

REOPENING RI

Phase I State Agency Lobby Operation Guidelines

Authorized agencies providing services to the public may operate in-person lobby services in a limited manner during Phase I. Online services should continue to be used where possible.

Agencies operating lobby services during Phase I must prepare and implement a COVID-19 Control Plan and keep the plan on file for review by the Rhode Island Department of Health (RIDOH). The COVID-19 Control Plan is described [here](#) in the Reopening RI Business Guidelines.

The guidelines below summarize the baseline elements of the COVID-19 Control Plan **agencies must develop and implement**. If you have any questions about this guidance, please contact Brenna McCabe at Brenna.McCabe@doa.ri.gov.

Phase I Operations:

- **Social distancing:** Individuals must be able to easily, continuously, and measurably maintain at least a 6-foot distance between each other. Mitigation measures should be deployed to ensure employees and the public can adhere to social distancing. Such measures may include but are not limited to floor demarcations in areas where lines typically flow and the deployment of an online reservation system that will limit the number of reservations for designated times.
- **Face Coverings:** All employees and visitors are required to wear a face covering in accordance with RIDOH regulations and [Executive Order 20-30](#).
- **Protective Measures:** Where possible, protective measures should be implemented such as installing plexi-glass barriers, requiring employees to wear gloves, providing hand sanitizer for employees and visitors, and prominently displayed signage with the latest RIDOH and Centers for Disease Control and Prevention (CDC) requirements.
- **Cleaning procedures:** RIDOH requires cleanings of government buildings at least once daily. In addition, commonly touched surfaces, such as shared workstations, elevator buttons, door handles and railings should be cleaned in accordance with CDC guidance. All lobbies should adhere to general business/organization guidelines. The Division of Capital Asset Management and Maintenance (DCAMM) or your individual cleaning vendor must create an infection control plan and cleaning standards that are based on the latest guidance from both RIDOH and the CDC.
- **Human Resources:** Flexible work arrangements should be leveraged wherever possible and practicable. For a quick overview of Phase 1 changes for Executive Branch employees, please visit www.employeehandbook.ri.gov and click the "COVID-19 Employee Toolkit" tab.

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- **Screening:** At a minimum, employees and visitors must be screened. Screening shall include, at a minimum: visual assessment, self-screening, or a written questionnaire, or a combination of any of these screening methods regarding COVID-19 [symptoms](#) and contact in the last 14 days with other individuals who are COVID-19 positive or who have COVID-19 symptoms. Executive Branch employees who are determined to be sick in response to screening questions or who show visible signs of illness must be denied entrance and instructed to call Human Resources immediately. Visitors who are determined to be sick in response to screening questions should be denied entrance and instructed to: (1) Reschedule their appointment for a later date, and (2) Isolate in accordance with RIDOH guidance.

