

## Woodfords Family Services COVID-19 Preparedness Plan

Woodfords Family Services is committed to providing a safe and healthy workplace for all employees. To ensure this, we have developed the following Preparedness Plan in response to the COVID-19 pandemic. Management Team, supervisors and employees must work together to implement this plan. The purpose of the Preparedness Plan is to mitigate the potential for transmission of COVID-19 across all work settings. This requires full cooperation and commitment on everyone's part. Only through this cooperative effort can we establish and maintain the health and safety of our employees and work environments.

All Woodfords employees are required to comply with all aspects of this Preparedness Plan. Managers and supervisors will role model and enforce the protocols of this plan.

Our employees are our most important asset. We take the health and safety of our team members very seriously. Employee involvement is essential in the development and implementation of our COVID-19 Preparedness Plan. As such, we encourage employees to communicate with their direct supervisors any concerns, suggestions or feedback that they may have relative to this Preparedness Plan, as well as any resources needed to stay healthy and safe in their workplace. These will be forwarded to Management Team by supervisors, and addressed appropriately in consultation with the Woodfords Pandemic Planning Committee.

This Preparedness Plan follows Centers for Disease Control and Prevention (CDC) guidelines and Occupational Safety and Health Administration (OSHA) standards related to COVID-19 and addresses:

- Engineering and administrative controls for social distancing;
- Hygiene and respiratory etiquette;
- Housekeeping – cleaning, disinfecting and decontamination;
- Prompt identification and isolation of sick persons;
- Communications and training that will be provided to managers and workers; and
- Management and supervision necessary to ensure effective implementation and compliance with the plan.

### DEFINITIONS

**Essential Staff** – an essential staff is a designated employee that is required to work during a business closure in order to meet operational requirements. This includes but is not limited to all employees who work with consumers.

**Exposure** – being in proximity of six feet or less from an individual with a confirmed diagnosis of COVID-19 for at least 15 consecutive minutes.

**Engineering Controls** - involve isolating employees from work-related hazards and may include increased ventilation in work areas and installing physical barriers such as clear plastic sneeze guards.

**Administrative Controls** – require action by the employer and/or employees. Typically include changes in work policies or procedures to reduce or minimize exposure to a hazard. Examples include encouraging sick employees to stay home, minimizing contact among employees and with consumers

by using virtual communication and implementing telework/telehealth options, discontinuing non-essential travel, training in use of personal protective equipment (PPE), etc.

**Safe Work Practices** – administrative controls that include procedures for safe and proper work and to reduce the duration, frequency or intensity of exposure to a hazard. Examples include providing resources that promote personal hygiene (tissues, no-touch trashcans, hand soap, alcohol-based hand-sanitizer, disinfectant and disposable towels, etc.), requiring regular handwashing or use of alcohol-based hand sanitizer, posting handwashing and other hygiene reminders in restrooms and other workplace location.

**Personal Protective Equipment (PPE)** – gloves, goggles, face masks, face shields and respiratory protection. PPE is selected based on the hazard to the worker and must be consistently and properly worn when required, and properly removed, cleaned, stored and disposed.

**OSHA Occupational Risk Pyramid for COVID-19** – To help employers determine appropriate precautions, OSHA has divided job tasks into four risk exposure levels: lower, medium, high, and very high risk. Most Woodfords Employees fall into the lower and medium risk categories depending on their job function.

- **Lower Exposure Risk (Caution)** - Low exposure risk jobs are those that do not require contact with people known to be, or suspected of being infected with COVID-19, or frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.
- **Medium Exposure Risk** - Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with COVID-19, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).
- **High Risk** - High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include: healthcare delivery and support employees, medical transport workers, and mortuary workers involved in preparing the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.
- **Very High Risk** – Very high exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures. Workers in this category include: healthcare workers (e.g., doctors, nurses, dentists, paramedics, emergency medical technicians) performing aerosol-generating procedures on known or suspected COVID-19 patients, healthcare or laboratory personnel collecting or handling specimens from known or suspected COVID-19 patients, and morgue workers performing autopsies on the bodies of people who are known to have, or suspected of having, COVID-19 at the time of their death.

## **SAFE WORK PRACTICES**

### **Handwashing**

Basic infection prevention measures are required at our workplaces at all times. Employees are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes, and after using the toilet. All visitors to the facility will be required to sanitize their hands immediately upon entering the facility. Workplaces will also have hand-sanitizer dispensers containing sanitizers of greater than 60% alcohol. These can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

Supplies for hand washing/sanitizing are maintained by the Woodfords Facilities Department and contracted cleaning vendors. Requests for additional supplies should be submitted via the HIPPO software. Instructions for effective handwashing are posted in kitchen and restroom areas.

### **Respiratory Etiquette: Cover your Cough or Sneeze**

Employees and visitors are instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and visitors. Reminders to practice good respiratory etiquette are posted throughout all Woodfords facilities.

### **Social Distancing**

Social Distancing is being implemented in the workplace using the following engineering and administrative controls:

- Work from home is encouraged and allowed when possible.
- Staggered shifts – When possible, office hours and days will be staggered. Supervisors will work with their teams to develop work schedules that will minimize contact among employees.
- While in the office, employees are expected to maintain a distance of six feet from one another.
- Meetings should be held virtually whenever possible. Employees must refrain from group gatherings in confined areas.
- Workstations in administrative offices will be spaced out to increase distance between employees. Shared cubicle spaces will be limited to a capacity of one employee at a time.
- Employees should not share personal protective equipment, phones, computers, workspaces or other personal work tools or equipment. This does not include workspaces designated as shared or drop-in spaces, which will be cleaned and disinfected by the user after each use.
- All employees are required to wear a mask or face covering when in common areas such as hallways, restrooms, lunchrooms, shared workspaces, copy and mailrooms. All employees will be provided with a cloth and/or non-surgical mask and can also provide their own, if preferred. As circumstances require, medical-grade PPE, such as N95 masks, face shields and gowns/clothing coverings will be provided to individuals working with consumers.

- Use of face shields will be allowed for those who cannot tolerate a facemask. Employees who need to use a face shield must provide a note from their doctor stating the need to access this option.
- Use of break room facilities will be limited to storing, retrieving and warming food only. Employees should eat at their desks or outside of the building, and are encouraged to bring lunch items that do not require warming in a container with an icepack.
- The number of individuals in the restroom at one time should be limited to a capacity that allows users to maintain six feet of social distancing. Employees are encouraged to self-monitor the number of individuals in each bathroom to ensure social distancing.

### **Housekeeping**

Regular housekeeping practices are being implemented, including routine cleaning and sanitizing of work surfaces, equipment, tools and machinery, and areas in the work environment including restrooms, break rooms, lunch rooms and meeting rooms. Employees are encouraged to frequently clean and sanitize their own high-touch areas, including phones, keyboards, touch screens, and work surfaces. Frequent cleaning and sanitizing will be conducted by designated employees on common high-touch surface areas, including door handles, elevator panels, railings, copy and mail machines, etc.

Woodfords will implement the following protocol at all facilities in the event that an employee, consumer, or visitor becomes sick while in an agency building, or if they have been in a Woodfords building in the 48 hours prior to exhibiting symptoms. This protocol was developed using CDC guidance:

- Close off areas used by the person who is sick, and close the building if the agency cannot isolate the affected area(s).
- Open outside doors and windows to increase circulation in the area.
- Wait 24 hours before cleaning or disinfecting. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, and shared electronic equipment like tablets, touch screens, keyboards, and remote controls.
- Once the area has been appropriately disinfected, reopen for use.
- All employees can return to work the next day providing they pass the health screening.
- If the sick employee tests positive for COVID-19, all employees with close contact exposure (as defined by the CDC) must obtain a negative COVID test before returning to work. Upon return to work, those with close contact exposure should follow the precautions listed on page 6 of this document under the heading "Employees Health and Safety".

If it is more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary, in accordance with CDC guidelines, and regular cleaning and sanitizing should continue.

## EMPLOYEES HEALTH AND SAFETY

Employees are encouraged to self-monitor for signs and symptoms of COVID-19. The following protocols are being implemented to assess employees' health status prior to entering the workplace, and for employees to report when they are sick or experiencing symptoms.

- If employees can work from home, they are encouraged to do so.
- All employees should self-monitor for [signs and symptoms of COVID-19](#).
- At the start of each shift, all employees will participate in a health screening to rule out signs of illness. This screening will be conducted by trained employees and include taking employees' temperatures, which will be done one of the following ways.
  1. Reliance on employee self-report: Employee takes their temperature prior to entering the building and confirms with trained employee that their temperature is less than 100 degrees. If an employee must enter the building during non-business hours, they should self-screen for temperature and symptoms, and indicate completion of self-screen on sign in form. Questions are posted at the building entrance and are included at the end of this document under references.
  2. Reliance on trained employee: Trained employee will take employee's temperature by infrared thermometer and confirm that it is less than 100 degrees.
- Employees who are sick should stay home and notify their supervisor that they are sick.
- In the event that an employee becomes symptomatic at work:
  - Employee should notify their supervisor and go home immediately. If employee cannot leave until transportation is available, they should immediately don a mask or face covering and move to an isolated area until they are able to leave. Contact with others should be limited.
  - Surfaces in their workspace should be cleaned and disinfected.
  - Information on persons who had contact with the ill employee during the time the employee had symptoms and two days prior to symptoms should be compiled. Others at the facility with contact within 6 feet of the employee during this time would be considered exposed.
  - If an employee tests positive for COVID-19, Woodfords will notify any employee who had close contact exposure to the sick individual, while maintaining confidentiality in accordance with the Americans with Disabilities Act.
- Non-essential employees who have been exposed should remain home for 14 days. Work from home is allowed, if available. Providing evidence of a negative test is required if the employee wishes to return to work prior to the end of the 14 day quarantine period.
- Essential Employees who have been exposed must provide evidence of a negative COVID test prior to returning to work. An exposed staff who has a negative test and is asymptomatic may return to work, but should:
  - Take their temperature before work.
  - Wear a facemask at all times.

- Practice social distancing in the work place as work duties permit and wear Personal Protective Equipment (PPE) if providing direct support to a consumer who has a confirmed case of COVID-19
- Stay home, or go home if they become symptomatic.
- Report illness to supervisor.
- Staff who have traveled outside of Maine, Vermont, New Hampshire, Connecticut, New York or New Jersey in the last 14 days will be required to submit a Woodfords Certificate of Compliance stating that:
  - 1) They have received a negative COVID-19 test result no longer than 72 hours prior to arrival in the state (they can also test upon arrival).
  - OR
  - 2) They have already or will quarantine for 14 days

Certificates of Compliance will be collected by supervisors and filed in the employee's personnel file.

Staff with household members who have travelled out of Maine, Vermont, New Hampshire, Connecticut, New York or New Jersey in the last 14 days may still report to work, but should self-monitor for symptoms.

Woodfords Family Services has implemented leave policies that promote employees staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

- Employees who must stay at home to care for family members who are sick or required to quarantine may work from home when their position allows it. If work from home is not possible, employees should use sick or vacation time.
- Employees who are sick and unable to work should communicate this with their supervisor and use sick or vacation time until the employee has a confirmed diagnosis of COVID-19.
- If an employee has a confirmed diagnosis of COVID-19, Woodfords will cover up to 80 hours of sick time.
- Adults over 65 and people of any age with underlying medical conditions may be at higher risk of severe illness from COVID-19. [Please refer to the CDC website](#) for an updated list of underlying medical conditions.

Woodfords has put in place Engineering Controls, Administrative Controls, and Safe Work Practices as recommended by the OSHA and the CDC. These will help to protect employees who may be at higher risk for severe illness, or who live with someone who may be at higher risk.

Woodfords will inform employees if they have been exposed to a person with COVID-19 at their workplace, and identify subsequent testing and quarantine requirements based on CDC guidelines. Woodfords will protect the privacy of employee's health status and health information.

### **Sick consumers**

Contact with any consumer who is exhibiting symptoms of COVID-19 should be limited to essential personnel. All others should maintain a distance of at least six feet. For detailed, program-specific instruction, refer to the appropriate program tab following this plan.

### **COMMUNICATIONS AND TRAINING**

This Preparedness Plan was delivered to Woodfords employees via the Relias Learner Management System (LMS). Copies of the plan will be available at each Woodfords location. Additional communications related to COVID-19 will be ongoing in the form of agency emails, virtual department meetings and individual supervision. The Woodfords COVID-19 Preparedness Plan will be reviewed and updated as necessary.

Training related to this plan and the COVID-19 pandemic are assigned and tracked through the LMS. Educational materials providing support and instruction are posted throughout Woodfords buildings.

Training assigned to Employees:

- COVID-19 Preparedness Plan, Review & Acknowledgement
- Hand Hygiene: The Basics (REL-ALL-0-HHB)
- Infection Control: The Basics (REL-ALL-0-ICBASIC)
- Personal Protective Equipment (REL-ALL-0-PPE)
- Transmission-Based Precautions (REL-SRC-0-TBP)
- COVID-19: Effective Cleaning, Sanitizing and Disinfecting (WFS-COV19CSD)
- Program-Specific Protocols
- Wellness Screening for Employees (designated staff only)

Materials Posted in Woodfords facilities include:

- How to Protect Yourself and Others
- How to Safely Wear and Take Off a Cloth Face Covering
- What to do if you are sick
- Putting on and Removing PPE
- Stay Home When You Are Sick
- Wash Your Hands Frequently
- Room Capacity