

# Richmond International Airport (RIC)

COVID-19 Prevention & Workplace Safety



**MOVING  
FORWARD  
AS VIRGINIA REOPENS**



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# INTRODUCTION

The Capital Region Airport Commission (“Commission”) is a critical infrastructure employer that provides commercial air transportation and logistics support for the Richmond Region and surrounding areas. The Commission, as the owner and operator of Richmond International Airport (RIC), strives to provide a safe environment for the general public, tenants, and airport-based employees.

On July 15, 2020, the Virginia Safety and Health Codes Board adopted an Emergency Temporary Standard, Infectious Disease Prevention: SARS-CoV-2 Virus That Causes COVID-19 16VAC25-220 (“Emergency Temporary Standard” or “ETS”), to protect employees and employers from the spread of COVID-19. This new standard is intended to keep Virginians safe and healthy at work, customers confident in the safety of Virginia’s business establishments, and employers open for business. After publication in the *Richmond Times-Dispatch*, the ETS went into effect on July 27, 2020.

In accordance with Virginia Code § 40.1-22(6)(a) or §2.2-4011, this standard shall apply to every employer, employee, and place of employment in the Commonwealth of Virginia within the jurisdiction of the VOSH program as described in §§ 16VAC25-60-202 and 16VAC25-60-303. Up-to-date information on the new Emergency Temporary Standard (ETS) may be found at [www.doli.virginia.gov](http://www.doli.virginia.gov).

## 9 STEPS TO ACHIEVE COMPLIANCE

There are nine steps for Virginia employers to achieve compliance with Virginia’s Emergency Temporary Standard, including:

**STEP 1:** Assess your workplace for hazards and job tasks that could potentially expose employees to the SARS- CoV-2 virus or COVID-19 disease. Employers must classify each job task according to the hazards employees are potentially exposed to and ensure compliance with the applicable sections of the ETS for

“very high,” “high,” “medium,” or “lower” risk levels of exposure. Tasks that are similar in nature and expose employees to the same hazard may be grouped for classification purposes.

- **LOWER RISK:** Lower risk jobs are those that do not require contact inside six feet with persons known to be, suspected of being, or that may be infected with the SARS-CoV-2 virus. These individuals have minimal occupational contact with other employees or the general public or could achieve minimal occupational contact through the implementation of work practice controls.
- **MEDIUM RISK:** Medium risk jobs are those that require more than minimal occupational contact, contact inside six feet with other employees or other persons that may be, but are not known or suspected to be, infected with the SARS-CoV-2 virus. These may include, but are not limited to, waiters, grocery store workers, agricultural workers, construction workers, domestic service workers, hairdressers, fitness instructors, workers in poultry and meat processing facilities, manufacturing workers, and healthcare workers in settings without known or suspected sources of SARS-CoV-2.
- **HIGH RISK:** High risk jobs are those with a high potential for employee exposure inside six feet to known or suspected sources of SARS-CoV-2 virus. These include hospital workers, first responders, medical transport providers, mortuary services workers, medical and dental staff, non-medical support staff, long term care facility staff, home healthcare workers, etc.
- **VERY HIGH RISK:** Very high risk jobs are those with a high potential for employee exposure inside six feet to known or suspected sources of SARS-CoV-2 virus during the performance of specific medical (e.g., aerosol generating procedures), postmortem, or laboratory procedures with specimens from a known or suspected source of the SARS-CoV-2 virus.

Per RIC’s Designated Infection Control Officer (DICO), risk assessment for Airport Commission positions is complete.

**STEP 2:** Establish and implement a system for employee self-assessment and screening for COVID-19 signs and symptoms (requirements vary by risk classification). In response to this requirement, the

Commission requires employees to conduct self-assessments and to undergo a wellness check each day before entering the terminal or their respective work areas.

**STEP 3:** Provide flexible sick leave policies, telework, staggered shifts, and other administrative/work practice controls when feasible to reduce or eliminate contact with others inside six feet. Encourage employees to report symptoms by ensuring they are aware of any company sick leave policies and alternative working arrangements, as well as the paid sick leave available through the Families First Coronavirus Response Act (FFCRA).

RIC's Human Capital department notes that this step is complete with the Commission, among other measures, offering liberal sick leave if an employee shows symptoms associated with COVID-19.

**STEP 4:** Establish and implement procedures that will prevent sick employees and other persons from infecting healthy employees:

- Implementing engineering or work practice controls that eliminate or significantly reduce employee exposure to the SARS-CoV-2 virus achieved with installation of plexiglass sneeze guards, promotion of CDC guidelines, and training specific to stopping the spread of COVID-19.
- Ensuring that employees observe physical distancing while on the job and during paid breaks.
- Requiring employees to comply with the safety and health practices outlined in the ETS related to protective gear such as facial coverings, sanitation, disinfection, and hand washing. The Commission has proactively made protective gear available to all employees and promoted best practices for sanitation and disinfection of workspaces and vehicles.
- Providing personal protective equipment (PPE) to employees and ensuring its proper use when other workplace controls such as engineering controls, work practice changes, and social distancing do not provide sufficient protection.

The Commission has met the requirements of this step and requires all employees to wear facial coverings, practice social distancing, limit the attendance of gatherings, and take proper precautions in office spaces and when using Airport vehicles.

**STEP 5:** Establish and implement procedures to ensure employees known or suspected of having COVID-19 do not come to work, as well as procedures for them to return to work. This return to work policy must include:

- Prohibiting employees known or suspected of having COVID-19 from reporting to work until they have been cleared to return through either a symptom-based or test-based strategy.
- If a test-based strategy is not used, consultation with appropriate healthcare professionals concerning when an employee's symptoms indicate it is safe for them to return to work.

The Commission uses a symptom-based strategy to guide when employees known or suspected of having COVID-19 do not come to work and when they may return.

**STEP 6:** Establish and implement a system for notifying employees, building owners, and other employers of workplace exposures to the virus and suspected or confirmed cases so that they can take personal actions to protect their health and safety. The Commission provides notifications meeting or exceeding the requirements of the ETS and actively seeks reciprocal information from tenants.

**STEP 7:** Ensure that you are in compliance with the anti-discrimination provisions in the new ETS. This includes refraining from discharging or in any way discriminating against an employee because they have raised a reasonable concern about infection control regarding the SARS-CoV-2 virus or COVID-19 disease in the workplace with you, other employees, a government agency, or to the public through any form of media.

Commission compliance with the ETS's anti-discrimination provisions is reinforced by Airport policy and ongoing training efforts.

**STEP 8:** If you are an employer with eleven or more employees and jobs classified as medium risk; or an employer with any number of employees and jobs classified as high or very high risk, you must prepare an Infectious Disease Preparedness and Response Plan and train employees on the practices within 60 days of the effective date of the ETS.

An advanced draft of an Infectious Disease Preparedness and Response Plan is in process according to the Commission's DICO.

**STEP 9:** Employers with medium, high, and very high risk workplaces must provide COVID-19 training to employees within 30 days of the effective date. Lower risk places of employment must provide employees with basic written or oral information on COVID-19 hazards and measures to minimize exposure. ETS/COVID-19 training is complete for all CRAC full-time and part-time employees.

For more information, please consult the actual ETS as well as outreach, education, and training materials available at [www.doli.virginia.gov](http://www.doli.virginia.gov).

## WORKPLACE SAFETY IS THE KEY

While individual tenants may have specific requirements based on business type and individual company guidelines, should a conflict arise about the interpretation of guidance in Commission-controlled space, all parties are requested to consult with the Airport's Designated Infection Control Officer (DICO), Capt. John Fitzgerald of RIC Aircraft Rescue and Fire Fighting (ARFF) by phone at **804-339-9136** or by email to [jfitzgerald@flyrichmond.com](mailto:jfitzgerald@flyrichmond.com).

## SELF-PROTECTION PROTOCOLS

### If an On-Duty Employee becomes Ill or Shows Symptoms

If an employee becomes ill or shows symptoms in the workplace, immediately contact the Airport Emergency Communications Center (ECC) at **804-226-0000**. The ECC will ask if the employee has any symptoms consistent with COVID-19 or if the employee has had contact with a known or presumptive positive COVID-19 person.

## Encouraging Social Distancing

Commission measures encouraging social distancing may include the following:

- Commission roadway signage.
- Public parking garages window clings.
- Terminal entrance (Departures and Arrivals levels) signage.
- Public restrooms.
- Physical distancing at security screening checkpoints in coordination with the Transportation Security Administration (TSA).
- Audio reminders over the Airport's public address system.
- Digital displays by flight information FIDS screens, advertising displays, and ribbons in the ticketing hall.
- The Airport Commission will provide samples of floor clings, hold lines, closed seat, and countertop displays to tenants as well as order information so that tenants may request supplies adequate for their leaseholds.

## Company-Mandated Signage or Personal Protective Equipment

Tenants may provide company-specific signage, in leasehold areas where the public may view such signage, subject to coordination of size and appearance with the Commission's Real Estate and Facilities department. The department's director, Russ Peaden, may be reached at [rpeaden@flyrichmond.com](mailto:rpeaden@flyrichmond.com) or **804-226-8520**. Such areas may include:

- Customer service counters or public transaction areas.
- Tenant / crew break rooms.
- Meeting rooms.
- Hold rooms.

## Guidelines for the Prevention of COVID-19

Preventative measures include:

- Where possible, personal protective equipment (PPE) such as face coverings and gloves should be worn.
- Wash hands frequently.
- Use hand sanitizer if hand washing is not immediately possible; the Commission stages sanitizer stations throughout the terminal.
- Tenants are encouraged to provide hand sanitizers at public and employee touch points.
- Clean and sanitize your workspace daily.
- Look for shared work items and ensure staff is sanitizing keyboards, phones, paging microphones, etc.
- Commission Building Services will disinfect by various means, including electrostatic fogging when available, terminal hold rooms and public spaces on a daily basis.
- Clean car protocols <https://www.enterprise.com/en/car-rental/on-call-for-all.html#5> should be followed by car rental agencies.
- Virtual meetings are preferred over in-person meetings.
- In-person meetings, if unavoidable, must recognize social distancing and offer a sanitization station when possible.
- Limit guest reception areas or require appointments to reduce or limit physical contact.
- Where possible limit or stagger work schedules, remote work if possible.

# PREVENTION IN PUBLIC AREAS

## General Environmental Prevention Practices

The following steps are support efforts to prevent the spread of COVID-19:

- Practice social distancing.
- Hold rooms should be signed for social distancing by leaseholder.
  - Use of company graphics should be coordinated the Airport's Real Estate department.
- Eliminate contact with others.
- Use personal protective equipment (PPE) such as masks and gloves.
- If you encounter an ill employee or guest, contact the Airport Dispatch at **804-226-0000**.
- Eliminate non-essential in-person meetings.
- The Commission's HVAC department will monitor airflow and adjust filtration for best practices in this environment; fresh air intake changes may alter climate control.
- The Commission's Building Services staff will disinfect public areas to include:
  - Bathrooms.
  - Circulation corridors.
  - Touch point areas: handrails, doorknobs, etc.
  - Hold room seating areas.
- The Commission uses electrostatic sprayer systems to disinfect and clean concourse passenger areas nightly.

## Specific Circumstances & Facilities

Preventative measures for specific facilities or circumstances:

- Commission / Tenant Deliveries & Mail:
  - Where possible, wipe down and use PPE when handling
  - Wash hands and sanitize as soon as possible thereafter

- Food & Beverage and Retail Concessions:
  - Implement procedures consistent with Commonwealth of Virginia guidelines.
- Rental Cars
  - RACs sanitize vehicles, provide PPE for staff.
  - Example guidance: <https://www.enterprise.com/en/car-rental/on-call-for-all.html#5> .
- Baggage Claim and Baggage Service Offices
  - Commission will place signage to remind travelers of social distancing.
  - Building Services will disinfect all touch point areas.
  - Airline BSOs should limit contact with public and make use of counter shields.

## Courtesy Inspections

Staff from the Commission’s Public Safety department is available to conduct courtesy inspections of all workplace environments to ensure that measures are in place to promote safety for employees and the traveling public awhile preventing the spread of COVID-19. To schedule a courtesy inspection, please contact Capt. Fitzgerald at [jfitzgerald@flyrichmond.com](mailto:jfitzgerald@flyrichmond.com).

## ADDITIONAL RESOURCES

### CDC Air Travel Toolkit for Airline Partners

CDC created this communication toolkit for our airline partners to help them reach their travelers and employees with COVID-19 prevention messaging. The CDC’s toolkit for aviation is located here:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/airline-toolkit.html>

Specific elements of interest include:

- Factsheets for Employees including customized guidance for customer service and gate agents, airport baggage and cargo handlers, airport custodial staff, airport passenger assistance workers, and aircraft maintenance workers.
- Electronic messaging for airport kiosks.
- Workplace posters and other print resources. Some materials are available in languages other than English, including Spanish, simplified Chinese, Korean, and Vietnamese.

## ACI's Aviation Operations During COVID-19

Focusing on business restart and recovery, Airports Council International's just-published *Aviation Operations during COVID-19* guidance document presents considerations in all aspects of airport management and operation to enable the restart of aviation operations while maintaining the confidence of staff and travelers. The objective of this guidance document is not to expect airports to use all the options provided, but rather give advice on implementation and best practice of measures that might be appropriate according to circumstance.

This is intended to be a living document with chapters added or amended as additional information becomes available. ACI expects the return to business for the industry to take place in phases:

- Initial restart with limited number of passengers
- Recovery with a slow increase in passenger volume
- Gradual scale-up in capacity
- Return to more normal passenger volumes

Full publication: <https://store.aci.aero/product/aviation-operations-during-covid-19-business-restart-and-recovery/>

# SAMPLE COVID-19 PREVENTION MESSAGING

Door Cling Graphics Entering the Main Terminal:



Printed Graphics in the Terminal:



## Digital Graphics at FIDS and Ticket Counters:



## FlyRichmond.com Airport Website:



## RIC Adopts New Measures as Virginia Reopens

Richmond International Airport (RIC) has been working hard to provide a best-practices response for travel during the COVID-19 outbreak. As the Commonwealth begins to execute the **Forward Virginia** blueprint for reopening, we're ramping up our efforts by clearly communicating social distancing guidelines, best health practices and more throughout the terminal.

While you're at RIC, listen for public address system announcements concerning travel safety and note digital ads and signs promoting social distancing and the use of face coverings.

Your health and safety are our top priority, but the reality is that we need everyone's cooperation to minimize the risk of transmitting COVID-19 and keep air travel safe for us all. Please do your part by protecting your health, staying informed and staying well.

**We look forward to flying with you soon.**

**All airlines** operating scheduled flights at Richmond International Airport



## Public Address System Announcements:

### **Social Distancing:**

*ATTENTION, PASSENGERS AND VISITORS: At Richmond International Airport, limiting close contact is one of the best ways to reduce the spread of COVID-19. We urge everyone to practice social distancing by staying at least 6 feet from others, not gathering in groups, and avoiding crowded spaces. R-I-C wishes you safe, speedy travels!*

### **Face Coverings:**

*ATTENTION, PASSENGERS AND VISITORS: Your health and safety are our top priority. In our continual effort to reduce the spread of COVID-19, we ask that you use face coverings while in the R-I-C terminal. When everyone does their part, we can help keep Virginia moving forward.*

## COVID-19 AIRPORT CONTACTS

**IN CASES OF SUSPECTED COVID-19 ILLNESS OR  
EXPOSURE, IMMEDIATELY CALL THE AIRPORT'S  
EMERGENCY COMMUNICATIONS CENTER**

**226-0000**

### Additional Commission Resources

<b>Role/Department</b>	<b>Contact Name</b>	<b>Phone</b>	<b>Email</b>
Airport Communications	Non-Emergency	804-226-0001	
Infection Control Officer (DICO)	Capt. John Fitzgerald	804-339-9136	<a href="mailto:jfitzgerald@flyrichmond.com">jfitzgerald@flyrichmond.com</a>
Airport Operations	Duty Officer	804-221-6694	
Airport Operations	On-Call Phone	804-221-4145	
Airport Operations (Manager)	Dereck Tingfah	804-226-8535	<a href="mailto:dtingfah@flyrichmond.com">dtingfah@flyrichmond.com</a>
Building Services	Paul Barksdale	804-226-3066	<a href="mailto:pbarksdale@flyrichmond.com">pbarksdale@flyrichmond.com</a>
Human Capital	Uday Nethula	804-226-3011	<a href="mailto:unethula@flyrichmond.com">unethula@flyrichmond.com</a>
Real Estate & Facilities	Russ Peaden	804-226-8520	<a href="mailto:rpeaden@flyrichmond.com">rpeaden@flyrichmond.com</a>