



# Communications Workers of America

## BEST PRACTICES RECOMMENDATIONS – MEMBERS WORKING AT CALL CENTERS

### General Recommendations for All CWA Members

- Members experiencing symptoms associated with COVID-19 (which include fever, cough and shortness of breath) should stay home and recover. If you have come down with symptoms or test positive notify your Local union and your employer immediately.

*For more information:*

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

- Members deemed at high-risk by their doctor as outlined under CDC guidelines should avoid working outside the home when possible. This includes older adults and those with underlying health conditions or compromised immune systems. Members who believe they may be at increased risk of serious complications of COVID-19 should contact their local union and employer to request accommodations.

*For more information:*

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

- Members should practice good respiratory hygiene.
  - Cover your mouth and nose with a tissue when you cough or sneeze.
  - Put your used tissue in a waste basket.
  - If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.

*For more information:*

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

- Members should practice good hand hygiene.
  - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.

- o If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- o Avoid touching your eyes, nose and mouth.
- o Avoid shaking hands.

*For more information:*

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

- Members should practice appropriate physical/social distancing with co-workers and customers, maintaining distances of 6 feet to avoid transmission.

### **For Members Working at Call Centers**

- Ask your supervisor, Local Officers, and stewards about your employer's policy on work from home opportunities. **Stay home if you think you might be sick.**
- Employers should modify working spaces to ensure a safe distance (at least six feet) between employees.
- Employers should provide sufficient equipment to prevent equipment sharing of any kind – telephones, headsets, desk chairs, pens, computers, etc. Ensure you have access to your own supplies and space.
- Employers should stagger shifts and breaks to avoid crowded work areas and break rooms.
- Employers should provide regular disinfection of doors, surfaces, products and any other “high touch” areas that could facilitate the transmission of the virus. Attempt to minimize touching of shared surfaces.
- The employer should ensure the work area, including common spaces and rest rooms, are cleaned and disinfected throughout the day and between tours/shifts.