

COVID-19 PANDEMIC WORKPLACE SAFETY PLAN

The Healthcare Consortium's COVID-19 Pandemic Workplace Safety Plan ("the Plan") is designed to protect the health and well-being of both staff and visitors at the workplace, whether that be an office or other place of work. Consequently, it is the expectation that all staff will comply with these protocols, both when working in the building and when working off-site in any capacity, **as a condition of employment**. Nothing in this document is optional; compliance is required. All employees will sign a statement affirming that they have read and understood this plan and agree to follow all directives contained within until further notice.

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1. Guidance for Office-based Staff

1.1. Staffing Levels in the Office

Staffing levels in the office will be maintained at or below the occupancy rate that is specified by local, state and/or federal authorities. In order to achieve this, staff may be scheduled to work in the office or at alternate worksites, including the home. The work schedule will be developed and maintained by the Office Manager on a weekly basis.

1.2. Face Coverings

1.2.1. In the office suite

- Fully vaccinated staff are not required to wear face coverings or physically distance themselves in the office suite except when meeting with clients. An individual is considered to be fully vaccinated two weeks after receiving the second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or two weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine. A fully vaccinated individual who chooses to forgo wearing a face covering in the appropriate circumstances as stated in the Workplace Safety Plan must provide proof of vaccination. A copy of the vaccination record must be supplied to the Office Manager. It will be maintained in the staff member's Medical/Legal file in a locked cabinet.
- Staff who are not fully vaccinated must wear face coverings whenever a six-foot minimum distance cannot be maintained. Given the dimensions of the Consortium's office suite, consistently maintaining that six-foot distance in any common area of the suite is unlikely. Therefore, staff who are not fully vaccinated are required to wear a face covering in any common area of the office suite. Staff who are not fully vaccinated are free to remove their face covering when they are the sole person in an enclosed office, or when they are able to maintain a six-foot minimum distance between themselves and their officemates.
- The Consortium will provide face coverings to all staff at no cost to them. Employees will also be provided with instructions for proper wearing, removal, cleaning, and discarding face coverings. Employees will be instructed to notify the Office Manager if a face covering needs to be replaced due to loss or becomes soiled to the point of non-use. Staff are permitted to wear their own face coverings if they prefer to do so. Signage will be posted throughout the agency with instructions for proper wearing, removal and cleaning of their face coverings.
- Staff will be required to properly maintain face coverings, properly store them, to clean them when soiled, repair them when damaged, discard them properly when damaged beyond repair, and never share face coverings.
- Staff who are unable to wear face coverings in required situations must contact the Office Manager immediately to initiate an interactive process to determine if an accommodation can reasonably be made.
- Clients will be required to don a face covering before entering the office suite, as we cannot ensure social distancing and will not be asking them for proof of vaccination. If necessary, a face covering will be provided to them. If a client refuses to wear a face covering, a telephone appointment will be set up for them. Staff working with clients are also required to wear a face covering during the meeting.
- Signage will be posted at the reception window advising clients of the face covering requirement. Clients will also be advised when making their appointments.
- Clients will be notified telephonically prior to their visit that face coverings are required; if unable or unwilling to follow that directive, services will be provided telephonically.

- The agency will maintain a supply of single use, disposable face coverings to provide to clients, delivery people or other visitors. The Office Manager will monitor the supply of face coverings to ensure an adequate supply is available at all times.

1.2.2. In common areas of the building

- Any employees who are not fully vaccinated will be required to wear a face covering and practice safe social distancing outside of the office suite, which includes hallways, kitchen, bathroom, conference room and other areas of the building.

1.3. Social Distancing

1.3.1. In the office suite

- At any of the Consortium's places of work, including the main office at 325 Columbia Street and the Transportation Program office at 610 State Street, staff who are not fully vaccinated must endeavor to maintain, at minimum, a six-foot distance from any other person, including co-workers, clients and others.
- Since the dimensions of the Consortium's office suite will often not allow for this minimum six-foot distance, employees who are not fully vaccinated will be required to wear a face covering in any common area, and in their office space, anytime there is not six feet between individuals.
- Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing face coverings or are fully vaccinated. If occupied by more than one person, the occupancy must be kept at or below the occupancy rate specified by local, state and/or federal authorities.

1.3.2. In common areas of the building

- All Consortium employees who are not fully vaccinated are required to wear face coverings and practice safe social distancing outside of the Consortium's office suite.
- Agency employees will be permitted to use the shared kitchen for lunch breaks or meal preparation provided they follow all rules for its use as set by the County, our landlords. Additionally, agency staff will wash hands or utilize hand sanitizer prior to and following the use of kitchen equipment. All items in the refrigerator are to be labelled with the employee's name.

1.3.3. Meetings, parties, and other gatherings

Meetings and other gatherings can be held in person or may continue to utilize the agency's tele- or video-conferencing capabilities. Staff who are not fully vaccinated will be required to wear face coverings while attending any in-person meeting or gathering unless it has been determined that social distance requirements can be met.

1.4. Managing Visitors to the Office

1.4.1. Clients

When in-person visits with clients are scheduled, they must be done so to ensure that only one client or group of related clients visits the office suite at any given time. At the time the appointment is made,

clients will be asked to notify their Navigator in advance if they are feeling unwell the day of their appointment. If this occurs, the client will be offered a phone appointment or will be asked to reschedule..

ALL in-person visits with clients must be conducted in the small conference room in order to limit the spread of germs to multiple locations within the office suite and to ensure that the space can be adequately disinfected between visits. When meeting in the small conference room, staff must attempt to maintain a six-foot minimum distance with the client(s). In any case, staff and clients must wear a mask at all times. For additional protection, a Plexiglas barrier will be placed between staff and clients. The Plexiglas barrier will be disinfected between visits.

No more than four people may meet in the small conference room at any given time. The sharing of materials (e.g. passing of laptop computers, paperwork, etc.) should also be minimized to the greatest extent possible.

The staff member will provide clients with paper and new writing implements as needed to minimize the sharing of these materials.

1.4.2. Delivery and service personnel

Only essential deliveries, such as water jugs for the water cooler, will be made within the agency's suite. Anyone entering the agency to make a delivery will be required to wear a face covering; a face covering will be provided if necessary. Other deliveries will be made at the upstairs reception window and brought inside the agency by a staff member.

1.5. Protocols for Hygiene and Cleaning

1.5.1. Personal Hygiene

Washing and sanitizing hands

The Consortium encourages frequent and thorough hand washing throughout the workday. While handwashing within the agency's office suite is not feasible, there is a public restroom in the hallway immediately outside the suite; it is stocked with soap and paper towels. The Consortium will provide hand sanitizer that is at least 60% alcohol for each employee's desk, including the downstairs reception desk. It is strongly recommended that when in contact with shared objects or frequently touched areas, staff sanitize or wash hands before and after contact. The Consortium will provide hand sanitizer at the point of all shared objects in the Consortium offices including, but not limited to, printers, key box, postage meter, and water cooler. Hand hygiene instructions will be posted throughout the suite, as well as at each of the shared objects, with a reminder to use hand sanitizer both before and after using shared objects.

1.5.2. Cleaning

The Consortium will provide cleaning supplies at the point of all high-touch shared objects in the Consortium offices. It is strongly recommended that staff clean high-touch objects before and after using.

2. Guidance for Transportation Program Staff

2.1. Face Coverings

For drivers

All drivers working with clients will be required to wear a face covering. The Consortium will provide face coverings to all drivers at no cost to them; drivers are also permitted to wear their own face coverings, provided they meet the requirement, if they prefer to do so. Drivers will also be provided with instructions for proper wearing, removal, cleaning, and discarding. Drivers will be instructed to notify program management staff if a face covering needs to be replaced due to loss or becomes soiled to the point of non-use. Signage will be posted in the Transportation Office at 610 State Street providing instructions for proper wearing, removal and cleaning of their face coverings.

Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded.

Fully vaccinated staff are not required to wear face coverings or physically distance themselves while working in the Transportation office or common areas of the building at 610 State Street. An individual is considered to be fully vaccinated two weeks after receiving the second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or two weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine. A fully vaccinated individual who chooses to forgo wearing a face covering in the appropriate circumstances must provide proof of vaccination. A copy of the vaccination record must be supplied to the Office Manager. It will be maintained in the staff member's Medical/Legal in a locked cabinet.

Staff who are not fully vaccinated must wear face coverings whenever a six-foot minimum distance cannot be maintained.

Staff will be required to sign a statement that they have read and understood the requirement to properly maintain face coverings, including to not share and properly store them, to clean them when soiled, repair them when damaged, and to discard them when damaged beyond repair.

Staff who are unable to wear face coverings in required situations must contact the Office Manager immediately to initiate an interactive process to determine if an accommodation can reasonably be made.

For clients

Drivers must ensure that all clients are masked prior to them getting into a Consortium vehicle. If a client does not have a mask, a driver must provide them one of the disposable procedural masks that have been provided for this purpose. After a mask is given to a client, drivers should avoid touching it again. Drivers have the responsibility for advising program management staff when additional procedural masks for clients are needed.

If a client leaves a disposable mask, gloves, or any other debris in the vehicle, drivers should use extra caution when disposing of it, wearing the latex gloves that have been provided and carefully removing and disposing of them thereafter. Drivers have the responsibility to let program management staff know if additional gloves are needed.

Signage will be posted in each vehicle advising clients of the face covering requirement. Clients will also be advised when scheduling their transports.

2.2. Social Distancing

When transporting clients, drivers must ensure that the client is seated at the greatest practicable distance away. For instance, if a minivan is being used, it would be ideal to have the client seated in the third row, provided that they are physically able to access it.

Drivers must not enter residences or facilities such as Whittier. If a client is not waiting at the door or curbside, drivers are instructed to use the agency cellphone to call the client or, if that fails, to call the office for guidance.

2.3. COVID-19 Health Screening Questions

Transportation staff will ask clients the following COVID-19 Health Screening questions when calling to confirm appointments. Drivers will ask the clients the same questions at time of pick-up.

- 1. Have you tested positive for COVID-19 in the last 14 days?**
- 2. Have you had close contact with a confirmed or suspected COVID-19 case in the past 14 days?**
- 3. Do you have, or have you had in the last 14 days, any one of the following symptoms :**
 - Cough
 - Shortness of breath

OR

Any two (2) of the following symptoms:

 - Fever; chills; repeated shaking with chills; muscle pain; headache; sore throat; new loss of taste or smell

If a client answers 'yes' to any of the screening questions, Transportation staff and drivers will follow the protocol found in their Guidelines for Screening Transportation Clients.

2.4 Hygiene and Cleaning

Personal Hygiene

The Consortium encourages frequent and thorough hand washing throughout the workday. The Consortium will provide hand sanitizer that is at least 60% alcohol for each vehicle. Hand sanitizer will be provided for client use as well.

Cleaning and Disinfection of Vehicles

Between each and every transport, drivers must wipe down commonly touched surfaces, such as arm rests, door handles, seatbelt buckles, grab handles, and light and temperature controls. Any debris should be removed.

The following are general guidelines for cleaning and disinfecting vehicles at the end of the day:

- Clean and disinfect commonly touched surfaces in the vehicle. Ensure that cleaning and disinfection procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use. Doors and windows should remain open when cleaning the vehicle. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions.
- For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. Utilize the disinfectant provided by the agency, which meets the EPA's criteria for use against Novel Coronavirus SARS-CoV-2, the virus that causes COVID-19.
- Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfection products.
- For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfection products. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.

Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available. Work clothes worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely. Wash hands after handling laundry.

Drivers are responsible for advising program management staff when cleaning supplies are running low and need to be replenished.

3. Guidance Applicable to All Staff

3.1. Field Work

Field work, including off-site service delivery, public education and community outreach, will proceed whenever possible and practicable. In advance of field work at a particular location, the Director of Consumer Assistance Programs will contact sites to confirm that they are adhering to current workplace safety protocols. If staff encounter a situation in which they do not feel safety protocols are being followed, they should withdraw from the location and contact the Director of Consumer Assistance Programs at the earliest opportunity. Consortium staff will wear face coverings at all times when meeting with clients.

3.2. Communicating plan requirements to visitors and staff

3.2.1. Worksite signage

Signage following CDC, DOH, and OSHA guidelines will address the following topics: hand hygiene; required use, washing, wearing, storing and disposal of face coverings; social distancing requirements; and cleaning and disinfecting of personal and shared work spaces and objects. Additionally, social distancing, hand hygiene, and face covering signs will be posted at the front reception waiting area for clients and visitors to see.

Relevant information for clients and visitors will be posted on the front page of the Consortium's website and a notice about the availability of a printed copy of the plan will be posted at the reception area window. Clients and planned visitors will be notified by phone prior to arriving at the agency of the agency's requirements for face coverings, social distancing, and hand hygiene. Essential delivery people (primarily water and paper delivery) will be contacted by the Office Manager in advance and advised of the same.

3.2.2. Availability of the Plan document

The Plan will be provided to each staff member by email and physical copies will be made available as requested. Each staff member will sign an acknowledgement of receipt and agreement to follow all Plan guidelines. Physical copies of the Plan will be provided visibly in the reception area and each office, including the Transportation office located at 610 State Street, and will also be posted on the staff portal of the Consortium's website. Any changes/updates to the Plan will be communicated to staff verbally by the Executive Director and/or supervisors, and distributed via email and physical copies, for which acknowledgments will be signed. Reception area, office copies and the digital version will also be updated as needed.

3.2.3. Training

Initial training on the Plan was provided to supervisory/management staff by email, and followed up with an in-person training and discussion immediately upon their return to the office. Thereafter, all staff were trained on the Plan via a Zoom meeting prior to their return to working in the office. Training on updates to the Plan have occurred at staff meetings. Special attention is given to reminding supervisors and staff regarding the Consortium's harassment and discrimination policy, with an emphasis on reminding them that an employee's "disease state" must not be a basis for discriminatory conduct.

3.3. Protocol in the event of a COVID positive staff member or visitor

3.3.1. Contact tracing

- Identify staff, clients and visitors who may have come in contact with the individual to the extent possible (this may be done using staff appointment schedules); the Office Manager and/or Director of Consumer Assistance Programs will notify those close contacts that "they have been

in close contact with someone who has tested positive for COVID-19, and may wish to contact their health care provider.” Employees who had prolonged close contact is defined as being less than six feet from the COVID-19 positive individual for at least ten minutes may return to work as directed by the Department of Health.

3.3.2. Cleaning and disinfection of the contaminated area(s)

- Close off areas used by the person who tested positive.
- Wait 24 hours before attempting to clean or disinfect the area if possible
- The Office Manager and the Director of Consumer Assistance Programs will be responsible for cleaning and disinfecting all agency areas used by the infected person, including workspaces, common areas, shared objects, the small conference room. Cleaning will be done using the cleaning products identified by the EPA as effective against COVID-19.
- The agency will use disinfectant which meets the EPA’s criteria for use against Novel Coronavirus SARS-CoV-2, the virus that causes COVID-19. .
- Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
- Workers without close contact can return to work immediately after disinfection.
- If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
- Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

3.3.3. Notification to the authorities

When the agency becomes aware that a staff member or visitor has tested positive for COVID-19, the Office Manager will immediately contact the local health department and cooperate with contact tracing efforts as requested by the Department of Health, to the extent possible, including notification of potential contacts, such as other workers or visitors who had close contact with the individual. The local Department of Health phone number is 518-828-3358.

3.4. Other

- The Director of Consumer Assistance Programs will serve as the agency’s designated site Safety Monitor, whose responsibilities include continuous compliance with all aspects of the workplace safety plan.
- All employees will be expected to comply with any additional rules issued by the County, our landlord, regarding facility use.
- The Office Manager will be the designated person to remain in regular communication with employees who have suspected or confirmed cases of COVID-19, and will provide information on available COVID-19 leaves, provide necessary paperwork, etc.
- Consortium staff will follow all agency safety protocols when working offsite, including the wearing of face coverings, social distancing, and hand hygiene. Employees will be provided with hand sanitizer, requested PPE and cleaning supplies to take with them on off-site service appointments.

Appendix

Best Practices

Health

- Staff who feel unwell prior to the start of the work day should not report to work. They should immediately contact their supervisor.
- Staff who begin to feel unwell while at work should notify their supervisor and go home.

Hygiene

- Wash hands frequently, for at least 20 seconds.
- Utilize hand sanitizer before and after using high-touch shared objects.

Cleaning

- Clean consumer room after each visit.
- Clean high-touch or shared surfaces (e.g. Ricoh, postage meter, water cooler, Keurig machine, etc.) after use.
- Clean personal-use surfaces (e.g. desk, phone, keyboard, mouse) regularly.

Logs

- Employees working in the Consortium office suite must record their time in and out on the Staff Log each time they enter or exit the building, in case of a fire drill or building emergency. The log will be discarded at the end of each day.
- Staff will complete the Consumer Room Cleaning Log after each cleaning. The logs can be discarded at the end of each week.