



COMMUNITY HEALTHCARE SERVICES SINCE 1987

Infection Control and Return to Work Plan

June 2020

Introduction

HealthCall strives to provide each employee with a safe and healthy work environment. Each employee has a responsibility to maintain a safe and healthy workplace by: 1) following safety and health rules and practices; and 2) reporting injuries and illness as well as unsafe equipment, practices or conditions. The overall administration and oversight of this Risk Management Program is assigned to the COVID-19 Leadership Committee (hereinafter, “the Committee”), which is comprised of the Medical Director, Administrator of Clinical Services / Director of Nursing, Assistant Director of Nursing, Compliance and Experience Officer, General Counsel, Human Resources Supervisor, Health Information Management Systems (HIMS) Supervisor and other departmental representatives from within the organization. This Return to Work Plan (the “Plan”) is intended to provide general information. Guidance may vary by service location and type based on State or Federal government orders and regulations. Each HealthCall business unit and department must adapt recommendations to address specific local requirements while always following policy. This document is not intended to be legal advice. Refer to company policies and guidance documents, which ensure alignment with the Centers for Disease Control (CDC), Michigan Department of Health and Human Services (MDHHS), and Michigan Department of Licensing and Regulatory Affairs (LARA) as well as local health departments and area Medicaid authorities. HealthCall’s Client and Employee Portals contain additional up-to-date information regarding the novel coronavirus (COVID-19), infection control, and best practices. Employees are strongly encouraged to refer to these resources. Finally, this Plan is subject to amendment based upon recommendations or orders from the entities listed above, including but not limited to the CDC, MDHHS, LARA, local health departments, area Medicaid authorities, and the Michigan Governor’s Office. HealthCall will adhere to those orders, which may supersede the information included in this Plan.

Message from the COVID-19 Leadership Committee

Dear HealthCall Staff,

We hope that you and your families are staying healthy. We are excited to welcome many people from the HealthCall team back to work. To those who have continued to work during this time, thank you for your support of our essential operations. And to all, thank you for your commitment and dedication during this unprecedented time. As the events surrounding COVID-19 continue to evolve rapidly, we remain fully dedicated to the safety, health and well-being of HealthCall's clients and staff members. The world has changed, which means our processes need to adapt to ensure we continue to carry out our mission and serve our clients safely. The purpose of this Plan is to provide employees and the entire HealthCall organization with safety protocols and steps to take to help keep yourself and the HealthCall community safe. This Plan is based upon guidance as provided by the Centers for Disease Control and Prevention (CDC), the Department of Health and Human Services pursuant to the Occupational Safety and Health Act (OSHA), the World Health Organization (WHO) and other local / regional health guidance. We are monitoring their guidance regularly. You may find additional resources on HealthCall's Client and Employee Portals, *client.hchs.com* and *employee.hchs.com*, respectively. These sites provide links to COVID-19 resources with up-to-date information on our safety procedures. Please don't hesitate to contact the Committee (covid19@hchs.com) with suggestions or feedback. For HR-related questions, you can also email HC-HR@hchs.com. Thank you doing your part to keep HealthCall clients and employees safe.

Return/Resume Operations

We established a crisis and risk management team early in the process to direct and outline a HealthCall-wide response and actions to ensure the protection of our personnel and clients. The team is cross-functional to include Clinical, Human Resources, Scheduling, Health Information, and Legal. The Committee ensured the procurement and distribution of key protection items such as masks, gloves, thermometers, eye protection, hand sanitizer and sanitizing wipes for direct healthcare workers. We are implementing a multi-faceted Return/Resume Operations Plan that will be covered in more detail here. We are also launching a safety training video on HealthCall's Employee Portal for employees to complete to prepare them for what to expect when they return to work or resume operations. We are communicating externally with public health officials as needed as we implement return to work plans.

COVID-19 Safety Guidelines

As the events surrounding COVID-19 continue to evolve rapidly, we remain fully dedicated to the safety, health and well-being of HealthCall's clients and staff. This guide provides you with safety protocols and steps to take to help keep yourself and the HealthCall community safe.

How We're Helping to Keep You Safe:

Daily Health Check and Personal Protective Equipment (PPE)

1. Bring and wear your personal protective equipment (PPE) – face masks are required for all staff at all clinical and office sites. Direct care staff should also wear gloves and eye protection as found necessary and appropriate to the department and role.
2. Home and Community Services & Private Duty Nursing (PDN) staff should leave their face masks and eye goggles in the client's home, as PPE may not travel from one home to another. These staff should label their masks and goggles with their name, and should leave them in the brown paper bags provided by HealthCall. Once the integrity of the mask has been compromised (e.g., torn, damp, soiled), it should be discarded and replaced with a clean, unused mask. PPE supplies should be requested through the normal HealthCall supply channels.
3. Complete self-health check – Before you come to work, ensure you're healthy. If you are sick, have COVID-like symptoms, have been around someone with COVID, have traveled to a COVID-endemic area, or have reason to believe you may have the virus, tell your supervisor or the Scheduling Department and stay home. A clinical member of the Committee will follow-up with you regarding screening and additional steps. **NOTE:** an employee's decision to travel outside the State of Michigan during the pandemic may cause the employee to be ineligible to return to work for a period of time subsequent to their return home (typically 5 – 14 days), as determined by the Medical Director based upon current CDC guidance; this period of time will be unpaid or will be deducted from the employee's paid time off (PTO) balance, as individually applicable, as it is outside the scope of a medical or governmental quarantine.
4. Expect to be temperature screened – Based on your position and location, temperature or symptom screening and daily health checks may be required. All direct care staff, including but not limited to HHAs, CNAs, LPNs, RNs, BTs, RBTs, QBHPs, BCBAs, SLPs, OTs, and MDs are expected to check their own temperature daily prior to reporting to work. If you are feeling feverish, have had the shakes or chills in the preceding 24 hours or have a temperature greater than 100 degrees F, you should contact your Supervisor or the Scheduling Department, and you should not report to work. A clinical member of the Committee will follow-up with you regarding screening and additional steps.
5. Remove PPE according to CDC safety protocol to minimize risk of cross-contamination.

- a. Remove gloves. Ensure glove removal does not cause additional contamination of hands. Gloves can be removed using more than one technique (e.g., glove-in-glove or bird beak).
 - b. Remove gown, if applicable. Untie all ties (or unsnap all buttons). Some gown ties can be broken rather than untied. Do so in a gentle manner, avoiding forceful movement. Reach up to the shoulders and carefully pull the gown down and away from the body. Rolling the gown down is an acceptable approach. Dispose in trash receptacle.
 - c. Exit the client's room or immediate vicinity.
 - d. Perform hand hygiene.
 - e. Remove face shield or goggles. Carefully remove face shield or goggles by grabbing the strap and pulling upwards away from the head. Do not touch the front of the face shield or goggles.
 - f. Remove facemask. Carefully untie or unhook from the ears and pull away without touching the front.
 - g. Perform hand hygiene after removing the facemask and before putting it on again if the workplace is practicing reuse.
6. Keep at least a six feet or the governmental recommended distancing practice. This includes while in team meetings, restrooms, kitchens, and break areas.
7. Don't host large in-person gatherings or meetings (10+ attendees) – Use video-conferencing and minimize large in-person gatherings. If it needs to be in person, follow face covering and six feet distancing guidelines.
8. Minimize carpool and public transport – If you need to utilize carpooling and public transit to and from work, practice social distancing, wash or sanitize your hands, and consider wearing face coverings.
9. Clean your reusable PPE daily – Non-disposable eye protection should be cleaned each day and if someone coughs or sneezes near you. Reusable face coverings should be washed daily.
10. Limit domestic travel and do not travel internationally – If you have traveled to a COVID-endemic area, or have reason to believe you may have the virus, tell your supervisor or the Scheduling Department and stay home. A clinical member of the Committee will follow-up with you regarding screening and additional steps. Furthermore, according to the CDC, travel increases your chances of getting and spreading COVID-19. The CDC recommends that you avoid all nonessential international travel because of the COVID-19 pandemic. Some healthcare systems are overwhelmed and there may be limited access to adequate medical care in affected areas. Many countries are implementing travel restrictions and mandatory quarantines, closing borders, and prohibiting non-citizens from entry with little advance notice. Airlines have cancelled many international flights and in-country travel may be unpredictable. If you choose to travel internationally, your travel plans may be disrupted, and you may have to

remain outside the United States for an indefinite length of time. The CDC also recommends all travelers defer all cruise ship travel worldwide. **NOTE:** an employee's decision to travel outside the State of Michigan during the pandemic may cause the employee to be ineligible to return to work for a period of time subsequent to their return home (typically 5 – 14 days), as determined by the Medical Director based upon current CDC guidance; this period of time will be unpaid or will be deducted from the employee's paid time off (PTO) balance, as individually applicable, as it is outside the scope of a medical or governmental quarantine.

Sample COVID-19 Screener

COVID-19 Screener

Client COVID-19 Screener	Gender	Submitted by [REDACTED]	Client ID AC000301238
Date of birth	Phone number	Submitted on 2020-06-15 16:44:52 (EDT)	Form ID 14998
Client address None, None. US. None	Agency name and address HealthCall 28000 Woodward Ave Royal Oak, . US. 48067		
Printed on 2020-06-15 16:44:52 (EDT)		Approved by	Approved on

Demographic Information

Specify client or employee.

This COVID 19 Screener is being completed regarding:
Employee (Self)

Client or Employee First Name Last Name:
Test Employee

Confirmed Best Call-Back Phone Number:
123-1234

Part A Symptoms

If answers are "Yes" to any question in Part A, proceed with respiratory illness precautions for clients. Employees: do not report to work.

Do you or anyone in your household have new / worse cough or shortness of breath?
Yes

Are you feeling feverish, or have you had shakes or chills in the last 24 hours (> 100 degrees F)?
Yes

Comments
Fever of 101 deg F for last 12 hours

Part B Travel / Contact

If answers are "Yes" to any question in Part B, notify the Clinical Supervisor. Employees: do not report to work.

Have you traveled internationally in the last 14 days?
Yes

If yes, where did you travel?
England

Have you had close contact with a confirmed or probable case of someone with novel coronavirus (COVID-19)?
The CDC defines "close contact" as anyone who has been within 6 feet of a person infected with the virus for a "prolonged period of time," as well as those who have had direct contact with the infected person's secretions.
No

Have you had close contact with a person with acute respiratory illness within 14 days prior to their illness onset?
No

Electronically Signed By
Test Employee

Credentials
HHA

COVID-19 Screener

Client COVID-19 Screener	Gender	Submitted by [REDACTED]	Client ID AC000301238
Date of Birth	Phone Number	Submitted on 2020-06-15 16:44:52 (EDT)	Form ID 14998

Administrative Resolution

This section is to be completed by the Medical Director, Director of Nursing, Assistant Director of Nursing, or Administrator.

Recommended Resolution

14 Day Self Quarantine for International Travel

Comments

Self Quarantine and referred for diagnostic testing due to international travel and symptoms.

Prepare the Building

The Committee, in conjunction with supporting departments, has conducted return to operations readiness checks. Here is an example of the checklist that will be used to verify readiness:

1. Ensure building access is allowed only for business essential visitors (e.g., no tours).
2. Set up defined control entry points to ensure entry cannot be made through uncontrolled points.
3. Ensure visitor kiosks or signs in areas updated with self-health check and PPE information.
4. For clinic-based behavioral services clients, ensure temperature checks and screenings prior to service each day.
5. Verify social distancing process in place at entrances.
6. Building has been cleaned and sanitized. Ensure on-going maintenance of clean site.
7. Ensure building air filters are reviewed / changed.
8. Verify department work areas are cleaned and schedule established to maintain.
9. Cleaning schedule established for shared equipment.
10. Removal of magazines and other shared lobby items.
11. Limit the number of visitors in the lobby to ensure social distancing.
12. Ensure bathrooms are cleaned often.
13. Place hand sanitizer at all entrances.
14. Post signage on how to wash hands.
15. Evaluate staggered schedules.
16. Evaluate staggered meal periods, and encourage office staff members to eat at their desks rather than in shared kitchen areas.
17. Evaluate staggered desk assignments to allow for social distancing among office staff members.
18. Schedules for non-clinical office staff members may include all or a portion of remote work, as deemed necessary and appropriate based upon department and role; the degree to which these staff work on-site or remotely will be determined by the departmental supervisor in collaboration with the Committee.

Prepare the Workforce

The following steps were developed and implemented to prepare the HealthCall workforce to resume operations. First, and foremost, employees who are sick or showing COVID-like symptoms, have been directed to alert their supervisor and stay home. This is the number one method to prevent transmission of the virus. Plans were developed to decide who returns, when and how, with initial focus on essential operations as well as who could continue to work from home. Signs and posters are installed as a reminder for items such as hand washing, hand sanitizing and social distancing. Local ordinances will be posted at entrances, as required. Standard health and safety precautions are posted on doors. Signs in different areas may vary but may look similar to the following examples:

Workforce Sign Samples



HAND WASHING

What You Need to Know



HAND WASHING STEPS



IN PUBLIC BATHROOMS

- Dry your hands with a single-use paper towel (or with hot air blow dryer).
- If towel dispenser has a handle, be sure to roll the paper down before you wash your hands. This helps to ensure that you will not pick up new germs from the handle.
- For hand-held faucets, turn off water using a paper towel instead of bare hands so you will not pick up new germs on your clean hands.
- Open the bathroom door with the same paper towel.

ALWAYS PRACTICE HEALTHY HABITS

- Cover your mouth and nose with a tissue when sneezing or coughing, or cough/sneeze into your upper sleeve. Immediately throw away used tissues, then wash hands.
- Teach and show children how to wash hands correctly.

WHEN TO WASH HANDS

Wash hands after:

- Coughing, sneezing, or touching objects and surfaces. You can also use hand sanitizer with at least 60% alcohol
- Using the bathroom or helping a child use the bathroom
- Changing a diaper; wash the child's hands too
- Handling items soiled with body fluids or wastes such as blood, drool, urine, stool, or discharge from nose or eyes
- Arriving home from day care, friend's home, outing, or school
- Cleaning up messes
- Handling a sick child
- Touching an animal or pet

Wash hands before:

- Preparing or serving food
- Eating or drinking

THE MOST IMPORTANT THING YOU CAN DO TO PREVENT THE SPREAD OF ILLNESS IS WASH YOUR HANDS OFTEN

Washing hands is more effective than hand sanitizer.

NURSE ON CALL PUBLIC HEALTH INFORMATION
800.848.5533 NOC@OAKGOV.COM
OAKGOV.COM/HEALTH



The Oakland County Health Division will not deny participation in its programs based on race, sex, religion, national origin, age or disability. State and federal eligibility requirements apply for certain programs.

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STOP THE SPREAD OF GERMS

HELP PREVENT THE SPREAD OF RESPIRATORY DISEASES



Wash your hands often with soap and warm water for at least 20 seconds.



Clean and disinfect frequently touched objects and surfaces.



Avoid touching your eyes, nose, and mouth with unwashed hands.



Cough and sneeze into your upper sleeve or cover your cough or sneeze with a tissue, then throw in the trash. Wash hands.

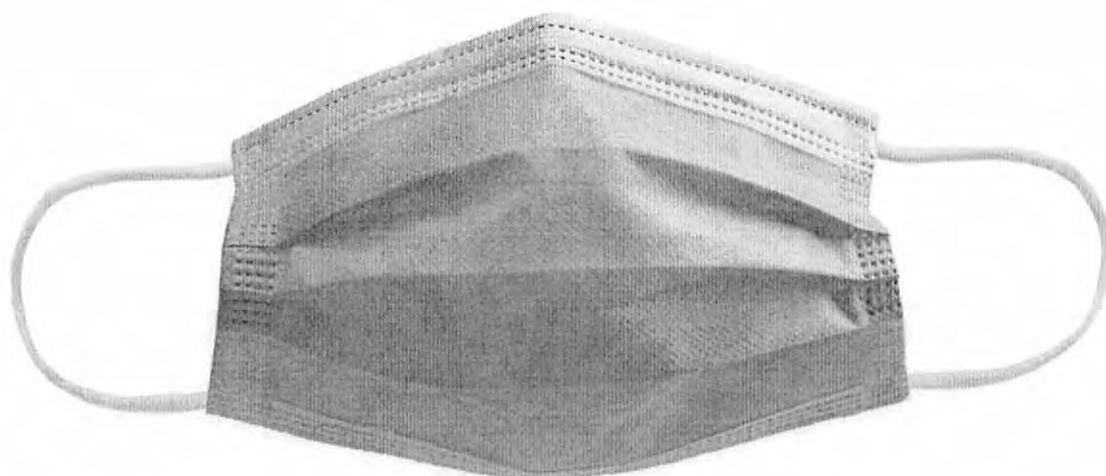


Stay home when you are sick, except to get medical care. Call ahead before you visit your doctor or emergency room.



Avoid contact with people who are sick.

For more information: oakgov.com/health



Masks Are
Required To
Be Worn By
All Adults

Entry Requirements HealthCall Employees

1. If you feel sick, have COVID symptoms, or have traveled to a COVID-endemic area, report to your supervisor and go home. **NOTE:** an employee's decision to travel outside the State of Michigan during the pandemic may cause the employee to be ineligible to return to work for a period of time subsequent to their return home (typically 5 – 14 days), as determined by the Medical Director based upon current CDC guidance; this period of time will be unpaid or will be deducted from the employee's paid time off (PTO) balance, as individually applicable, as it is outside the scope of a medical or governmental quarantine.
2. Face coverings are required in all HealthCall work locations to help prevent the spread of COVID-19.
3. Maintain a minimum six-foot distance from one another whenever possible.
4. Cover your sneeze or cough with a tissue or your elbow.
5. Do not shake hands or engage in any unnecessary physical contact.
6. Frequently wash hands for at least 20 seconds with soap and water or use hand sanitizer.

Employee Training

A comprehensive safety training video, “Community Health Workers and COVID-19”, is being launched on HealthCall’s Employee Portal for all employees to complete as part of their preparation on what to expect when they return to work and as HealthCall resumes operations. It includes information on COVID-19, how it spreads, symptoms to look for, and prevention reminders including good hygiene practices and demonstrations of proper hand washing and use of PPE. The video is assigned to all department personnel upon returning to work and is required. The Human Resources department is expected to track employee’s completion of this required training. Employees are asked to complete a daily self-health check before they come to work to ensure they’re healthy. If they are sick, have COVID-like symptoms, have been around someone with COVID, have tested positive for COVID in the last 14 days, or have reason to believe they may have the virus, they are instructed to inform their supervisor or the Scheduling Department and stay home. A clinical member of the Committee will follow-up with you regarding screening and additional steps.

COVID PPE Supplies

HealthCall implemented an emergency supply team to ensure adequate supply of masks, gloves, eye protection, hand sanitizer and other supplies to support daily operation and considering the number needed per employee. Consideration was also given to work with cleaning and supply vendors to ensure an adequate supply of soap, sanitizing wipes, paper towels, and other paper goods. This team also supported sourcing and distribution of PPE to healthcare workers.

PPE Requirements

Wearing of masks or face coverings at all locations during the pandemic is mandatory. This policy is applicable to all HealthCall employees, contractors, subcontractors, suppliers, and temporary workers. Direct care staff should also wear gloves and eye protection as found necessary and appropriate to the department and role.

Health and Well-Being

The health and well-being of all employees is a key consideration for HealthCall. If you have personal issues or concerns, don’t hesitate to reach out to others for assistance. Talking with others may help you to manage through issues that may arise. Don’t assume someone already knows about a situation. Also, remember to protect private information that may be shared by others. Any employee feeling anxious about the COVID-19 situation can find information regarding the Employee Assistance Program on HealthCall’s Employee Portal or through the Human Resources department. Resources from professional authorities should be considered for purposes of dealing with stress and anxiety the COVID-19 crisis can cause for managers and employees; example: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>

Things you can do to support yourself:

1. Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can cause undue stress, so consider taking a break from it.
2. Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, and get plenty of sleep.
3. Make time to unwind. Try to do some other activities you enjoy.
4. Connect with others. Talk with people you trust about your concerns and how you are feeling.
5. Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

Things you can do to support others:

1. Sharing factual and reliable information about COVID-19 and understanding the actual risk to yourself and people you care about can make an outbreak less stressful.
2. When you talk to people about COVID-19 you can help make people feel less stressed and allow you to connect with them.
3. Learn more about taking care of your emotional health.

Create a Social Distancing Plan

HealthCall conducted area assessments in the office and in the behavioral clinic to help identify risk levels in workplace settings and to determine any appropriate control measures to implement. The assessments focused on HealthCall work spaces and clinical processes. Special consideration is given to consider where there is minimal ability to maintain social distancing and measures that may be taken for employee protection.

The most effective protection measures are (listed from most effective to least effective): engineering controls, administrative controls, safe work practices (a type of administrative control) and PPE. PPE is not a replacement for implementing controls where possible.

For non-clinical office staff, these controls include but are not limited to:

1. Verify department work areas are cleaned and schedule established to maintain.
2. Cleaning schedule established for shared equipment.
3. Evaluate staggered schedules.
4. Evaluate staggered meal periods.
5. Evaluate staggered desk assignments to allow for social distancing among office staff members.
6. Schedules for non-clinical office staff members may include all or a portion of remote work, as deemed necessary and appropriate based upon department and role; the degree to which these staff work on-site or remotely will be determined by the departmental supervisor in collaboration with the Committee.

For behavioral clinic-based services, including Applied Behavior Analysis (ABA) these controls include but are not limited to:

1. Individual and group parent training will continue to be conducted remotely via telehealth when possible.
2. Each child will have their own assigned table where they will eat snacks (and lunch if applicable).
3. Children will be assigned to a specific group and will remain with this group of children throughout every day they receive therapy. This allows consistency and minimizes exposure risk while also allowing the children to work on socialization within their consistent group.
4. The gross motor room will be utilized by this same group of children and then sanitized thoroughly between groups.
5. Additionally, the increased cleaning measures that are described elsewhere in this plan will remain in place.
6. For everyone's protection, staff will continue to wear personal protective equipment (PPE), such as face masks, safety goggles and, in certain cases, gloves.
7. Unless otherwise notified, clients wait in the atrium of HealthCall prior to their therapy, where signs will designate locations for parents to wait in order to maintain 6 feet distance between adults.
8. Adults will need to wear a mask while inside of the building and hand sanitizing stations are available.
9. Client drop-off and pick-up is limited to only one (1) parent / guardian.
10. Prior to beginning session each day, every staff member and child will be asked screening questions and have their temperature taken. If anyone has a temperature of 100 F or greater, and/or recent travel to a COVID-endemic area, or any symptoms of COVID-19 in themselves or a family member, they will not be allowed to remain in the center for therapy for a period of time determined by the Medical Director. **NOTE:** an employee's decision to travel outside the State of Michigan during the pandemic may cause the employee to be ineligible to return to work for a period of time subsequent to their return home (typically 5 – 14 days), as determined by the Medical Director based upon current CDC guidance; this period of time will be unpaid or will be deducted from the employee's paid time off (PTO) balance, as individually applicable, as it is outside the scope of a medical or governmental quarantine.
11. Due to the contagious nature of coronavirus, if the client develops a fever or cough during therapy, the parent / guardian is expected to pick them up within 30 minutes of notification to minimize exposure to others.