



# SERVING GEORGIA SAFELY

---

## GCEO'S Agency Reopening Plan

The Georgia Commission on  
Equal Opportunity

205 Jesse Hill Jr. Dr.  
14<sup>th</sup> Floor-1470B East Tower  
Atlanta, Georgia 30334

404-656-1736  
[across@gceo.state.ga.us](mailto:across@gceo.state.ga.us)

# Serving Georgia Safely: COVID-19 Agency Operations and Guidelines & Requirements for Citizens (Office Visitors)

The following guidelines advise employees and citizens on protocols for ongoing social distancing. It also provides guidelines on activities that require ongoing social distancing. As additional information and resources become available, this section will be updated. All guidelines and procedures will remain in place until the state of Georgia resumes normal operations without restrictions.

## **Operations: Citizens**

- The GCEO office will remain open Monday – Friday 8:00 A.M. to 5:00 P.M. to ensure that we are fully operational and available to all citizens; However, to mitigate the spread of the virus to citizens and protect our workforce, GCEO will exercise social distancing by encouraging citizens to utilize our web-based services to file online complaints, submit inquiries, or review available resources to avoid interpersonal contact within our office.
- Our web-based services are readily available to citizens 24 hours a day. The usage of web-based services will be helpful to citizens and GCEO staff while protecting the health of all.
- Citizens without internet access can file complaints via telephone Monday-Friday beginning at 8:00 A.M. to 5:00 P.M. by contacting our main number: 404-656-1736 or our Toll-Free line: 1-800-473-6736.
- Services will be provided by scheduling an appointment only. Walk-in patrons will not be allowed in the GCEO office. If an in-person conference is preferred, GCEO Staff members will schedule virtual appointments with staff members via teleconference software. If individuals do not have the capability to meet via teleconference, they will be allowed in the office via appointment. However, individuals will be required to follow GCEO's in-person guidelines and requirements for in-person visits.
- All virtual appointments will be scheduled between the hours of 8:00am-5:00p.m.
- If necessary, all in-person appointments will be scheduled between the hours of 8:00a.m.-4:00p.m. to manage occupancy and social distancing guidelines.
- Document Delivery: GCEO urges all citizens to mail or scan documents to GCEO staff members. However, Individuals who need to deliver correspondence in person will be required to put it in GCEO's drop box, which will be located at the front entrance of the office. If the package is unable to fit in the drop box, please notify a GCEO staff via telephone or email to inform them that the package is available at the front entrance. Individuals will not be allowed in the GCEO office to drop off packages.
- Notarization: GCEO provides notary services free of charge for individuals filing complaints with our agency. If your complaint needs to be notarized, please follow GCEO's guidelines & requirements for in-person visits.
- Conciliation meetings requiring multiple individuals to be present including GCEO staff will be conducted via virtual teleconference. If either party does not have internet capability, individuals will be required to adhere to GCEO's guidelines and requirements for In-Person Visits.

### **GCEO Guidelines & Requirements for In-Person Visits**

Individuals who do not have internet capability to conduct a virtual meeting and must visit the GCEO office in person will be required to adhere to the following GCEO guidelines and requirements and CDC recommended guidelines.

- A copy of GCEO’s guidelines and restrictions will be sent to visitors via email or text prior to their appointing informing them of the rules and guidelines that must be followed in order to enter the office.
- The GCEO waiting area will be closed, and the agency will utilize contactless forms of visitor check-ins.
- Individuals will be required to wait in their vehicle until they are allowed to enter the office. All visitors should notify GCEO via mobile text of their arrival to the building by texting 404-275-0699. GCEO will notify all visitors via mobile text when it is safe to enter the office. All visitors without mobile devices must wait outside of the office entrance until they are permitted in by GCEO staff.
- Only one individual will be allowed in the GCEO office at one time, if an individual is being accompanied by a group. Exceptions will be made for legal counsel or interpreter/translator. The GCEO waiting area will be closed.
- Individuals will be screened by a GCEO employee prior to visiting the GCEO office. The screening process will consist of the following actions:
  - Visitors with a scheduled in-person appointment will be asked to complete a brief questionnaire related to COVID-19 symptoms and travel. The questionnaire will be sent via email or text based on the visitor’s preference. All visitors must respond to the questionnaire via email or text on the day before or day of their visit to the office. Visitors will not be permitted to enter the office, if they do not submit an electronic questionnaire. If a visitor does not have the capability to complete an electronic questionnaire via email or text, they can verbally answer the questions via telephone by contacting GCEO’s main line 404-656-1736 or outside of the GCEO entrance prior to entering the office for their scheduled appointment.
  - All visitors will be subjected to temperature screenings via a TempWatch system prior to entering the GCEO office. Below please find instructions for TempWatch use:
    - Please stand directly in front of Temp Watch to ensure your face is within the blue box to receive an accurate temperature reading and face covering check.
    - Individuals will be permitted to enter once they receive a positive temperature reading.
    - Individuals will be denied access to the GCEO office if they receive an abnormal temperature reading greater than 100.4 degrees Fahrenheit.
    - Individuals with an abnormal temperature reading will be permitted to wait 15 minutes for a re-inspection. They are required to wait in the re-inspection area.
    - In lieu of the TempWatch system, all individuals will be screened via a No Touch Infrared Thermometer. A designated GCEO employee will measure the temperature of all visitors using a no touch infrared



- thermometer prior to entering the office. Visitors exhibiting a temperature greater than 100.4 degrees Fahrenheit will not be permitted to enter.
- GCEO Employees utilizing the no-touch infrared thermometers are required to use hand sanitizer before and after use or utilize gloves to use equipment and discard of gloves immediately.
  - All temperature checks will remain in place until COVID-19 is no longer a threat.
  - A visitor exhibiting other symptoms such as a cough, shortness of breath, or other respiratory symptoms shall not be permitted to enter.
  - Individuals who successfully pass the required screening will be required to wash their hands with soap and water or use hand sanitizer upon entering the office. A restroom is located on the 14<sup>th</sup> Floor for hand washing purposes. Hand sanitizer will be provided for all GCEO office visitors and located at the office's front entrance.
  - A designated GCEO employee will sanitize the entrance and exit door prior to all visitor scheduled appointments.
  - A designated GCEO employee will sanitize the entrance and exit door and all other areas occupied by visitor(s) after the visitor's appointment.
  - Upon entering the GCEO office, Individuals will be required to do one of the following:
    - Wear shoe covers (provided by GCEO) or remove shoes prior to entering the office.
    - In lieu of shoe covers, spray the bottom of shoes with disinfectant spray (provided by GCEO) upon entering the office or remove shoes and replace with sanitized shoes upon entering the office.
    - Individuals will be required to maintain at least six feet distance from GCEO staff at all times during an office visit.
    - Individuals will be required to wear a non-medical face covering upon entering the office. GCEO will provide a disposable non-medical face covering for all GCEO visitors.
    - Handshaking, embracing, and other unnecessary person-to-person contact in the GCEO office are prohibited.
    - All in-person meetings occurring within the GCEO office will be restricted to the GCEO conference room only to minimize potential exposure. GCEO Staff members will not be permitted to conduct meetings in their offices. All individuals participating in the in-person meeting will not be allowed to sit directly in front of each other and will have to sit in seating designated by the agency that promotes at least six feet distance.

### **CDC Guidelines**

*Continue to practice good hygiene by completing the following actions:*

- Wash your hands with soap and water or use hand sanitizer especially after touching frequently used items or surfaces.
- Avoid touching your face.
- Sneeze or cough into a tissue or the inside of your elbow.
- Disinfect frequently used items and surfaces as much as possible.
- Strongly consider using non-medical face coverings while in public, especially in circumstances that do not readily allow for appropriate physical distancing (grocery/retail stores, pharmacies, public transportation, etc.). while in public,

especially in circumstances that do not readily allow for appropriate physical distancing (grocery/retail stores, pharmacies, public transportation, etc.).

- Do not go to work or school if you are sick.
- Contact and follow the advice of your medical provider.
- Follow the CDC or local health department guidance on isolation and quarantine.

## **Serving Georgia Safely: Additional Information**

Thank you for your efforts to adapt to GCEO's new environment due to the global COVID-19 pandemic. Please note that the guidance contained in this document is not all-inclusive of the factors GCEO may need to consider as we reopen the agency with restrictions. As additional information and public health recommendations become available, agency policies and procedures including the "Serving Georgia Safely" reopening plan may need to be updated to ensure the highest levels of safety for our employees and citizens.