CIRAS COVID Plan: Resuming Activities

# General Standards & Plan

## CIRAS Values will drive decisions:

* We deliver research-based educational programs.
* We perform at the speed of the customer.
* We have uncompromising integrity.
* We are future focused.
* We are CIRAS.
* We care.

## Guiding Assumptions

* While working at clients may be easier, much of our work can be performed remotely, and it saves taxpayer money.
* Client visits will create a lot of risks for CIRAS and our clients, as we do a lot of driving around the state.
* Depending on additional waves of COVID-19 and/or new restrictions, we may move back phases.
* This plan does not currently address relaxation of all measures. The conditions for this will be determined at a later date.

## Our General Plan: 4 Phases

## Team Members

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase** | **Person** | **Role/Perspective** | **Location** | **Program** |
| All | Mike O'Donnell | Lead | Ames | MEP |
| Phase 2:Return to Office | Mary McGraw | HR | Ames | Ops |
| Halie Edson | Facilities & PPE | Ames | Ops |
| Sam Ferm | Offsite Standards | Iowa City | PTAC |
| John Roberts | Ames Standards | Ames | MEP/TAP |
| Paul Dunnwald | Offsite Standards | Des Moines | MEP |
| Phase 3: Resume Client Visits | Marc Schneider | PMs | Clinton | MEP |
| Derek Thompson | AMs | Boone | MEP |
| Kirk Haaland | PMs | Ames | MEP/TAP |
| Justin Niceswanger | PTAC | Des Moines | PTAC |
| Brenda Martin | Food Industry | Ft. Dodge | MEP |
| Phase 4: Resume Events | Tina Colburn | Events -  | Ames | Ops |
| Halie Edson | Events -  | Ames | Ops |
| Tracy Schuster | Offsite & Tours | Newton | ILC |
| Melissa Burant | Partnerships | Quad Cities | PTAC |
| Adam Boesenberg | Campus Events | Ames | MEP/TAP |

# Phase 2: CIRAS Return to Office Plan

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| **Preconditions (Updated 7/29)** | * ISU campus offices are open to the general workforce.
* County is not under enhanced restrictions.
* Facility does not have known COVID-19 cases.
* Meet modified White House Opening America Criteria (see below).
* CIRAS Leadership in agreement that we’re ready for this stage.
 | * Continue to meet Phase 2a conditions for at least 2 weeks.
* Surrounding counties are not under enhanced restrictions.
* CIRAS Leadership in agreement that we’re ready for this stage.
 | * Continue to meet Phase 2b conditions for at least 4 weeks.
* No counties in Iowa are under enhanced restrictions.
* CIRAS Leadership in agreement that we’re ready for this stage.
 |
| **General CIRAS Policies** | * Business travel is guided by Phase 3, Resume Client Visits.
* Refer to [university policies](https://web.iastate.edu/safety/updates/covid19/employeefaq) for absence, self-isolation, etc.
* Opening the office does not mean all staff are required to be in the office full time. It allows staff the option of using that office as necessary for business.
* Visitors includes clients, contractors, other ISU employees, family members, and any other people not officed at that specific location.
* Throughout phases 2a and 2b, you should only go to your normal office space. You should not go to other office locations. Staff that occasionally work from the Ames office should not come to the Ames office.
* If you are commuting to your office from another county, your county should not be under enhanced restrictions.
* If you or direct family members are considered [high-risk](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html), we encourage you to continue to work from home until Phase 2c or longer in consultation with your supervisor.
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Modified White House Opening America Criteria:

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| **Category** | **Assessment 7/29/2020** |
| 14-day downward trajectory of COVID-19 hospitalized | New Goal Remain Under 60: **0 Days** (Region 1)  |
| 14-day downward trajectory of COVID-19 patients in ICU  | New Goal Remain <=20: **0 Days** (Region 1)  |
| 14-day downward trajectory of documented cases  | **5 Days** |
| 14-day downward trajectory of positive tests as a %  | New Goal Remain <=7%: **1 Day**Note: Under 8% for 12 days |
| >35% of beds available  | **38%** (Region 1) |
| Robust testing program in place | **Test Iowa regional limits** |

## Detailed Strategies

The following apply to all stages of the CIRAS Return to Office plan, unless otherwise noted.

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| **Strategy: Minimize people on site** | **Lead: Halie** |
| **Process: Collaboration Place & Digital Lab**Phase 2a & 2b:* CIRAS doors will remain locked.
* [Closed Sign to be hung on entrance door and in lobby if possible.](https://iowastate.sharepoint.com/%3Aw%3A/s/CIRAS/IndustryDisasterMgmt/EbnyIquN841Lu3Asd5dZHaIB-pwvrX_U9uMSftYoKS-xHg?e=k7JHAU)

Phase 2c:* TBD
 | **Standard: All other facilities*** Site must have processes to limit visitors and non-essential staff. If the site does not restrict visitors, staff should work remotely until Phase 2c criteria are met.
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| **Strategy: Require self-screening and daily confirmation.** | **Lead: Mike** |
| **Process: Collaboration Place & Digital Lab*** Each employee that will go to the office is expected to:
	+ Verify their temperature is under 100.4°F
	+ Verify they do not have any COVID-19 symptoms: Cough • Shortness of breath or difficulty breathing • Fever • Chills • Repeated shaking with chills • Muscle pain • Headache • Sore throat • New loss of taste or smell.
	+ Verify that nobody in their home has a positive or presumptive positive case of COVID-19.
* We will add a calendar item for 7:00 am each work day for all CIRAS staff to perform daily screening. It will include instructions.
* If the employee has not performed a self-screen, they must work from home.
 | **Process: All other facilities*** CIRAS staff must follow process at left unless the facility process is more stringent.
* The facility must have a screening process in place for all who enter.
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| **Strategy: Maintain Social Distance** | **Lead: John** |
| **Process: Collaboration Place & Digital Lab*** One-way hallways with signage and arrows on the floor (six feet spacing).
* Conference room is closed. Only available for Quiet Space for Webinars/ Important Meetings - Cleaning Checklist for Entrance and Exit of room.
* All shared space is closed.
* Kitchen is closed except for sink. Place tape on floor creating a six-foot barrier around sink.
* Restroom doors are open to reduce door touching and to help social distancing during entry/exit.
* Place tape on floor creating a six-foot barrier around any common areas such as printers, mailboxes, and lab equipment workspaces.
* Signs to limit one person per elevator and maximize social distance on stairs.

 **Employee Requirements:*** Maintain six feet from other employees.
* Stay home if you are sick.
* Avoid handshakes and hugs while greeting and interacting with colleagues.
* Follow respiratory etiquette, including covering coughs and sneezes.
* Do not use other’s tools and equipment.
* Keep employee office doors closed while in the office. HVAC system is designed for closed doors.
 | **Process: All other facilities*** CIRAS staff need to determine what requirements are in place for social distancing at other facilities.
* CIRAS employees should follow the guidelines to the left unless the facility process is more stringent.
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| **Strategy: Implement CDC cleaning guidelines** | **Lead: Halie / Paul** |
| **Process: Collaboration Place & Digital Lab*** Space will be cleaned daily per normal operations with approved cleaners.
* An appointment reminder will be added to everybody’s calendar for the beginning and end of day to perform cleaning, including instructions.
* [Conference Room Cleaning Check List](https://iowastate.sharepoint.com/%3Aw%3A/s/CIRAS/IndustryDisasterMgmt/EVLPdSRS8dNIrGu-lLNUnwwBhEk9-XvxJ02Z4zs1yX-uKw?e=kGjbJH)
* [Copier Area Cleaning Check List](https://iowastate.sharepoint.com/%3Aw%3A/s/CIRAS/IndustryDisasterMgmt/ET9YOqy_R-JDkIYhmp9qjQkBCHj6tH2ySKuBWRRrAjsjjQ?e=4JF4X8)
* [Kitchenette Cleaning Check List](https://iowastate.sharepoint.com/%3Aw%3A/s/CIRAS/IndustryDisasterMgmt/EYZxFnkgTLVHjHMRxvnN7V8BM2BdDkUQSdjvEdx8Mmq0Dw?e=vGc0I0)
* [Front Entrance with Cleaning Materials and Instructions](https://iowastate.sharepoint.com/%3Aw%3A/s/CIRAS/IndustryDisasterMgmt/EbAw93JrjnVHmTAJxpNYyvQB7JxgJLtEuBYRdj_i5NquHw?e=ebAv6E)
* Cleaning/Disinfecting materials located in CIRAS Conference Room/Copier Area/Kitchen Sink/Front Entrance
* [Plastic Sleeve and Dry Erase Marker with Daily Cleaning Checklist for each Staff Member](https://iowastate.sharepoint.com/%3Aw%3A/s/CIRAS/IndustryDisasterMgmt/ESKWgDh_T7VLgqa77mB9yL0BKBoSPHRDh0fhcP5Qlc-YQg?e=IdsjHi)
* Cleaning supplies – (30-day supply at all times)
* We will have a process checklist on all whiteboards where people verify morning and afternoon cleaning.
* Process Audit: On a weekly basis, CIRAS leadership will perform a walkthrough to verify process checklist. Results will be communicated with all CIRAS.
 | **Process: All other facilities*** Know facility cleaning cycle
* Each person has a daily checklist including personal area cleaning, mask availability, site specific needs.

[General Remote Office Checklist](https://iowastate.sharepoint.com/%3Aw%3A/s/CIRAS/IndustryDisasterMgmt/EXQeLwj3vmNHhpkPMm7fv3kBwPdPKOVqeX8AC3FsUt6gbA?e=NKGw5Q) |

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| **Strategy:** Implement facility modifications | **Lead: Halie / Paul** |
| **Process: Collaboration Place & Digital Lab*** Reviewed HVAC processes to ensure that filters are being changed regularly. Fresh air rates are limited by system, air return is through the ceiling (which minimizes cross-office contamination). As temperatures rise, less fresh air will be brought in to maintain ambient temps.
* Stand with hands sanitizer – inside and outside of the main door
 | **Process: All other facilities*** Understand ability to limit access to your office, keep door closed as much as possible.
* If available, open window for fresh air.
* Understand route to your office and best way to get there.  [Public Spaces Best Practice](https://iowastate.sharepoint.com/sites/CIRAS/IndustryDisasterMgmt/Disasters1/2020%20-%20Coronavirus%20%28COVID-19%29/Return%20to%20Office%20Plan/Checklists%20and%20Signs/public%20spaces%20DRAFT.docx)
* Have hand sanitizer and cleaning supplies available.
* [List of remote listed offices (off campus only)](https://iowastate.sharepoint.com/%3Ax%3A/r/sites/CIRAS/IndustryDisasterMgmt/_layouts/15/Doc.aspx?sourcedoc=%7B01E8FC2C-CF81-4713-B5F6-C68D8F06D9F3%7D&file=CIRAS%20Staff%20Offices.xlsx&action=default&mobileredirect=true)
* Questions to ask your facility manager:
	+ Have you increased fresh air flow?
	+ Cleaning cycle of public spaces (rest rooms, entryways...)
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| **Strategy:** Ensure good hygiene practices | **Lead: Mary** |
| **Process: Collaboration Place & Digital Lab*** Encourage staff to continue working from home if possible.
* Send a monthly email to all staff with reminders on how the virus spreads, and ways staff can protect themselves through good hygiene and preventative steps. This email will also include the following reminders: Do not share equipment or office supplies with out first cleaning it off before and after its use.
* Employees will not be allowed to checkout ‘extra’ equipment or the rental car. Special circumstances will be discussed on a case by case basis.
* Hygiene guidelines/posters will be posted throughout the office and building.
* Hand sanitizer will be placed at all entry points to office, in the kitchen, near the copy machine, the mailboxes, and made available to all staff for their offices.
* Give instructions on how to open and close doors in a way that will reduce spread of germs.
 | **Process: All other facilities*** Same as left.
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| **Strategy:** Use proper PPE | **Lead: Paul** |
| **Process: Collaboration Place & Digital Lab*** Cloth face coverings are required at all times in common areas of office and when social distancing is not possible.
* Proper wearing, removal, and use: [(Proper Mask Use Video)](https://www.youtube.com/watch?v=FtKFsFraVVo)
* CIRAS will provide two coverings for your use – if using your own please make to review best practice guidelines.
* Masks are to be washed periodically.
* Digital lab & other labs – should perform their own assessment and use PPE as appropriate with other safety precautions. Discussions with supervisor on substitute such as face shields are on an individual and process-based approval.
* Safe travel to work – gas stations, Public parking, etc.:  [Public Spaces Best Practice](https://iowastate.sharepoint.com/sites/CIRAS/IndustryDisasterMgmt/Disasters1/2020%20-%20Coronavirus%20%28COVID-19%29/Return%20to%20Office%20Plan/Checklists%20and%20Signs/public%20spaces%20DRAFT.docx)
 | **Process: All other facilities*** Cloth face coverings are required at all times in common areas of office and when social distancing is not possible or close interactions possible. Can remove mask per procedures when social distance can be maintained.
* Safe travel to work – gas stations, Public parking, etc.:  [Public Spaces Best Practice](https://iowastate.sharepoint.com/sites/CIRAS/IndustryDisasterMgmt/Disasters1/2020%20-%20Coronavirus%20%28COVID-19%29/Return%20to%20Office%20Plan/Checklists%20and%20Signs/public%20spaces%20DRAFT.docx)
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| **Strategy:** Support employee wellness | **Lead: Mary** |
| **Process: Collaboration Place & Digital Lab & all other facilities*** Mental Health resources:
	+ Employee and Family Resources, <https://www.efr.org/login/>
	+ Network Community Counsel Services, <https://www.networkcounseling.com/about.html>
	+ [ISU Wellbeing](https://www.wellbeing.iastate.edu/)
* Supervisors should have regular calls to help employees' transition back to the office and normal hours.
* Employees are encouraged to meet and discuss what their ‘return to work plan’ looks like. Questions that need answers, include: Why are you wanting to come back and stop working from home? When do you plan to return to your office? Will you be in the office full time or part time to start? What do you need to transition back to the office? Do you have any concerns about returning?
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# Respond to a COVID-19 Exposure

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| **Strategy:** Close offices if there is a COVID-19 case in building | **Lead: Mike** |
| **Process: Collaboration Place & Digital Lab*** If there is a COVID-19 case in Collaboration Place or Digital Lab, both offices will remain closed.
* Office will remain closed for 2 weeks after last known positive case.
 | **Process: All other facilities*** If you discover a case in your facility, notify your supervisor and vacate the building.
* Office will remain closed for 2 weeks after last known positive case.
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| **Strategy:** Conduct thorough environmental cleaning | **Lead: Mike** |
| **Process: Collaboration Place & Digital Lab*** CIRAS will hire a local cleaning firm for full environmental cleaning.
 | **Process: All other facilities*** Must ensure that the facility is cleaned according to CDC guidelines.
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| **Strategy:** Inform authorities if appropriate | **Lead: Mike** |
| **Process: Collaboration Place & Digital Lab*** If over 10% of the workforce is ill, notify IDPH.
 | **Process: All other facilities*** If you are ill, please ensure you notify your supervisor. In consultation with human resources and current regulations, we’ll decide if notification of the landlord is appropriate.
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# FAQs:

See ISU COVID Page for guidance on policies: <https://web.iastate.edu/safety/updates/covid19>

* [Personal travel](https://web.iastate.edu/safety/updates/covid19/employeefaq#covidFAQ-262-answer)
	+ Note: If you leave the area for personal travel, please have a conversation with your supervisor regarding whether you should work remotely for a period after returning.
* [Contact with a positive case](https://web.iastate.edu/safety/updates/covid19/employeefaq#covidFAQ-239-answer)

# Communication Plan

Communicate with Each Other

* All employees must always help hold each other accountable.
* When anyone sees anyone violate safe practices, they are to remind them of proper protocol with a polite, “Please.” For example, “Please wear a mask when you’re in the office.”
* When you are reminded of a safety guideline, thank the person for the reminder and comply.

*Source:* [*5 Safety Tips for Reopening your office, HBR*](https://hbr.org/2020/05/5-tips-for-safely-reopening-your-office)

Communicate to Employees

* CIRAS will continue Weekly updates through Phase 2. These updates will reinforce cleaning procedures and provide status of facility audits.

Communicate to Stakeholders

* CIRAS will send an “Update to clients” when we change phases.
* We will update our website and social media with our current status when we change phases.

# Phase 3: Resume Client Visits

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| **Preconditions**  | * Phase 2b criteria met.
* No active outbreaks\* in home county or client county.
* CIRAS Leadership in agreement that we’re ready for this stage.
 | * Continue to meet Phase 3a conditions for at least 4 weeks.
* No active outbreaks\* in home county or client county.
* ISU Policy allows travel throughout the state without supervisor approval.
* CIRAS Leadership in agreement that we’re ready for this stage.
 | * Continue to meet Phase 3b conditions for at least 4 weeks.
* No active outbreaks\* in home county or client county.
* ISU Policy allows travel throughout the state without supervisor approval.
* CIRAS Leadership in agreement that we’re ready for this stage.
 |
| **Policies** | * + Remote work remains the default standard.
	+ Visits may be considered on an exception basis.
	+ In-person activities are limited to business-critical requests that must be completed in person.
	+ Decision to visit requires agreement of company, CIRAS staff member, and appropriate program director.
 | * + Remote work remains the default standard.
	+ In-person activities should be limited to activities that cannot be completed virtually.
	+ Decision to visit requires agreement of company and CIRAS staff member.
 | * + In-person becomes standard operations.
	+ Remote work will remain a large component of our work.
	+ Decision to visit requires agreement of company and CIRAS staff member.
 |
| **General CIRAS Policies** | * Visits to non-clients (stakeholders, partners, etc.) should follow the processes outlined in this section.
* If you visit a client and they are not following expected protocols to your standards, you have the discretion to leave and perform the work remotely or find another solution to help the company.
* Overnight travel needs prior approval from your supervisor.
* Refer to [university policies](https://web.iastate.edu/safety/updates/covid19/employeefaq) for absence, self-isolation, etc.
* If you or direct family members are considered [high-risk](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html), we encourage you to continue to work with clients virtually through Phase 3c or longer, in consultation with your supervisor.
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\* “Active outbreak” is defined for these purposes as starting when week over week increase in total cases of 20% or higher (consider total test numbers, positive and negative, during this decision process). The active outbreak is considered over when cases drop back within 20% of the original outbreak numbers. Note: Unable to find concrete definitions, so this is a working definition developed within the CIRAS team. Common sense needs to be applied to this definition, especially in counties with small populations.

**Client visit protocols:**

**Throughout Phase 3, staff are encouraged to continue remote engagement when possible. All staff have the authority to decline client, partner, or stakeholder visits if you or a family member are in an at-risk category or if you do not see evidence that the company has appropriate controls in place. CIRAS leadership will support these decisions and offer alternative approaches to clients as necessary.**

**Prior to visit**

1. If federal, state or local “Shelter at Home” order in place, no visits are permitted.
2. Confirm you and any others in your household are symptom free (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>).
3. Carefully consider whether travel is necessary. Ensure you have explored all virtual options in supporting the client.
4. Contact the client using below template email to determine if they have the appropriate controls in place. If in Phase 3a, request permission from appropriate program director.
5. If extended travel is necessary, investigate hotel and dining options in the area to ensure they have implemented policies and procedures that will keep you safe.

**During Your Visit**

1. If at any time you are uncomfortable entering a client facility, please leave and notify your supervisor immediately.
2. Use hand sanitizer before and after all interpersonal and surface exchanges.
3. CIRAS staff will always:
	1. Use a fabric face covering, which is recommended by the CDC.
	2. Practice social distancing, maintaining ample space between individuals to the extent possible.
	3. Follow the strictest guidelines as set by federal, state or local government.
4. Do not shake hands. Use other noncontact methods of greeting.
5. Do not use other workers’ phones, desks, offices, or other work tools and equipment.
	1. If you need to connect your computer to a company projector (or perform similar actions), please ensure that you wear (and immediately dispose of) gloves.

**Visit Kit**

You should have the following in your client visit kit:

* Appropriate clean PPE, including separate masks for each client visit
* Cleaning wipes or cleaner/sanitizer and paper towels
* Hand Sanitizer
* Disposable gloves
* Bags to dispose of used wipes/paper towels
* General business supplies: pen/pencil, paper, dry erase markers, and other items you might commonly use at a client.

**Considerations**

Use your professional judgement in maintaining your safety and well-being and consider these additional recommendations as you engage in on-site interactions.

* Always consider the safety implications of additional PPE or cleaning products while on the manufacturing floor or other spaces where hazards exist.
* Bring all supplies needed, not using clients supplies such as markers, pens, sticky notes, notebooks, etc.
* Clean and sanitize your personal equipment (laptop, cell phone, mouse, etc.) before and after each client visit.

**Email Instructions:**

First visit:

* + - * CIRAS staff member should have phone or email conversation with the company to understand controls.
			* All phone calls should be followed up with a copy of this email.
			* Staff member should add a note with the company response into the database. Note Type: COVID Protocol

Subsequent visits: Send an email or call to the company confirming that the processes are still in place, asking for updates on any changes.

**Template client email:**

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Dear Valued Client,

Due to COVID-19, CIRAS employees are strongly discouraged from client and other facility visits. Working remotely is the currently the default practice. If an activity is business critical and must be completed in person a visit is possible with appropriate approvals from CIRAS leadership, the affected CIRAS staff members, and all other outside parties.

Prior to a visit, we expect that you will:

* Verify that no employees at your facility have tested positive in the previous four (4) weeks.
* Disclose what precautions you have in place to provide a safe environment, including:
	+ Cleaning protocols
	+ Screening protocols
	+ Social distancing practices in place
	+ Policy for wearing face coverings
	+ Visitor policy and record of all parties that have been in the facility

If we are able to visit, you can expect that we will:

* Confirm that the CIRAS employee(s) have not had any symptoms or been exposed to anyone with symptoms or a positive diagnosis in the past four (4) weeks.
* Communicate any other cities/towns visited by the employee(s) in the past two (2) weeks as appropriate.
* Follow appropriate cleaning and handwashing protocols.
* Wear a face covering at all times it is safe to do so.
* Use non-contact greetings and maintain physical distancing of at least six feet to the extent possible.

If you have any questions or would like any further information, please feel free to ask!

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# Phase 4: Resume In-Person Events (Under Development)

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| **Preconditions**  | * **Will not start before January 1, 2021**
* Evaluate conditions in October 2020 to determine if in person events will be a safe choice.
* Continue to meet Phase 2c (Return to Office) conditions for at least 4 weeks.
* CIRAS Leadership in agreement that we’re ready for this stage.
 | * Continue to meet Phase 2c (Return to Office) conditions for at least 4 weeks.
* No counties in Iowa are under enhanced restrictions.
* CIRAS Leadership in agreement that we’re ready for this stage.
* All in person events will have to be able to be pivoted to online events if needed.
* All PPE requirements and social distancing guidelines enforced.
* Only pre-approved venues will be used to host in person events.
 | * Continue to meet Phase 4b standards for at least 4 weeks.
* Effective treatment widely available or the elimination of any new cases over a sustained period, the economy fully reopens with safety precautions continuing.
* CIRAS Leadership in agreement that we’re ready for this stage.
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| **General CIRAS Policies** | * Business travel is guided by Phase 3, Resume Client Visits.
* Refer to [university policies](https://web.iastate.edu/safety/updates/covid19/employeefaq) for absence, self-isolation, etc.
* Meeting Phase 4c preconditions does not mean all events should be back to in person. It allows staff the option of choosing to host in person events.
* If you or direct family members are considered [high-risk](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html), we encourage you to continue online events.
* If event is critical to the continuation of several client businesses, such as a certification, and an online event will not be feasible, work with your Program Director and Event Manager to create a solution.
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Additional details for 2021 events will be finalized in the fall of 2020.