Fort Wayne-Allen County Airport Authority

COVID-19 Recovery/Safety Plan

Questions?
Scott Hinderman
Hinderman@fwairport.com

Joe Marana
jmarana@fwairport.com

Robin Strasser
rstrasser@fwairport.com
Airport Team – I’m encouraged by the efforts I have seen everyone take over the span of the last few months. Together we have learned new ways to do business while doing our part to keep everyone safe. As we navigate this pandemic together, we want to share a document that could help provide a path to stay as healthy and safe as possible while serving our community. There have been many difficult decisions made in the last few weeks and we want to be as open and transparent as possible. We also want you to be informed on what your work center can do to remain vigilant to workplace safety and what other departments are doing as you may need to go into a different work center and should know their protocols. Our number one goal is to keep our team safe, our tenants safe, and our customers safe. All the measures we have taken continue to support our mission to provide the highest level of service to all customers while managing risk, facilitating development, providing efficient facilities, and financial stewardship that contributes to the overall economic vitality of the region.

On Monday, July 27th, 2020, Governor Holcomb issued an Executive Order, mandating mask to be worn in public places until midnight on August 26th, 2020. However, the Governor extended the Mask Mandate - Executive Order for another 30 days. If you wish to view the Governor’s Orders, they can be found at this link: https://www.in.gov/gov/2384.htm
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**Workplace Safety**

**Personal Protective Equipment (PPE)**

<table>
<thead>
<tr>
<th>Masks</th>
<th>Gloves</th>
<th>Eye Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloth masks have been issued to each FWACAA employee. Wearing a mask is for your protection from others and protecting others from you. Masks should be laundered after each use. N95 masks will be limited to PSD employees for medical responses.</td>
<td>Gloves are provided to FWACAA employees whose jobs require them. Properly removing your gloves will also help keep you safe.</td>
<td>Splash protection glasses with side shields are also available for those performing duties that are at risk for a splash exposure. Sneeze guards are in place for tenants and employees who routinely assist passengers.</td>
</tr>
</tbody>
</table>

All mask straps should be worn snug to tight. Depending on type of mask, straps should either go around each ear or one strap in the center of your head and the other at your neckline.

For the best protection, masks should be worn snug over the nose and below the chin with as few as gaps as possible.
# Employee Health Overview

Every FWACAA employee plays a critical part in creating an environment where staff feel safe performing their jobs and passengers feel confident traveling. This Recovery/Safety Plan provides guidance to FWACAA staff to respond to the COVID-19 health crisis.

<table>
<thead>
<tr>
<th>Employee Health</th>
<th>In the Workplace</th>
<th>In Public Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct daily employee self-screening for fever or other COVID-19 symptoms prior to coming to work.</td>
<td>Implement self-protection protocols: - Daily self-screening - Social distance - Wear a cloth face covering - Wash hands - Do not touch your face - Use hand sanitizer - Use appropriate PPE</td>
<td>Maintain social distancing.</td>
</tr>
<tr>
<td><strong>If you are sick, stay home!</strong> See your healthcare provider if needed.</td>
<td>Clean and sanitize your workspace daily</td>
<td>If you encounter an ill person, call PSD.</td>
</tr>
<tr>
<td>No-contact thermometers will be available at FWA for employee self-screening.</td>
<td>Wear PPE if you are working in an environment where proper social distancing cannot be maintained.</td>
<td>Using your PPE when in the terminal and other public spaces is strongly encouraged.</td>
</tr>
<tr>
<td>If you are exposed to COVID-19, self-quarantine for 14 days. Notify your supervisor immediately.</td>
<td></td>
<td>Ensure barriers are in place when close contact with customers is needed.</td>
</tr>
<tr>
<td>Supervisors should follow normal worker comp procedures if an employee believes they were exposed to COVID-19 in the workplace.</td>
<td></td>
<td>Use the PA system and signage for passenger education.</td>
</tr>
<tr>
<td>Contact your department Manager prior to returning to work.</td>
<td></td>
<td>Eliminate all nonessential in-person meetings when social distancing is impossible to be maintained.</td>
</tr>
</tbody>
</table>
Employee Health

**Daily Employee Self-Screening:** Self-screening protocols are in place to keep sick or symptomatic employees at home and decrease the likelihood of spreading infection.

Each employee shall before his/her shift, check to ensure he/she is not experiencing the following symptoms:
- Fever at or above 100.4 degrees Fahrenheit
- Cough
- Shortness of breath
- Difficulty breathing
- Fatigue

No-contact thermometers will be made available in each department for employees to self-check every day they come into work.

If the employee does not recognize symptoms in their Daily Self-Screening but they display symptoms upon reporting to work or develop symptoms during his/her shift, the employee will be sent home.

**Direct Exposure to COVID-19:** You may become exposed to people with COVID-19 during this pandemic. If you were in **direct contact** with someone who tested positive for COVID-19, you should stay home and self-quarantine. **Direct contact** is defined by the CDC as being within six feet of someone with COVID-19 for more than 10 minutes. When direct contact happens, review next steps with your healthcare provider.

**If you or a member of your household test positive for COVID-19:**
- Contact your department Manager immediately.
- Self-isolate yourself for 14 days per CDC guidelines.
Employee Health (continued)

Returning to Work After Illness Protocol:
• If you were ill, and the symptoms are not consistent with COVID-19 symptoms, you may return to work after:
  • Symptoms have cleared, and
  • You have consulted with your department Manager.
• If you were ill, and the symptoms are consistent with COVID-19, you may return to work after:
  • 10 days have passed since covid like symptoms first appeared and you have been free of fever for 72 hours without the use of medication.
  • You have consulted with your department Manager.
• If you test positive for COVID-19, you may return to work after:
  • Self-isolating for 10 days per CDC requirements, and
  • Your symptoms have improved, and
  • You have received two consecutive negative COVID-19 tests or have been cleared by your healthcare provider, and
  • You have consulted with your department Manager.
• If you have been exposed to a COVID-19 carrier, but have not developed symptoms, you may return to work after:
  • Self-quarantining for 14 days after your last contact with the carrier, and
  • You have consulted with your department Manager.

At Risk Individuals: Individuals age 65 or above or who have underlying health conditions are considered at risk for contracting COVID-19. You should take extra measures to ensure you continue to practice everyday precautions between yourself and others.

Follow CDC and Allen County Department of Health recommendations for any additional actions that may be needed within our community.
## FWA Social Distancing Guidelines

<table>
<thead>
<tr>
<th>Contact</th>
<th>Meetings</th>
<th>Telework</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay six feet apart, and if you must get within six feet, do not do so for more than 10 minutes. <em>If this is not possible, proper PPE should be worn.</em></td>
<td>In person meetings that social distancing cannot be maintained, due to the amount of people or room size, masks are required.</td>
<td>At this time, all staff are working from the airport offices. Should a covid resurgence occur, telework will be re-evaluated.</td>
</tr>
<tr>
<td>No hand shaking, hugs, etc.</td>
<td>Visitors will not be allowed in any work areas unless pre-arranged for business purposes.</td>
<td></td>
</tr>
<tr>
<td>Limit contact with others as much as possible.</td>
<td>We strongly encourage internal and external meetings being virtual.</td>
<td></td>
</tr>
</tbody>
</table>

## Receiving Packages/Mail

Per the World Health Organization, it is safe to receive packages from areas where COVID-19 has been reported, advising that, "The likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus that causes COVID-19 from a package that has been moved, traveled and exposed to different conditions and temperature is also low."

The virus does not survive on surfaces for long and the length of shipment time and other environmental factors should inactivate the virus.

If you receive an expedited package and are concerned about possible surface contamination, consider these steps:
- Wear gloves when handling the package
- Wipe the surface of the package with sanitizing wipes
- Wash your hands frequently with soap and water
- Use hand sanitizer when soap and water are not available
- Avoid touching your face, eyes, nose or mouth
## Individual Department Procedures

### Operations

<table>
<thead>
<tr>
<th>Social Distancing Measures</th>
<th>Mandatory Disinfecting Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>The office door is closed to the public, and you are encouraged to call or email.</td>
<td>At the beginning of each shift, Operations Specialists disinfect: their workstation, cell phone, iPad, assigned vehicles and high touch points (door handles, desk printer, microwave, refrigerator, etc.)</td>
</tr>
<tr>
<td>Driver's training will be done via hard copy, no computer training.</td>
<td></td>
</tr>
<tr>
<td>Shifts are 4:30a-2:30p &amp; 2:00p-12:00p</td>
<td></td>
</tr>
<tr>
<td>During Wednesday overlap, employees are assigned separate vehicles (AP28 &amp; AP7); one person carries cell phone and iPad; keep assigned workstation for the day (desks moved to more than 6 feet apart)</td>
<td></td>
</tr>
</tbody>
</table>

### Administration

<table>
<thead>
<tr>
<th>Social Distancing Measures</th>
<th>Mandatory Disinfecting Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative offices hours will continue to be 8:00 am to 4:30 pm. Doors will remain closed to the public until further notice.</td>
<td>After each use, please wipe down: touchscreen on copy machine computers and accessories tables and chairs in conference rooms tables and chairs in break room door handles refrigerator handle microwave buttons and counter after use</td>
</tr>
<tr>
<td>Limit to three (3) people at a time in breakroom.</td>
<td></td>
</tr>
<tr>
<td>Utilize mailboxes to drop off paperwork rather than entering a co-worker’s office.</td>
<td>Spray bottles with disinfectant and paper towels will be provided for each employee to disinfect their work area.</td>
</tr>
<tr>
<td>FWA, FWAC, and SMD will no longer accept cash from patrons - only accept credit card.</td>
<td></td>
</tr>
</tbody>
</table>
## Custodial Department

### Social Distancing Measures

- Custodial staff will reduce shift overlap and contact with co-workers.

- The FLEX schedule is temporarily changing hours to match up with 1<sup>st</sup> Shift, Sun-Wed. 
  2<sup>nd</sup> Shift will begin coming in 15 minutes later so they won’t overlap with 1<sup>st</sup> Shift.

- Overnight Shift will also stay overnight on Wednesday and begin coming in 15 minutes earlier to avoid overlap with 1<sup>st</sup> Shift.

- When two custodians work together on a shift, they will split the Terminal in half and do their best to work together but on separate sides of the building.

- Use PPE cloth masks when social distancing cannot be maintained and use proper hand washing and sanitizing if person to person contact is required.

- When cleaning toilets or sinks, splash eye protection should be worn.

### Mandatory Disinfecting Guidelines

- Custodians must use the breakroom computer to clock in or out, but it must be cleaned after use by each employee.

- The computer and high touchpoints such as door handles, desk, refrigerator door handle, break table and chairs should be disinfected at the start of each shift. If working with another custodian on duty, they should be disinfected after each use.

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## Customer Service Agents (courtesy shuttle)

### Program Suspended Until Further Notice

- The voicemail greeting has been changed stating the service is unavailable due to COVID 19.

- Our website has been updated to state that the service has been suspended indefinitely.

- Signs were removed at the parking entrances as well as advertising displays in the terminal.
# Maintenance

## Social Distancing Measures

<table>
<thead>
<tr>
<th>Employees are mobilizing to work locations independently as much as possible.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masks must be used when you cannot maintain 6’ separation.</td>
</tr>
<tr>
<td>Employees must minimize time spent at shift change.</td>
</tr>
<tr>
<td>Work in the terminal will be consolidated to reduce the frequency employees work around the public.</td>
</tr>
<tr>
<td>Work is being scheduled at times to reduce interaction with others when possible.</td>
</tr>
<tr>
<td>Call ahead to confirm working in other departments (PSD, FBO, Admin).</td>
</tr>
<tr>
<td>Verbal reminders will be provided to social distance and respect others' space.</td>
</tr>
</tbody>
</table>

## Mandatory Disinfecting Guidelines

<table>
<thead>
<tr>
<th>Weekly deep clean restrooms, breakrooms, doorknobs, handrails, and light switches.</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPE is provided for cleaning.</td>
</tr>
<tr>
<td>Time will be given to disinfect shared computers, phones, timeclock, vehicles, tools, etc.. at hand-off of shifts or when switching users.</td>
</tr>
<tr>
<td>Waterless hand sanitizer will be located at timeclock as inventory allows.</td>
</tr>
<tr>
<td>High touch surfaces will be disinfected daily between shifts.</td>
</tr>
<tr>
<td>Verbal reminders will be provided for disinfecting and cleanliness.</td>
</tr>
</tbody>
</table>

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# Public Safety Department (PSD)

## Personal PSD Health and Family Health

| Always use good hand washing and PPE practices at work and when off-duty as well. |

## Mandatory Disinfecting Guidelines

<table>
<thead>
<tr>
<th>AP10 &amp; AP12 will be alternately used each patrol shift. Officers coming off patrol need to wipe down all surfaces.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARFF Truck surfaces are to be cleaned at the end of shift and each run.</td>
</tr>
<tr>
<td>Building internal surfaces, doorknobs, phones, keyboards, etc. will be wiped down several times a day.</td>
</tr>
</tbody>
</table>
Public Safety Department (PSD) Cont.

PSD Building Access

Anyone who enters the PSD building is subject to health questions and temperature screening. Persons may enter PSD after passing health screening, but they will be escorted to the public restroom for hand washing. Visitors are only allowed in the badge room after proper hand washing. Disinfect the area thoroughly after every visitor. Entrance will be denied to anyone presenting signs or symptoms of illness.

Keep all AOA doors locked and posted for COVID-19 response.

When physical contact is necessary, wear gloves and mask.

Medical Response: Personal protective equipment and procedures for responders

PPE: Gloves, mask, and eye protection must always be used during the response.

Clean equipment after each run.

Take patient temperature as the standard procedure.

Require a mask on patient if he/she shows any symptoms of COVID-19.

One responder will make physical contact while the second responder maintains social distancing.

Save medical supply for medical runs. Use cloth masks and/or medical grade gloves.

Internal Stakeholder Interactions and Other Calls for Service Requiring Physical Interactions (non-emergency)

Use PPE cloth masks and eye protection when social distancing cannot be maintained and use proper hand washing and sanitizing if physical contact is required.

Limit to operational necessity.
**Social Distancing Measures**

No more than one (1) employee:
- at the front counter at any time.
- in the break area at any time.
- in the kitchen area at any time.
- in the locker area at any time.
- in a vehicle when possible

No more than two (2) employees in the line office at any time.

When working around customers and others, employees shall keep 6’ of distance at all times.

When unable to maintain proper social distancing employees shall use proper PPE equipment such as masks and protective eyewear.

Shifts shall be staggered by minimum of 30 minutes for employee arrival and departure.

All employees shall be respectful of other employees’ and customers’ personal space.

Cookies, mints, chocolates, and any other shareable amenities shall not be made available until further notice.

FWAC will no longer accept cash from patrons.

**Mandatory Disinfecting Guidelines**

All general use areas shall be cleaned every 30 minutes at a minimum when in use. This includes:
- Restrooms
- Lobby Area including furniture
- Pilot’s Lounge
- Fitness Center
- Conference Room
- Flight Planning Area (computers)
- All employee areas
- All other high use areas and touch points

Utilize the posted checklists to ensure all cleaning measures have been completed.

Use PPE nitrile gloves when handling luggage, catering, or aircraft trash and wash hands as trained as soon as service is completed.

The following employee areas, items, and equipment shall be disinfected before and after each use:
- Chairs, Desks, Tables, and Work Areas
- Computers and Accessories
- Pens, Markers, Etc.
- Fuel trucks, Tugs, and other equipment
- Vehicles (including courtesy van and car)
- Common use PPE such as face shield, gloves, and gown
- All other shared or potentially shared areas, equipment, and items.

Employees shall wash hands and use hand sanitizer frequently.
### Smith Field Aero Center

#### Social Distancing Measures

No more than:
- One (1) employee at the front counter at any time.
- Two (2) employees in the office at any time.
- One (1) employee per vehicle whenever possible.

When working around customers or other employees, 6’ of distance must be maintained at all times.

When these guidelines are absolutely not possible, PPE mask and eyeglasses must be worn.

All employees shall be respectful of other employees’ and customers’ personal space.

SMD will no longer accept cash from patrons - only accept credit card.

#### Mandatory Disinfecting Guidelines

All general use areas shall be cleaned every 30 minutes at a minimum when in use. This includes:
- Restrooms
- Lobby Area including furniture
- Coffee Area and Materials
- All employee areas
- All other high use areas and touch points

The following employee areas, items, and equipment shall be disinfected before and after each use:
- Chairs, Desks, Tables, and Work Areas
- Computers and Accessories
- Pens, Markers, Etc.
- Fuel trucks, Tugs, and other equipment
- Vehicles (including courtesy van and car)
- Common use PPE such as face shield, gloves, and gown
- All other shared or potentially shared areas, equipment, and items.

Employees shall wash hands and use hand sanitizer frequently.

Employees must use PPE nitrile gloves when handling luggage, catering, or aircraft trash. Wash hands as trained as soon as service is completed.

Employee restrooms shall deep cleaned daily. SFAC authorized checklists shall be utilized to ensure all mandated cleaning and disinfecting is completed.
Disinfecting Public Areas

Custodians have increased disinfecting public touch points in addition to the routine disinfecting already being done.

Custodians are using an EM360 electorstatic disinfectant sprayer with 3M 25 A Quat Disinfectant which is listed on the EPA’s website as a verified product against the SARS – CoV-2.

Custodians spray and wipe down all touch points in the public areas according to the schedule below including door handles, door push plates, couches, seats, arm rests, tables, chairs, handrails, elevator buttons, countertops, drinking fountains, etc.

Disinfecting rounds will be logged and turned in to the supervisor on the “Disinfecting Submission Sheet”

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Shift</td>
<td>Before</td>
<td>After</td>
<td>Before</td>
<td>All Areas</td>
<td>After</td>
<td>Before</td>
</tr>
<tr>
<td>FLEX</td>
<td>Help 1st</td>
<td>Help 2nd</td>
<td>Help 1st</td>
<td>Help 2nd</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd Shift</td>
<td>After</td>
<td>Before</td>
<td>After</td>
<td>All Areas</td>
<td>Before</td>
<td>After</td>
</tr>
<tr>
<td>Overnight</td>
<td></td>
<td></td>
<td>All Areas</td>
<td>All Areas</td>
<td>All Areas</td>
<td></td>
</tr>
</tbody>
</table>

Foot door openers will be installed on the bottom of all restroom doors that do not have locking mechanisms incorporated with the door handle.

Quat disinfectant spray bottles will be provided for each employee with an office and in breakrooms and conference rooms. Employees should disinfect their own office area daily and conference room before/after each use.

Social Distancing

Signs are placed throughout the terminal to remind passengers to socially distance themselves from others.

PA announcements played every 15 minutes reminding passengers to maintain social distancing when in the terminal have been implemented.

Sneeze Guards are installed at customer transaction/interaction locations.

A self-serve PPE station is located at the entrance to the TSA security checkpoint. Packages of cloth masks and hand sanitizer are available for public use.

Automatic hand sanitizer dispenser have been placed throughout the terminal and various work centers.

Clean keys have been distributed to all employees.
## FWA Pandemic Response

### Public Relations and Marketing

We are using the following media to assure the public that air travel is safe:
- News Interviews
- Social Media
- Business People Article(s) and Ads

Social media posts have been created to share positive information.

Intel from airlines has been gathered to help promote travel.

Talking Points have been shared with front office staff for current and cohesive messaging and information.

Updated Marketing Plan including:
- Social Media Plan
- Advertising Plan

### Events Update

- Honor Flight – cancelled
- Race for the Warrior – August 1st, 2020
- Shriner Pancake Breakfast – September 27, 2020
- 2020 EAA Events – on hold until August
- GFW Event – Still scheduled for Fall 2020
- Scholarship Golf Outing – August 14, 2020
- Tenant Appreciation Lunch – July 29, 2020
- Customer Appreciation Week – Still scheduled

### Purchasing Guidelines

Employees with purchasing responsibilities should be looking 6-12 months in advance of needing materials and maintain at least a 60-day supply of critical items when able.
## Stakeholder Pandemic Responses

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Actions Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSA</td>
<td>TSA Agents are required to wear masks in the terminal.</td>
</tr>
<tr>
<td>Allegiant Air</td>
<td>All passengers are provided with Face mask, disposable gloves, two sanitizing wipes. Any inflight food/beverage is pre-packaged and sealed. Crew members are required to wear gloves during the duration of food/beverage service. At check-in, passengers will be required to complete a health acknowledgement stating that no household member has had COVID-19 related symptoms, the passenger will not travel with a fever, passenger agrees to wash/sanitize hands before boarding. Seats are blocked in every other row to allow for in-flight social distancing.</td>
</tr>
<tr>
<td>Delta Air Lines</td>
<td>Requiring all passengers to wear face masks at Delta touchpoints: Lobby/Check-In, Boarding/Gate, Jet Bridge. On board for duration of flight. Not allowing the middle seat on all aircraft to be sold to enforce social distancing. Limitations on onboard food and beverage options. Boarding will begin from rear of the aircraft to the front.</td>
</tr>
<tr>
<td>United Airlines</td>
<td>Requiring Passengers to wear face masks (will provide them if needed). All flight attendants and pilots must wear face coverings onboard. Limiting or eliminating self-serve kiosks. Food and beverage options may be limited on certain flights.</td>
</tr>
<tr>
<td>American Airlines</td>
<td>Requiring Passengers to wear face masks.</td>
</tr>
<tr>
<td>FAA</td>
<td></td>
</tr>
<tr>
<td>CBP</td>
<td></td>
</tr>
<tr>
<td>Concessionaire</td>
<td>Carry out food and beverage service, limited dining hours. Limited menu items available. Limited hours of operation.</td>
</tr>
<tr>
<td>Rental Car Agencies</td>
<td>Sneeze guards are in place.</td>
</tr>
<tr>
<td>Republic Parking</td>
<td>Valet service suspended. Credit Card Only. Staff Reduction &amp; Hours Reduction – exit booth manned 4am to 1am daily.</td>
</tr>
</tbody>
</table>
Communication You Can Expect Moving Forward

Please expect frequent email communications from Scott Hinderman that surround the impact of this virus. We strongly encourage you to reach out to Scott with feedback or comments/suggestions regarding what you would like to hear as it relates to COVID-19.