



# TRAVEL CONFIDENTLY PLAYBOOK

A comprehensive guide for COVID-19  
pandemic response and recovery.

Version: 2.0

Date: July 27, 2020



# TABLE OF CONTENTS

- 3 [Chapter 1](#)  
Letter from the Metropolitan Airports Commission's  
Chairman and Executive Director/CEO
- 4 [Chapter 2](#)  
Introduction
- 6 [Chapter 3](#)  
Business Checklist
- 8 [Chapter 4](#)  
Infection Prevention and Control Measures
- 12 [Chapter 5](#)  
Prompt Identification and Isolation of Sick Persons
- 15 [Chapter 6](#)  
Social Distancing – Engineering and Administrative Controls
- 17 [Chapter 7](#)  
Housekeeping: Cleaning, Disinfecting and Decontamination
- 21 [Chapter 8](#)  
Communications and Marketing: Travel Confidently Program
- 23 [Appendix A:](#)  
Daily Employee Self-Screening Form
- 24 [Appendix B:](#)  
Government Guidance and Information
- 25 [Appendix C:](#)  
Version History

## LETTER FROM THE METROPOLITAN AIRPORTS COMMISSION CHAIRMAN AND EXECUTIVE DIRECTOR/CEO

### Airport Business Partners:

We are pleased to present the Travel Confidently Playbook for Minneapolis-St. Paul International Airport (MSP). The document provides guidance for businesses and other organizations at MSP as we work together to protect employees and travelers from COVID-19.

Maintaining everyone's safety at MSP has long been our top priority, and that safety now extends to safety during a pandemic. The Playbook is a how-to guide to support airport businesses in adopting best practices for COVID-prevention.

Virtually all organizations located at the airport are already performing some if not most of the activities recommended in the Playbook. Our hope is that the Playbook will validate many practices already underway and provide guidance regarding additional steps you can consider.

We want to keep travelers safe during every step of their travel journey through MSP, and that can only be achieved through cooperation and coordination among the many entities operating at the airport. Our efforts to provide a safe, positive travel experience are only as effective as our commitment to work together to achieve shared goals.

Keeping travelers safe begins, in part, with keeping airport employees safe so they do not contract or spread the virus at MSP. To that end, much of the Playbook focuses on steps businesses can take to maintain employee health, identify those who might be infected, and prevent those employees from spreading the disease at the airport. Other protocols focus on housekeeping and social distancing, activities that simultaneously safeguard travelers and airport employees.

The Playbook provides extremely valuable information, so please take the time to review it and look for ways to integrate best practices for COVID prevention into your own organization.

We value our partnership and greatly appreciate your continued commitment to providing a safe environment for MSP employees and travelers alike.

Sincerely,



**Rick King**  
Metropolitan Airports Commission  
Chair



**Brian Ryks**  
Metropolitan Airports Commission  
Executive Director / CEO

CHAPTER 2

# INTRODUCTION



# INTRODUCTION



The Metropolitan Airports Commission (MAC) is committed to providing a safe and healthy workplace for its employees and for the traveling public. We continue to collaborate with the Center for Disease Control (CDC) and the Minnesota Department of Health (MDH) to ensure consistent guidelines and best practices are being followed. The MAC invites all members of the airport community, including its vendors and tenants at Minneapolis-St. Paul International Airport (MSP), to learn about what it's doing regarding COVID-19 control measures and to consider implementing as many elements as possible.

The purpose of the COVID-19 Playbook is to provide support and guidance to the airport community about COVID-19 control measures. The Playbook will be continuously updated as new information, guidelines and best practices are made available.

## EMPLOYEE HEALTH



Conduct daily employee self-screening – check your temperature and signs of symptoms every day prior to reporting to work onsite

- If you are sick, stay home, seek necessary medical care and contact your supervisor/ employer
- If you are exposed to COVID-19, follow direction of your supervisor/ employer, which may include self-quarantine for 14 days

## WORKSPACE



- Implement self-protection protocols
  - Daily self-screening
  - Social distance
  - Require use of cloth face covering
  - Wash hands
  - Use hand sanitizer
- Clean and sanitize your workspace daily or as necessary depending on frequency of use by employees and/or customers

## AIRPORT PUBLIC AREAS



- Maintain social distancing
- Eliminate and minimize contact with others
- Use your personal protective equipment (PPE) including cloth face covering
- Wash hands frequently
- Use hand sanitizer
- Ensure barriers are in place at customer contact points such as counters

CHAPTER 3

# BUSINESS CHECKLIST



## BUSINESS CHECKLIST:

The below business checklist was developed to assist airport community organizations conduct a high-level self-assessment of COVID-19 preparedness. The checklist is a guide and doesn't replace your organizations policy and procedure. Reference [Appendix B](#) for resources available to assist with changing any "no" answers to "yes".

### ✓ HEALTH AND SAFETY ACTIONS

Are all of the items listed in this checklist established within your organization?

\_\_\_ YES \_\_\_ NO

### ✓ HYGIENE AND CLEANING PROTOCOLS

Have you trained all employees on health and safety protocols?

\_\_\_ YES \_\_\_ NO

Are you promoting healthy hygiene practices with your employees, such as hand washing and requiring a cloth face covering, as feasible?

\_\_\_ YES \_\_\_ NO

Have you enhanced cleaning and disinfection of your leased spaces, and increased ventilation, as feasible?

\_\_\_ YES \_\_\_ NO

Have you installed hand sanitizer stations for your employees and/or customers?

\_\_\_ YES \_\_\_ NO

### ✓ SOCIAL DISTANCING

Are you promoting social distancing?

\_\_\_ YES \_\_\_ NO

Have you installed social distancing markers within your leased spaces?

\_\_\_ YES \_\_\_ NO

Have you installed physical barriers/shields at counters/checkouts?

\_\_\_ YES \_\_\_ NO

Have you trained all employees on health and safety protocols?

\_\_\_ YES \_\_\_ NO

### ✓ EMPLOYEE POLICIES

Do employees conduct a health self-assessment prior to arriving at the airport for their shift?

\_\_\_ YES \_\_\_ NO

Have you implemented procedures to check employees for signs or symptoms of illness daily upon arrival, as feasible?

\_\_\_ YES \_\_\_ NO

Do you encourage employees who are sick to stay home?

\_\_\_ YES \_\_\_ NO

Do you have a plan for when an employee becomes sick onsite?

\_\_\_ YES \_\_\_ NO

Do you monitor employee absences?

\_\_\_ YES \_\_\_ NO

Do you have flexible leave policies and practices?

\_\_\_ YES \_\_\_ NO

Have you enhanced spacing between employees, including through physical barriers, changing layout of workspaces, encouraging remote work, closing or limiting access to communal spaces and/or staggering shifts and breaks?

\_\_\_ YES \_\_\_ NO

Are you limiting large gatherings of employees and/or events, when and where feasible?

\_\_\_ YES \_\_\_ NO

Do you monitor new developments from local and national authorities and communicate this new information regularly with employees?

\_\_\_ YES \_\_\_ NO

Do you have a plan for consulting with local health authorities if your business or organization should have an employee test positive for COVID-19?

\_\_\_ YES \_\_\_ NO

Do you have adequate supplies of the necessary personal protective equipment and cleaning agents?

\_\_\_ YES \_\_\_ NO

Do you have a reliable supply chain to support your personal protective equipment and cleaning agent requirements?

\_\_\_ YES \_\_\_ NO

Have you developed a Preparedness Plan that meets or exceeds Minnesota Governor's Executive Order 20-40? [Appendix B](#)

\_\_\_ YES \_\_\_ NO

Are you regularly monitoring Minnesota Governor's Executive Orders specific to your business operations?

\_\_\_ YES \_\_\_ NO



CHAPTER 4

# INFECTION PREVENTION AND CONTROL MEASURES





# INFECTION PREVENTION AND CONTROL MEASURES



The following measures are recommended to be taken in order to prevent the introduction of potentially infectious diseases at MSP:

## 1. COMMUNICATION

- All airport community members are strongly encouraged to convey the importance of social distancing and proper hygiene practices, and educate employees on policies, procedures and protocols.
- All airport community organizations are strongly encouraged to establish a process for employee self-screening, assessing for signs and symptoms of illness, including a temperature check before they report to work onsite. At the discretion of a supervisor/employer, an employee should be asked to remain home until symptoms have subsided or they have been cleared by their primary care provider to return to work onsite. ([see Appendix A: Daily Employee Self-Screening](#))
- The MAC will distribute posters, signs and other materials for placement within airport common areas.
- The MAC emergency operations center will provide educational information from the CDC and the MDH to be shared with MSP employees on emerging best practices, updates and control measures.

## 2. ADMINISTRATIVE CONTROLS

- Employee symptom and temperature checks are recommended prior to employees reporting to work onsite. If an employee develops symptoms while working onsite, the employee's supervisor/employer should direct the employee – to return home and follow-up with their primary care provider.
- Employees should practice hand washing, cleaning and sanitizing surfaces, social distancing and use face coverings, gloves and/or other personal protective equipment to mitigate COVID-19 transmission while working onsite.

## 3. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Includes, but is not limited to, cloth face coverings, eye protection and gloves.

### Infection Prevention Measures

The following measures should be taken to prevent the introduction of potentially infectious diseases at MSP:

### Type of Control Details

- **Communication** – Organization policies, self-evaluation checklists, posters, hygiene practices, procedures
- **Administrative** – Symptom and temperature checks, social distancing, handwashing, cleaning and disinfecting surfaces, requiring and enforcing use of face coverings
- **Engineered Controls** – Physical barriers like clear plastic shields, where social distancing cannot be achieved or interaction with many customers throughout the day cannot be avoided
- **Isolation** – Initiate processes for prompt identification and isolation of sick persons
- **Personal Protective Equipment (PPE)** – Initiate processes to make available cloth face coverings to employees or allow employees to bring face coverings into the workplace
- **Screening** – Employee self-screening and self-reporting procedures (temperature checks at home, use symptom application, if developed)
- **Handwashing** – Basic infection prevention measures via handwashing communicated on a regular basis



## **Handwashing Etiquette**

Basic infection prevention measures should be communicated on a regular basis.

### **Handwashing**

Employees should wash their hands for at least 20 seconds with soap and water frequently throughout the day, particularly prior to beginning their shift, before leaving the workplace, before and after consuming food or beverages and after using the restroom. Hand-sanitizer (that use sanitizers of greater than 60% alcohol) can be used for hand hygiene in place of soap and water, if hands are not visibly soiled.

Restrooms are equipped with soap and running water and many of the water and soap dispensers are automated to reduce touch points. Airport community members should consider providing refillable bottles of hand sanitizer to employees working onsite, as well as larger bottles in common work areas for occasions when soap and water are not readily available. Personal hygiene training covering when and how to wash hands, as well as the benefits and drawbacks of using soap versus sanitizer, should be incorporated into employee training, communications and meetings.

### **Respiratory Etiquette**



#### **Cover your cough or sneeze**

All airport community members should cover their mouth and nose when coughing or sneezing. This can be achieved by coughing or sneezing into their elbow, using their sleeve or a tissue

to avoid touching their face – in particular their mouth, nose and eyes – with their hands. Tissues should be disposed of in the trash followed immediately by hand washing or sanitizing. Respiratory etiquette will be demonstrated on posters and digital signage throughout the terminals.



#### **Cloth Face Coverings**

Use of cloth face coverings are required at the MSP airport as directed by Minnesota Governor Executive Order 20-81 and MAC Commission Resolution 2391.

Individuals must wear an acceptable face covering inside the MSP airport, MAC buildings, shared work areas or other indoor facilities. Additionally, regulations

require face coverings for all individuals in MSP parking ramps, shuttle buses, trams, ride-share vehicles, taxis, or other public transportation vehicles as well as at all outdoor public locations where an individual cannot reliably maintain distancing of approximately six feet from others.

Face covering can include a paper or disposable mask, cloth mask, neck gaiter, scarf, bandanna, or a religious face covering. A face covering must cover the mouth and nose completely. Any masks that incorporate a valve that is designed to facilitate easy exhaling, mesh masks, or masks with openings, holes, visible gaps in the design or material, or vents are not sufficient face coverings because they allow droplets to be released from the mask.

Face coverings can be temporarily removed as part of airline check-in processes, TSA or Customs and Border Protection screening, or other instances where identification is required. Individuals can also temporarily remove face coverings to eat, drink, take medication, or engage in personal hygiene activities (such as brushing teeth) with proper social distancing of six feet or more.

### **Exemptions**

The Executive Order and Commission Resolution include multiple provisions which exempt some individuals from face covering regulations, including:

- Individuals with a medical condition, mental health condition, or disability that makes it unreasonable for the individual to maintain a face covering. This includes, but is not limited to, individuals who have a medical condition that compromises their ability to breathe, and individuals who are unconscious, incapacitated, or otherwise unable to remove a face covering without assistance. These individuals should consider using alternatives to face coverings, including clear face shields, and staying at home as much as possible.
- Children who are 5 years old and under.
- Any individual who is deaf and relies upon the use of facial and/or mouth movements to communicate and those individuals who rely upon the same to communicate with such an individual.

- An individual who is alone, including working in an office, a room, a cubicle with walls that are higher than face level when social distancing is maintained, a vehicle, or the cab of heavy equipment or machinery, or an enclosed work area. In such situations, the individual should still carry a face covering to be prepared for person-to-person interactions and to be used when no longer alone.

Individuals who are exempt from regulations requiring face coverings are encouraged to use an alternate form of facing covering, such as a clear face shield, when possible.

### Enforcement

If you see someone at MSP not wearing a face covering as required, inform them that face coverings are required and direct them to an information booth for a free cloth face mask and let them know others can be purchased from MSP retail shops and vending machines. If they indicate they are exempt, do not request additional information.

While people who do not comply with face covering regulations can be charged with a misdemeanor or petty misdemeanor, our primary focus is on education, letting people know face coverings are required and directing them to places they can obtain one.



CHAPTER 5

# PROMPT IDENTIFICATION AND ISOLATION OF SICK PERSONS



## PROMPT IDENTIFICATION AND ISOLATION OF SICK PERSONS

Part of the governor's executive order for developing and implementing a Preparedness Plan calls for health screening of employees. Prompt identification and isolation of sick persons should be accomplished through employee self-screenings, including inquiring about symptoms and monitoring for fever. Temperature screening is one means to identify ill individuals, however temperature screening alone cannot identify all persons who may be contagious with COVID-19. In combination with symptom screening, it is a tool for protecting employees by attempting to identify those who should be in social isolation, which is our most effective tool for controlling the spread of COVID-19.

### DAILY EMPLOYEE SELF-SCREENING

The CDC notes that employees experiencing a cough with shortness of breath or difficulty breathing, or with

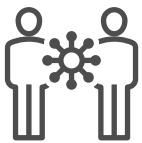
at least two of the following symptoms (fever, chills, repeated shaking with chills, muscle pain, headache, sore throat or a new loss of taste or smell) may have COVID-19. These employees should not come to work onsite and should contact their supervisor/employer immediately.

The Daily Employee Self-Screening protocols are utilized to keep sick or symptomatic employees at home and decrease the likelihood of spreading infection onsite.

Employees should, at the beginning of their work day, conduct a self-assessment by answering the following questions and following the employer protocols. The Playbook serves as a guide and never replaces employer policy and procedure.

### ✓ DAILY EMPLOYEE SELF-SCREENING PROTOCOLS

Employees are not required to record or submit answers to the following questions. However, please ask yourself these questions every day before coming to work onsite.



1. Have you been in close or prolonged contact (within less than six feet for at least ten minutes) with an individual who has tested positive for or been diagnosed with COVID-19, or exposed to their cough or sneeze, within the last 14 calendar days; or have you tested positive for or been diagnosed with COVID-19 within the last 14 calendar days?



2. Have you had a cough or shortness of breath or difficulty breathing in the last three (3) days?

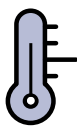


3. Have you had at least two of the following symptoms in the last three (3) days: fever; chills; repeated shaking with chills; muscle pains; headache; sore throat; new loss of taste or smell?

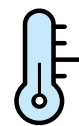
If you answered **YES** to any of these questions, do not go to work onsite, please stay home and contact your supervisor/employer.

If you answered **YES** to any of these questions and/or if your temperature is greater than 100.4 contact your supervisor/employer.

If you answered **NO** to all above questions, take your temperature. If temperature is:



**100.4 F or greater**  
employee may NOT proceed to work onsite and employee should contact their supervisor/employer



**Under 100.4 F**  
employee may proceed to work onsite

### Employees should self-assess and are responsible for:

If you test positive for COVID-19, you are instructed to immediately notify your supervisor/employer. Airport organizations should contact the MAC if an employee tests positive for COVID-19 to enable better communication throughout the airport community. Communication is not a substitute for public health official contact tracing protocols.



## PROMPT IDENTIFICATION AND ISOLATION OF SICK PERSONS

### POST-ARRIVAL PROCEDURES

If an employee does not recognize symptoms in their Daily Employee Self-Screening, but displays symptoms upon reporting to work onsite, the employee should be sent home. If an employee develops symptoms any time after arriving to work onsite, the employee should be sent home.

The CDC advises if an employee working onsite becomes sick during the day, the surfaces in their workspace should be cleaned and disinfected. Supervisor/employer should compile a list of anyone the employee was in contact with within two days prior to being symptomatic, while also maintaining confidentiality, as required by the Americans with Disabilities Act. Airport community members should contact their existing MAC representative and supervisor/employer should coordinate the cleaning of the workspace by contacting MAC Facilities at [facilities@mspmac.org](mailto:facilities@mspmac.org) to arrange for special cleaning.



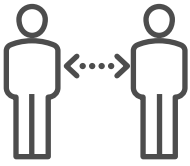
CHAPTER 6

# **SOCIAL DISTANCING – ENGINEERING AND ADMINISTRATIVE CONTROLS**





## SOCIAL DISTANCING – ENGINEERING AND ADMINISTRATIVE CONTROLS



Social distancing is a simple yet effective method for reducing the likelihood of infection transmission. Engineering and administrative controls for social distancing are being implemented in all MAC workplaces and buildings.

### IN PRACTICE THIS MEANS:

- Staying six feet away from others as a normal practice
- Eliminating physical contact with others; avoid handshakes and hugs
- Avoiding touching surfaces touched by others, to the extent feasible
- Staying away from anyone who appears to be sick, or is coughing or sneezing
- Allowing and supporting non-essential employees to work from home via remote work options
- Staggering shifts for essential employees when feasible and adjusting procedures for break areas and work-issued vehicles to accommodate social distancing requirements
- Prohibiting employees and visitors from gathering in groups and confined spaces, including elevators, locker rooms, break areas, common areas and entrance/exit areas of work locations and offices
- Prohibiting employees from sharing other employees' personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment unless a thorough cleaning has taken place in between users
- Limiting the number of people who can gather in one place for a meeting to no more than 10, whenever feasible

### CHECKLIST:

#### SPACE AND WORKFLOW- SOCIAL DISTANCING

- ✓ **WORKSTATIONS** – Ensure workstations allow for employees to be at least six feet apart. If unable to accommodate, consider relocation, remote work or physical barriers.
- ✓ **MEETING AND CONFERENCE ROOMS** – Post signs clearly stating the number of people who can occupy a room while maintaining social distancing. Remove, block or stack chairs in excess of the indicated occupancy for social distancing.
- ✓ **HALLWAYS AND WALKWAYS** – Instruct employees not to congregate in areas where six feet of distance cannot be maintained. Use signs and/or marking tape to designate six feet of distance within the space.
- ✓ **BREAKROOMS** – Post signs clearly stating the number of people who can occupy a room while maintaining social distancing.
- ✓ **WORKSHOPS AND STORAGE ROOMS** – Rearrange workshops and/or storage rooms to maintain six feet of distance, or implement engineering controls where necessary.
- ✓ **ENTRANCES** – Schedule employee arrival and departure times to allow for social distancing.

CHAPTER 7

# HOUSEKEEPING: CLEANING, DISINFECTING AND DECONTAMINATION

## HOUSEKEEPING: CLEANING, DISINFECTING AND DECONTAMINATION



Regular housekeeping practices are being implemented across all MAC workplaces, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment including restrooms, break rooms, lunchrooms and meeting rooms. Frequent cleaning and disinfecting is being conducted on and in high-touch common items, such as common use phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, etc. The airport community is strongly encouraged to adopt similar protocols in their leased spaces.

The MAC contracts with Marsden Services to provide janitorial services at MSP terminals and other MAC-owned buildings. Marsden's scope of work includes more

than 4,000 individual cleaning tasks that vary in frequency and complexity. Earlier this year, Marsden established a formal COVID-19 response team and Microbial Remediation Plan that focused on designing and sustaining processes that ensure a healthy environment and employ effective disinfecting methodology throughout the MSP campus. Marsden cleaning staff focus their efforts on cleaning and disinfecting touch points throughout the terminals. These same cleaning and disinfecting efforts are being completed in all MAC buildings.

Additionally, the MAC partnered with Marsden to create dedicated disinfection teams whose sole focus is disinfecting high frequency touch points throughout the terminals.

### ✓ THE TYPICAL SCOPE OF WORK FOR THE DEDICATED DISINFECTION TEAMS INCLUDES, BUT IS NOT LIMITED TO:

- Door handles
- Light switches
- Cabinet handles
- Restroom fixtures (faucet and toilet handles, dispensers, counter surfaces, diaper changing stations, etc.)
- Elevator call buttons
- HVAC control buttons
- Stair handrails
- Telephones
- Time clocks
- TSA passenger screening tables
- TSA screening area baggage rollers
- TSA metal screening tables
- TSA private passenger screening rooms
- TSA passenger seating areas in checkpoints
- All chairs in all seating areas
- Water fountains
- Vending equipment operating panels
- Badge access readers and keypads
- Recycling and trash cans
- Nightly electrostatic fogging of the terminals



# HOUSEKEEPING: CLEANING, DISINFECTING AND DECONTAMINATION



The MAC has provided cleaning and sanitizing materials for its employees to clean and sanitize equipment, furniture and other surfaces. Employees are instructed to sanitize and/or disinfect their designated

workspaces at the beginning of each work day. The airport community is strongly encouraged to adopt similar protocols for their own employees.

## ✓ EQUIPMENT, FURNITURE AND SURFACES INCLUDE, BUT MAY NOT BE LIMITED TO:

- Workstations and equipment
- Break rooms and high-touch items such as coffee pot handles, vending machines, etc.
- Lockers
- Common surface areas such as chairs, doorknobs
- Computer screens, keyboards, mice and telephones
- Any touch surfaces in shared employee vehicles

Employees who have site-specific cleaning and sanitizing questions should contact their supervisor/ employer.

Disinfectants that are EPA-registered and considered hospital grade and are used in disinfecting surfaces at MSP, include but are not limited to:

- Diversey-Virex® II 256
- Ecolab-Multi Surface Peroxide Cleaner/Disinfectant
- Spartan-BNC-15

Marsden's Rapid Response Team will clean and disinfect the workplace of any airport community worker diagnosed with COVID-19. The rapid response team consists of five team members, two supervisors and three team members per shift. The Rapid Response Team can typically respond within 1 to 2 hours, and the team is trained and ready to respond to floods, biological hazards, and potentially infectious spills or incidents as situations dictate. Contact the MAC Facilities Department to request the Rapid Response Team at 612-726-5225 or Airside Operations at 612-726-5111.



## EACH TEAM MEMBER IS TRAINED IN THE FOLLOWING AREAS:

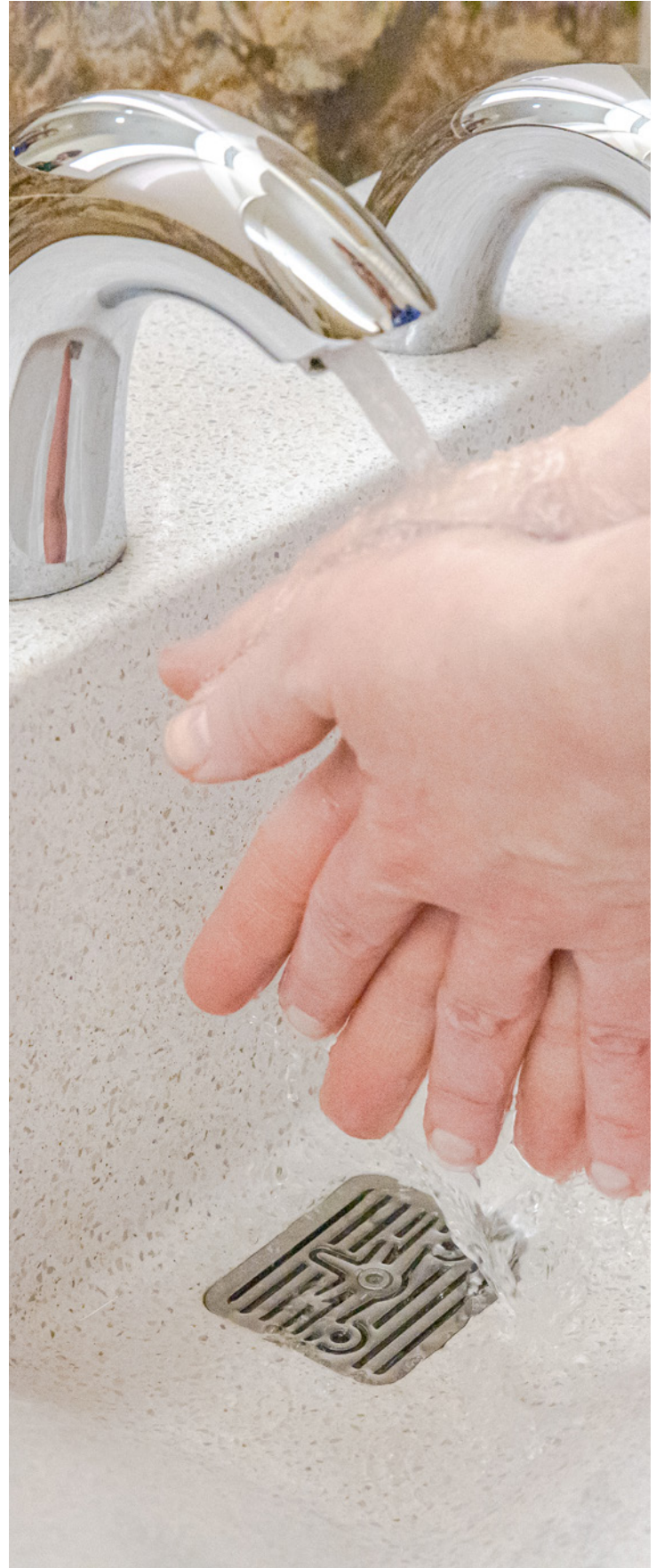
- Bloodborne pathogens
- Personnel protective equipment
- Chemical safety and use
- EPA-registered disinfectant usage
- Biological contamination cleanup
- Flood spread mitigation, response and clean up
- Equipment training to include all necessary equipment to perform the task at hand, from disinfection and mitigation to clean up and area restoration

The MAC has also contracted with an outside cleaning firm, PureOne Services, which specializes in biohazard cleaning and disinfection for vehicles. This service was set-up to ensure a rapid response for cleaning and disinfecting vehicles that may have been exposed to an employee who has been diagnosed with COVID-19 or has COVID-19 symptoms.



## CHECKLIST: CLEANING AND SANITIZING

- ✓ **SHARED EQUIPMENT** – Enhanced cleaning and disinfecting procedures for shared copiers, workspaces, conference telephones, remotes, vehicles, break room refrigerators, etc.
- ✓ **SHARED SPACES** – Enhanced cleaning and disinfecting procedures for shared workspaces, break rooms, bathrooms, hallways, conference rooms, etc.
- ✓ **WORKSPACES** – Provide supplies for employees to clean and disinfect their workspace and equipment daily. If shared, provide supplies for cleaning and disinfecting after each user.
- ✓ **PERSONAL HYGIENE** – Post signage and provide guidance reminding employees about appropriate hygiene practices, and provide adequate supplies, including soap, paper towels, hand sanitizer, tissues, etc.
- ✓ **ENTIRE FACILITY** – Work with MAC Facilities to coordinate the cleaning and disinfecting procedures to be used after a positive COVID-19 case has been identified. Educate employees so they know what to expect before it happens.



CHAPTER 8

# COMMUNICATION AND MARKETING





## COMMUNICATION AND MARKETING

Communicating relevant and timely information during COVID-19 is critical. To ensure our diverse audience of employees and travelers at MSP are aware and informed, the MAC is implementing a variety of tactics to ensure effective communications.

The following is an overview of the mediums and channels being used or planned for communicating important messages about how to keep oneself safe and healthy while traveling through MSP.

### IN-TERMINAL:

- Floor Graphics
- Stanchion Belts
- Stanchion Toppers
- Restroom Entrance Signs + Clings
- Advertising Spaces
- Public Information Displays
- Other Digital Signage
- Hand Sanitizing Station Signage
- Public Address Announcement
- Tenant Closure Signage
- Information Booth and Other Shield Clings

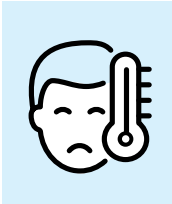
### ADDITIONAL AIRPORT CHANNELS:

- Website
- Social Channels
- Electronic Newsletters
- Videos
- News Media Materials





## DAILY EMPLOYEE SELF-SCREENING ASSESSMENT



Part of the governor's executive order for developing and implementing a Preparedness Plan calls for health screening of employees, including inquiring about symptoms and monitoring for fever.

Temperature screening is not sufficient on its own as it only identifies employees who may have a fever. Temperature screening cannot identify all persons who may be contagious with COVID-19. However, in combination with symptom screening, it is a tool for protecting employees by attempting to identify those who should be in social isolation, which is our most effective tool for controlling the spread of COVID-19.

**If you test positive for COVID-19, you are instructed to immediately notify your supervisor/employer, who will contact the department's Human Resources Partner.**



**Employees are not required to record or submit answers to the following questions. However, please ask yourself these questions every day before proceeding to work onsite.\***

1. Have you been in close or prolonged contact (within less than six feet for at least ten minutes) with an individual who has tested positive for or been diagnosed with COVID-19, or exposed to their cough or sneeze, within the last 14 calendar days; or have you tested positive for or been diagnosed with COVID-19 within the last 14 calendar days?

☐ YES ☐ NO

2. Have you had a cough or shortness of breath or difficulty breathing in the last three (3) days?

☐ YES ☐ NO

3. Have you had at least two of the following symptoms in the last three (3) days: fever; chills; repeated shaking with chills; muscle pains; headache; sore throat; new loss of taste or smell?

☐ YES ☐ NO

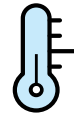
\* If you answered yes to any of these questions, please stay home and contact your supervisor / employer.

If you answered **YES** to any of these questions and/or if your temperature is greater than 100.4 contact your supervisor/ employer.

If you answered **NO** to all above questions, take your temperature. If temperature is:



**100.4 F or greater**  
employee may NOT proceed to work onsite and employee should contact their supervisor/employer



**Under 100.4 F**  
employee may proceed to work onsite

## APPENDIX B: GOVERNMENT GUIDANCE AND INFORMATION

### GENERAL

[www.cdc.gov/coronavirus/2019-nCoV](http://www.cdc.gov/coronavirus/2019-nCoV)

[www.health.state.mn.us/diseases/coronavirus](http://www.health.state.mn.us/diseases/coronavirus)

[www.osha.gov](http://www.osha.gov)

[www.dli.mn.gov](http://www.dli.mn.gov)

### RESPIRATORY ETIQUETTE: COVER YOUR COUGH OR SNEEZE

[www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html)

[www.health.state.mn.us/diseases/coronavirus/prevention.html](http://www.health.state.mn.us/diseases/coronavirus/prevention.html)

[www.cdc.gov/healthywater/hygiene/etiquette/coughing\\_sneezing.html](http://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html)

### SOCIAL DISTANCING

[www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

[www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)

### HOUSEKEEPING

[www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

[www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html)

[www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

[www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)

### EMPLOYEES EXHIBITING SIGNS AND SYMPTOMS OF COVID-19

[www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)

[www.health.state.mn.us/diseases/coronavirus/basics.html](http://www.health.state.mn.us/diseases/coronavirus/basics.html)

### TRAINING

[www.health.state.mn.us/diseases/coronavirus/about.pdf](http://www.health.state.mn.us/diseases/coronavirus/about.pdf)

[www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html)

[www.osha.gov/Publications/OSHA3990.pdf](http://www.osha.gov/Publications/OSHA3990.pdf)

APPENDIX C: **VERSION HISTORY**

**Version 1.0** - July 9, 2020  
Initial release.

**Version 2.0** - July 27, 2020  
This version includes the requirement of cloth face coverings as directed by Minnesota Governor Executive Order 20-81 and MAC Commission Resolution 2391.



TRAVEL  
CONFIDENTLY

msp<sup>™</sup>