

# COVID-19 Procedures



## Case notification procedures

**Department** Office of the COO

**Approved by** Emergency Manager

**Date** March 15, 2022

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*Updated Mar. 15, 2022 to align with guidance from the U.S. Centers for Disease Control quarantine and isolation guidance.*

*Updated Feb. 4, 2021 to reflect U.S. Centers for Disease Control quarantine guidance.*

*Updated Nov. 30, 2020: Casual contact notification has been replaced with work-site notification. Exposure notification for exposures outside the workplace has been added.*

*Updated Aug. 3, 2021 to reflect U.S. Centers for Disease Control quarantine guidance and to require fully vaccinated individuals to quarantine until they have received a negative COVID-19 test result.*

*Updated Nov. 30, 2021 to reflect U.S. Centers for Disease Control updated quarantine guidance, Metro updated testing statement, and additional email template for required COVID-19 testing.*

*Updated Jan. 16, 2022 to include current guidance for quarantine or isolation for employees.*

*Updated Jan. 5, 2022 to reflect the shortened quarantine period guidance from the U.S. Centers for Disease Control.*

### **ABOUT THIS PROCEDURE**

To reduce the risk of spreading the COVID-19 virus in worksites, facilities and visitor spaces and to prioritize the health and safety of its employees, visitors and guests, Metro will provide direction to employees that have been exposed, suspected, presumed, or tested positive for the virus and will notify employees of known or suspected cases of COVID-19 at Metro worksites, facilities and properties. Metro will coordinate with any other affected employers on site.

Guidelines in this, and other COVID-19 policies, are intended to protect both individual employees, groups of employees, and any visitors, guests or other people around them. Departments may also issue work rules and management directives consistent with this policy.

This policy is based on current guidance from public health officials and Oregon Occupational Health and Safety Administration (OSHA) temporary rule 437-001-0744. As the public health crisis continues, new information may emerge. This policy is subject to change. Employees will be notified when this policy and related procedures are terminated.

### **APPLICABLE TO**

All employees including regular status, variable hour and temporary employees, paid and unpaid interns, and volunteers. Contractors or other visitors to Metro property.

## OVERVIEW

If Metro becomes aware that an employee, contractor, or visitor had a confirmed case of COVID-19 and was on site during their infectious period, the following notification procedure will be implemented. Additionally, impacted areas will undergo enhanced cleaning and disinfection according to current guidance from Oregon OSHA. As part of Oregon's contact tracing program, lab reports of positive tests are provided to county health departments who may notify persons who came in close contact with an infected person. A Metro employee or an individual who will visit Metro property must follow all directions provided by a county health department or private physician. See the COVID-19 Case Management and Notification Policy for related information.

## NOTIFICATION PROCEDURE

### 1. **Employee, contractor, or visitor notifies identified personnel.**

Employees must contact identified personnel (supervisor, Risk management staff, or others) when learning of potential or confirmed COVID-19 exposure or illness, if showing symptoms of COVID-19, or if a health care provider has recommended an employee get a COVID-19 test. Contract or facility managers may learn of a potential or confirmed COVID-19 exposure or illness from another employer or a visitor and are required to notify identified personnel.

### 2. **Review COVID-19 exposure questionnaire with employees**

Upon notification of a COVID-19 exposure or a potential, suspected, or confirmed case of COVID-19, the employee, the employee's reporting supervisor, the contract or facility manager will contact Covid-19@oregonmetro.gov. Risk management staff or supervisors will review the exposure questionnaire with the impacted employee. Contractor or visitor questions will be coordinated with the appropriate contract or facility manager.

### 3. **Risk management assesses incident**

Some incidents conclude at step 2 and further steps are not required. If an individual is suspected or confirmed positive and visited a Metro site during their infectious period, Metro's Risk Management division and Incident Manager will next determine if that individual created a work site exposure. Risk management will work with the designated supervisor or manager to determine based on the individual's knowledge, and work site logs any employees, contractors, or volunteers who were potentially exposed. The risk manager will provide instructions for notification and enhanced cleaning requirements.

### 4. **Employee quarantine notification**

If an employee has been exposed to a COVID-19 positive individual during that person's infectious period, the Metro employee will need to quarantine as recommended by Safety and Risk management staff. The employee's supervisor will notify them with the appropriate template below.

Following guidance from the CDC, Safety and Risk management staff are responsible for determining whether a person may have their quarantine period waived. Quarantine periods may be waived at the discretion of Safety and Risk management staff if:

- An employee has received a booster dose in addition to their primary series; or
- If their last dose of Pfizer or Moderna was less than six months prior to exposure; or
- If that employee takes a COVID-19 test 5-7 days after exposure; and
- The employee receives a negative test result.

Safety and risk management will check the employee's vaccine records and instruct the person that a negative COVID-19 test is required for the employee to modify their quarantine period. Safety and Risk management staff may also consider any staffing shortages in the employee's workplace to determine if a fully vaccinated and boosted employee can waive the quarantine period altogether. Individuals whose quarantine period is totally waived will be required to wear an N95 mask at the work place. If a person has their quarantine period waived or modified, they should still monitor themselves for symptoms and leave the work place if symptoms develop.

In some cases, an employee showing symptoms may be asked to provide negative test results prior to that employee being authorized to return to work, even if they do not have a known exposure. Safety and Risk management staff will instruct such an employee to receive either a no-cost COVID-19 test or a test through Metro provided health insurance. Risk management staff may assist the employee in locating, scheduling, and/or paying for a test. If a no-cost test is not available to that employee, Metro will cover the costs of the test. Testing requirements will be conducted on a case-by-case basis as determined necessary by Safety and Risk management staff.

#### **5. Close contact notification**

If a Metro employee has a suspected or confirmed case of COVID-19 risk management will assess other employees and/or contractors who were exposed to the first employee during step 3. A supervisor or manager will notify affected employees that they need to quarantine unless otherwise directed by Risk Management. The designated supervisor or manager will coordinate with other employers if a contractor is a close contact.

#### **6. Worksite/area notification**

Upon notification from Risk Management to proceed, the employee's manager will implement the following actions:

- a. Notify employees and volunteers who were potentially exposed. It is most often not necessary to notify an entire large work site, rather notifications will be done for the individual's work group and areas visited. Notify other employers if contractors work at the same facility or work site. Use provided email templates and talking points, making certain to maintain the impacted employee's anonymity.
- b. Provide current CDC guidelines on what to do if exposed to COVID-19 to all persons notified.
- c. Close work sites or areas from employee or visitor access. If possible, close the impacted areas for 24 hours prior to cleaning. This should be done until, and during enhanced cleaning and disinfecting activities are completed.
- d. Notify relevant operations or custodial manager to implement enhanced cleaning and disinfection of the impacted area. If an employee has tested positive for COVID-19 but has not been onsite during the infectious period, only normal cleaning needs to occur. Sites may leave an area closed in place of enhanced cleaning.
- e. In consultation with facility management, decide whether to implement enhanced cleaning measures regardless of the time the employee has been onsite.

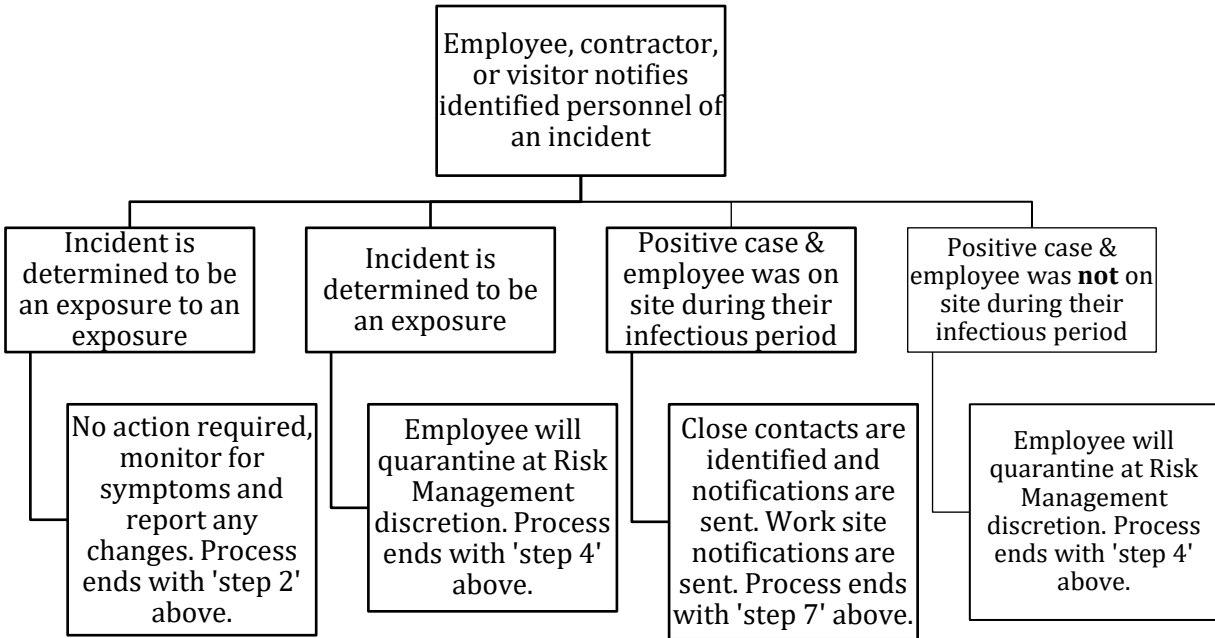
If Metro receives report of an employee with a positive COVID-19 test and has questions about how to proceed, contact the Multnomah County health department at 503-988-3406.

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**7. Follow-up**

Risk management will follow-up with Director to ensure they're aware of the case, confirm notifications have been provided and enhanced cleaning measures implemented.

**NOTIFICATION FLOW CHART**



**QUARANTINE AND ISOLATION GUIDANCE FOR EMPLOYEES AS OF MAR. 15, 2022**

Exposure information	Employee vaccination status	Quarantine or isolation requirement
Close contact exposure	Unvaccinated; or received the last dose of Pfizer or Moderna more than 5 months ago; or a single J&J dose more than 2 months ago	5 day quarantine Test on or after day 5 Masks to be worn on days 6-10
Close contact exposure	Received a booster dose of Pfizer, Moderna, or J&J; or received the last dose of Pfizer or Moderna within 5 months; or tested positive 15 to 90 days ago	No quarantine required Test on or after day 5 Masks to be worn on days 1-10
Positive	Any	5 day isolation after symptoms start or positive test received, can return to work if fever free for 24 hours and other symptoms are improving Masks to be worn on days 6-10

Employees with an exposure who are still working in person will need to take a test 5 days after the exposure and wear the highest quality mask they can tolerate.

## COVID-19 EXPOSURE/ SUSPECTED OR CONFIRMED CASE QUESTIONNAIRE

The following questionnaire should be reviewed with any employee who has a confirmed COVID-19 case.

- Date the individual's symptoms began
- Date the COVID-19 test was administered
- Date the COVID-19 test results were received
- Name and phone number of their supervisor or manager.
- Department and any Metro physical location visited since 48 hours before symptom onset.
- List of employees and/or external partners that the ill employee came in close contact with since 48 hours before symptom onset.
- Any known exposure to COVID-19 prior to the illness

The following questionnaire should be reviewed with any employee who suspects exposure to COVID-19.

- Date the potential exposure developed symptoms
- Date of contact between employee and the potential exposure
- If the employee and the potential exposure were in close contact, defined as 15 minutes or more within six feet
- Name and phone number of their supervisor or manager.
- Department and any Metro physical location visited, and last date of visit.
- Risk Management staff may request follow up information including the employee's name.

## NOTIFICATION TO EMPLOYEE WITH CONFIRMED CASE

- You may not come to work until:
  - At least 5 days since symptoms first appeared **and**
  - At least 24 hours with no fever without fever-reducing medication **and**
  - Other symptoms of COVID-19 are improving (Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation.)
- Please contact your health provider and/or public health authority for information on how to care for yourself at home.
- Metro is taking every precaution to protect your confidential, private information.
- Inquire if there is any personal property at work the employee would like and if they have any questions on leave or health benefits (if applicable)
- Offer assistance to remote work, reschedule any meetings, reprioritize work commitments or provide any other support for employee to immediately self-isolate at home and care for themselves.
- Encourage employee to cooperate with county public health officials for contact tracing.

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**Sample email template  
CONFIRMED case of COVID-19, Employee self-isolation**

Dear <<first name>>,

*The health and safety of you and your co-workers is our top priority. I am sorry to learn that you have tested positive for COVID-19 and want to provide you with support and resources to recovery.*

*We will need you to stay home and only return to work once **five** days have passed since symptom onset AND after 24 hours has passed without experiencing fever (without the use of fever reducing medication) and as long as other COVID-19 symptoms (such as cough or shortness of breath) are improving.*

*Please contact your health care provider or county health authority for information on how to care for yourself at home. Here is a link to a CDC flyer on ways to manage COVID-19 symptoms at home and information about “isolating.” County health authority contact information is below.*

<< <https://www.cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf> and <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/isolation.html> >>

*As required by state rules, we are notifying other employees who worked in your facility that a colleague has tested positive for COVID-19. We are taking precautions to protect your confidential, private information and will not disclose your name to other employees unless supervisors have a need to know.*

*Enhanced cleaning will occur at your worksite if recommended by CDC to protect employee health and safety. If you have any questions about leave or health benefits please let me know.*

<<Closing>>

*Multnomah County Public Health: dial 211*

*Clackamas County Public Health: 503-742-5300*

*Washington County Public Health: 503-846-3594*

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**NOTIFICATION TO EMPLOYEE WHO MAY HAVE BEEN EXPOSED AT THE WORKPLACE**

Coworkers of an individual with a confirmed case of COVID-19 will be notified of either their close contact or a broader worksite notification. Metro will follow worksite notification procedures for positions such as custodial, security and others with the potential for a broader physical presence in multiple work areas within a building, venue or worksite. The communication should include the following key points:

- We are notifying you so that you have the information you need to take precautions for your health and the health of people around you.
- We are keeping the identity of the individual confidential to protect sensitive information. If you have concerns, please contact me or your supervisor/department director.
- Practice physical distancing and follow the general guidelines for caring for yourself and others, such as wearing a mask.

- Stay at home and contact COVID-19@oregonmetro.gov when you're sick.
- Review the provided CDC guidelines on what to do if exposed to COVID-19 and contact your healthcare provider with questions and concerns.
- Inquire if there is any personal property at work the employee would like and if they have any questions on leave or health benefits (close contacts).
- Offer assistance to remote work, reschedule any meetings, reprioritize work commitments or provide any other support for employee to immediately self-isolate at home and care for themselves (close contacts).

**Sample email template**

**CLOSE CONTACT with a confirmed case of COVID-19**

Dear staff:

Your health and safety is a top priority. I wanted to let you know that on <<date of notification>> we learned that an employee in <<location>> has a confirmed case of COVID-19 and you may have been exposed to this person recently. We are keeping the identity of the individual confidential to protect their private and confidential information.

Metro believes that you may have been in close contact <<date>> and to <<date>> while at <<location(s)>>.

"Close contact" means that you have been within 6 feet of a confirmed, positive COVID-19 case for a prolonged period of time, at least 15 minutes or more over a 24 hour period of time. This can include caring for, living with, visiting or sitting within 6 feet of a confirmed case.

We are following the CDC guidelines on quarantine, isolation and monitoring symptoms at home:

- Stay home until << **determined length of time**>> which is 5 days since your exposure. After that time you must be symptom-free before returning to work.
- After your 5 day quarantine period you may return to work, but you must wear the highest quality mask you can tolerate such as an N95 mask or a surgical mask until xx/xx/xxxx which is ten days after your exposure.
- Risk management has determined that as <<you have received a booster dose>>/<<your last dose of Pfizer/ Moderna was less than six months prior to your exposure>> you are not required to quarantine. You must take a test 5-7 days after your exposure and should notify us of a positive result.
- For the next ten days (until XX/XX/XXXX) you must wear the highest quality masks you can tolerate such as an N95 mask or a surgical mask.
- Check your temperature twice a day and watch for symptoms of COVID-19.  
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- If possible, stay away from people in your household who may be at higher-risk for getting very sick from COVID-19.
- If needed, contact your health care provider or county health authority for information on how to care for yourself at home. Here is a link to a CDC flyer on ways to manage COVID-19 symptoms at home and more information about quarantining. County health authority contact information is below.  
<< <https://www.cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf> and <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html> >

Enhanced cleaning will occur at your worksite if recommended by CDC to protect employee health and safety. If you have any questions about leave or health benefits please let me know. Contact information for our region's county public health agencies is below.

<<Closing>>

Multnomah County Public Health: dial 211

Clackamas County Public Health: 503-742-5300

Washington County Public Health: 503-846-3594

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### **Sample email template**

#### **WORKSITE NOTIFICATION with a confirmed case of COVID-19**

Dear staff:

Your health and safety is a top priority. I wanted to let you know that on <<date of notification>> we learned that an employee in <<location>> has a confirmed or suspected case of COVID-19.

We have notified those who may have had close contact with this employee and made sure they have the information they need to quarantine and take care of themselves. Enhanced cleaning will occur to protect employee health and safety.

We are keeping the identity of the individual confidential to protect their private and confidential information. We know that this can be stressful news to receive. If you have concerns, need to talk about this specific case or your safety, please contact me, your supervisor or department director.

Continue to keep yourself and others safe:

- Watch for COVID-19 symptoms including fever, cough, shortness of breath and others. If you have symptoms, check your temperature twice a day. <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- If you are sick, stay home.
- Practice physical distancing. Maintain 6 feet from others and stay out of crowded places.
- If needed, contact your health care provider or county health authority for information on how to care for yourself at home. Here is a link to a CDC flyer on ways to manage COVID-19 symptoms at home. County health authority contact information is below. << <https://www.cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf> >>

<<Closing>>

Multnomah County Public Health: dial 211

Clackamas County Public Health: 503-742-5300

Washington County Public Health: 503-846-3594

## **NOTIFICATION TO EMPLOYEE EXPOSED OUTSIDE OF THE WORKPLACE**



If an employee has been contacted by a public health agency or official of exposure to COVID-19 outside of the workplace and told to quarantine. OR if an employee has been contacted by another person the employee spent time with and the Metro employee is told they were exposed and the third party is COVID-19 positive.

- Please contact your health provider and/or public health authority for information on how to care for yourself at home.
- Metro is taking every precaution to protect your confidential, private information.
- Inquire if there is any personal property at work the employee would like and if they have any questions on leave or health benefits (if applicable)
- Offer assistance to remote work, reschedule any meetings, reprioritize work commitments or provide any other support for employee to immediately self-isolate at home and care for themselves.
- Encourage employee to cooperate with county public health officials for contact tracing.

**Sample email template**

**Exposure to COVID-19 outside of workplace, public health directive to quarantine**

Dear <<first name>>,

The health and safety of you and your co-workers is our top priority. I am sorry to learn that you have been notified of exposure to COVID-19 and are instructed to quarantine for 5 days. As <<you have received a booster dose>>/<<your last dose of Pfizer/ Moderna was less than six months prior to your exposure>> you are not required to quarantine. You should take a test 5-7 days after this exposure and are required to wear the highest quality mask you can tolerate until XX/XX/XXXX which is 10 days after this exposure.

- Check your temperature twice a day and watch for symptoms of COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- If possible, stay away from people in your household who may be at higher-risk for getting very sick from COVID-19.
- If needed, contact your health care provider or county health authority for information on how to care for yourself at home. Here is a link to a CDC flyer on ways to manage COVID-19 symptoms at home and more information about quarantining. County health authority contact information is below. <<<https://www.cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf> <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html> and >>

Please contact COVID-19@oregonmetro.gov for further instructions if you test positive for COVID-19.

Multnomah County Public Health: dial 211  
Clackamas County Public Health: 503-742-5300  
Washington County Public Health: 503-846-3594

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**Sample email template Negative COVID-19 Test Result Required Prior to Returning to the Workplace**

Dear <<first name>>,

*The health and safety of you and your co-workers is our top priority. For this reason, you are required to quarantine away from the workplace until you have received a “negative” test result from an approved COVID-19 test. Do not report to work until you have been instructed of your authorization to do so.*

*Here are some resources for you to find a no-cost COVID-19 test near your place of residence.*

<https://govstatus.egov.com/or-oha-covid-19-testing>

[https://book.curative.com/search?gclid=EAAlQobChMInZzAupbw8wIV2\\_LjBx3Q-wbfEAAAYyAAEgLwEPD\\_BwE#9/34.05/-118.25](https://book.curative.com/search?gclid=EAAlQobChMInZzAupbw8wIV2_LjBx3Q-wbfEAAAYyAAEgLwEPD_BwE#9/34.05/-118.25)

<https://healthy.kaiserpermanente.org/oregon-washington/health-wellness/coronavirus-information/testing>

*If you need assistance locating a no-cost COVID-19 test or if you believe you are required to take a for-fee COVID-19 test you can send an email to COVID-19@oregonmetro.gov and a member of the COVID-19 Safety and Risk management team will be able to assist you.*

<<Closing>>