



CITY OF PHOENIX
HUMAN RESOURCES DEPARTMENT

General Guidance for City Employees in Customer Service Positions to Reduce Exposure Controls

Most city of Phoenix customer service job functions include jobs that must interact with the public either behind or in front of a counter, when handling cash, or entering residences (excluding public safety). When it comes to Personal Protection Equipment (PPE) for customer service jobs, there is no 'one size fits all' because each situation can be unique.

The types of PPE required during a COVID-19 (Coronavirus) outbreak will be based on the risk of being infected while working and job tasks that may lead to exposure. The Occupational Safety and Health Administration (OSHA) has divided job tasks into four risk exposure levels: Very High Risk, High Risk, Medium Risk and Lower Risk.

Using OSHA Guidance on Preparing Workplaces for COVID-19 (3990-03 2020)
*Customer service job functions were understood to have: **Medium Exposure Risk.***

In OSHA guidance 3990-03 2020, OSHA defines medium exposure risk jobs to include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected, but who are not known or suspected COVID-19 patients. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., in schools, high-population-density work environments, and some high-volume retail settings).

According to OSHA's hierarchy of controls, solely providing PPE is the least effective control to use in reducing employee's workplace exposure because it is often considered the least effective corrective action. Therefore, a combination of engineering, administrative and PPE controls are recommended below.

As of 3/19/20, the following controls are recommended to reduce exposures to workers in the Medium Risk exposure risk category.

- Keep customers informed about symptoms of COVID-19 and ask sick customers to minimize contact with workers until healthy again, such as by posting signs about COVID-19 where sick customers may visit.
- Where appropriate, limit customers' and the public's access to the worksite, or restrict access to only certain workplace areas.
- Consider strategies to minimize face-to-face contact (e.g., drive-through windows, phone-based communication, telework).
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Provide customers and the public with tissues and trash receptacles.



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- Practice social distancing as much as possible during the customer service interaction.
- Employees should wear gloves when frequently handling correspondence.
- Promote frequent and thorough hand washing, including by providing workers, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60% alcohol.
- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
- Install physical barriers, such as clear plastic sneeze guards, where feasible.

For positions that require frequent handling of money for an extended period of time, these additional protections may apply:

- Double gloving the employee's gloves is recommended. (This prevents potential exposure in the event a glove is torn.)
- The use of a facemask to prevent accidental contact between the wearer's hands, nose, and mouth is also recommended.

For positions that must enter residences these additional protections may apply:

- Employees should wear gloves.
- Employees should wear a facemask to prevent accidental contact between the wearer's hands, nose, and mouth.
- Employees should wear disposable shoe covers.
- Contact should be made with the resident prior to entering the home and the following questions should be asked. If the response to any of the below questions is yes, do not enter the residence and immediately contact your supervisor for guidance.
 - Has anyone living in your household had flu-like symptoms including fever, cough, or shortness of breath in the last 14 days?
 - Has anyone in your household traveled to California, New York, Washington, been on cruise ship travel (to anywhere), or traveled internationally?
 - Has anyone in your household been tested for COVID-19 in the last 14 days?
 - Is there any reason I should not enter your residence?



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- Is there anyone in your household over the age of 65, with chronic respiratory issues or that has a compromised immune system?

If you have additional questions or concerns regarding COVID-19 that are not addressed in this document, please work with your supervisor or send an email to HR.safety@phoenix.gov.