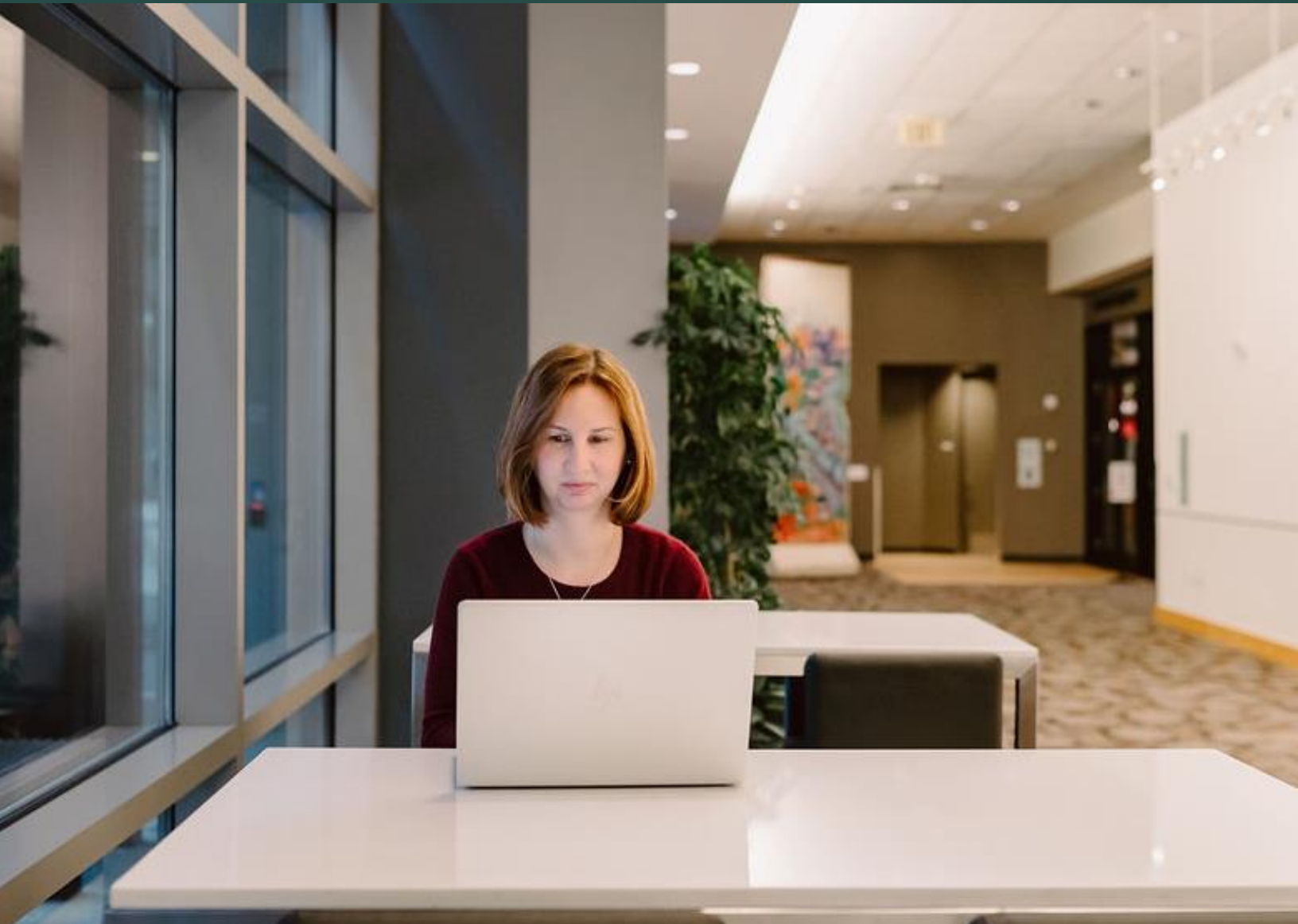




Real Estate and Facilities
Supported Employment Program

Welcome! Plans for Returning to the Workplace

Puget Sound Workbook



We're here to help!

The primary audience for this document is Microsoft Supported Employees in Puget Sound, and secondarily, coaches, families, and managers. This document is a guide to prepare Supported Employees for what to expect when the workplace is available.

Almost everyone at Microsoft has spent a lot of time away from campus because of COVID-19. A lot of work has gone into planning for us to be on campus. Health and safety are Microsoft's top priority.

Things will be very different from the way they were before. For example, there will be symptom screening, people will be required to wear face coverings, there will be fewer people in every location to maintain social distancing, and the tasks you do every day might be different.

This workbook is divided into 5 sections we call the 5Ps: Policies, Procedures, Protection, Prompts, and Practice.

Information is changing all the time. Please keep in touch with your job coach and manager to stay updated.

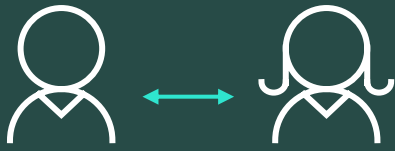


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Policies

Q: When will the Puget Sound Microsoft workplace be available?

A: Microsoft will follow guidance from Governor Inslee. Our best guess is Microsoft will be one of the last locations to be available.

Q: How will I know when my workplace will be available?



A: Your manager will notify you.

Policies

Q: What if I don't feel comfortable returning or I am unable to return to my workplace?

A: If you decide you are not comfortable or that you are unable to return, please discuss this with your job coach and your manager. Microsoft will not insist you return to your workplace if you do not feel comfortable.

Q: Will employees be required to show they are not sick?

A: Yes. On every doorway, you will see a sign that asks questions about the presence of symptoms. You should not come to work if you are feeling sick. You may be sent home if you are symptomatic.

Procedures

Q: Will my employee badge work?



A: Yes, all badges have been extended.

Q: Will social distancing be required?

A: Yes. Until further notice, we will stay 6 feet apart. This will apply to office spaces, lines in places like GSAM and cafés and lobby areas. There will be signs to help everyone keep social distance. For everyone, this means there will be no hugging, no high fives, or fist, foot or elbow bumps allowed.

Q: How will I know if there will be new procedures I have to learn?

A: Your manager will tell you about any new procedures.

Procedures

Q: Will there be a way to connect with my team to learn about new procedures and other changes?

A: Most managers are arranging virtual Team meetings. To learn more, contact your manager.

Q: What can I do if I don't have a computer or a smart phone and cannot access Microsoft Teams?



A: You can listen into Teams meetings by using the dial in number and the conference ID number provided by your manager. Make sure your manager and job coach have your email address so they can send you invitations to meetings.

Q: What will happen if a job coach must accompany me during a shift, and must be within 6 feet to perform their job coaching services?

A: You and your job coach should talk to your manager.

How to join a Microsoft Teams meeting

You're invited to join a Microsoft Teams meeting.

[Join online now](#)

Video conferencing, screen sharing, and more.

Or join by phone (audio only)

Phone number will be here

United States, Los Angeles

Phone Conference ID: *123456#*

[Find a local number](#) | [Reset PIN](#)

If you are using a computer:

Select "**Join online now**" to join the Teams meeting.

If you are using a telephone:

Dial the number in the red box. Once it connects, use your keypad to dial the number in the blue oval followed by the # key.

Important:

The phone number and conference ID are different for every meeting. Check the invitation for the phone number and conference ID.

Protection

Q: What will be included in my Welcome Kit?

A: The Welcome Kit from Microsoft will include face coverings, hand sanitizer and sanitizing wipes.

Q: Can Job Coaches pick up a Welcome Kit?

A: Yes. Welcome Kits can be picked up when you arrive on campus. The specific locations will be shared soon.

Q: What will I be required to wear?

A: In addition to the regular personal supplies required by your employer, we are requiring that people wear face coverings. People in some roles may be required to wear protective gloves.

Protection

Q: Can the Welcome Kit be provided in advance to practice and prepare for what it will feel like to work with these items on?

A: Yes. Microsoft will mail the Welcome Kit. Microsoft Supported Employees can contact supportedemployment@microsoft.com to request a Welcome Kit in the mail.



Q: Will see-through face coverings be available?



A: Microsoft is planning to provide see-through face coverings to teams where a team member communicates using lip reading or American Sign Language, ASL. Ask your manager if you would like your team to wear see-through face coverings.

Prompts

Q: Will there be new signs and icons on campus?

A: Yes. There will be signs to remind everyone to stay 6 feet apart, and to wash hands often. The signs and icons are on the following pages.

Q: Will plexiglass shields be used?

A: Yes. There will be plexiglass shields in some locations, such as the reception desks in lobbies.

Q: Is there something I can carry to remind me of our new procedures?

A: Yes. Prompt/cue cards are being developed by some teams. Ask your manager.

Prompts

Icons you may see and what they mean



Stay 6-feet apart



Clean dishes are available here



Wash your hands



Clean areas you touch



Cover your nose and mouth



Use hand sanitizer

Prompts

Signs you may see



The sign features a teal header with a white circle containing two stylized human figures with a double-headed arrow between them. Below the header, the text "Prevent the spread of COVID-19" is written in white. At the bottom, there is a list of three bullet points in teal text, followed by the Microsoft logo.

Prevent the spread of COVID-19

- Practice social distancing
- Clean any surfaces you touch
- No more than X people in the room

Microsoft



The sign has a teal header with the title "Social distancing guidelines" and a circular icon of a heart with a pulse line. Below the header, a paragraph states that everyone must be symptom free and follow all social distancing guidelines. The main body of the sign is white and contains six teal-bordered boxes, each with an icon and a guideline. At the bottom, there are two sections: "Face coverings" with a QR code and "Symptom and exposure screening" with a brief description. The sign ends with the Microsoft logo and the text "RE&F".

Social distancing guidelines

When entering a Microsoft facility, everyone must be symptom free and follow all social distancing guidelines.

-  Maintain a 6-foot (2-meter) distance from others. Keep interactions to less than 10 minutes.
-  Avoid in-person meetings. Use Teams, email, or phone even if you're in the same building.
-  If you need an in-person meeting, choose a large room, maintain a 6-foot (2-meter) distance, and keep it short.
-  Do not congregate in common areas, and stagger arrivals and departures.
-  Regularly wash your hands with soap, and avoid touching your eyes, nose, and mouth.
-  Follow the directions of your local health authority.

Face coverings
If maintaining social distancing is difficult, a face covering can be used as an extra precaution. If your job prevents you from social distancing and need a face covering, email askhr@microsoft.com.

Symptom and exposure screening
Before coming to work each day, employees and vendors must complete a COVID-19 symptom and exposure screening through the self-attestation app at aka.ms/healthcheck.

Microsoft RE&F

Prompts

Signs you may see



Microsoft

Social distancing guidelines

Please be symptom free and follow all social distancing and hygiene guidelines.

Face coverings
If your job prevents you from social distancing and need a face covering, email askhr@microsoft.com.

Symptom and exposure screening
You must complete a daily COVID-19 screening through the self-attestation app at aka.ms/healthcheck.

REG

Maintain a 6-foot (2-meter) distance from others. Keep interactions to less than 10 minutes.

Avoid in-person meetings. Use Teams, email, or phone even if you're in the same building.

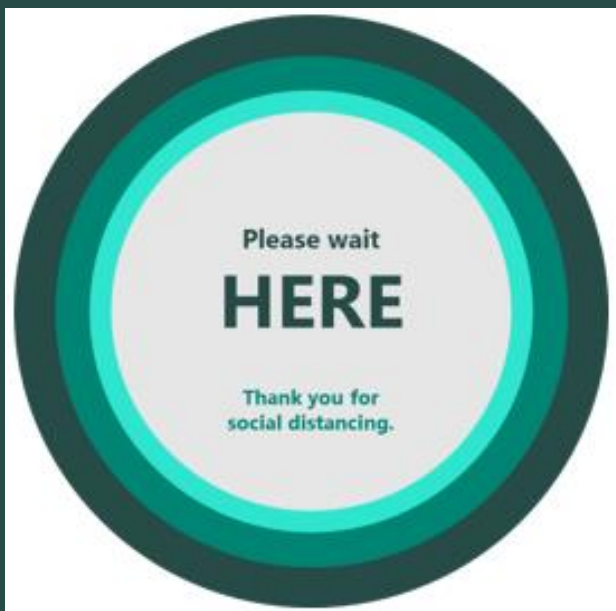
If you need an in-person meeting, choose a large room, maintain a 6-foot (2-meter) distance, and keep it short.

Do not congregate in common areas, and stagger arrivals and departures.

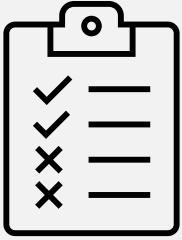
Regularly wash your hands with soap, and avoid touching your eyes, nose, and mouth.

Follow the directions of your local health authority.

Icons: Two people with a distance line, person at a computer, three people, group of people in a box, hands being washed, person at a computer.

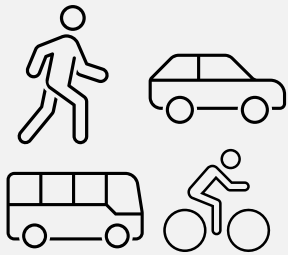


Social Story



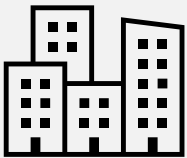
My manager will tell me:

- When my workplace will be available.
- Any changes to how to get into my workplace.
- What types of personal supplies I need to wear.



Transportation:

- I will discuss with my job coach and other members of my circle of support how I will get to and from work.
- I will look at other possible options to get to work if needed.



When I go to campus:

- A lot of things will look and feel different. I will see new signs on the floor, doors, and walls, and I might see protective plexiglass shields in places like lobbies or cafés.
- I will follow hygiene and social distancing recommendations. (See next page).
- I might need to wear additional personal supplies.



Keeping myself and others healthy:

- I will confirm each shift that I feel healthy, and I do not have symptoms that could make other people sick.
- I will see signs with questions or instructions on how to confirm this.

Social Story



The 6 ft. rule: I will keep about 6 feet between me and others.



Greetings: I can greet people with a smile and excitement. I will not greet them with a hug, handshake, fist/elbow/foot bump.



Meals and breaks: I will take breaks in designated areas. If I am buying a meal, I will go to the nearest café, buy a boxed meal, and eat in a designated area.



Hygiene:

1. I will wash my hands regularly for 20 seconds (sing 'Happy Birthday' song twice).
2. I can use the hand sanitizer provided by Microsoft.
3. I can choose to wear a face covering.



Reminders: I can carry a cue card, with reminders, on my badge holder.

Practice

Q: What can I do to get ready for the workplace?

A: Microsoft is shipping a Welcome Kit to all Supported Employees who want one.

If you are a Microsoft Supported Employee and you would like to receive a Welcome Kit, please contact us at

supportedemployment@microsoft.com.

Practice

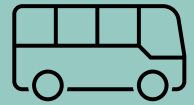
Q: What else can I do to get ready?

A: Here are some ideas:

- Contact your job coach or a person in your circle of support to discuss this workbook.
- Plan how you will get to and from work. If you take Access, Metro or Sound Transit buses, or a vanpool, the schedule and procedures may have changed.
- Attend virtual/dial-in Teams meetings your manager hosts.
- Practice staying 6-feet apart from other people.
- Practice ways to greet friends and co-workers while staying 6-feet apart.
- Think about routines you can do at home to maintain skills and stamina for your job.
- Practice using the equipment in your Welcome Kit.

More Information

Transportation – getting to Microsoft in Puget Sound



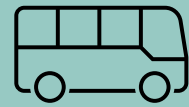
Many regular bus schedules have changed. [Plan your Metro or Sound Transit trip here.](#)

Social distancing and face covering measures are in place on Metro and Sound Transit vehicles. [Learn more here.](#)

Some people with disabilities may be found to be temporarily eligible for ACCESS, door-to-door paratransit, at this time. [Learn about the streamlined eligibility process by calling 206-263-3113, or following this link.](#)

More Information

Transportation – getting around Microsoft in Puget Sound



In the first phase, there will be limited Fixed Route shuttles serving Microsoft buildings from the transit center, between 7am to 10am and 3pm to 6pm.

There will also be wheelchair accessible shuttles, which can be requested by phone or Lobby Host.

Plans are being finalized.

Mental Health and wellness

If you need support, reach out to your circle of support. Your employer may provide mental health support through an Employee Assistance Program.

More Information

Handwashing



[This YouTube video from the World Health Organization demonstrates how to wash hands.](#)

COVID-19 updates

[Follow Governor Jay Inslee on social media.](#)

Federal benefits

[Washington state residents can find information on federal benefits here.](#)

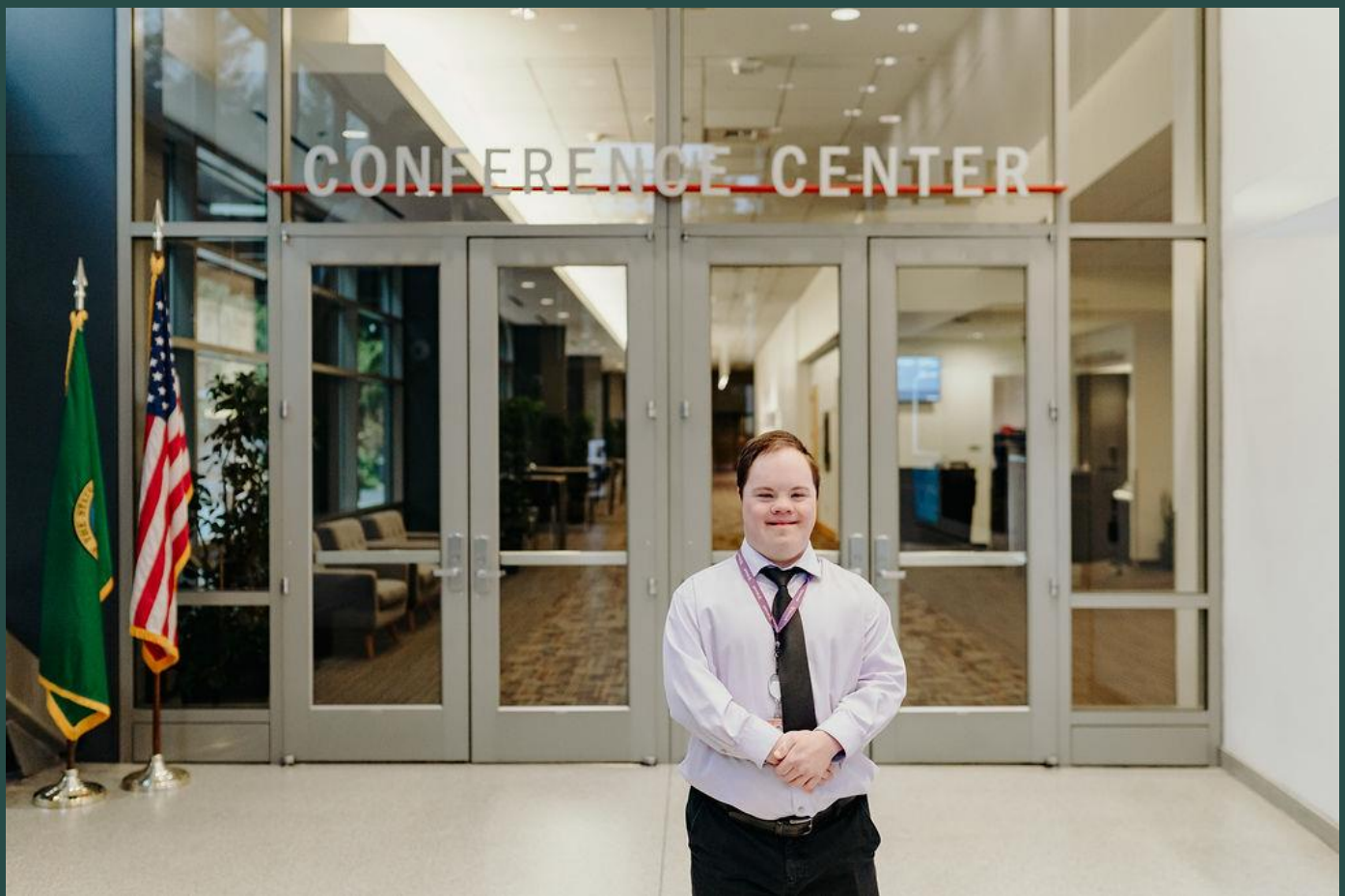
Making a plan

[The Washington Developmental Disabilities Ombuds has created a planning booklet in several languages to guide you in making plans during COVID-19.](#)



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For more information, visit
aka.ms/supportedemployment.



*Pictured above: Andrew Scott
Cover photo: Casey*