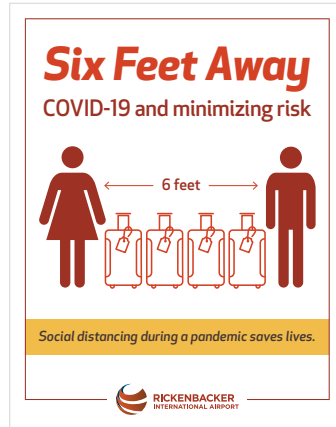
- Project Manager, **Jennifer Jereb** at **614-239-4041** for public-facing terminal signage
- Marketing Manager, **Tisha Smith** at **614-239-4044** for internal work area signage

# COVID-19-Related Facility Signage (continued)

## COVID-19 communication samples



CMH tabletop



LCK lollipop



TZR table tent



CMH tenant closure sign



CMH floor cling



LCK restroom cling



CMH terminal digital signage



Purell station signage



LCK ID Office visitor guidance

## Ability to adapt

As we adapt to future changes and recommendations from the CDC, signage can be modified based on the need. Here's an example of adjusted signage to include mask-wearing recommendations.



Original design when wearing masks was not recommended.



Updated design to reflect the change in the CDC's recommendation.

